



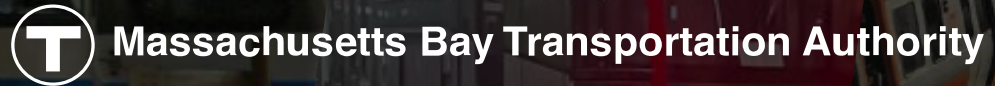
Massachusetts Bay Transportation Authority

GM Report

Jeffrey Gonneville, MBTA Interim General Manager

March 23, 2023





Massachusetts Bay Transportation Authority









Systemwide Speed Restrictions

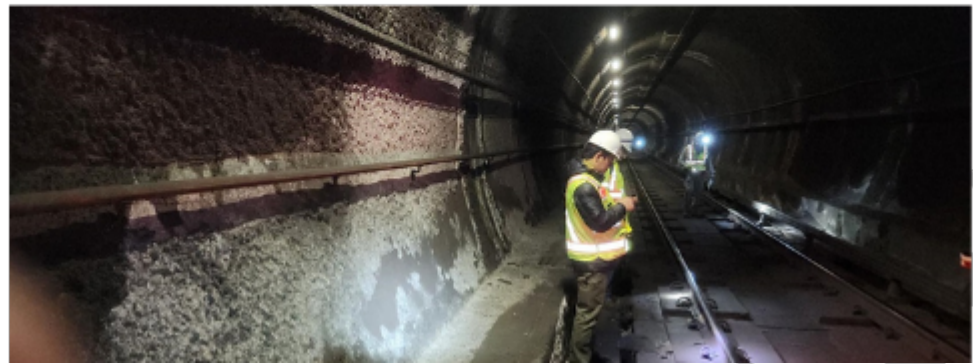
Executive Update

March 23, 2023

Systemwide Speed Restrictions | *Timeline*

Timeline of Global Speed Restrictions

							
March 6, 2023 <i>Identification</i>	March 8, 2023 <i>DPU Request</i>	March 9, 2023 <i>Inspection & Validation</i>	March 10, 2023 <i>Lifting of Line-Wide Restrictions</i>	March 15, 2023 <i>Line-Wide Mattapan Restriction Lifted</i>	March 16, 2023 <i>Mattapan Announcement</i>	March 20, 2023 <i>Line-Wide Green Line Restriction Lifted</i>	
The Department of Public Utilities (DPU) conducted a site visit of the Red Line between Ashmont and Savin Hill	DPU requested mitigation documentation following geometry testing. A review found concerning discrepancies	As a result of the systemwide review, the MBTA announced line-wide speed restrictions between 10-25 mph on the Red, Blue, Orange, Green and Mattapan Lines	Line-wide speed restrictions on the Red, Blue, and Orange Lines lifted and replaced with block speed restrictions between 10-25 mph	Line-wide speed restriction on Mattapan lifted (late evening), replaced with block speed restrictions	Mattapan block speed restrictions announced on social media	Line-wide speed restriction on Green Line lifted , replaced with block speed restrictions	



Systemwide Speed Restrictions | *Defect Identification and Verification*

How were defects identified

1

Geometric Inspection



Inspections by a Geometry Car to measure track and rail alignment including horizontal curvature, track profile, and twist

3

Optical Inspection



Inspections measuring the dimensions of rail to identify conditions such as head wear, side wear, and engine burn

2

Ultrasonic Inspection



Inspections taken with ultrasonic vibrations to scan rails, determine density, and identify internal defects

4

Visual Inspection



Regularly performed, 'on-foot' inspections to determine conditions of ties, bolts, fasteners, rail plates, and clips

Systemwide Speed Restrictions | Verification & Progress

Data Represented is Updated Regularly. These numbers will continue to fluctuate as inspections are ongoing.



