



**Massachusetts Bay  
Transportation Authority**

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## **GM Remarks**

**Fiscal and Management Control Board**

**August 14, 2017**



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## Agenda

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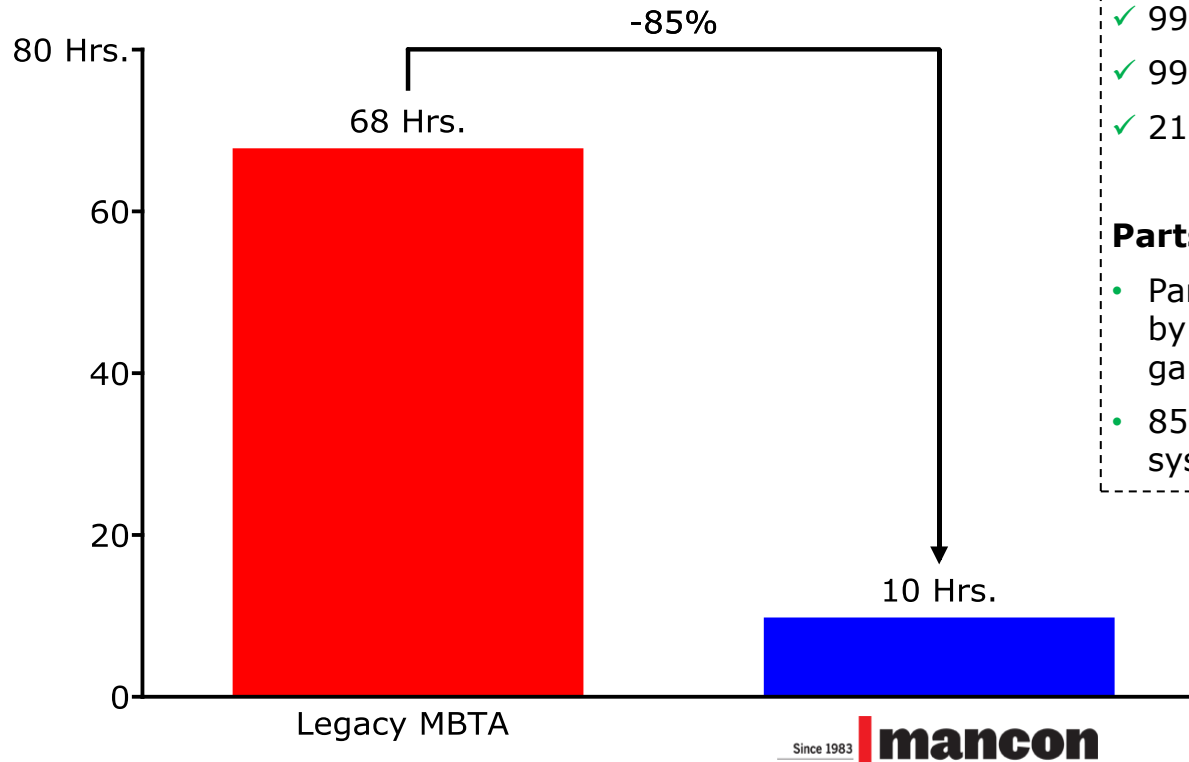
- Warehouse / Money Room / Bus Maintenance
- Commuter Rail Wi-Fi Update
- Operations
  - Performance
  - Incidents
- Capital Projects
  - Major Projects
  - Bus Diversion Overview
  - Comm Ave/Green Line



## Warehouse Update: 99%+ on parts logistics service levels: 10 Hour Guarantee on Standard Requests:

### Time to Respond and Deliver Parts

Hours of Clock Time



#### Mancon Delivery Performance

- ✓ 99.82% on time delivery
- ✓ 99.56% shipment accuracy
- ✓ 21,569 part #'s delivered

