



**Massachusetts Bay
Transportation Authority**

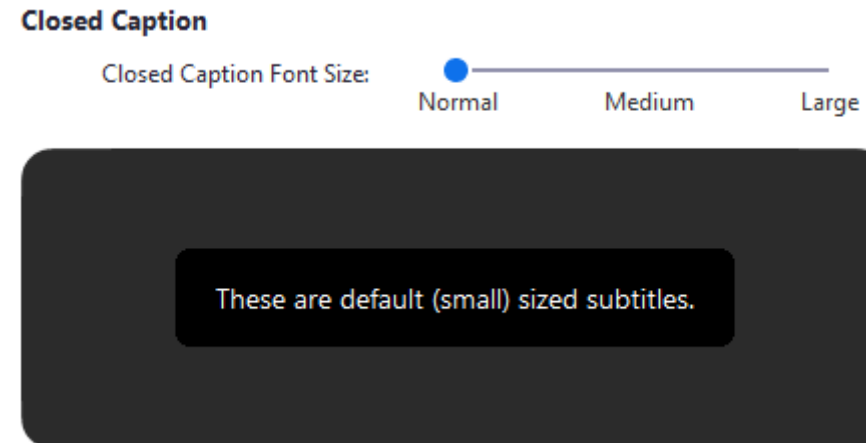
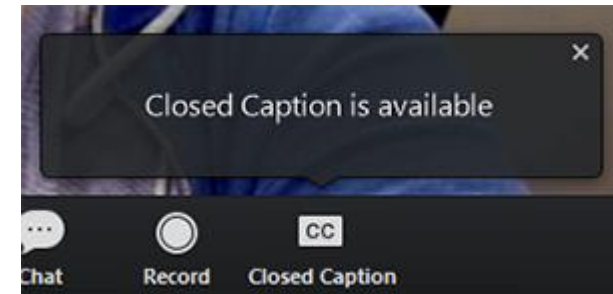
Spring 2022 Service Changes

March 2022

Zoom

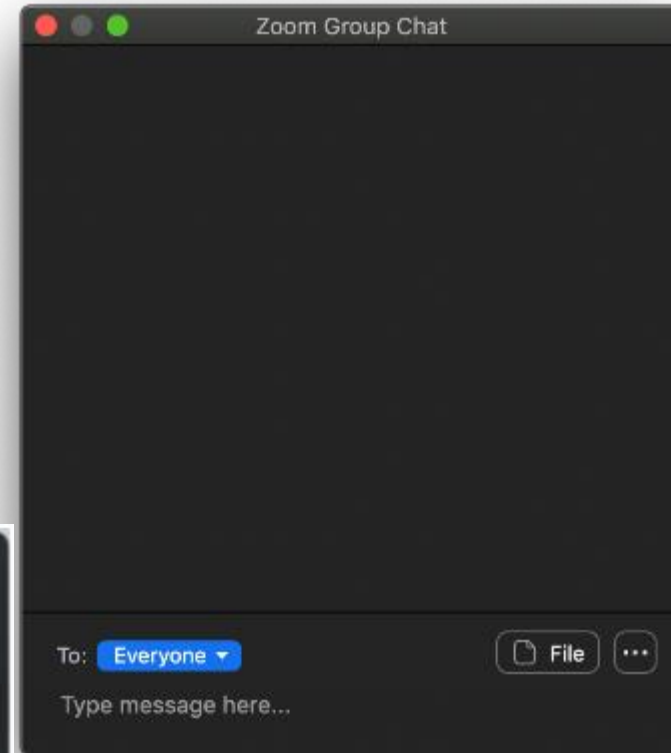
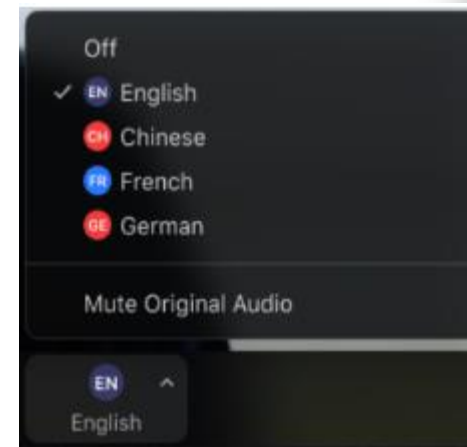
Closed Captions