Progress to date

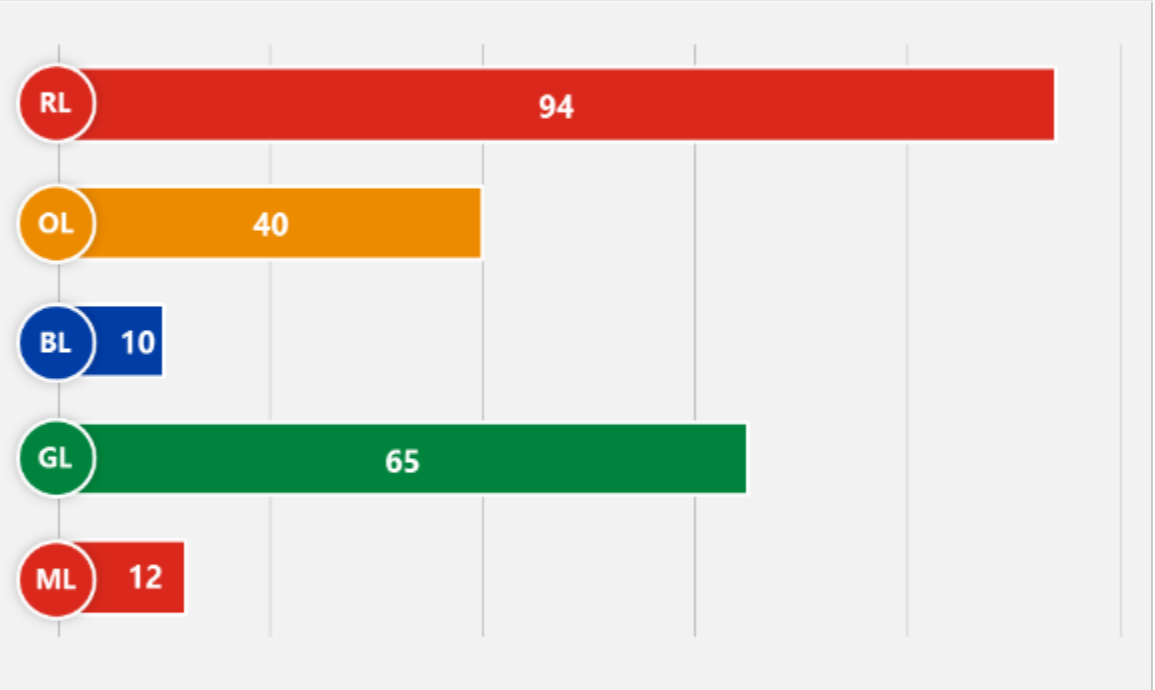
- ✓ Developed Identification and Validation Process
- ✓ Completing Engineering & Maintenance (E&M) inspections and Office of the Chief Engineer (OCE) 3rd Party inspections
- ✓ Comparing data and conducting defect validation
- ✓ Shifting from larger block speed restrictions to smaller defect-specific speed restrictions
- ✓ Continuing work prioritization to leverage existing work opportunities as validation data becomes available

Systemwide Speed Restrictions | Where We Are Now

Data Represented is Updated Regularly. These numbers will continue to fluctuate as inspections are ongoing.

