



# Massachusetts Bay Transportation Authority

## GM Report

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Steve Poftak, MBTA General Manager

October 27, 2022



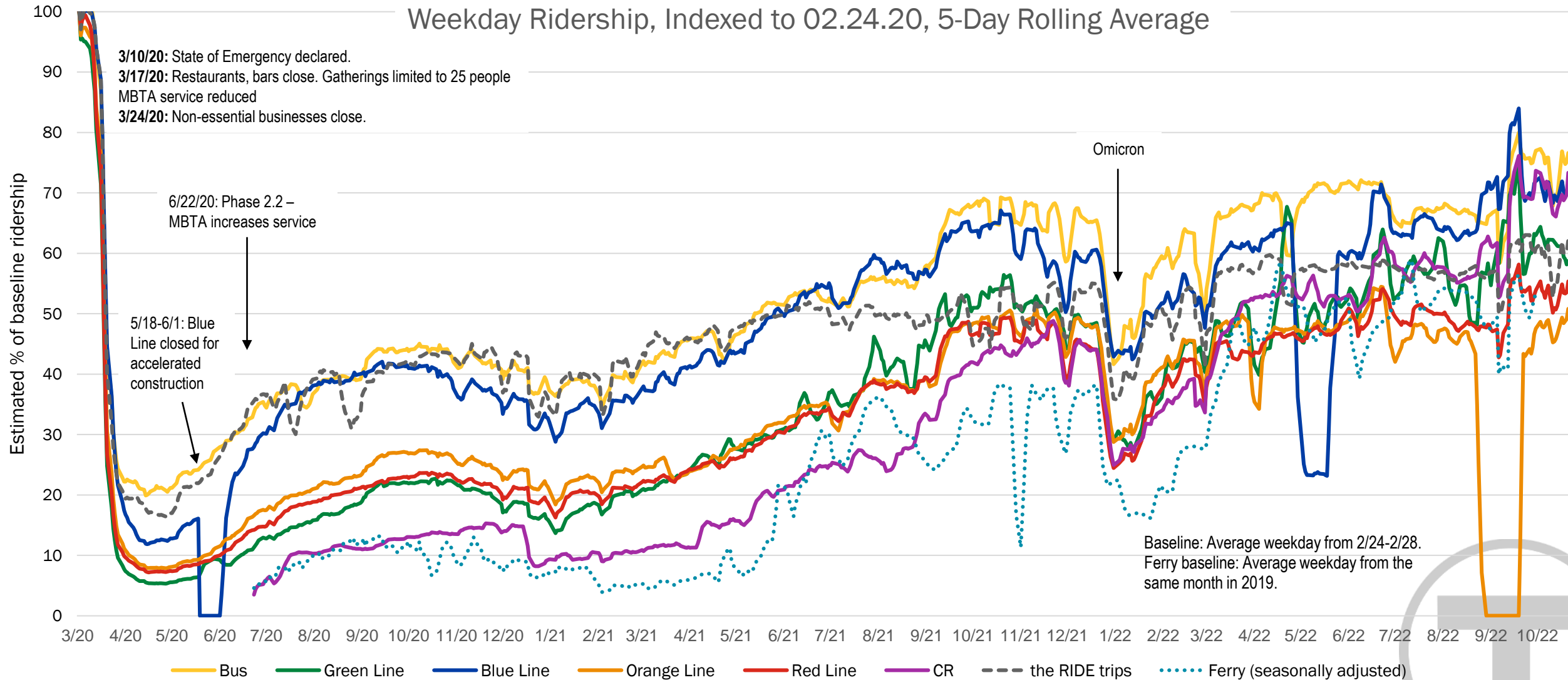
# Contents

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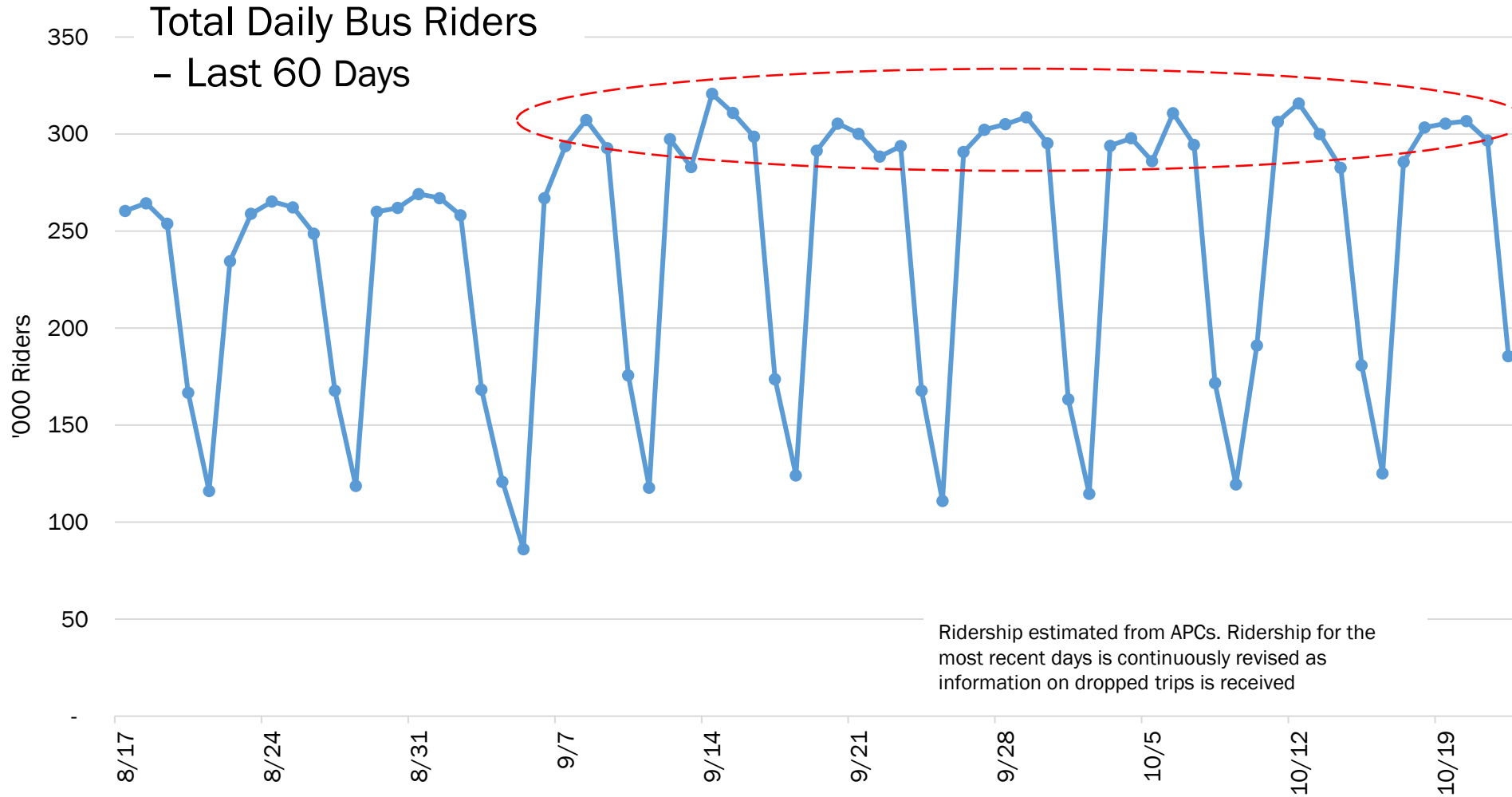
- Ridership (Overall, Bus, Rail, CR)
- Orange Line Speed Restriction Zones Explained
- Employees Concerns Hotline
- Bus Network Redesign Operating Costs
- HR Recruitment Event, Boston City Hall Plaza Oct. 13
- Samaritans' Remarks
- MBTA Leaders – Awards and Recognition