#### Parts delivery hours of operations

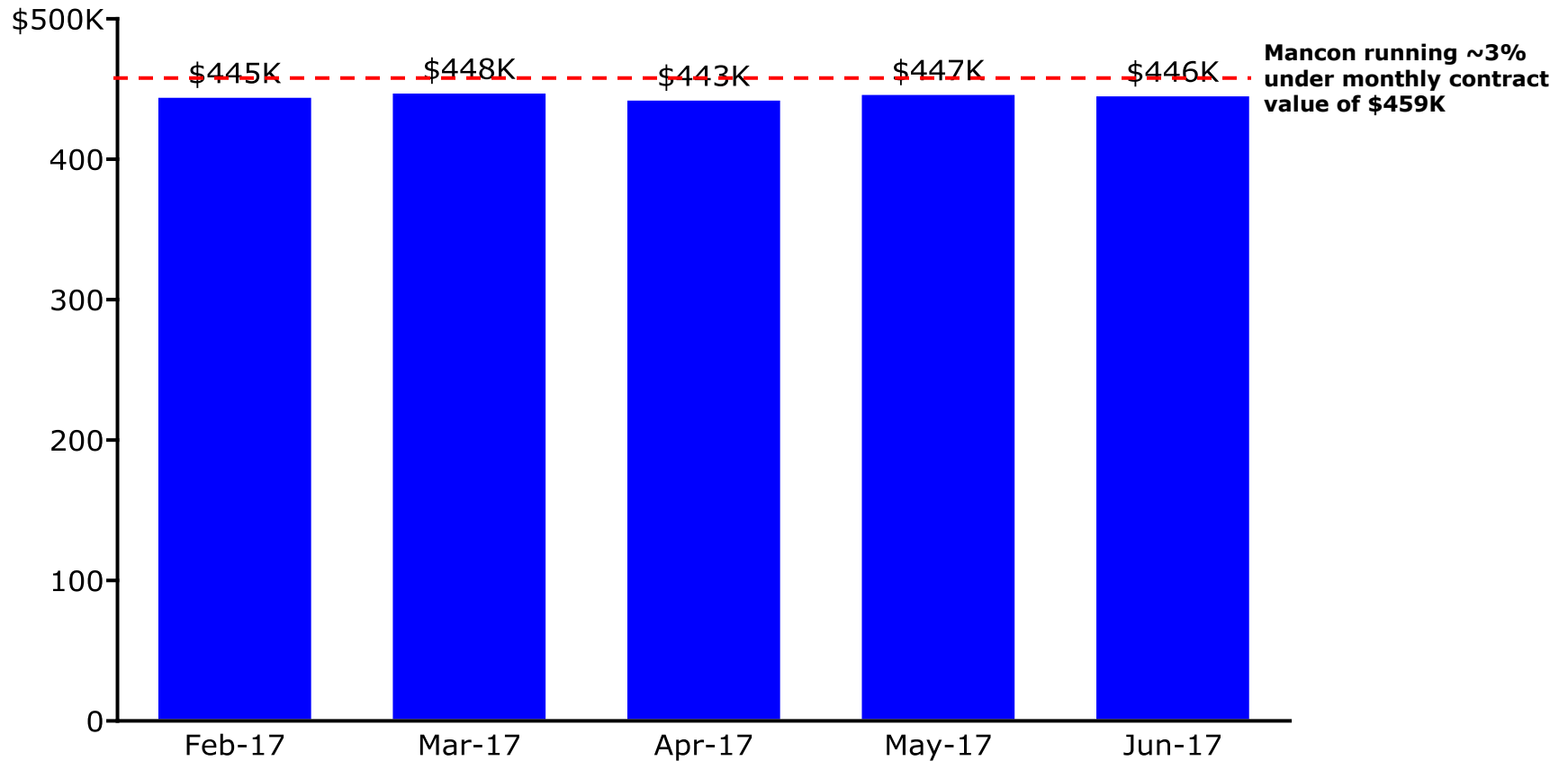
- Parts ordered by 6:00pm delivered by 4:00am next morning across all garages
- 85% improvement over legacy system

Note: Time to Respond and Deliver Parts defined as time from ERP system regeneration to calculate part replenishment request to delivery of the part to the car house or bus garage and put away into inventory.



