



**Massachusetts Bay  
Transportation Authority**

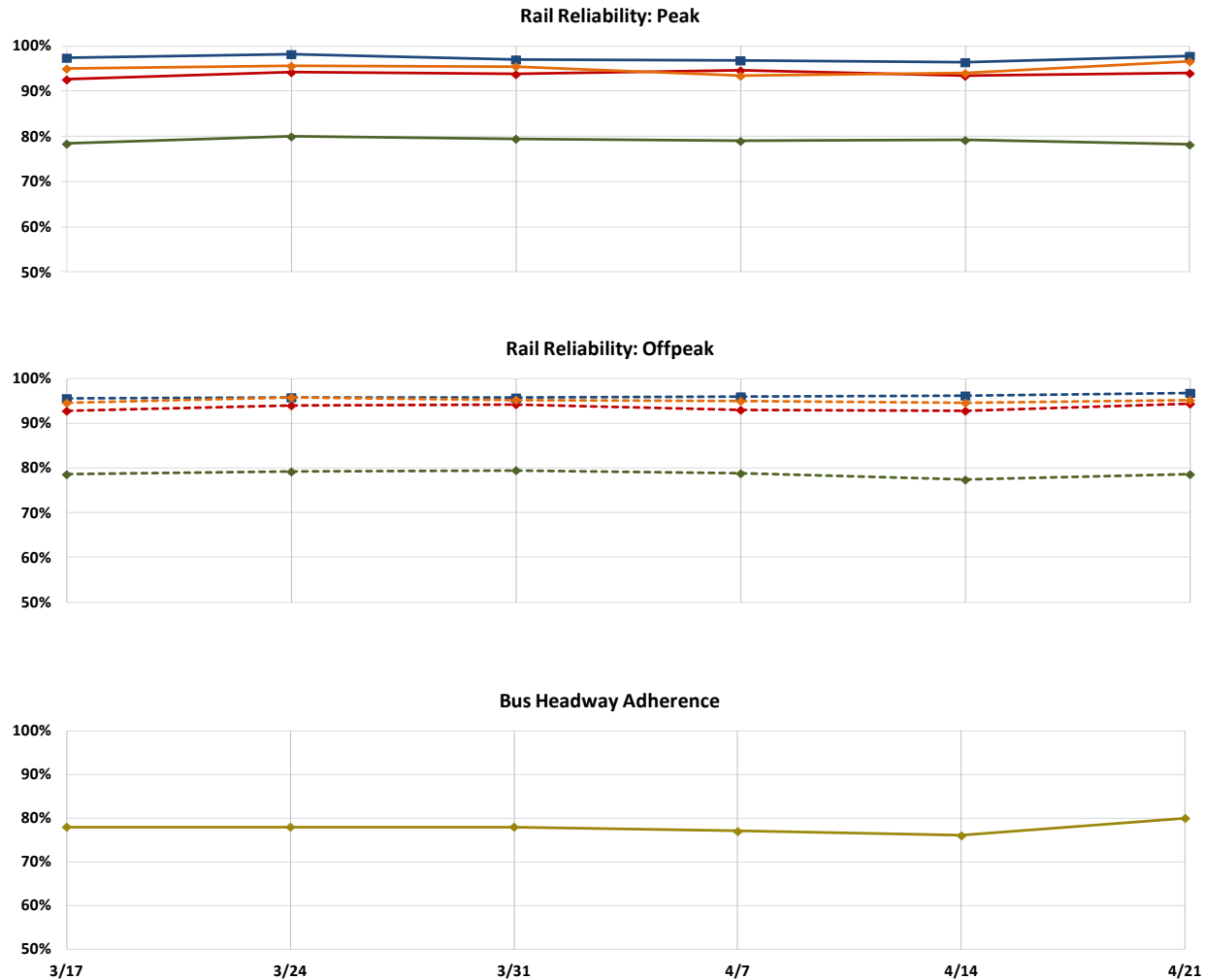
---

## **COO Remarks**

**April 24, 2017**



# Weekly Reliability





# 2017 Patriots Day

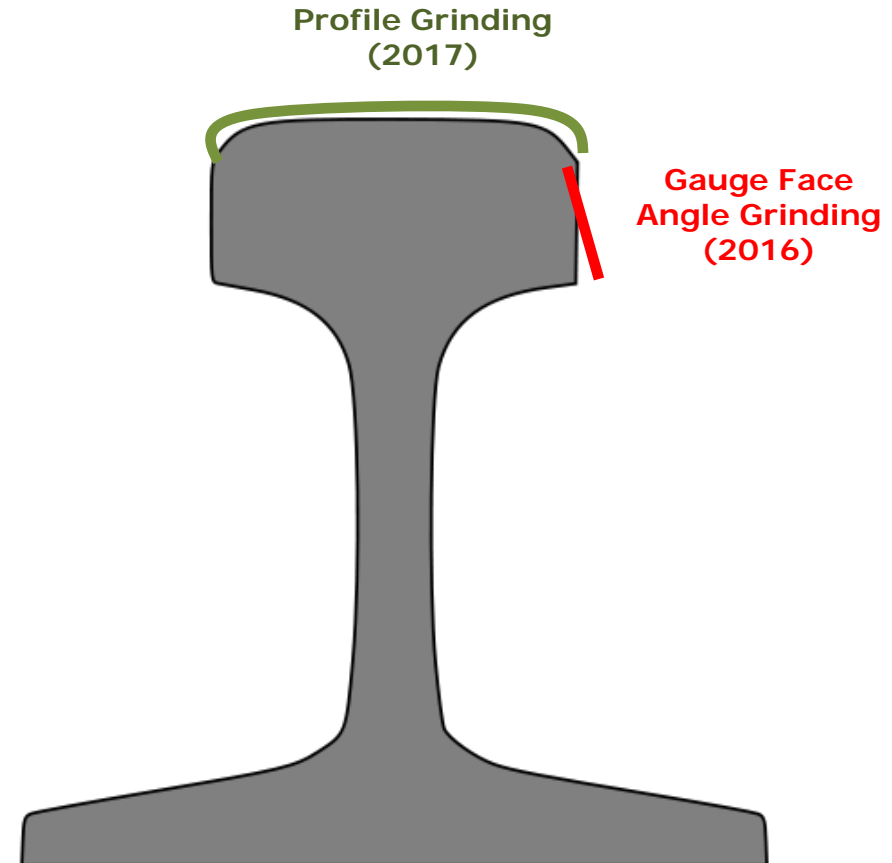
- Monday April 17, 2017 121<sup>st</sup> Boston Marathon, Boston Red Sox, and Boston Bruins Playoff game
- Extra service provided on Subway, Bus and Commuter Rail (Worcester/Framingham line)
- Operations employees deployed in all stations to direct customers including 27 Volunteers from corporate spread throughout 12 stations
- EOC activated from 9am to 5pm at 45 High St. Situation Reports distributed every two hours from the Storm/Event Desk
- 946 \$20 special all day tickets sold for the Worcester/Framingham line





# Green Line Rail Preventive Maintenance

- **Gauge Face Angle Grinding**
  - Completed: Summer/Fall 2016
- **Profile Grinding**
  - Underway: estimated completion Summer 2017
  - Improve ride quality
  - Prevent excessive wheel and rail wear
- **Continuous grinding program going forward**





## Commuter Rail Bridge – Rapid Replacement

- Located in Norwood on the Franklin Line next to Norwood Central Station.
- Existing bridge, constructed in 1898, was at end of its service life.
- Existing bridge was replaced utilizing accelerated bridge techniques by rolling in place with a Self Propelled Modular Transport System.
- Started Friday night and was complete for this morning's commute.
- Project final construction completion expected August 21, 2017.



Guild Street Bridge, Norwood, MA - Before



Guild Street Bridge, Norwood, MA -After