Total Speed Restrictions

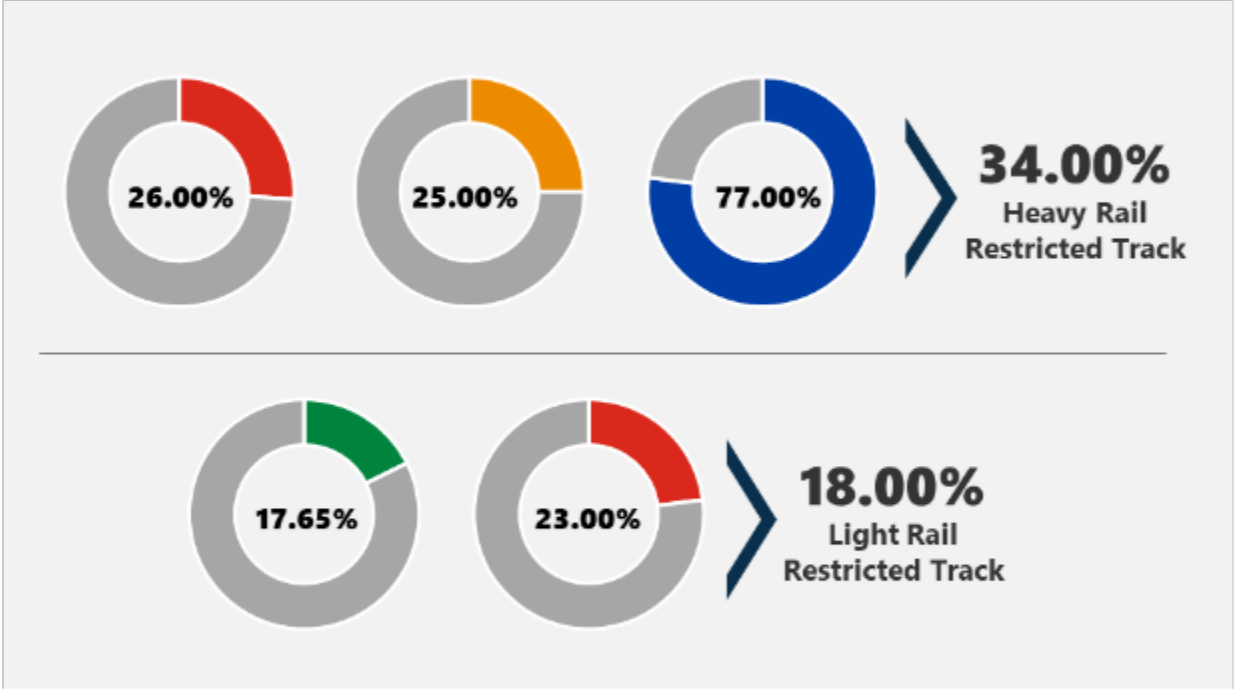
Based on Trapeze data



221
Total Speed Restrictions

Restricted Track %

Proportion of track that must have a reduced speed



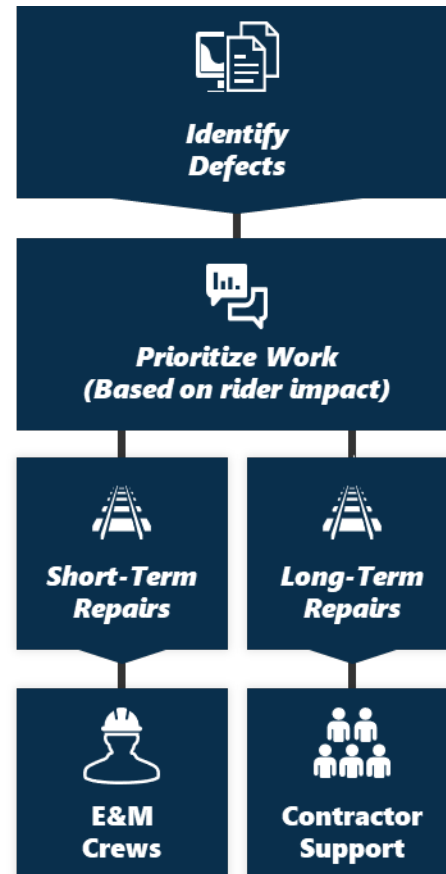
27.00%
Total Restricted Track

Data presented is preliminary and is meant to provide general insight for management into the progress made towards eliminating speed restrictions. Data presented is as of 3/23/2023 at 8:00 AM. Speed restriction figures represent restrictions on revenue track only. Speed restrictions include those identified by geometry, optical, and ultrasonic methods.

Systemwide Speed Restrictions | *Moving Forward*

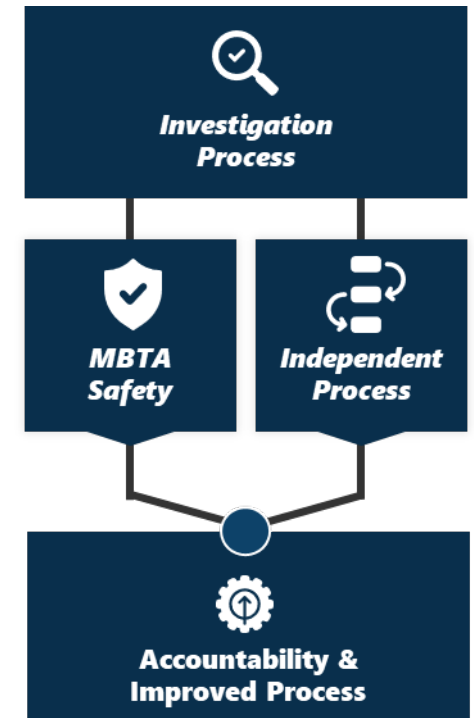
Delivering Work and Minimizing Disruption