# Pandemic Impact - Ridership Trend



# Bus Ridership Trend

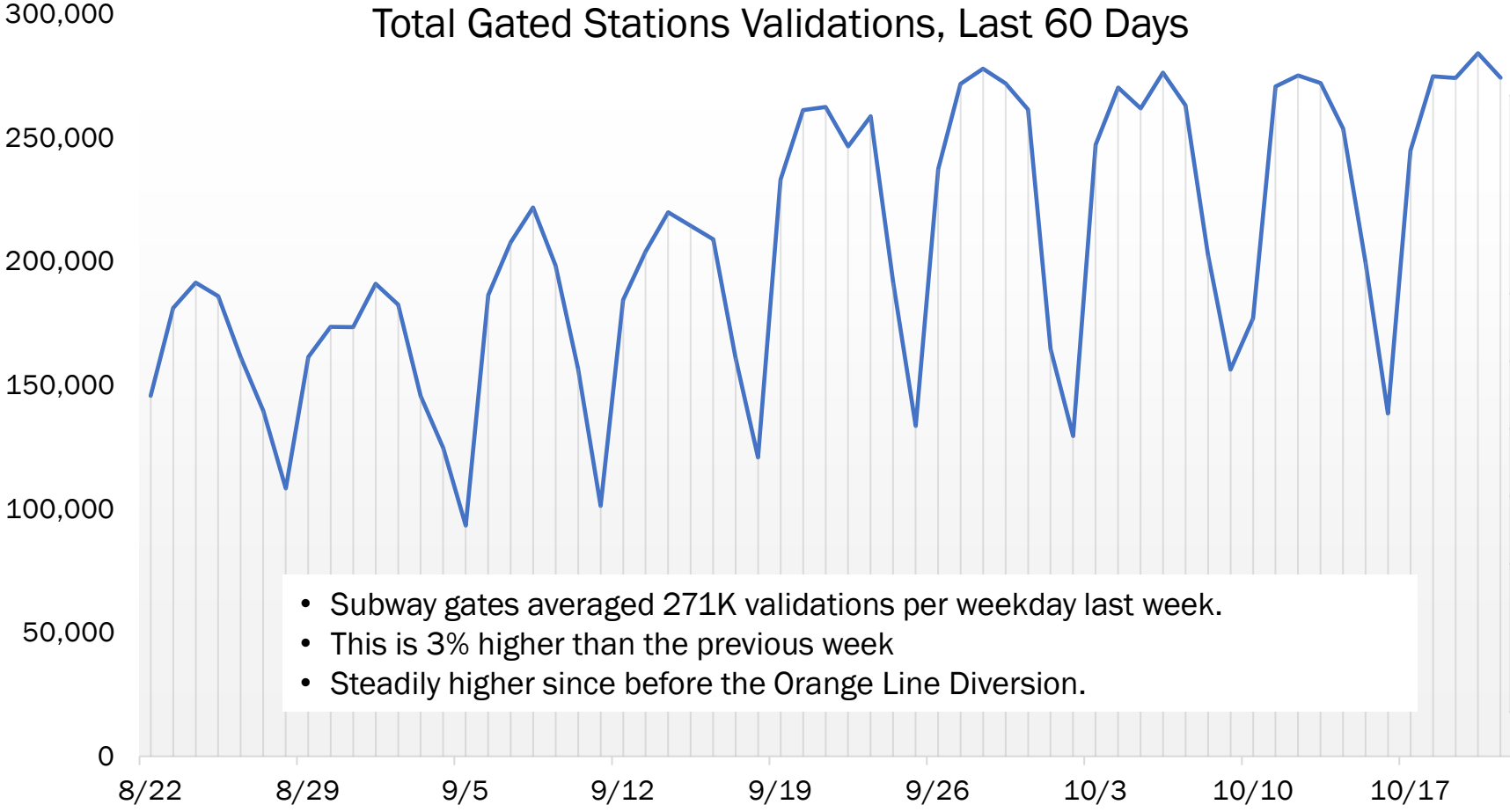


- At 303K, Bus Ridership was ~1% higher than week prior.
- Ridership remained steady last month.