## Warehouse Update: Feb - June 2017 actuals

Cost of 3PL Services



Draft for Discussion & Policy Purposes Only



## CASH COLLECTION UPDATE

- ✓ Transition period Dec16 – Feb17
- ✓ Full Implementation March 2017
- ✓ **20,000+** service touches (Mar-Jul 2017)
- ✓ **\$68.3M** collected, processed, deposited YTD

### Revenue Collection Service Mix

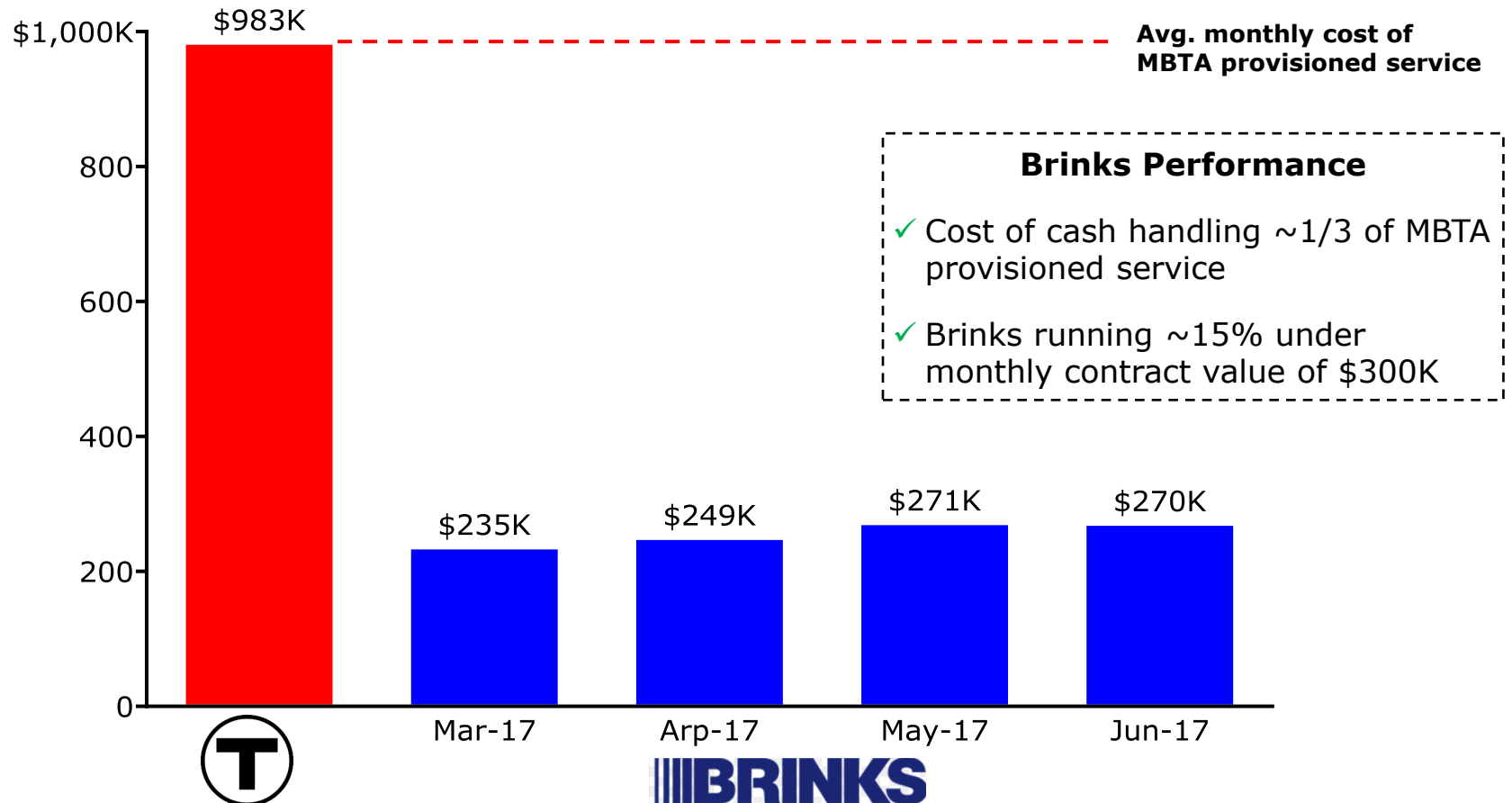
- Fare Vending Machines = **337**
- Cashless Fare Vending Machines = **152**
- CharlieCard Stores & Ferry Deposits = **7**
- Ticket Validators = **29**
- Mobile Vault (Fare Box) = **21 Vaults**  
@ 12 locations