- Leverage existing work windows:
 - Night work during non-revenue hours
 - Early access closures
 - Weekend diversions
 - Other opportunities
- Prepare for permanent repairs:
 - Clear track areas
 - Identify materials availability
 - Ready crews and support



Enhancing Transparency and Accountability

- Investigating reporting and documentation:
 - MBTA Safety
 - Third Party Independent Investigations
- Provide accountability and improve process



Systemwide Speed Restrictions | *Next Steps*

Plan to deliver

- 1** *Leverage already planned work windows*
- 2** *Release work schedule for coming weeks*
- 3** *Prioritize work based on rider impact*
- 4** *Develop corrective actions*
- 5** *Safely reduce the percentage of speed restrictions*



Speed Restrictions Interactive Dashboard

- Implementing speed restrictions prioritizes rider safety.
- Opening and clearing speed restrictions is a continuous process, and the data changes quickly.
- This dashboard will provide riders with the latest information we have available at the start of each day, and offers a new level of transparency.
- Riders can locate speed restrictions using maps they are accustomed to seeing.
- The speed restriction activity summary helps highlight the ongoing work the MBTA is doing to clear restrictions on the system.
- Find it on MBTA Performance-Metrics online.

Explore the Speed Restrictions Dashboard

Interact with the dashboard below to view information on speed restrictions. Data is updated every morning before the start of service with the previous day's data. For real-time information, [sign up for alerts](#).

This dashboard includes data from January 1, 2023 onward.

Select Date

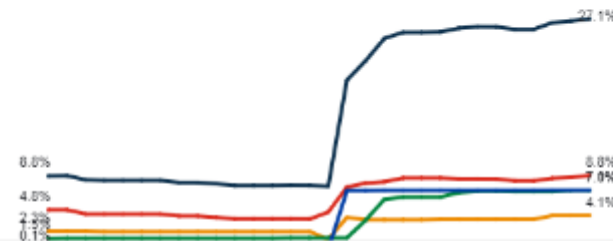
3/22/2023

View Line Data

MBTA speed restriction status

Restriction Distance	Restricted Track Percent	Restriction Count
36.7 mi 3/22/2023	27% 3/22/2023	220 3/22/2023

Daily speed restrictions over the last 30 days as a percent of the entire subway system on 3/22/2023. Top line represents the system-wide percentage.