- **Consistently higher than before the OL surge.**
- Only 27% lower than the same week in 2019.



# Gated Rapid Transit Stations

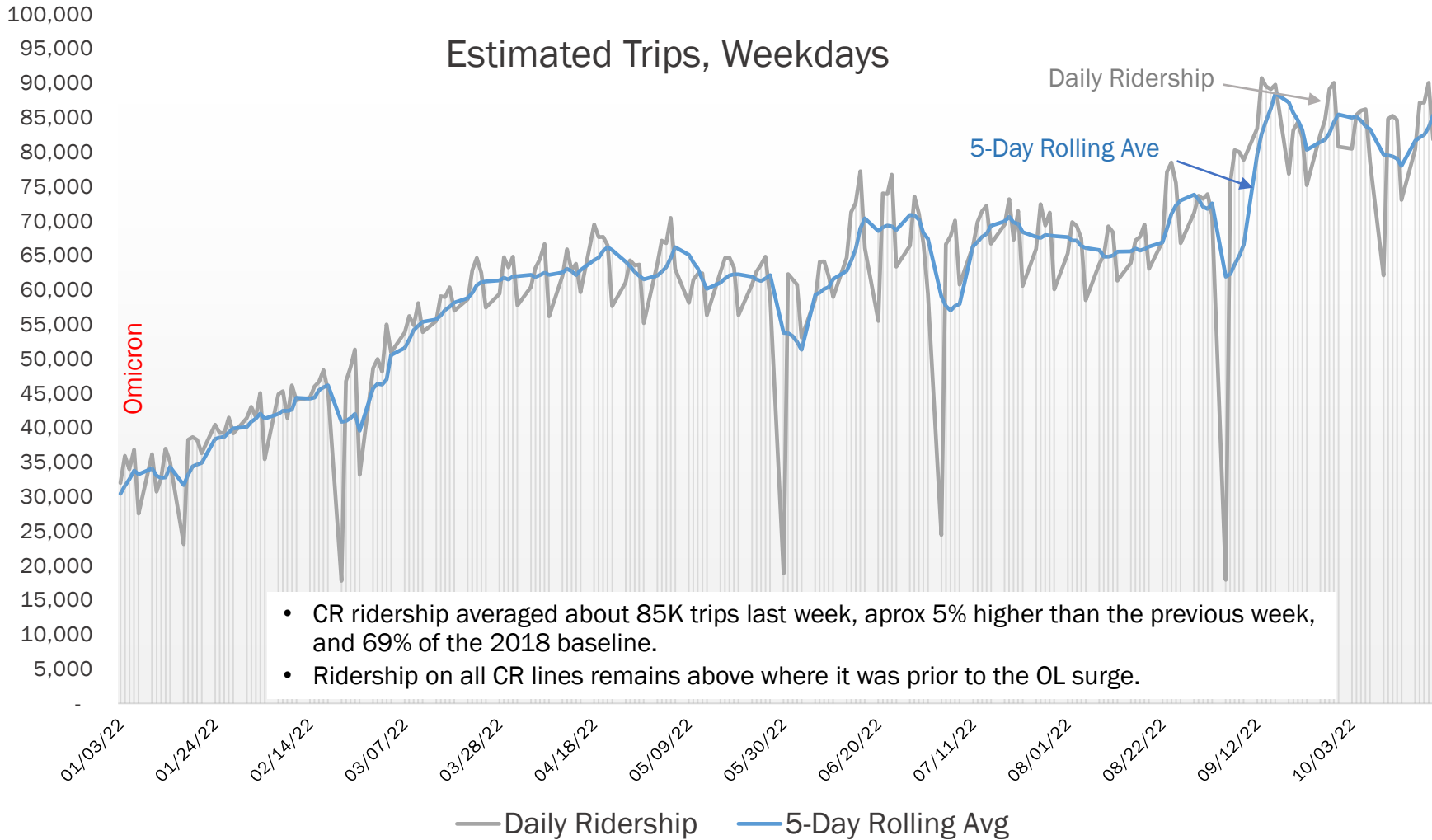
Total Gated Stations Validations, Last 60 Days



