



**Massachusetts Bay
Transportation Authority**

Operations Winter Preparedness

October 29, 2018



Overview

- Review of Winter of 2017/2018
- Always Evolving – New Initiatives This Year
 - Infrastructure
 - Vehicles
 - Management
- Winter 2018/2019 Communications Strategy





Winter 2017/2018 Recap

- 70 inches of snow, including:
 - Challenging January Nor'easter causing significant coastal flooding
 - Three Nor'easters in less than two weeks during March, and four total that month
- 6 Storm Desk activations
- Pre-deployment of snow fighting equipment (Braintree, Ashmont, Forest Hills & Mattapan)
- No full system shutdowns or closures





Always Evolving – Further Shaping the New Response

Infrastructure

- System-wide Tree Management Program – tree trimming underway Commuter Rail, Red, Orange, Green and Blue right-of-ways
- Expansion of system weather stations and real time monitoring at critical Commuter Rail interlockings





Always Evolving – Further Shaping the New Response

Infrastructure

- Back up Power and Emergency Power Generators
 - Automatic generators installed at Malden, Wellington, Sullivan and Community College signal rooms
 - 50 additional portable generators purchased for emergency signal and grade crossing deployment





Always Evolving – Further Shaping the New Response

Vehicles

- Modified air intake on motor control unit for Green Line Type 7 cars
- Long lead time critical propulsion parts on hand to support MPI locomotive fleet

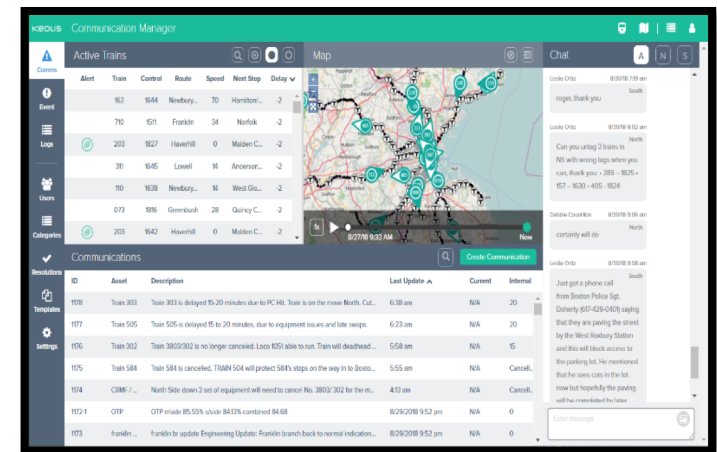
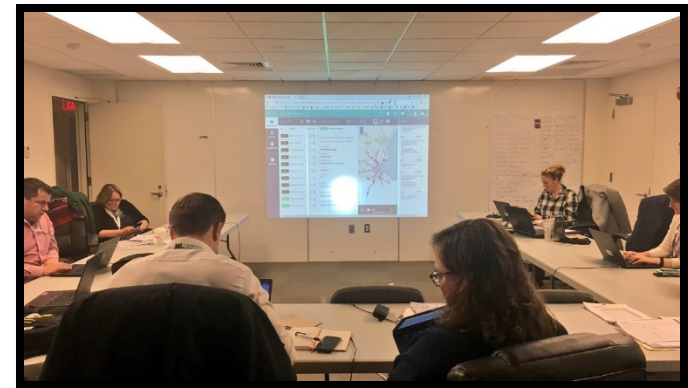




Always Evolving – Further Shaping the New Response

Management

- New fully outfitted Commuter Rail Emergency Operations Center
- New interlocking storm management program-Red, Orange, Blue and Green Lines
- Expanded snow clearing and snow removal contracts






Always Evolving – Further Shaping the New Response

Management

- New reduced storm schedules for Bus and Commuter Rail
- Revised Winter 2018/2019 Snow and Ice Plan
- Refresher training for storm desk and filed coordinators
- Table Top and full system wide drill planned for December



STORM SCHEDULE

Storm schedule in effect when declared in advance by the MBTA. Announcement will be made late in the afternoon on the prior day. Stay connected to mbta.com for up-to-the minute information.