Click a Line to view more detailed data



Blue Line



Orange Line



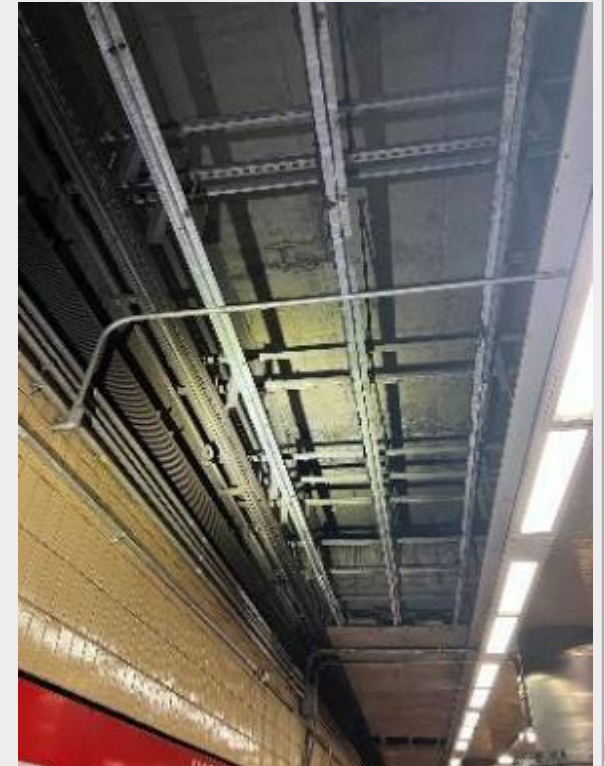
Red Line



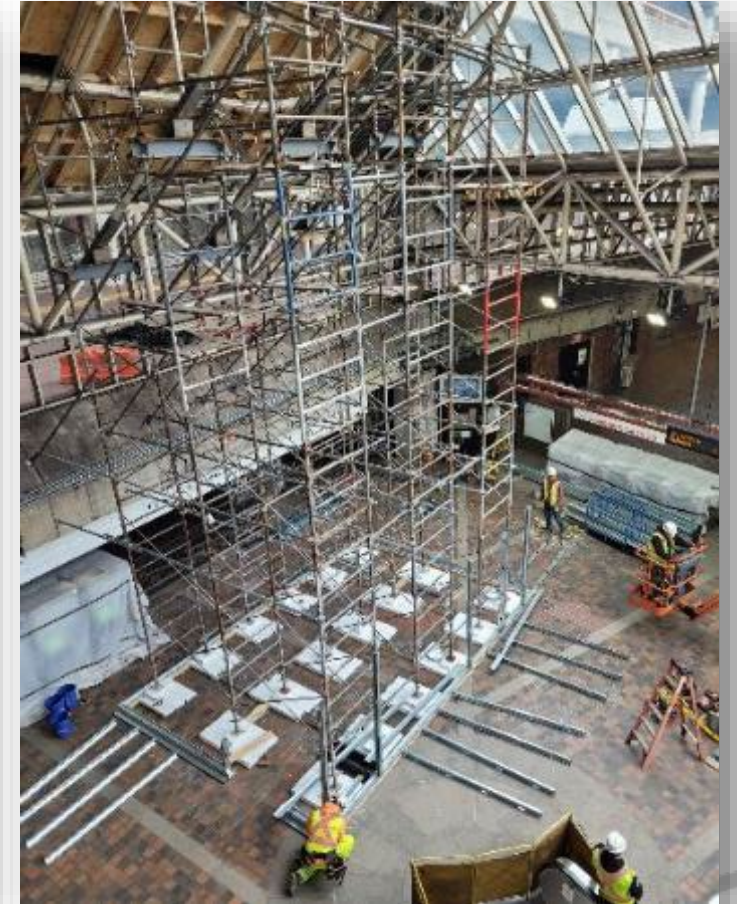
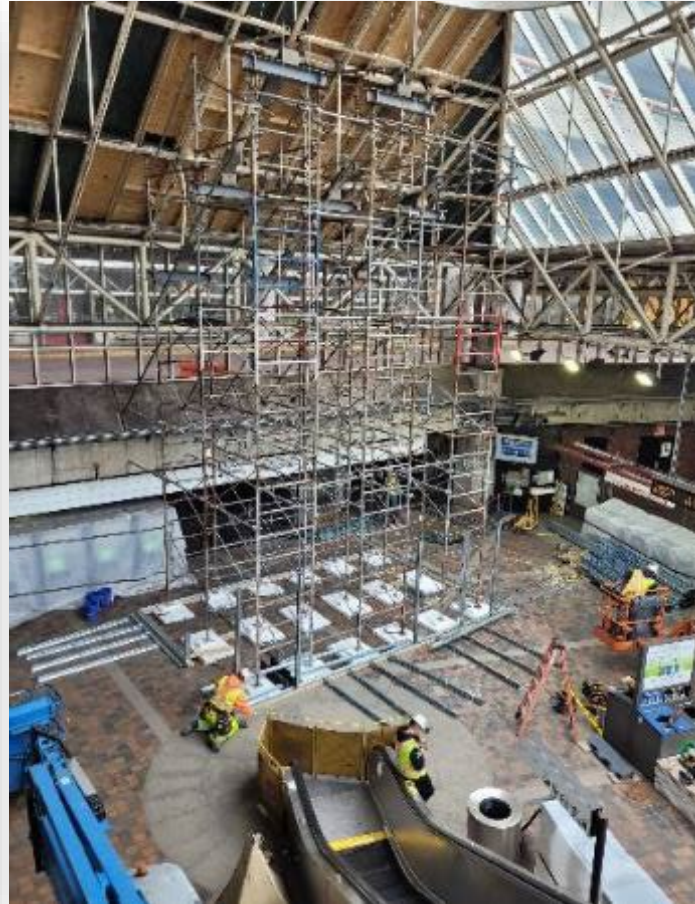
Green Line