LINE	CHANGE IN VALIDATIONS 10/2019 vs 10/17-21, 2022 weekday average
Blue	- 35%
Green	- 45%
Orange	- 51%
Red	- 48%
Total Gated Stations	- 47%



# Commuter Rail



COMMUTER RAIL LINE	Estimated Daily Ridership, Weekdays Oct 17-21, 2022	Estimated % of 2018 Weekday CTPS Counts
Fairmount	2,843	107%
Fitchburg	4,829	52%
Framingham/Worcester	10,606	57%
Franklin	8,771	75%
Greenbush	2,691	44%
Haverhill	5,806	82%
Kingston/Plymouth	4,171	69%
Lowell	6,485	59%
Middleborough/Lakeville	5,261	77%
Needham	4,881	73%
Newburyport/Rockport	11,333	76%
Providence/Stoughton	17,648	69%



# Orange Line Work Overview

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The MBTA made **significant progress during the OL diversion to lift speed restrictions**, with most other restrictions scheduled to be lifted in November and December.

**The T's Maintenance of Way crews perform continuous inspections of our assets**, and in the case of track sections, from time-to-time there will be speed restrictions to allow for identified defects to be repaired. **This is standard procedure to safely maintain the system.**

Maintenance and construction does not end at the conclusion of a system closure or construction surge. **Maintaining the tracks, signals, power, vehicles, stations, and tunnels is an ongoing and continuous investment**, there will always be construction and maintenance at the MBTA.

At the completion of the 30-day closure, the Maintenance of Way crew continued the momentum of the surge and began addressing **other areas of priority along the Orange Line**, utilizing many of the resources available from the previous work. **This additional work included transitioning between new and existing construction and replacement of additional rail and tamping.**

As a result of this additional maintenance, speed restrictions have remained in place longer than originally anticipated.



# Orange Line Speed Restriction Status - Northbound

## Jackson Crossover

Prior to the surge, speed was restricted to 10 mph. Ties embedded in concrete were replaced, then the speed was increased to 25 mph. Remaining track work with the embedded ties will extend through next 60 days before the speed restriction can be lifted to the 40 mph line speed.

## Tufts Curves

Prior to the surge, track was restricted to 10 mph for rail wear. The worn rail was replaced. Rail fasteners (Cologne Eggs) were replaced to improve track conditions. To reduce probability of early degradation of new fasteners, a restriction of 18 mph was placed on the track. Most of this section has a line speed of 18 mph due to a downslope. Addl fasteners need to be installed to raise train speeds to 25 mph. Plans for that work are being developed.

## N. Station Portal to Community College

Prior to the surge, the speed limit was 25 mph. Current speed restriction is 10 mph. Excess rail being stored along the space-constricted ROW needs removal. This zone received new ties and rail. Addl rail was installed after the surge to address other areas of priority. Once the excess rail is removed and area deemed safe, the track will return to a speed of 25 mph. Anticipate end of October.

## Community College to Sullivan Flyover

Current speed is 25 mph due to recently identified rail defects. Work is anticipated through November before increasing the speed to 40 mph. The work to eliminate this speed restriction was always planned to extend beyond the 30-day diversion.

## Assembly to Wellington (Dana Bridge)

Replaced a significant number of ties and rail. Addl ties and rail were needed to transition between new & existing construction. Work was completed during the surge to address this speed restriction. During inspections conducted at the end of the 30-day surge, MBTA determined additional work was necessary to raise the 25 mph speed restriction. Anticipated work will continue through mid-November.





# Orange Line Speed Restriction Status - Southbound

## Sullivan Station over Sullivan Flyover

Work in this area requires additional ties and tamping and requires some rail replacement. Speeds will be increased incrementally from 10 mph to 25 mph, and finally to 40 mph as work is completed. This work will continue through November.

## Sullivan Flyover to Community College

Work in this area requires additional tie replacement, rail replacement, and tamping. Speeds will be increased incrementally from 10 mph to 25 mph, and finally to 40 mph as work is completed. This work will continue through November.

## Community College to N. Station Portal

Work in this area requires additional tie replacement and tamping. The area is a narrow work zone in the tunnel approaching North Station. Speeds will be increased to 25 mph, once work is completed. This work will continue through November.

## Tufts Curves

Before the surge, track was restricted to 10 mph for rail wear. Worn rail was replaced. Rail fasteners (Cologne Eggs) were replaced to improve track conditions. To reduce the probability of early degradation of the new fasteners, a restriction of 18 mph was placed on the track. The MBTA needs to install additional fasteners to raise train speeds to 25 mph. Plans are being developed.