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 - **Tip:** Click and drag the closed captioning to move its position in the meeting window.
- To adjust the caption size:
 - Click the upward arrow next to **Start Video / Stop Video**.
 - Click **Video Settings** then **Accessibility**.
 - Move the slider to adjust the caption size



Use Chat for Technical Questions

- If you have a technical question about Zoom or the features of the meeting, please use the chat function.
- Our technical assistant will attempt to troubleshoot your problem and get back to you.
- We also offer Spanish interpretation during this meeting. In order to select English or Spanish audio In your meeting/webinar controls, click Interpretation and Click the language that you would like to hear



MBTA Participation

Angel Donahue-Rodriguez

Deputy Chief of Staff

Melissa Dullea

Senior Director of Service Planning

Terrie Chan & Silvia Castanos


Community Liaison

Overview

- On the whole, the MBTA proposes similar bus service levels in Spring 2022 vs. Winter 2022. There may be reallocations between routes due to crowding or travel time changes.
- Green Line Extension service to Union Square will open on 3/21/2022.
- Roadway construction causes detours or other service changes.
- Travel times increase due to congestion.



Efforts Underway to Increase HR Capacity and Hiring

- More than doubling size of HR recruiting department (10 new recruiters brought on since Labor Day with more joining shortly)
- Created and staffed a dedicated team for Operator hiring
- Onboarded HR staff augmentation firm to allow for additional hiring support
- Launched major HR improvement initiatives
 - CDL permit 'events' at RMV, revamping interview process, streamlining application process etc.
 - CDP Familiarization Classes – to assist in preparing candidates for the CDP test
 - \$4500 Sign on bonus
 - Tuition Reimbursement of \$10K
 - Revamped advertising and marketing campaigns
- Working with unions and executives on methods for making Bus Operator jobs more appealing for applicants
- Promoted 65 part-time operators to full-time status for spring schedule (beyond 75 promoted in Winter) to gain more productivity from existing workforce and to make work more appealing to help attract and retain talent



Renda Millsap
Bus Operator, 10 Years

We're hiring bus operators.
Now offering a \$4500 sign-on bonus.



MBTA.com/Apply

Now hiring bus operators.

\$4,500 sign-on bonus included.