## Cash handling contract management: March - June 2017 actuals

Cost of Cash Handling



Draft for Discussion & Policy Purposes Only

\*money room fully loaded

Jun-17 includes 2% Incentive added to Transportation invoice for exceeding Performance SLA



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## Bus Maintenance RFP Timeline

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<b>DEADLINE</b>	<b>ACTIVITY</b>
7/21/2017	Release RFP
8/8/2017	Pre-Proposal Conference
8/11/2017	Deadline to Submit Questions to the MBTA
8/18/2017	Deadline for MBTA to Respond to Questions
8/30/2017	Proposals Due
9/5/2017-9/22/2017	Proposal Evaluations & Oral Presentations
9/22/2017	Finalize Technical Scoring
9/24/2017	Review Pricing
9/29/2017	Best & Final Offer
10/9/2017	Estimated Contract Award



## Bus Maintenance RFP: Hybrid Approach (~75% Modernized Public / ~25% RTA Model)

### MODERNIZATION STRATEGY

#### 1) 6 Larger Garages – Modernized Public Model:

*Management Actions to Increase Productivity*

- Streamline staffing levels, modernize business processes to drive productivity

#### 2) Up to 3 Smaller Garages – RFP RTA Model:

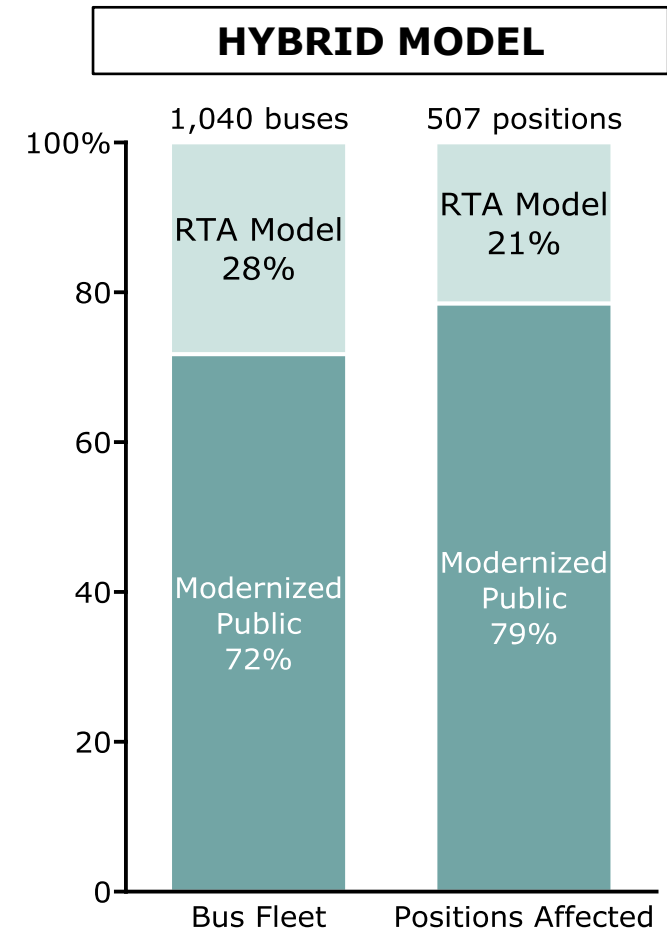
*RTA Model with Contracted Maintenance*

- Utilize RTA model to partner with best-in-class companies and rapidly modernize operations