In use 2018/2019

PROVIDENCE/STOUGHTON LINE

Monday to Friday


Inbound to Boston

		AM										PM									
ZONE	STATION	TRAIN #	7800	7900	1802	7902	7802	1804	1806	1808	1810	1812	1814	1816	1818						
	Blue Arrow	5	5:05	5:45	6:25	7:05	-	-	-	-	-	-	-	-	-						
10	Wickford Junction	5	5:05	-	-	-	7:05	-	-	-	-	-	-	-	-						
9	TP Green Airport	5	5:20	-	-	-	7:20	-	-	-	-	-	-	-	-						
8	Providence	5	5:35	-	6:35	-	7:35	8:35	11:20	12:55	2:56	4:56	7:05	8:52	10:00						
7	South Attleboro	5	5:45	-	6:45	-	7:45	8:45	11:30	1:05	3:06	5:06	7:15	9:02	10:10						
7	Attleboro	5	5:53	-	6:53	-	7:53	8:53	11:38	1:13	3:14	5:14	7:23	9:10	10:18						
6	Mansfield	5	6:00	-	7:00	-	8:00	9:00	11:45	1:20	3:24	5:24	7:30	9:20	10:25						
4	Sharon	5	6:08	-	7:08	-	8:08	9:08	11:53	1:28	3:32	5:32	7:38	9:28	10:33						
4	Stoughton	5	-	6:30	-	7:30	-	-	-	-	-	-	-	-	-						
3	Canton Center	5	-	6:38	-	7:38	-	-	-	-	-	-	-	-	-						
3	Canton Junction	5	6:15	6:42	7:15	7:42	8:15	9:15	12:00	1:35	3:39	5:39	7:45	9:35	10:40						
2	Route 128	5	6:20	6:48	7:20	7:48	8:20	9:20	12:05	1:40	3:44	5:44	7:50	9:40	10:45						
1	Hyde Park	5	6:25	6:53	7:25	7:53	8:25	9:25	12:10	1:45	3:49	5:49	7:55	9:45	10:50						
1A	Ruggles	5	6:35	7:03	7:35	8:03	8:35	9:35	12:22	1:55	3:59	5:59	8:05	9:55	11:00						
1A	Back Bay	5	6:38	7:08	7:38	8:08	8:38	9:38	12:25	1:58	4:02	6:02	8:08	9:58	11:03						
1A	South Station	5	6:43	7:13	7:43	8:13	8:43	9:43	12:30	2:03	4:07	6:07	8:13	10:03	11:08						


Monday to Friday


Outbound from Boston

		AM										PM									
ZONE	STATION	TRAIN #	1801	1803	1805	1807	1809	1811	7901	7801	7903	7803	1813	1815	1817						
	Blue Arrow	5	6:45	10:05	11:05	10:05	12:25	4:35	4:45	5:00	5:30	5:45	6:45	8:45	11:10						
1A	South Station	5	6:50	10:10	11:10	11:10	2:30	4:40	4:50	5:05	5:35	5:50	6:50	8:50	11:15						
1A	Back Bay	5	6:53	10:13	11:13	11:13	2:33	4:43	4:53	5:08	5:38	5:53	6:53	8:53	11:18						
1	Hyde Park	5	7:01	10:21	11:21	11:21	2:41	4:51	5:01	5:16	5:46	6:01	7:01	9:01	11:26						
2	Route 128	5	7:06	10:26	11:26	11:26	2:46	4:56	5:06	5:26	5:51	6:11	7:06	9:06	11:31						
3	Canton Junction	5	7:11	10:31	11:36	11:36	2:51	5:01	5:11	5:31	5:56	6:16	7:11	9:11	11:36						
3	Canton Center	5	-	-	-	-	-	-	-	5:15	-	6:00	-	-	-						
4	Stoughton	5	-	-	-	-	-	-	5:24	-	6:09	-	-	-	-						
4	Sharon	5	7:16	10:36	11:41	11:41	2:56	5:06	-	5:36	-	6:21	7:16	9:16	11:41						
6	Mansfield	5	7:24	10:44	11:49	11:49	3:04	5:14	-	5:44	-	6:29	7:24	9:24	11:49						
7	Attleboro	5	7:31	10:51	11:56	11:56	3:11	5:21	-	5:51	-	6:36	7:31	9:31	11:56						
7	South Attleboro	5	7:40	11:00	12:05	12:05	3:20	5:30	-	6:00	-	6:45	7:40	9:40	12:05						
8	Providence	5	7:50	11:10	12:15	12:15	3:30	5:40	-	6:10	-	6:55	7:50	9:50	12:15						
9	TP Green Airport	5	-	-	-	-	-	-	-	6:25	-	7:10	-	-	-						
10	Wickford Junction	5	-	-	-	-	-	-	-	6:40	-	7:25	-	-	-						