Harvard Station Ceiling Tile Update

- Mar. 1: a ceiling tile fell at Harvard station.
- Immediate area was stabilized and ensured safe.
- Removing tiles located above public areas. Less than 15 remain for removal (of ~200).
- Initial inspections are conducted during the removal process.
- After removal, a full structural inspection will be performed to inform a comprehensive plan for remediation.
- Ceiling tiles that serve no purpose (other than aesthetics) will not be replaced.
- The process at Harvard station will be repeated at all the stations in the MBTA system.



Alewife Incident Update



Finalizing Alewife Headhouse workstreams

- Completing shoring tower construction. Punchlist items remain before opening the Alewife Mezzanine.



East Boston Ferry service resumes March 27, 2023



Trips

- About every 30 minutes.
- Weekdays: 22 round trips from 7 AM – 7:45 PM (last boat).
- Weekends: 18 round trips from 9 AM – 8:45 PM (last boat).
- An 8:45 PM weekend trip was added this spring for those who prefer a later ride.

Fares

- \$2.40 one-way or \$1.10 for reduced fare riders, same price as a subway fare.
- Purchase tickets on the mTicket App.
- Also accepted: printed LinkPasses, Commuter Rail Zone passes and M7 passes.

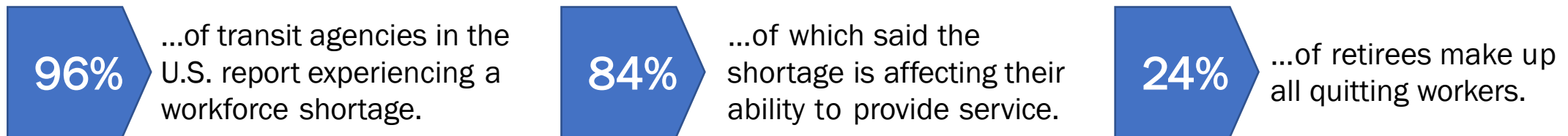


Addressing Workforce Shortage Challenge

The MBTA continues to face a workforce shortage.

Our challenge is to promote the T as a job with career potential and growth. But the MBTA and the transit industry nationwide faces strong headwinds.

Gone are the days when hundreds of candidates filled the applicant pool for motor person or bus operator positions.



A February 2022 Survey conducted by the American Public Transportation Association (where 117 Transit Agencies responded), updated Oct. 2022.



MBTA Launches Creative Campaign

In April, the Customer Experience Team and HR will launch **HR on the GO!**

- An on-site mobile recruitment initiative taking place in communities where the MBTA draws employees. Utilizes a customized MBTA bus outfitted with workstations and computers allowing people in various neighborhoods to meet with MBTA recruiters, discuss career opportunities, and apply for a job.

HR on the GO!
Phase 1 Saturdays in April.

- April 15 | Mattapan
- April 22 | Quincy
- April 29 | Lynn
- May 06 | East Boston



The vision



 **HR on the GO!**
Mobile Recruitment coming to a Community near you.

Thank You | All MBTA Employees

Thanks to all T employees and transit police who worked tirelessly Sunday, March 19th to help make the parade a success for our riders and our communities.

A longstanding South Boston tradition since 1901, more than a million people visited to celebrate the Celtic festivity.

MBTA employees masterfully executed exhaustive transit plans

Transported hundreds of thousands of riders safely and efficiently.