MBTA.com/Apply



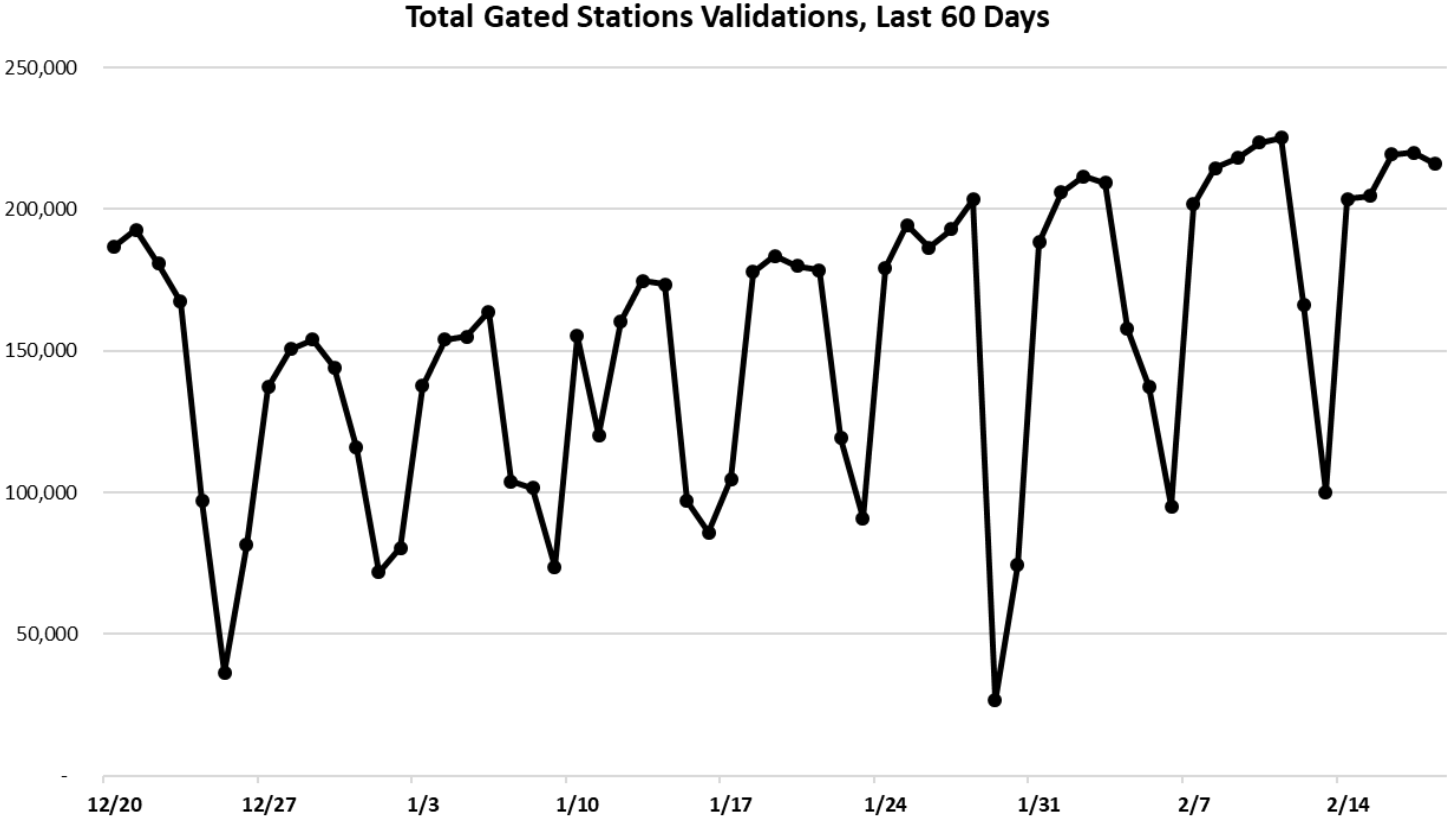




Subway

Gated Rapid Transit Stations

Line	Change in validations: February 2019 weekday average vs. weekday avg for Feb 14- Feb 18, 2022
Blue Line	-50%
Green Line	-51%
Orange Line	-54%
Red Line	-59%
Total Gated Stations	-55%



Note: Includes estimated data from Wonderland and Airport stations from 11/10 – 12/31. Gated validations data by line and station are available in this [public folder](#) and continue to be updated on the [Data Blog](#). The data is also continuously updated and visualized on the [MassDOT Mobility Dashboard](#).

