



**Massachusetts Bay
Transportation Authority**

Chelsea Update

December 17, 2018



This presentation updates the Board on the efforts by MBTA management and staff to improve transit services for our riders in the City of Chelsea

- Investments in Chelsea Since Spring 2018
- Improvement in Route 111 Bus Performance
- Growing Ridership on Silver Line 3
- Establishment of Chelsea Transportation Task Force

Investment of over \$74.5M in Chelsea since Spring 2018



April 1, 2018

- Early Morning – Service added to Route 117

April 21, 2018: \$74.5M

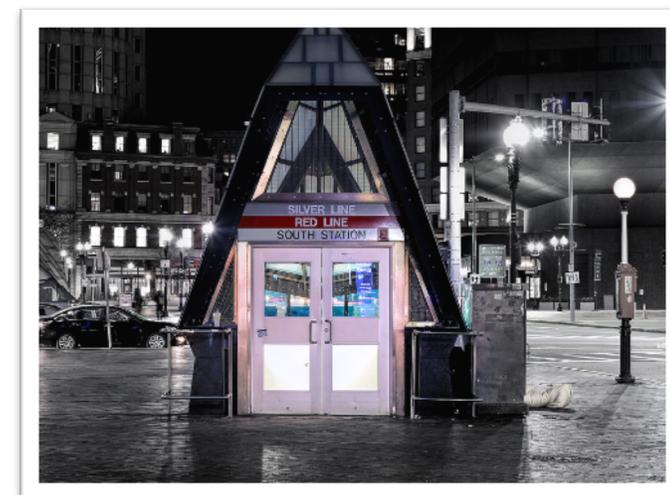
- Chelsea Gateway Silver Line Service – 4,500 riders per day

June 2018

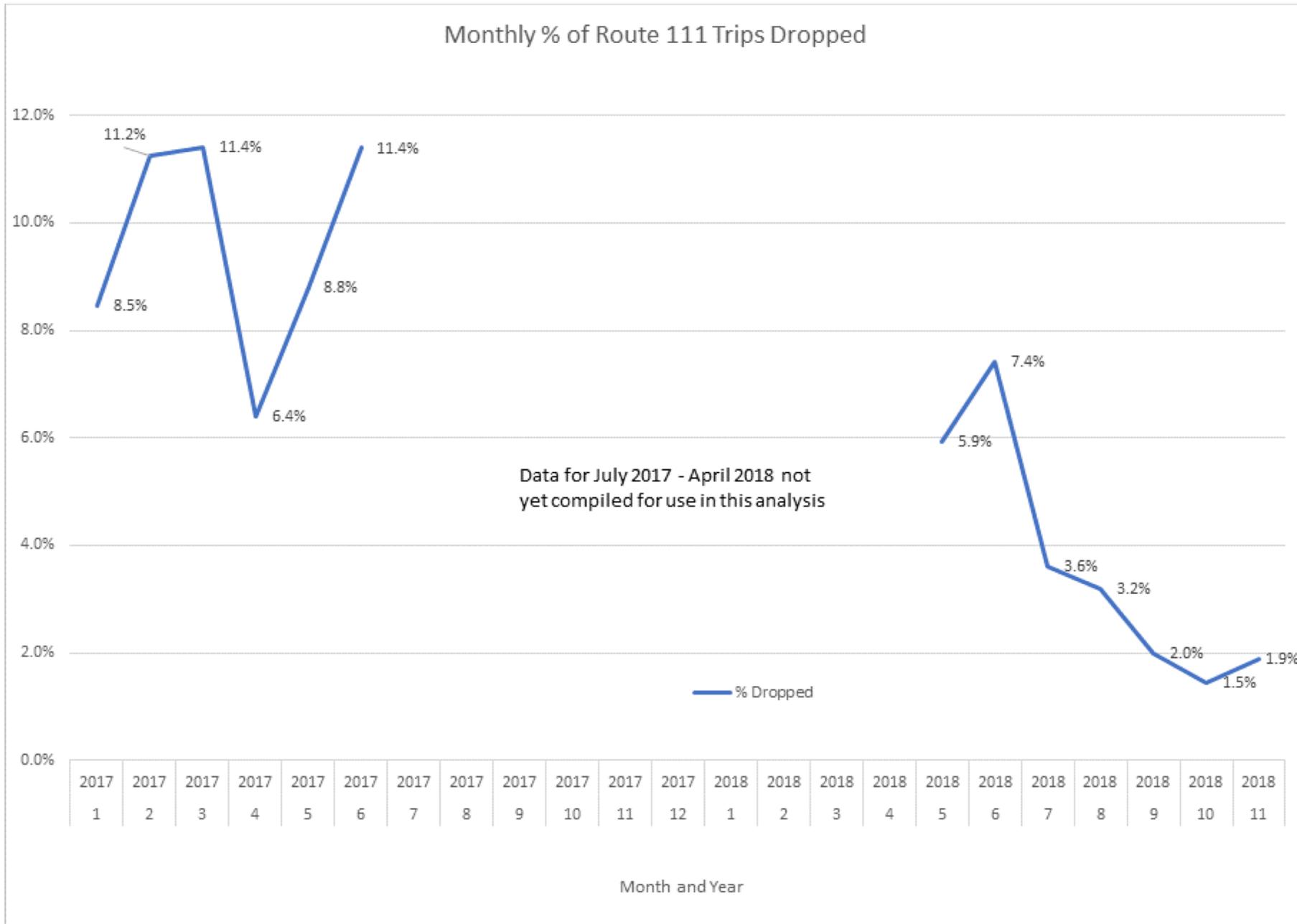
- Increased transparency - matching schedules with actual service delivery
- Implemented shorter, faster, more direct inbound Route 111 using Everett Street onramp