#### **A hybrid model would address key goals:**

- Operating expense reduction
- Modern work-place practices
- Technology / paperless shop
- Modern supply chain / logistics operations

**MAJORITY (~75%) REMAINS PUBLIC MODEL**







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# Commuter Rail Wi-Fi

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- Letter issued to BAI and public last week: MBTA does not agree with current proposed implementation
- Highlights MBTA's transportation and safety needs as priority items
- Invitation to submit a revised plan more consistent with the original vision that incorporates community feedback







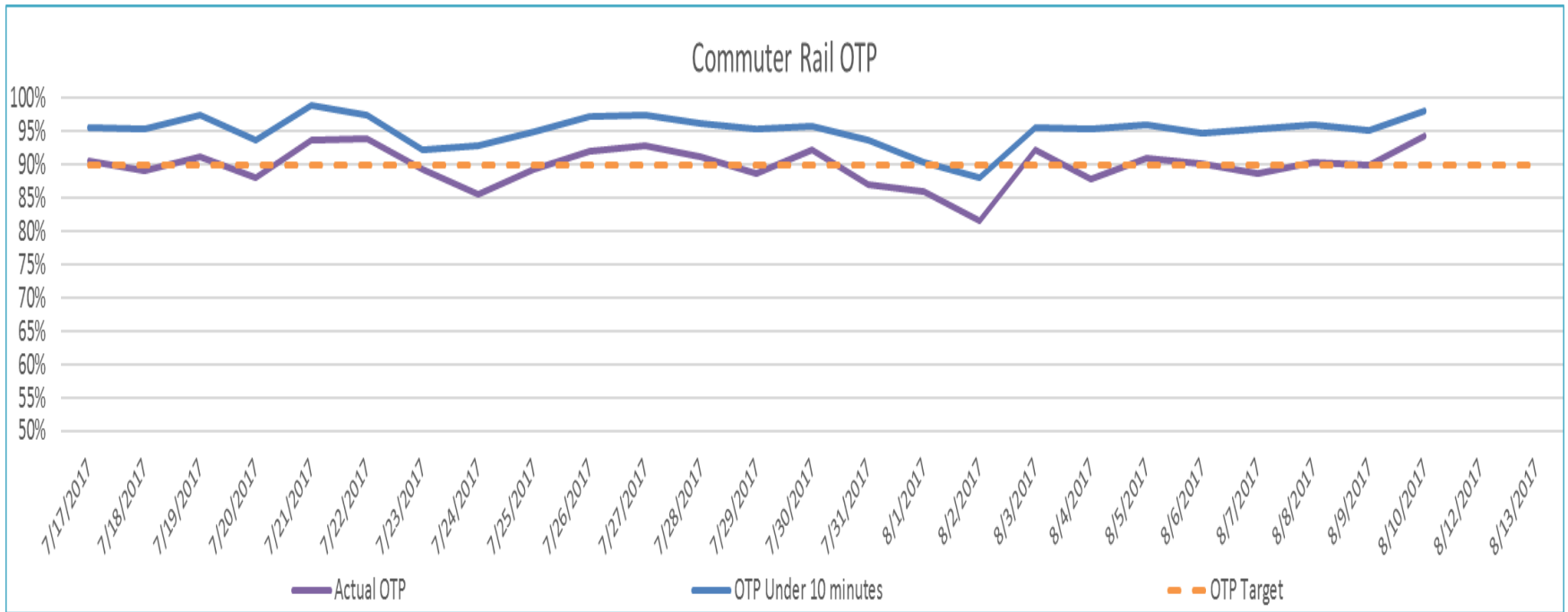
# B Line Derailment

- Monday August 7<sup>th</sup> 3:50pm Green Line B Line Service impacted between Packard's Corner and Washington St
- No injuries or damage reported
- Commonwealth Ave Bus Shuttle extended to Washington St for alternative service