Subway - Spring 2022 Service Changes

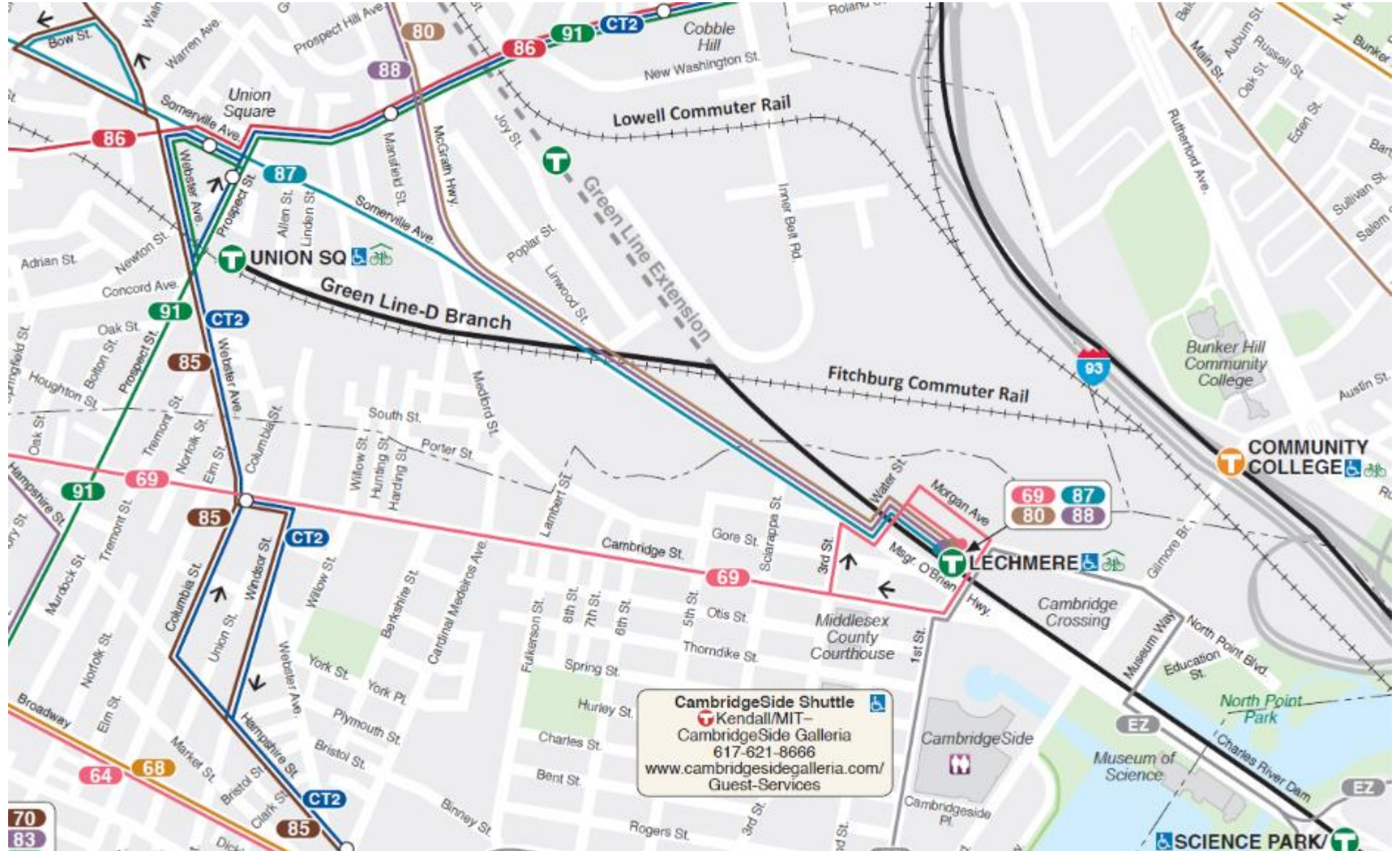
- Monday, 3/21/2022
 - Union Square station will open as E Line for now; when the full GLX opens to Medford/Tufts later this year it will be E branch, and Union Square will switch and be the D Line.
 - Lechmere and Science Park/West End, closed during GLX construction, will reopen to train service.
- All Green Line branches will have weekday runtime changes, effective on Monday, 3/14/2022