Massachusetts Bay Transportation Authority







Visit MBTA.com



Download the official MBTA Commuter Rail App



Stay connected with us on Twitter @MBTA_CR



Call MBTA Customer Service at 617-222-3200



REGULAR SCHEDULE

Trains will operate on a normal schedule.



STORM SCHEDULE

Major changes to the regular schedule. Schedules will be available on mbta.com, and in Boston stations.



NO SERVICE

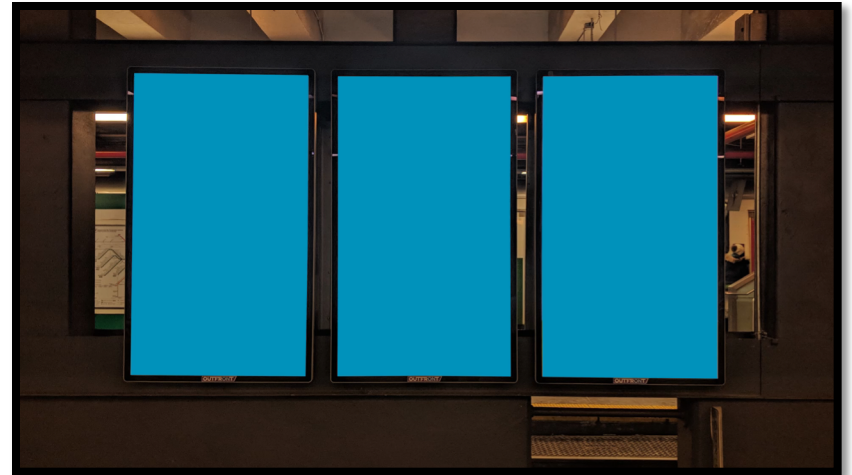
No passenger service on Commuter Rail.



Winter 2019 Communication Strategy

General Awareness

- Awareness campaign
 - **Goal:** give customers and other stakeholders confidence that we are prepared, familiarize commuter rail customers with reduced schedule
 - **Tactics:** Digital screens, social media, printed ads, mbta.com/winter update, printed commuter rail schedules, press
- T-Alerts campaign
 - **Goal:** get more customers signed up for T-Alerts now that we're on a new system
 - **Tactics:** Digital screens, social media, printed ads





Winter 2019 Communication Strategy

Actionable information – relay information to the customers that is relevant to them when they need it

- **Before:** What service we're planning to run during the storm
- **During and after:** any delays or disruptions that occur, photos and video of snow clearing work, next day's planned service
 - **Omni-channel messaging**
 - PA systems, T-Alerts, public data feed, social media, digital screens, website, in-station personnel, call center, press
 - System-wide overview on broadcast channels like website, digital screens, social media
 - Tailored to customers' usage on push channels like T-Alerts
 - **New Winter Web Page Winter Guide**
 - On non-storm days tells what to expect during winter weather
 - During storms provides an overview of storm schedules and impacts
 - www.mbta.com/winter