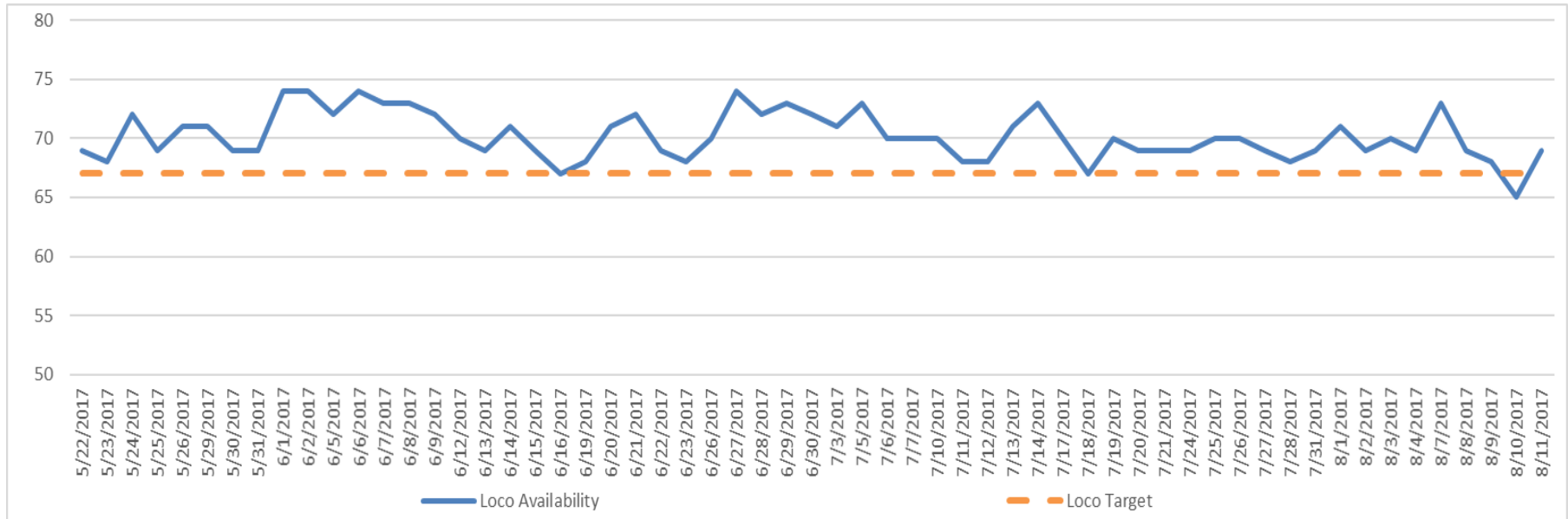


## OTP





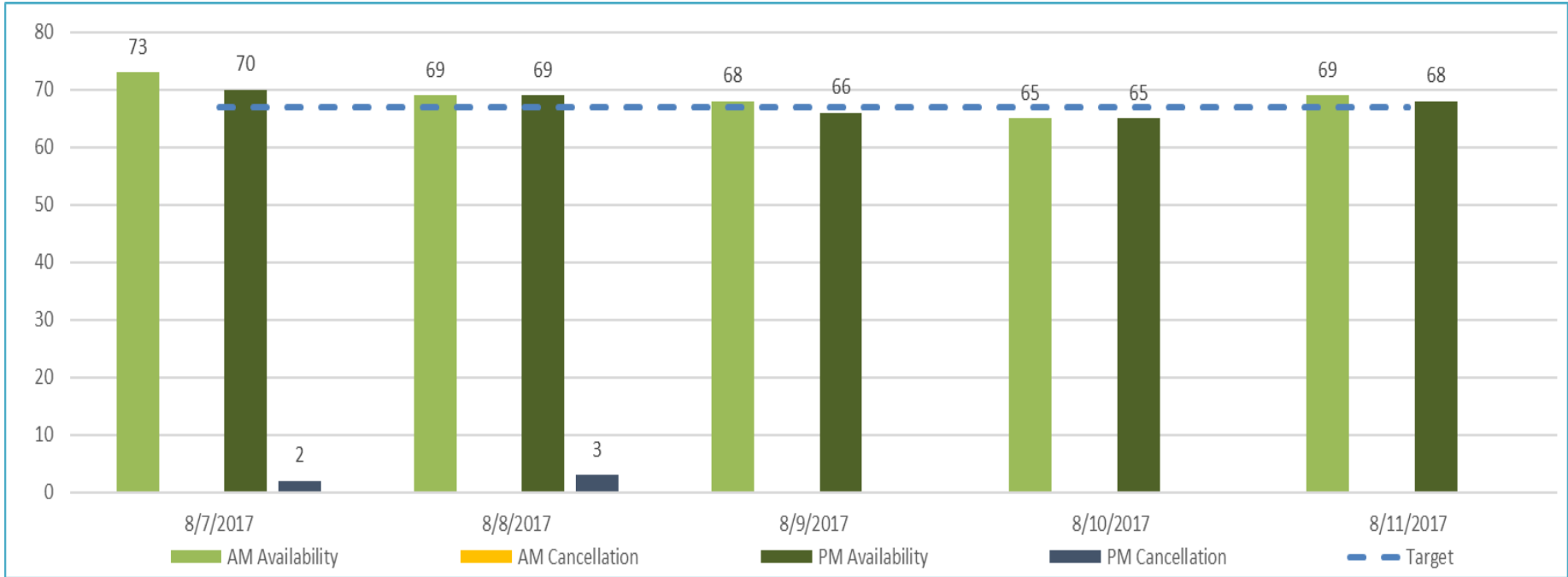
## Loco availability



- 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

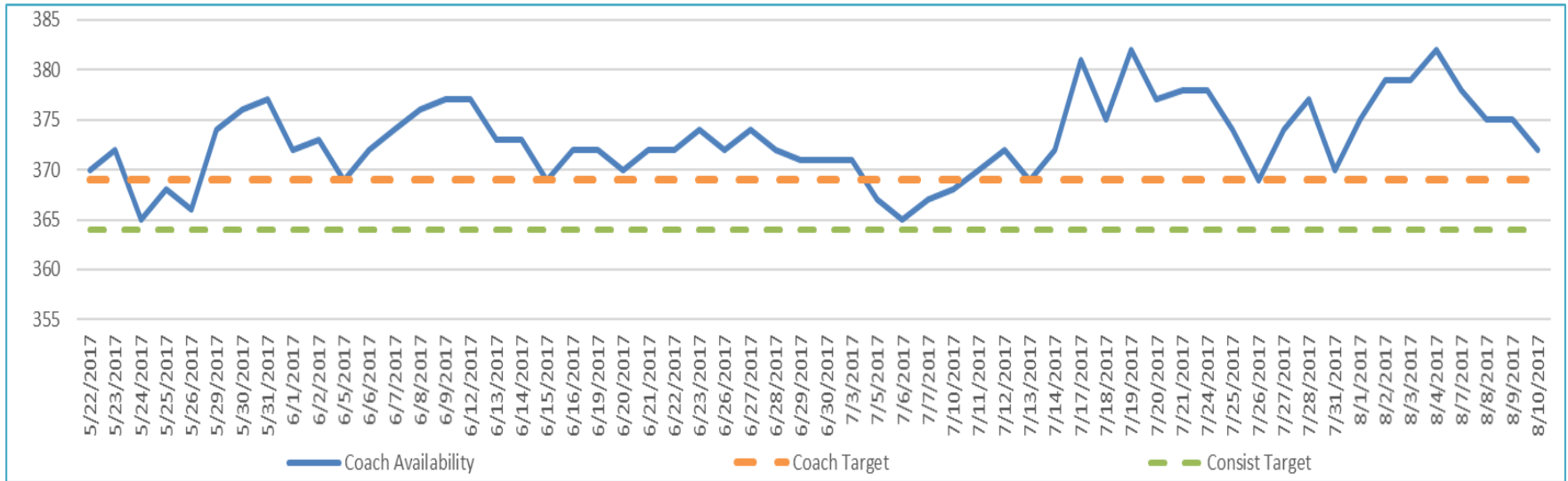


## Daily loco availability & cancellations last week



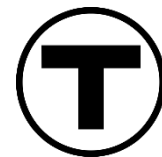


## Coach availability



- 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





### Safety Update

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- Norwood – August 4, 2017
  - An MBTA Speed Swing (a heavy equipment vehicle), operated by a member of the Keolis Engineering Department, struck and fatally injured a pedestrian in a crosswalk on Broadway in Norwood near the Norwood Central Commuter Rail Station
  - The Speed Swing was moving from one work location to another at the time of the accident and was traveling under 25 mph
  - The accident remains under investigation by MBTA Transit Police
- Brandeis/Roberts – August 7, 2017
  - Commuter Rail conductor fell from a train on approach to the Station and suffered life-changing injuries to his lower leg
  - At the time of the incident, the conductor had reportedly opened the door and released the trap and was preparing to conduct a safety observation of the platform as the train approached the Station when he lost his footing and fell
  - Operational practices upon approach to stations are under review