Subway - Spring 2022 Service Changes

Related to Lechmere opening, bus routes 69, 80, 87, and 88 will use the new Lechmere busway on Water St.

(The Lechmere buses will continue to use the old busway until the new Lechmere Station opens on 3/21/22)



Lechmere Station



Union Square Station



Fare Transformation – Upgraded Fare Vending Machines

Upgraded Fare Vending Machines have been installed 89% of stations.

Upgrades include:

- The ability to purchase or reload CharlieCards
- The introduction of the new tappable CharlieTicket
- Tap and go at fare gates & fare boxes with the tappable symbol
- Phase out of the insertable CharlieTicket during transition
- Contactless and mobile pay options
 - Contactless Credit/Debit Cards
 - Apple Pay, Google Pay, Samsung Pay

•For more information, visit:

•<https://www.mbta.com/faretransformation>

Fare vending machines upgraded by Line:

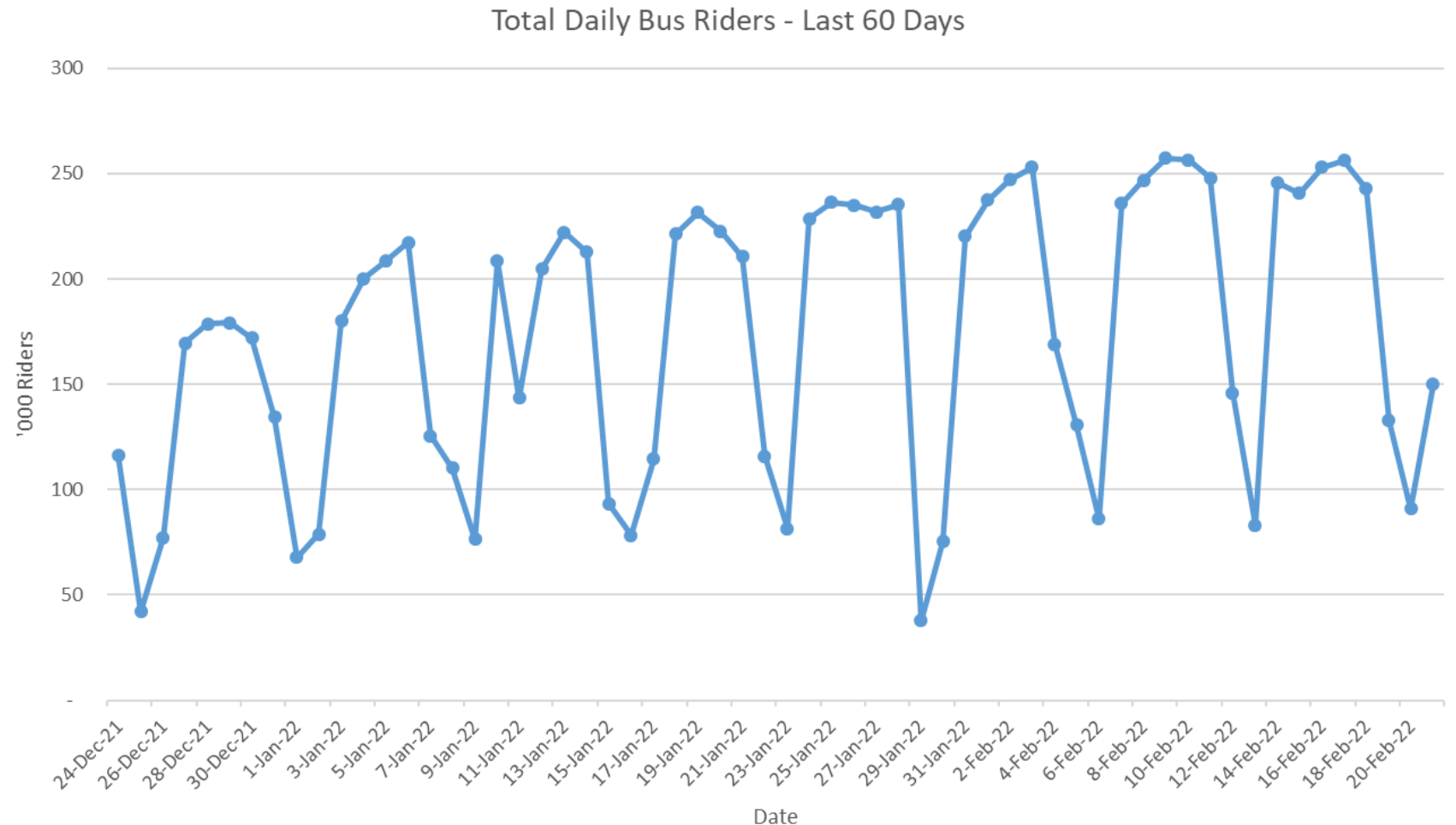




Bus

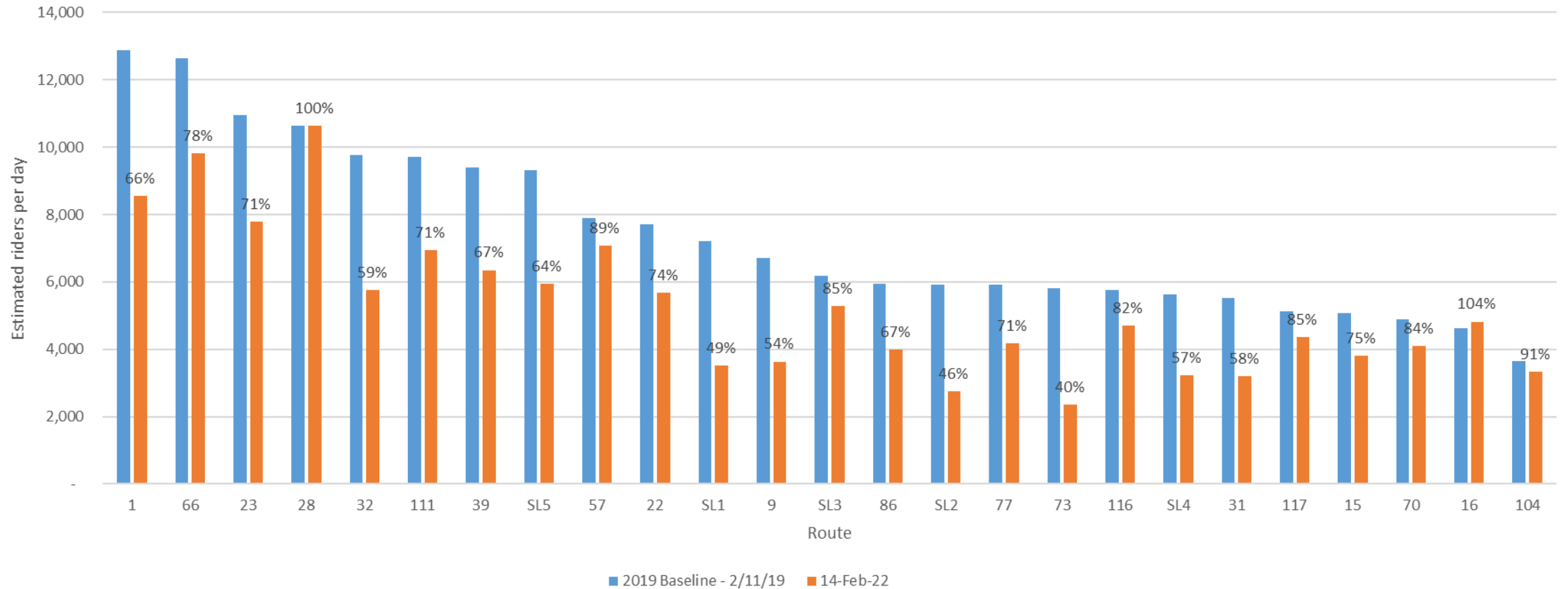
Bus Ridership Trends

- Ridership estimated from APCs.
- Ridership for the most recent days is continuously revised as information on dropped trips is received.



Bus Ridership Top Routes

Daily Bus Ridership, 2/11/19 vs. 2/14/22, Top Routes by Ridership



*This chart displays average daily ridership by week, representing the most recent week available.

The included routes represent the current top 20 as well as the top 20 routes pre-COVID. Route 70 includes ridership from both the 70 and 70A, which were combined into one route.

Bus - 2022 Spring Service Changes

- Strategy
 - Construction-related changes (71, 73, 77, SL2)
 - GLX-related changes (69, 80, 87, 88)
 - Run time updates due to growing congestion
 - Other
- Visit <https://www.mbta.com/schedules/bus> to view bus schedules.

Changes will go into effect on March 13th.

Bus - 2022 Spring Service Changes

What's changing	Routes affected
Routes with increased frequency	116, 117, 450
Routes with reduced frequency	77, 120, 442, 455