## Jackson Crossover

Prior to the closure, speed was restricted to 10 mph. Ties embedded in concrete were replaced; Speed was increased to 25 mph. Remaining work with ties embedded in concrete will extend through the next 60 days before the speed restriction can be lifted to the 40-mph line speed.



# Orange Line Zones – Returned to Posted Speeds

## NORTHBOUND ZONES

Forest Hills Crossover	Ruggles Crossover	Back Bay Curves	Downtown Crossing to State	Over Sullivan Flyover to Sullivan Station	Sullivan Station to Assembly	Wellington to Oak Grove
Work is complete. Line speed over the crossover is 40 mph in the straight move.	Work is complete. Speeds are 40 mph.	Work is complete. Speeds are 40 mph.	Work is complete. Trains are traveling at line speed of 25 mph.	Work is complete. Speed has been increased to 40 mph.	Work is complete. Speed has been increased to 40 mph.	Work is complete. Speed has been increased to 40 mph.

## SOUTHBOUND ZONES

Oak Grove to Wellington	Wellington to Assembly (Dana Bridge)	Assembly to Sullivan Station	Ruggles Crossover	Forest Hills Crossover
Work is complete. Speed has been increased to 40 mph.	Work is complete. Speed has been increased to 40 mph line speed.	Work is complete and running at 40 mph line speed.	Work is complete. Speeds are 40 mph.	Work is complete. Line speed over the crossover is 40 mph in the straight move.



# Employee Concerns Hotline



# Be heard. Report a concern or issue.



**Safety Hotline**  
**617-222-SAFE (7233)**  
**[safetynotification@mbta.com](mailto:safetynotification@mbta.com)**

The MBTA's Safety Hotline is available for 24-hour confidential reporting of safety concerns, suggestions, and hazards with the potential to cause injury or death, damage to MBTA facilities and assets, or service-related impacts.



**Employee Concerns Hotline**  
**617-222-MBTA (6282)**  
**[MBTA.ethicspoint.com](http://MBTA.ethicspoint.com)**

The Employee Concerns Hotline is an anonymous reporting resource available for all issues regarding employee relations, fraud, ethics violations, falsification of attendance records, harassment and discrimination.



**Massachusetts Bay  
Transportation Authority**

# Employee Concerns Hotline, Launched 10/24/22

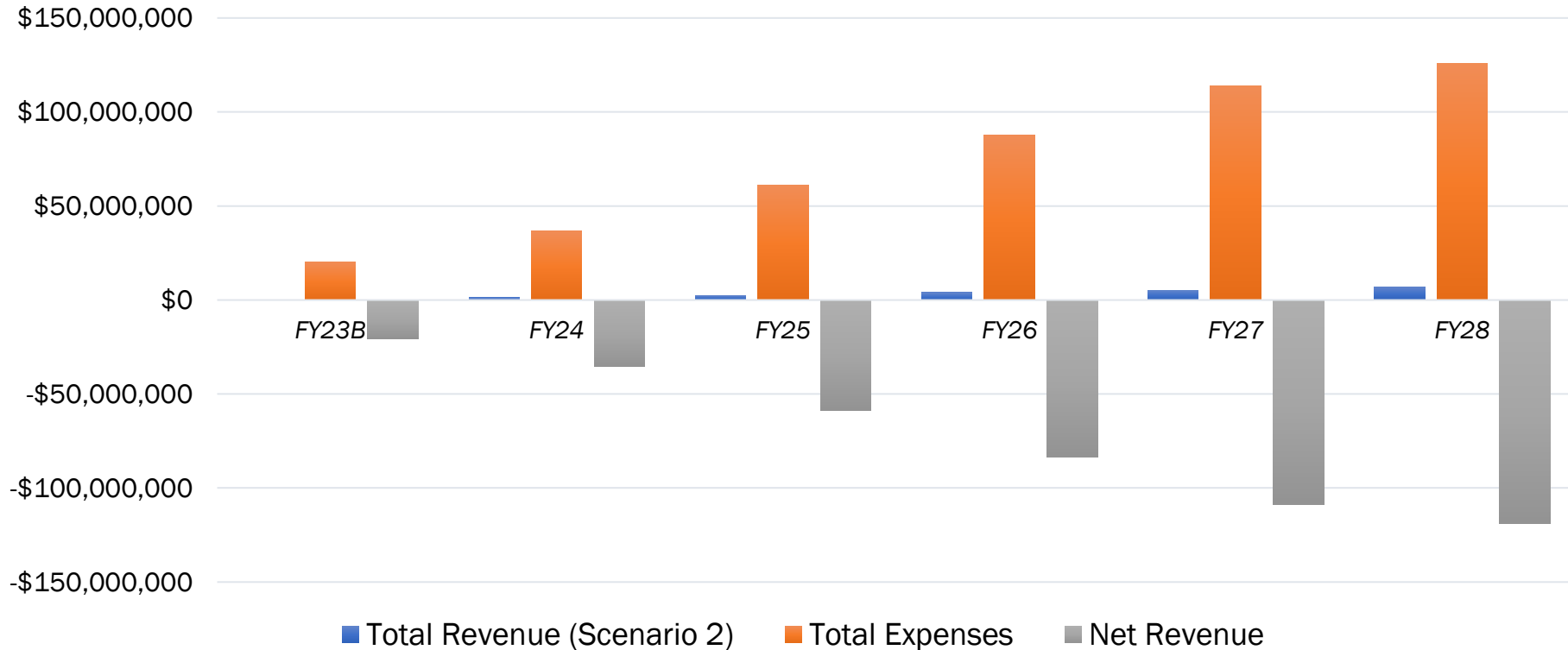
- ✓ Available 24 x 7, 365 days a year.
- ✓ Access: **617-222-MBTA (6282)** or **[mbta.ethicspoint.com](http://mbta.ethicspoint.com)**.
- ✓ Allows for confidential or anonymous reporting from employees to report issues, concerns, complaints, and violations they experience in the workplace.
- ✓ Types of reporting include issues related to employee relations, fraud, ethics violations, harassment, or discrimination.
- ✓ The Employees Concerns Hotline is paired alongside the Safety Hotline as two channels available to all employees across the entire organization.