September 2018

- Five additional operators
- Dedicated people and vehicles to Route 111
- Late Night - More service between 10pm and 12am on Route 111 and more service on Route 116 and 117



New Operators & Removed Interlining Reduced Route 111 Dropped Trips

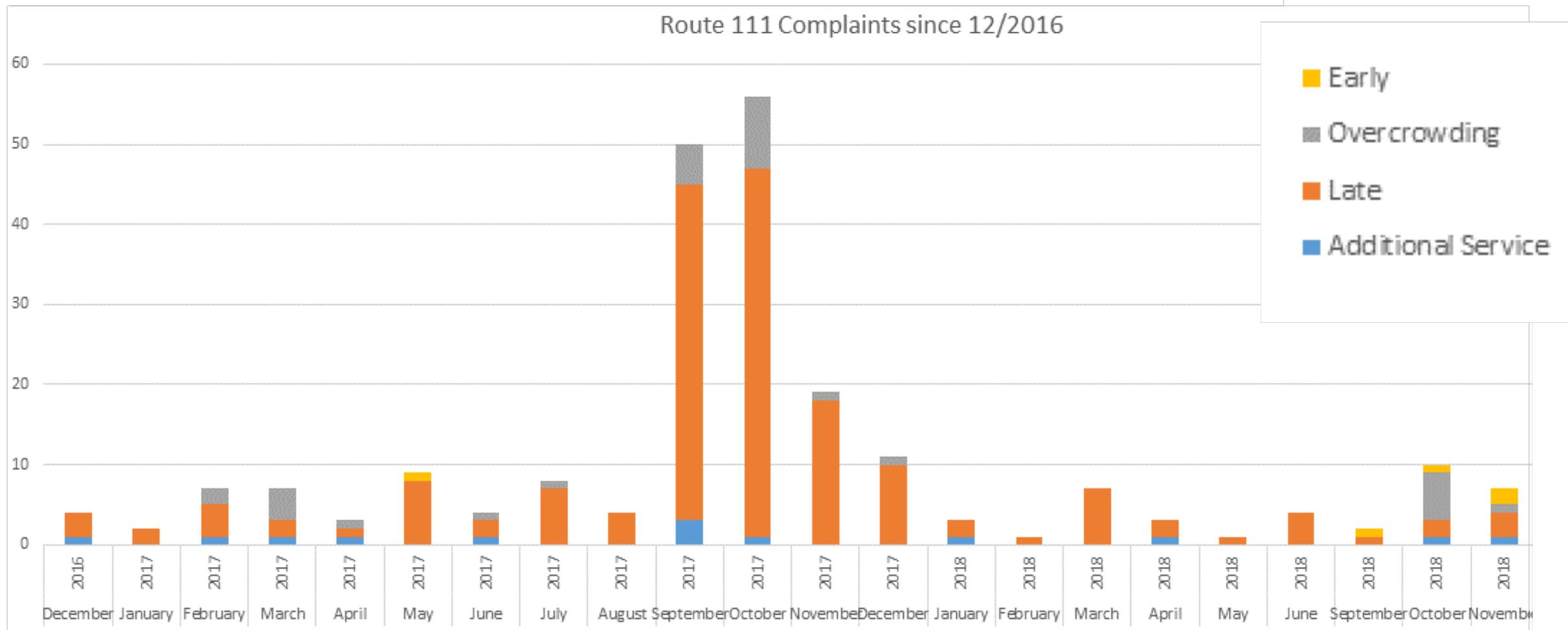


- Dropped trips on the Route 111 decreased significantly from 2017 to 2018
- In 2017, dropped trips reached a high of 11.4%
- Since September of 2018, the high has been 2%