Routes with mix of added frequency & reductions	32 <ul style="list-style-type: none">• Between Cleary Square and Forest Hills, weekday service increases in the morning, afternoon and evening.• Between Wolcott Square and Cleary Square, weekday frequency decreases in the morning, afternoon and evening.
Routes with trip changes	1, 7, 21, 31, 39, 45, 47, 52, 66, 68, 92, 94, 96, 111, 119, 220, 225, SL3

For additional details, please visit www.MBTA.com/servicechanges.

Changes will go into effect on March 13th.

Bus - 2022 Spring Service Changes

What's changing	Routes affected
<p>Routes with routing changes If your route or stop is affected, please use the MBTA trip planner to plan alternative service.</p>	<p>9: Supplemental trip stays on Melnea Cass Boulevard to Massachusetts Ave, instead of going through Boston Medical Center.</p> <p>34: Trips extend to Dedham Square throughout the day with outbound trips continuing along Washington St to Sylvia Lane.</p> <p>34E: Selected trips omit Route 1A between Washington Street and Walpole Center and operate consistently along Washington Street instead.</p> <p>69, 80, 87, 88: When the relocated Lechmere station opens, service will operate from this location.</p>

For additional details, please visit www.MBTA.com/servicechanges.

Changes will go into effect on March 13th.

Bus - 2022 Spring Service Changes

What's changing	Routes affected
<p>Routes with routing changes (continued)</p> <p>If your route or stop is affected, please use the MBTA trip planner to plan alternative service.</p>	<p>71, 73: Due to roadway construction, all trips will use diesel-hybrid buses. To board at Harvard, use the upper busway instead of the lower. During weekday rush hours, trips will drop off and pick up at the same time. At all other times, trips will drop off and pick up at different times. Outbound passengers should pay when boarding.</p> <p>112: Sunday trips serve Market Basket and Chelsea Station in the morning.</p> <p>350: Saturday outbound trips serve Northwest Park in the morning.</p> <p>SL2: Route no longer serves 88 Black Falcon Ave due to construction. Trips will start and end at Northern Ave.</p>

For additional details, please visit www.MBTA.com/servicechanges.

Changes will go into effect on March 13th.