# BNRD Operating Costs

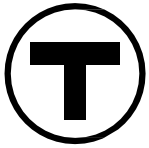


# Bus Network Redesign (BNRD) Operating Costs



BNRD	FY23B	FY24	FY25	FY26	FY27	FY28
Total Revenue (Scenario 2)	\$0	\$1,226,060	\$2,520,779	\$3,887,041	\$5,327,838	\$6,838,722
Total Expenses	\$20,381,389	\$36,639,971	\$61,135,884	\$87,570,260	\$114,001,156	\$125,695,072
Net Revenue	-\$20,381,389	-\$35,413,911	-\$58,615,105	-\$83,683,219	-\$108,673,318	-\$118,856,350





# MBTA Employment Fair



**BOSTON**  
**City Hall Plaza**  
Thursday, October 13  
from 10am - 2pm

For more information



- Accounting & Finance
- Labor & Trades
- Information Technology
- Environmental Services
- Engineering
- Drivers, Operators and Motorpersons
- Office and Administrative Support
- Legal
- Safety
- Occupational Health

and many more

# Recruiting Campaign

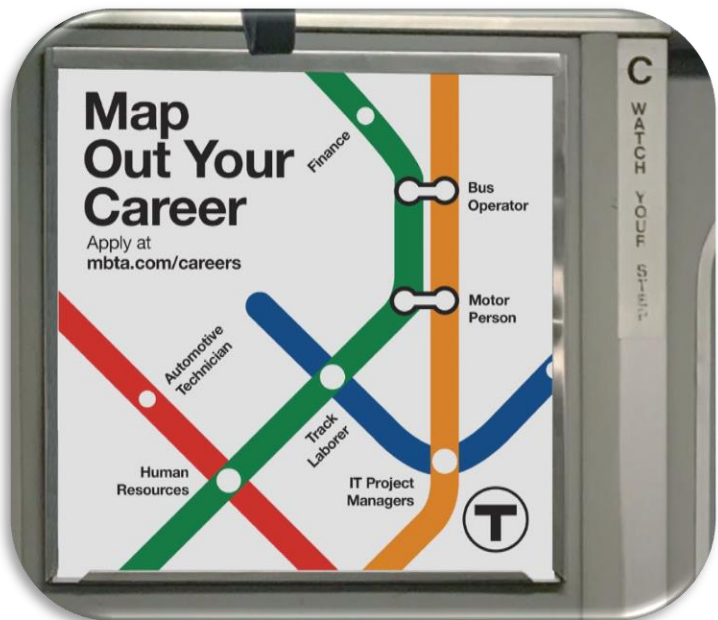
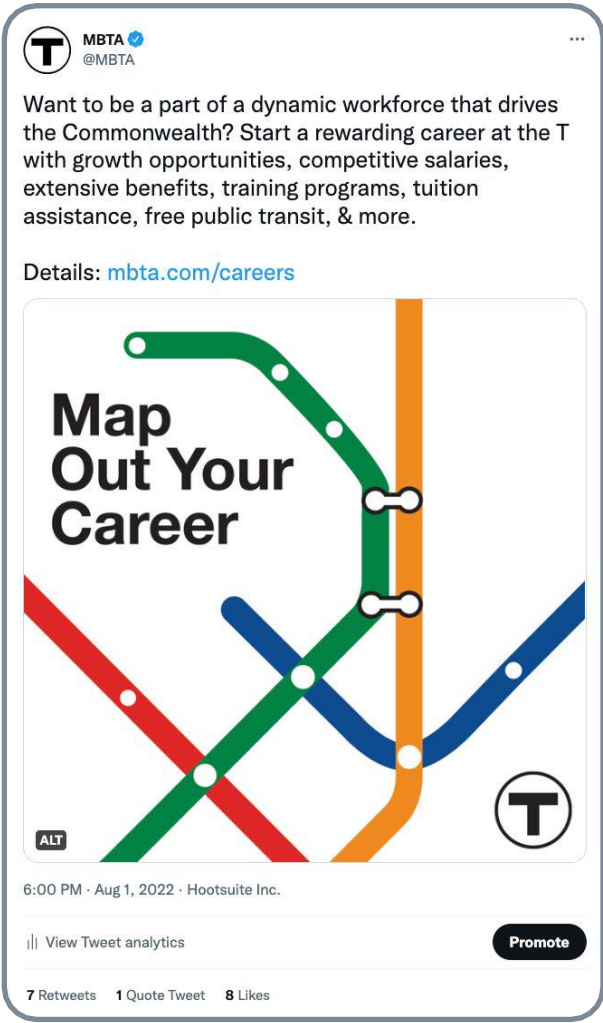
To offset workforce challenges, the MBTA has launched an aggressive recruitment campaign to attract candidates, hiring across all departments including bus and train operators, administrative support, accounting and finance, legal, engineering, labor, IT, environmental, and safety, and more.