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# Major Projects

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- GLX
  - Design-Build procurement process advances
  - Early Works construction packages
- Red/Orange Line Cars
  - Remains on-schedule to deliver 6 pilot Orange Line vehicles in December
- AFC 2.0
  - Selecting partner to assist with branding
  - Technical Proposals for the Systems Integrator due on Wednesday, August 16th



## 8-4-17 Schedule Update – Required Weekend Shutdowns in 2017 (to meet FRA requirements to obtain extension to 2020)

		2017																														
		3-Jun	10-Jun	17-Jun	24-Jun	1-Jul	8-Jul	15-Jul	22-Jul	29-Jul	5-Aug	12-Aug	19-Aug	26-Aug	2-Sep	9-Sep	16-Sep	23-Sep	30-Sep	7-Oct	14-Oct	21-Oct	28-Oct	4-Nov	11-Nov	18-Nov	25-Nov	2-Dec	9-Dec	16-Dec	23-Dec	
Commuter Rail Line		PTC Weekend Shutdowns																														
Newburyport / Rockport	No Impact to Weekend Service							*	*	*	*				E	E	E	E	E													
Lowell (including Wildcat)																																
Needham																																
Haverhill																																
Fairmount														**																		

\* Coincides with already planned shutdown for Beverly Drawbridge replacement      \*\* Coincides with already planned Fairmount Line shutdown  