Fare-Free Program for Routes 23, 28, and 29

- Service on routes [23](#), [28](#), and [29](#) will be fare free for two years from March 1, 2022 through February 29, 2024. This program is funded by the City of Boston.
- These routes travel through Roxbury and Dorchester, connecting riders to four stations: [Ruggles](#), [Jackson Square](#), [Mattapan](#), and [Ashmont](#).

Fare-Free ADA-Compliant RIDE Service

- During the program period, [The RIDE](#) paratransit service will also be fare free for customers making trips that begin and end within 3/4 mile of routes 23, 28, and 29 bus service. [The RIDE Flex](#) program is excluded from this program.

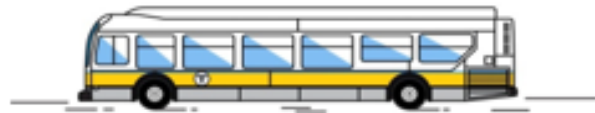
Transfers to and from Other Routes

- Transfers to and from other routes are not included in this program. Riders will need to pay a regular fare if they transfer to another bus or subway line.



The Bus Network Redesign

A complete re-imagining of the MBTA's bus network to better reflect the travel needs of the region and create a better experience for current and future bus riders.



What Is the Initiative?

Bus Network Redesign

How Does the Initiative Improve My Experience?