The T is working closely with many local and state career centers and community partners to recruit new individuals to join our team.  
[MBTA.com/Careers](https://www.mbta.com/Careers)



# In Market

Social Media - In-Person Palm Cards - Carcards



The MBTA is hiring across multiple departments including Operations, Finance, Construction, IT, and more. This could be the start of a new career. One with purpose.

Earn a competitive salary with solid benefits, established paths for growth, college tuition support and more.

Plus, you'll be helping tens of thousands of people every single day.

Join the T.  
Get started today. It's easy.

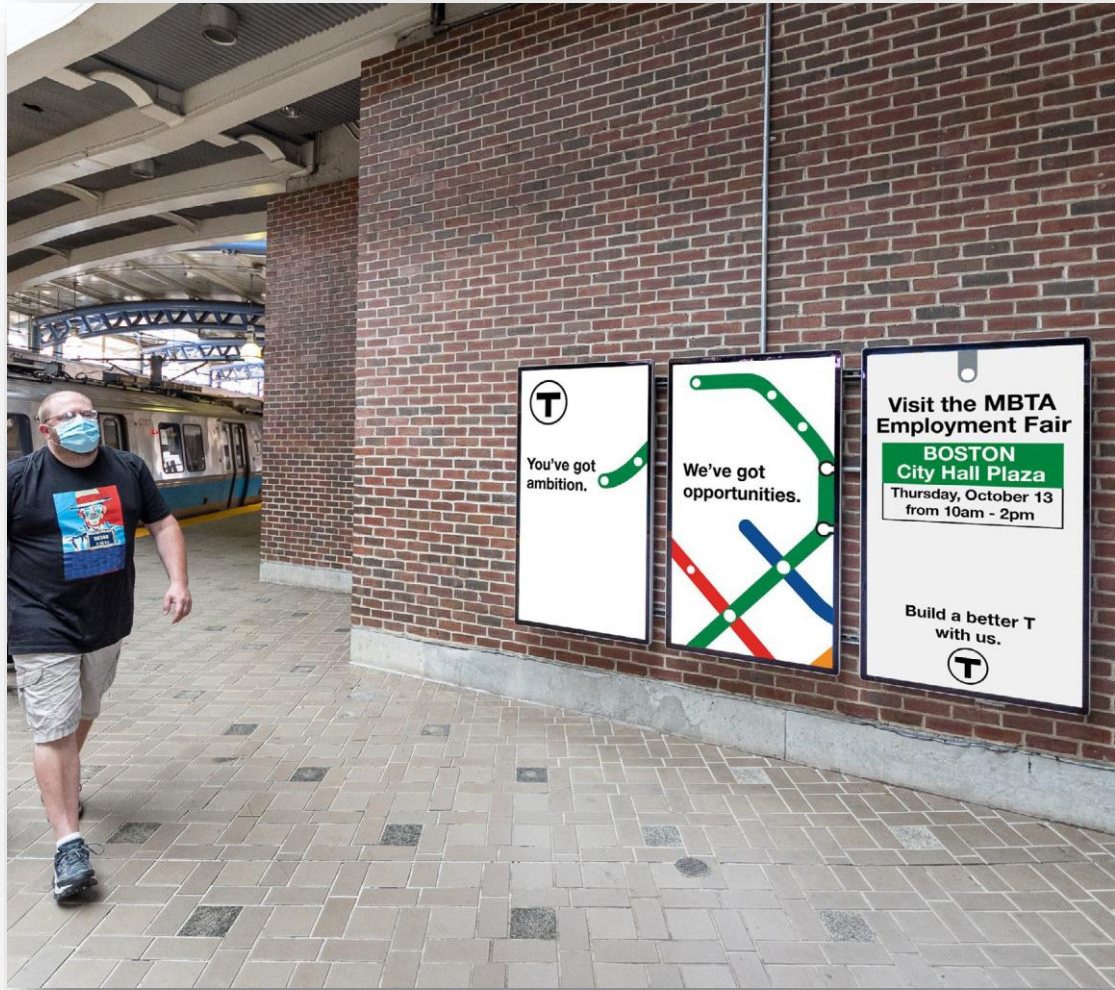
Visit [MBTA.com/Careers](https://www.mbta.com/careers)





