

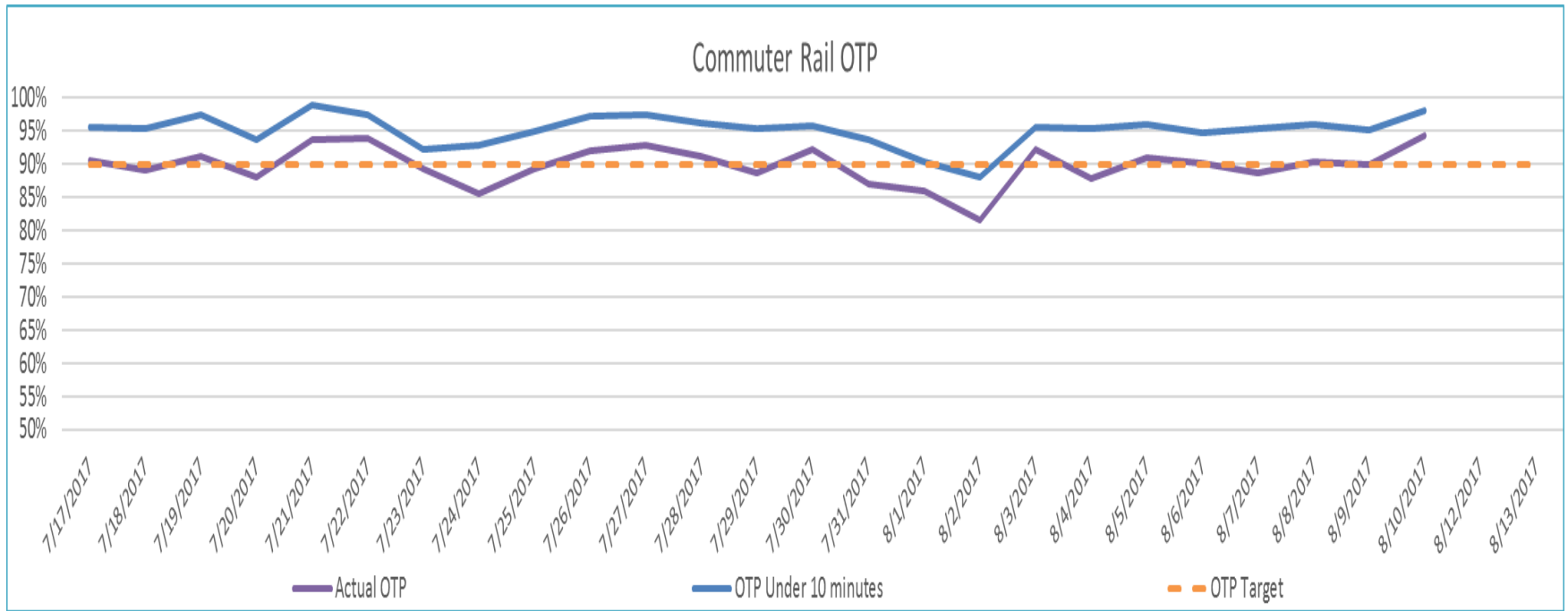


# FMCB Commuter Rail Update

August  
14  
2017

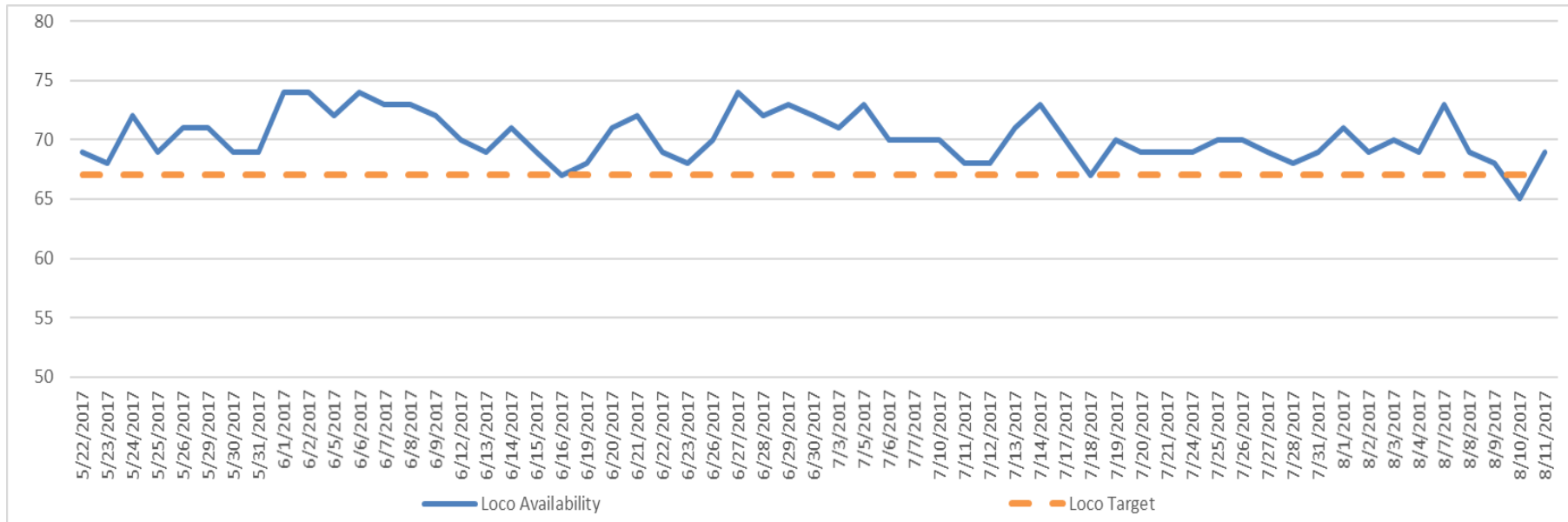
# Commuter Rail

## OTP



## Commuter Rail

### Loco availability



- Loco availability remaining generally strong
- Brief dip below 67 on Wednesday/Thursday last week due to unusually high volume of repairs, recovered within 24 hours and no cancelations incurred

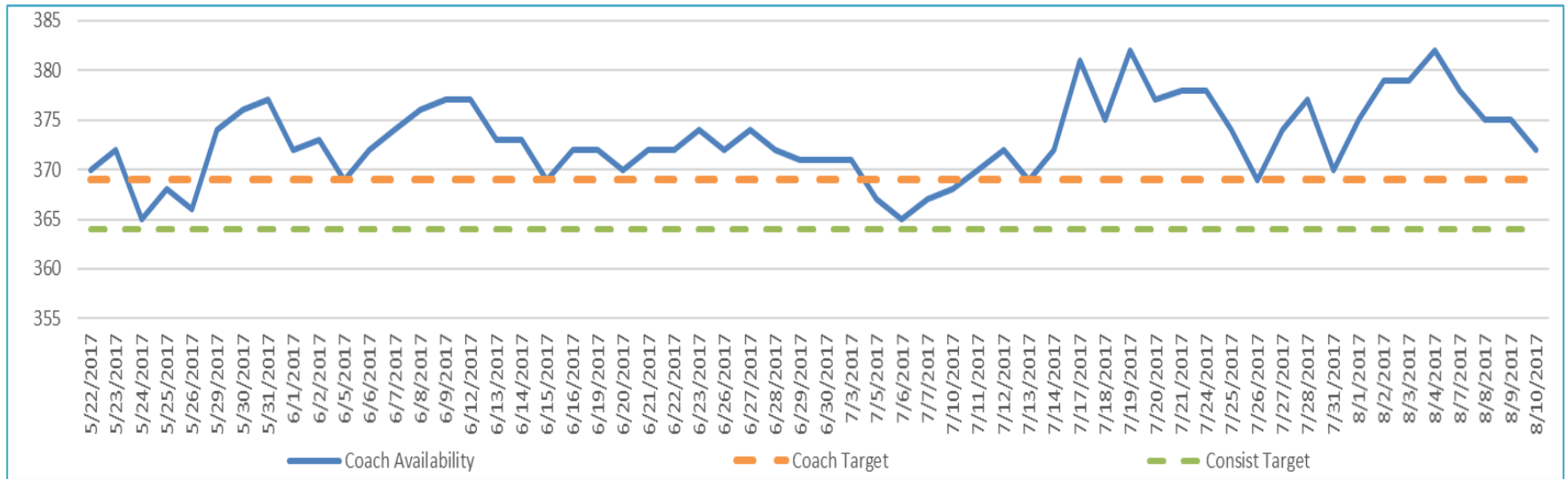
# Commuter Rail

## Daily loco availability & cancellations last week



## Commuter Rail

### Coach availability



- Coach availability remains strong
- In the process of reforming North side sets (disbanded during Beverly works) which is contributing to a short term dip in coach count

### Revenue Share/Manual Ticket Checking Program – Progress update

- Keolis Director of Revenue and Marketing starts on August 21st
  - Recruiting for Keolis Marketing team underway for Ridership initiatives
- Ticket Verification Agents (TVA) begin training week of August 21st
  - TVA familiarization with network during week of August 28th
  - Commence ticket verification activities following Labor Day
    - Fare is Fair campaigns
    - Ticket verification at various stations
- Temporary gating configuration options at North Station for ticket checking program actively being evaluated with dynamic pedestrian flow modeling and discussions with TD Garden
- Feedback and input solicited from Customer Focus Groups during two sessions on 7/27
  - As anticipated, primary customer concern was avoiding any degradation of passenger experience (long lines, delayed trains, over-crowded concourse areas)
  - Exploring AM/Inbound Peak as potentially more viable configuration option for initial ticket checking phase at North Station