Frequent

Fast

Reliable

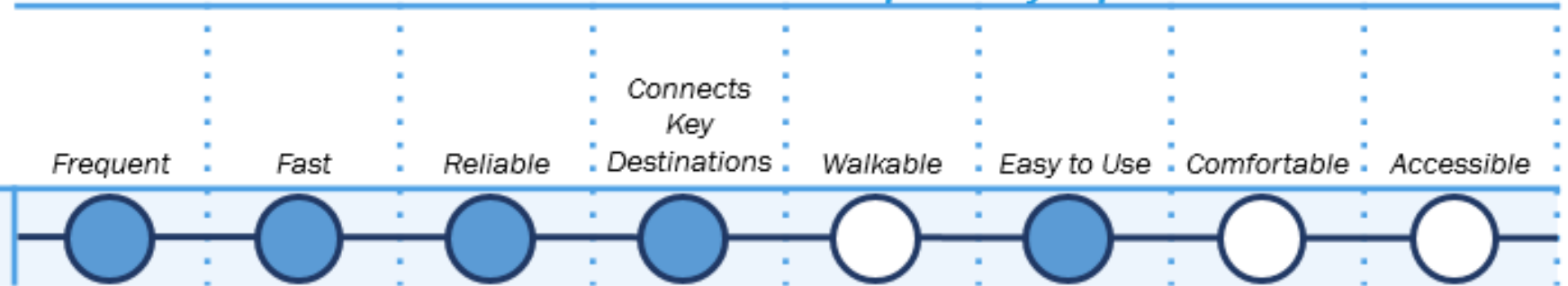
Connects
Key
Destinations

Walkable

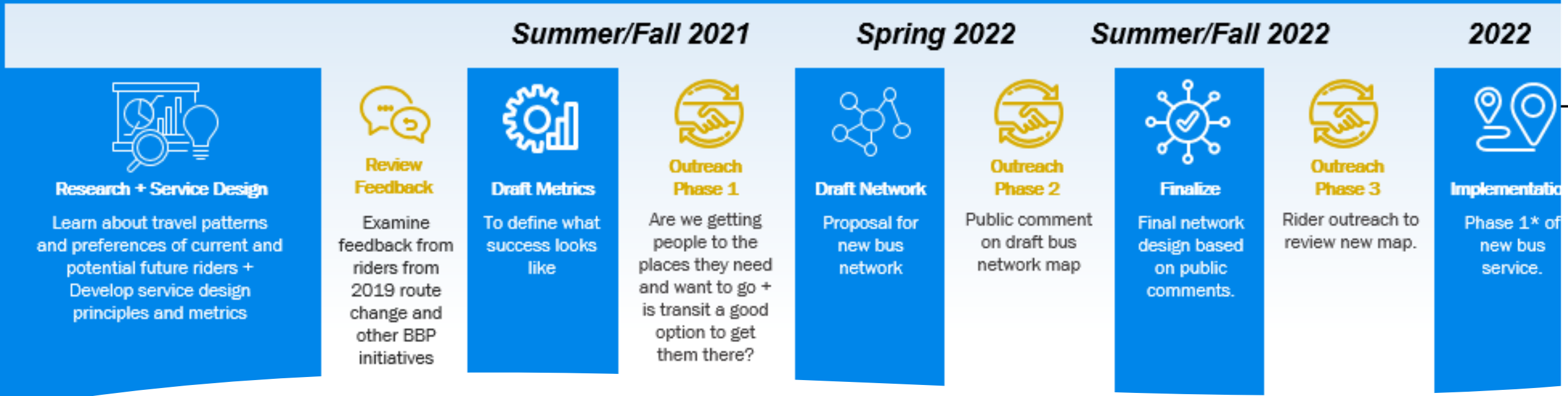
Easy to Use

Comfortable

Accessible



Bus Network Redesign (2020-Ongoing)



Bus Network Redesign Project Timeline

***We are planning for 3-5 phases of implementation over five years that will potentially be rolled out by geography. Implementation timing will depend on structure of the new network, staff and public outreach capacity, and the ability to implement bus priority.**



Commuter Rail

Commuter Rail - 2022 Spring Service Changes

- Effective on Monday, February 7th, bikes are allowed onboard any Middleborough, Kingston, or Greenbush Line train at all times in both directions. Bikes may be stored in any available space, but be mindful of keeping ADA seats free & accessible. [MBTA.com/bikes](https://www.mbta.com/bikes)
- In late Spring 2022, new electric fare gates for Commuter Rails will begin operation in North Station's concourse.
- New Schedules for Spring 2022 will be available in May 2022

Ferry

- Effective from the Memorial Day weekend, Saturday May 28th, weekend service resumes for F2H, which serves Hingham, Hull, Logan Airport, and Long Wharf.



Next steps

- **March 1st:** Public meeting on upcoming changes ✓
- **March 13th:** New Spring schedules take effect on bus
- **March 14th:** New schedules take effect on Green Line
- **March 21st:** Green Line Extension Union Square Branch stations open
- **May 28th:** F2H ferry resume weekend service
- **May:** New Spring schedules take effect on Commuter Rail

2:00

Raising Your Hand

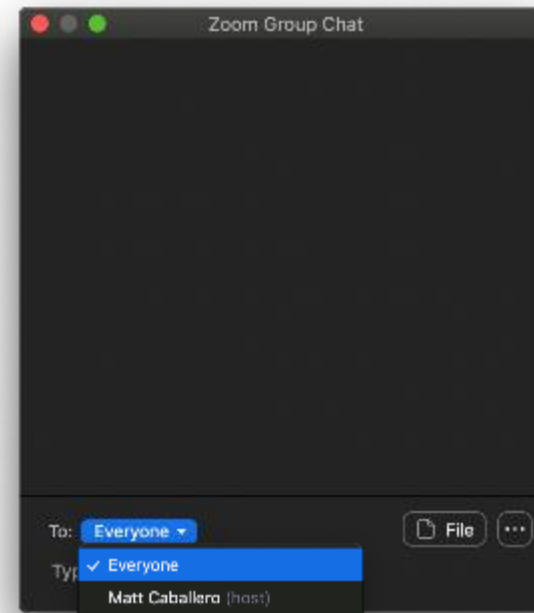
- Please use Zoom’s “Raise Hand” feature to indicate if you have a comment. **If you have a comment, please raise your hand and wait for the moderator to give you permission to speak.**
 - By default, all attendees are muted so that only the presenters can be heard. When you raise your hand, it alerts the moderator that you’d like to speak. The moderator will unmute attendees to ask questions in the order that they raised their hands.



To speak, click
“Participants”
then
“Raise hand”



Send a chat
to the moderator



***9**
Raise Hand

Continue Getting Involved

- **MBTA Customer Opinion**

Panel:

Whether or not you've been riding the T recently, your input can help us ensure we're prepared to respond to the changing transportation needs of the region. Join our monthly customer opinion panel survey to give us feedback about how we're doing, what we can do better, and how we can plan for the future.

www.mbta.com/survey

Upcoming Events:

- ❖ **Forest Hills Station Accessibility Updates – March 9th**
- ❖ **Red Line Transformation Codman Yard Expansion and Improvements – March 10th**
- ❖ **Fare Media Changes Public Meeting – March 15th**
- ❖ **Fare Media Changes Public Hearing – March 22nd**

More details at www.mbta.com/events

Thank you!

Email the MBTA Public Engagement team at publicengagement@mbta.com.

www.mbta.com