The EOC operated successfully.

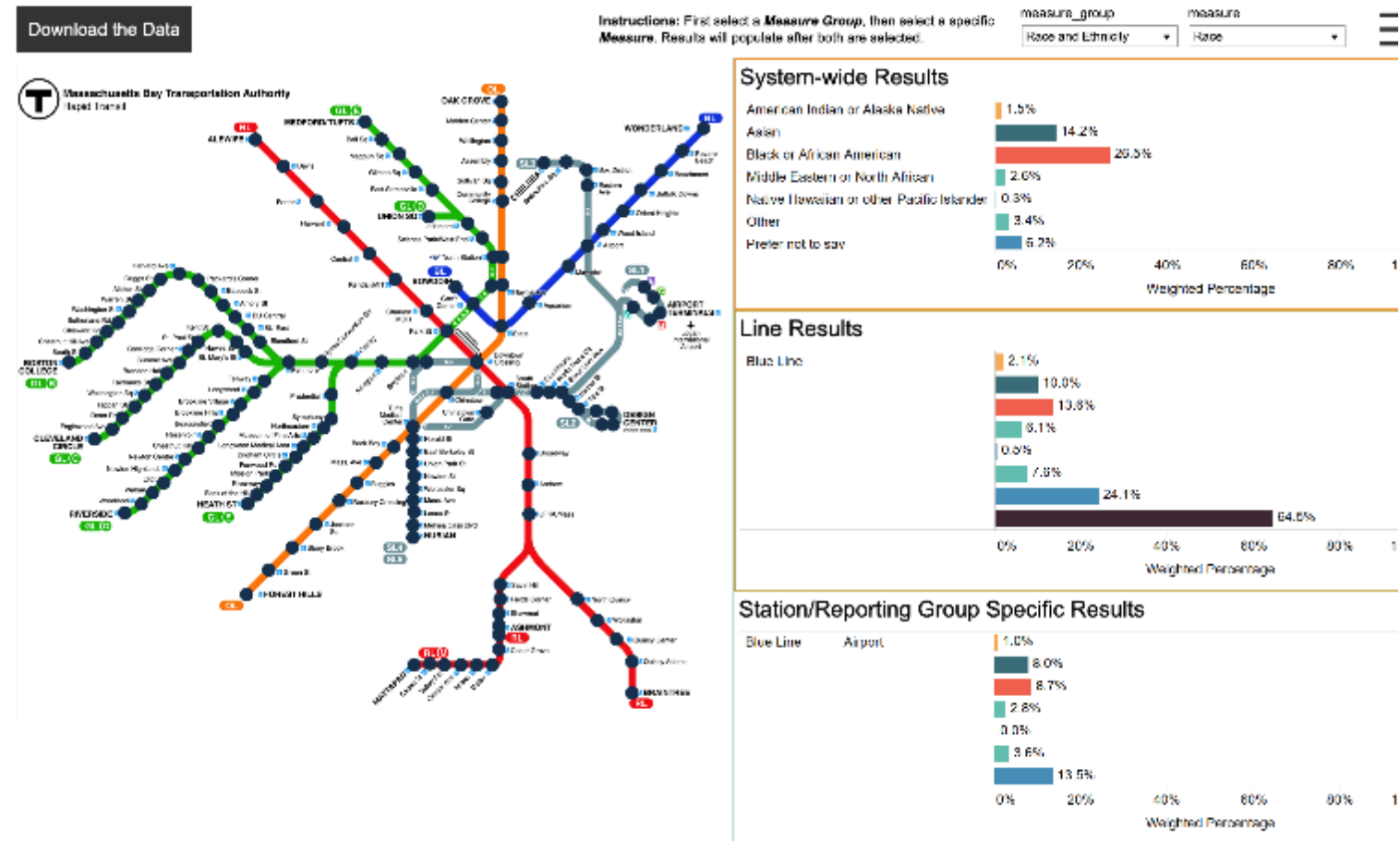
Congratulations T employees. Your teamwork and can-do attitude played an important role in the parade's success!