E = Early Finish (as compared to prior June 26, 2017 Update)

- Overlap of lines denotes contingency for early start/late finish. It is expected that **no more than two lines would be shut down on any given weekend.**
- Weekend shutdowns for the Franklin, Fitchburg, and Worcester commuter rail lines may commence in 2017 depending on actual completion dates of other lines.
- 2018 PTC weekend shutdowns will commence in Spring of 2018.
- No weekend shutdowns are required on the Greenbush, Middleborough, Providence/Stoughton and Kingston/Plymouth lines.



# Bus Diversions- 8/5-8/6

- **Orange Line: Track Work**
- **Lowell: PTC Install**
- **Fitchburg: GLX**
  
- **Green Line BC Line: Comm Ave Bridge**
- **Newburyport/Rockport:  
PTC Install & Beverly Drawbridge**
- **Worcester/Framingham: Comm Ave Bridge**





## Beverly Drawbridge Replacement



Preparing to remove the existing span



Old bridge span removed and on barge



Drum girder and center pivot being lowered into place



Moving the new bridge span into place



New bridge span in place



Test train running on bridge



# Commonwealth Avenue Bridge Project





## Green Line B Line Service Restoration

### Revenue Service to Be Restored Mid-Week

- 2,570 ft of new track
- 26 new catenary poles
- 3000 ft of new 600 volt overhead catenary wire
- Increase in speed limits from 3 to 10 mph to 10 to 25mph in specific areas