# In Market

*In-Station Triptychs - Digital Billboards - Bus Kings*

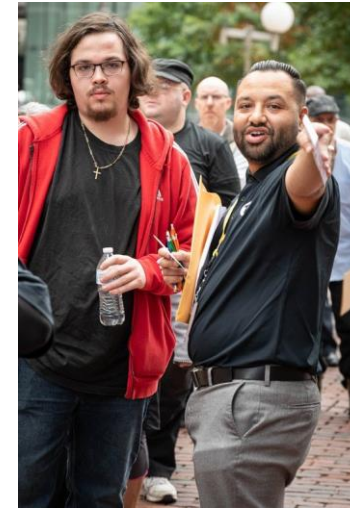




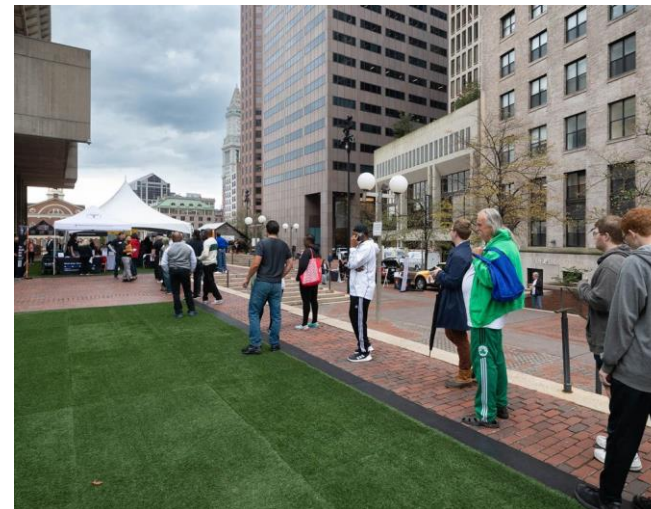
# The Day of the Employee Fair

*Come join the team*

## Visit the MBTA Employment Fair

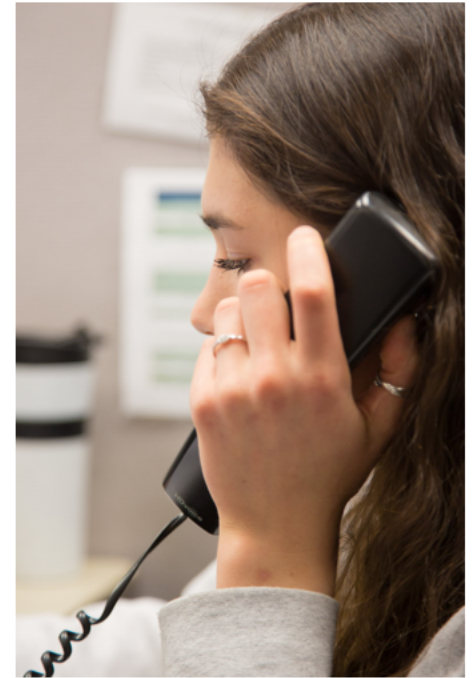


- Lines formed early and lasted throughout the day
- 135 candidates completed applications on the spot
- 300+ additional online applications were submitted



# Samaritans Inc. - 988 & 24/7 Helpline Services

- **1 of 5 NSPL centers in Massachusetts taking 988 calls**
  - Calls up over last year across all lines
  - De-escalating imminent risk calls upwards of 90%
  - Warm hand-offs to Emergency Service Providers, relatively issue free
  - Still unknown service to so many
- **Nearly 80,000 calls, texts, and chats answered annually**
- Translation line with access to 240 languages



*"I'm depressed im crying, I want to kill my self but instead I decided to text you guys. A lady went to my school the other day and gave a wrist band with this number."*



# Hey Sam

Youth peer to peer text line, up to 24 years old



# Samaritans, Inc.

Samaritanshope.org

Since 1974

Largest Suicide Prevention Org in MA

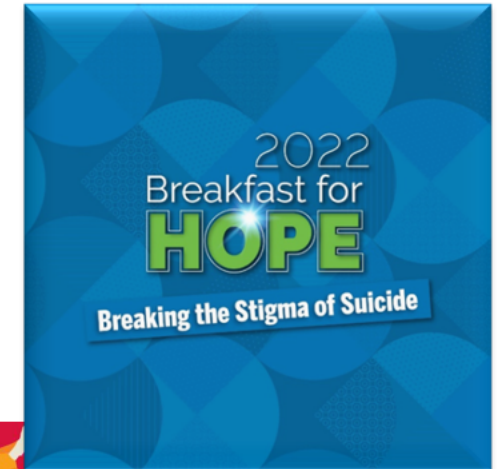
*We envision a world without suicide.  
Our mission is to prevent suicide and offer hope and support to  
those affected.*

## Get Involved!

**Volunteers Needed:** Nearly 400 Volunteers providing almost 37,000 hours –  
Helpline and Hey Sam; Suicide Loss Grief Support

**Annual Events:** Breakfast for Hope & 5K Run/Walk for Suicide Prevention

**Education & Outreach:** Connect us so we can present a workshop





# 2022 Leadership Award Recipient

**Jeff Gonneville**

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The Eno Leadership Awards recognize and honor individuals and organizations who have contributed significantly to the field of transportation.







# WTS-Boston 2022 Woman of the Year

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**Katie Choe**

Thank you!