2022 MBTA Systemwide Passenger Survey

Overview and initial findings

2022 MBTA Systemwide Passenger Survey



Systemwide Passenger Survey | Overview

PURPOSE

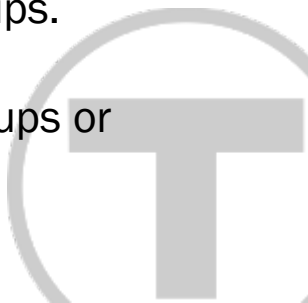
- The Federal Transit Administration (FTA) Title VI Circular (C 4702.1B) requires large transit providers to collect demographic, travel and fare payment data about their riders using passenger surveys **at least every five years**.
- The results of the Rider Census are used across the MBTA in the required equity analyses, but also capital planning, service planning, fare policy and public outreach.
- This survey also tends to be our largest sample size survey effort that spans every single mode.

METHODOLOGY

- Transitioned to a Rolling Rider Census. Data is collected and reported to the FTA annually (vs. every 5 years).
- Allows for more responsiveness in our survey methods.
 - Provides faster demographics understanding when new or adjusted service is implemented.
 - Particularly important in Bus Network Redesign rollouts and for ongoing Pandemic Recovery.

SAMPLE PLAN & REPORTING

- The rolling model requires more aggregate reporting for the first several years.
 - High-ridership services will be reported independently: Moderate- and low-ridership services, in groups.
- By 2026, demographics will be reported at a similar level to previous Systemwide Passenger Surveys.
 - High- and moderate-ridership services will be reported independently: Low-ridership services, in groups or pairs.



Survey Initial Findings | Race & Ethnicity

The Disparate Impact/ Disproportionate Burden policy defines riders as minority if they self-identify as Hispanic or Latino/Latina or as a race other than white.

MODE OR LINE	2022 MINORITY RESULTS	2015-17 MINORITY RESULTS
Bus	68.2%	48.0%
Commuter Rail	38.3%	14.6%
Ferry	14.2%	1.7%
Rapid Transit or Bus Rapid Transit	54.8%	30.8%*
<i>Blue Line</i>	56.2%	37.2%
<i>Green Line</i>	49.0%	26.7%
<i>Orange Line</i>	58.6%	35.3%
<i>Red Line</i>	53.8%	28.5%
<i>Mattapan Trolley</i>	74.4%	56.7%
<i>Silver Line 1,2,3*</i>	60.7%	41.7%*
Systemwide	58.0%	34.3%



Survey Initial Findings | Household Income

Riders were classified as low-income if their household income fell under 60% of Area Median Income, or \$56,000.

REPORTING GROUP	2022 LOW-INCOME RESULTS	2015-17 LOW-INCOME RESULTS
Bus	57.1%	41.5%
Commuter Rail	26.3%	6.8%
Ferry	5.1%	3.7%
Rapid Transit or Bus Rapid Transit	46.1%	26.5%*
<i>Blue Line</i>	50.8%	33.3%
<i>Green Line</i>	47.0%	28.0%
<i>Orange Line</i>	47.0%	27.6%
<i>Red Line</i>	43.4%	22.8%
<i>Mattapan Trolley</i>	60.3%	35.3%
<i>Silver Line 1,2,3*</i>	40.4%	24.9%*
Systemwide	48.4%	28.8%



KIPP:MA invited the MBTA to Speak/Contribute to their School Project:

How to design an accessible, safe, and affordable transportation system for our surrounding school community.



MBTA employees captivated KIPP's 4th Grade class that was teaming with eager, motivated, energetic students!



Draft for Discussion & Policy Purposes Only



MBTA Appreciates You!

Thank You | MBTA transit drivers keep us running!

3,000+ drivers and operators help power the T.

You provide a critical service, **keeping the Commonwealth in motion**, ensuring residents and visitors get where they need to go.

Without drivers and operators, public transportation would not be possible.

The MBTA honors our **essential workers**—not only on this day, but always.

We are **thankful** for the critical service you provide.

We are especially **proud of your strength and dedication**, working tirelessly with ongoing pandemic challenges.



[MBTA Transit Driver Videos](#)



Thank you.