Reduction in Route 111 Customer Complaints Since Peak in October 2017



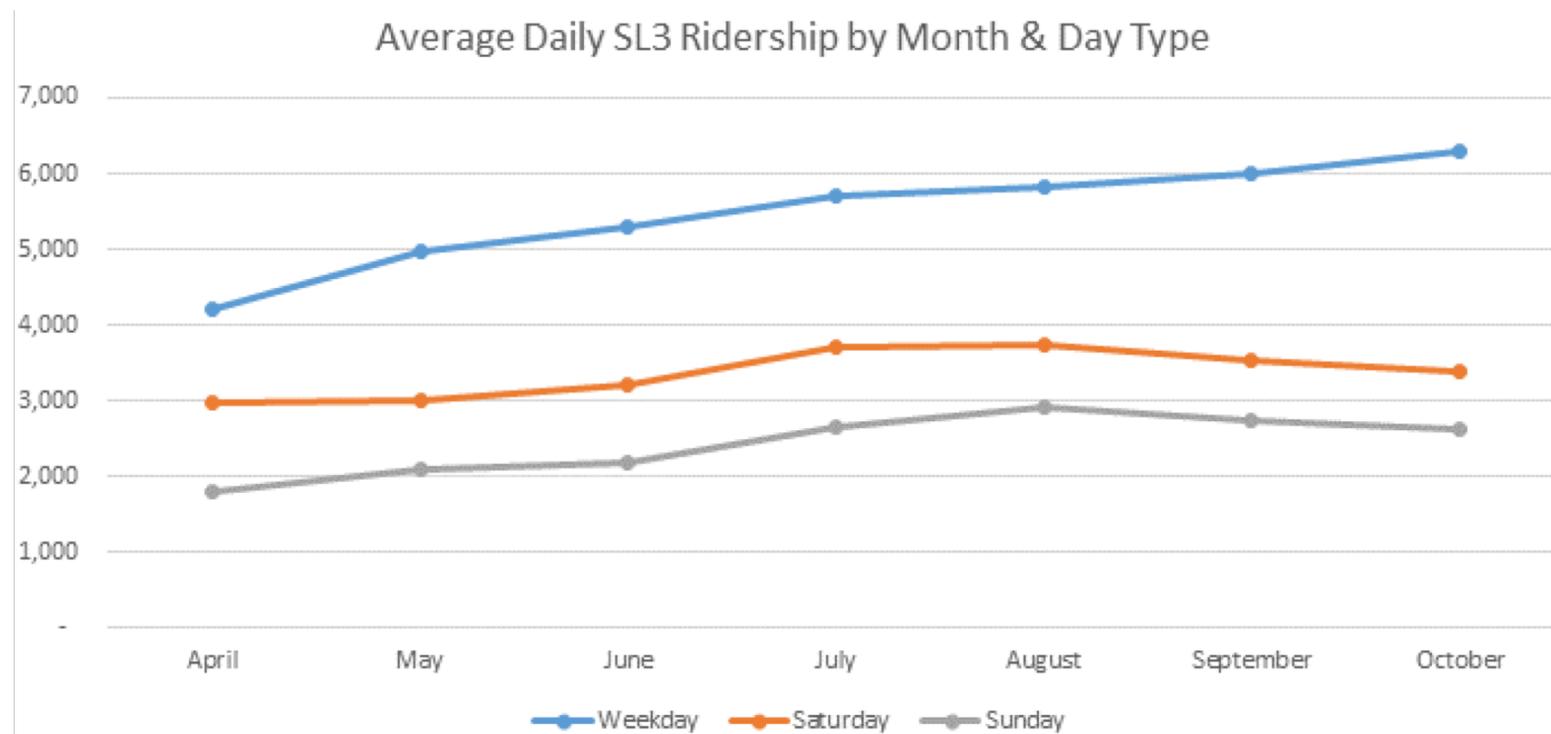
- Customer complaints on Route 111 dropped significantly since peaking in October 2017
- Complaints have shifted to more about overcrowding and buses leaving early
- The shift in complaints of buses leaving early is likely a symptom of our effort to adjust schedules to be more accurate



Silver Line 3 Ridership Up Since Opening



- SL3 opened in April 2018, and provides another connection from Chelsea to Boston serving Airport Station, the Seaport District, and South Station
- Ridership has consistently increased, **resulting in a 48% increase** in weekday ridership since opening
- Discussions are underway among MassDOT, MBTA, Coast Guard, Massport, DOER, and other Chelsea Creek stakeholders to consider options for reducing the impact of the operations of the Chelsea Street Bridge on the SL3, the 116 and 117, commercial freight traffic, and general traffic





Objective:

- Identify possible solutions for delays, building on the steps the MBTA and MassDOT may have already taken to improve delays and congestion.
- Consider operational efficiencies with the potential to reduce delays.
- Better communication efforts to inform riders of available alternatives.
- Investigate longer-term capital investments to enhance efficiencies (such as dedicated HOV lanes).
- Build support for improved fare systems to reduce dwell times at bus and station stops.
- Encourage more effective use of commuter rail and Silver Line.



Municipal and Organizational Members

- Chelsea City Manager
- President Chelsea City Council
- Chelsea School Committee
- State Senator
- Executive Director GrassRoots
- Selected MBTA and MassDOT Staff

Individuals Representing

- Elderly and Disabled
- Veterans
- Youth
- Immigrants



Timeline:

- **September 2018** - FMCB directs staff to create a Task Force representative of the Chelsea community to identify possible solutions to improve delays and congestion.
- **Sept. – Dec. 2018** – Series of meetings and discussions between MBTA and Chelsea partners to establish goals of Task Force, membership, frequency, timing of meetings, and decision making structure.
- **January 2019** – Scheduled kick-off meeting followed by monthly Task Force meetings.
- **Spring 2019** - Interim report to FMCB
- **June 30, 2019** - Final Report submitted