



Massachusetts Bay Transportation Authority

GM Report

Steve Poftak, MBTA General Manager

December 15, 2022

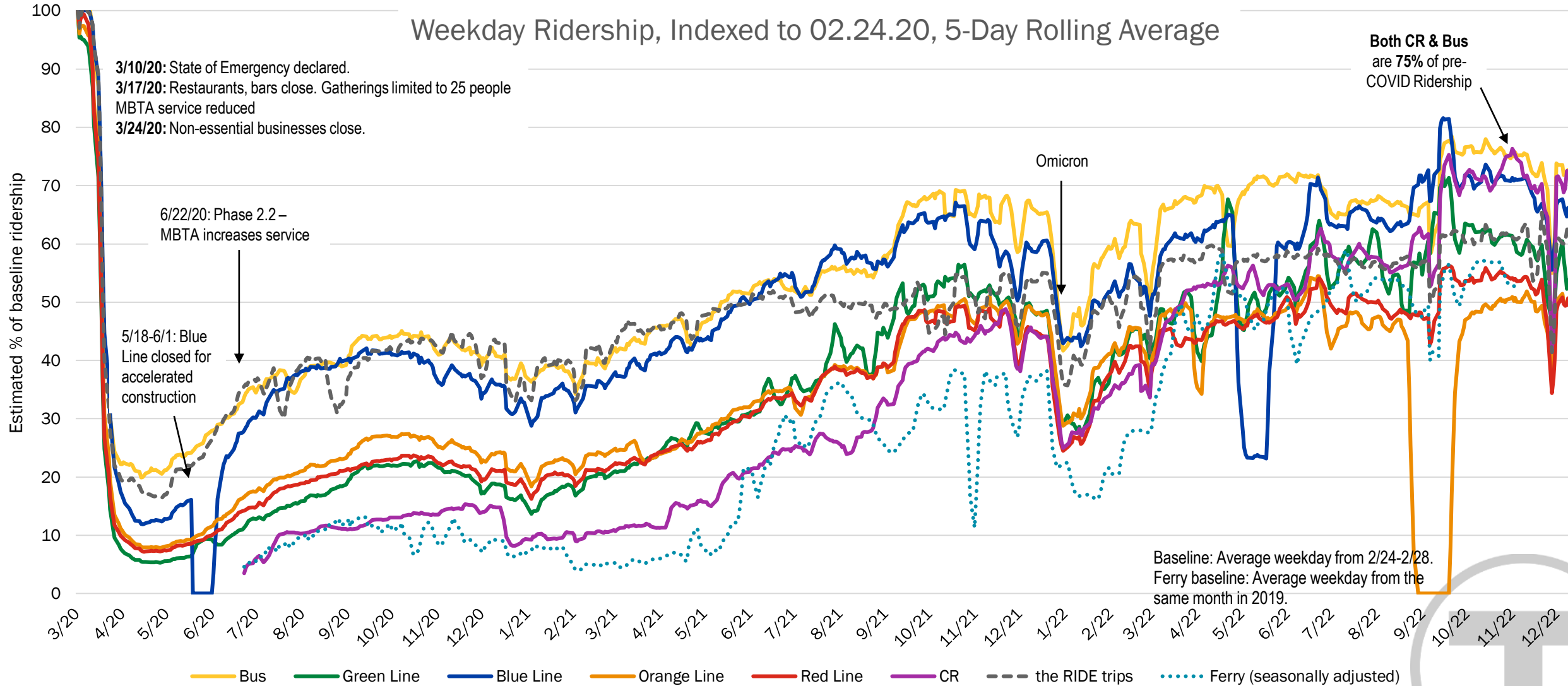


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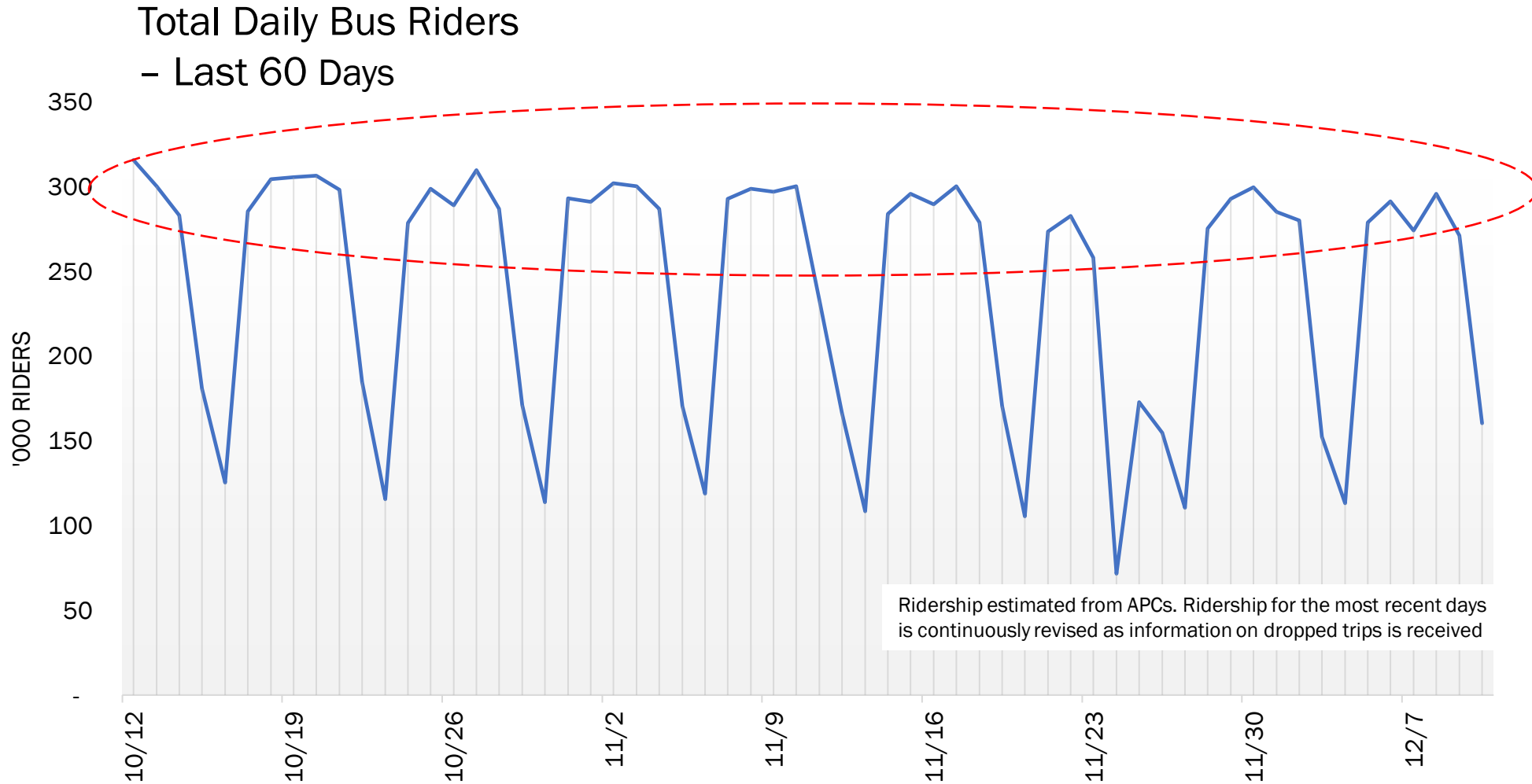
- Ridership (Overall, Bus, Rail, CR)
- Winter '22-'23 Preparedness
- Agents of Safety, Nov. 16, 2022
- Ideal Program Graduation, Nov. 18, 2022
- South Coast Rail, Freetown, Dec. 5, 2022
- Worcester Union Station Dec. 6, 2022
- Keville Award for Darrin McAuliffe, Dec. 7, 2022
- 22nd Annual Fill-a-Bus Toy Donations!
- Winter Wonderland, Dec. 10, 2022
- Keolis Polar Express, Dec. 10, 2022
- GLX Medford Branch Opens! Dec. 12, 2022
- Thank you: Colleagues, Riders, Workforce.



Pandemic Impact - Ridership Trend



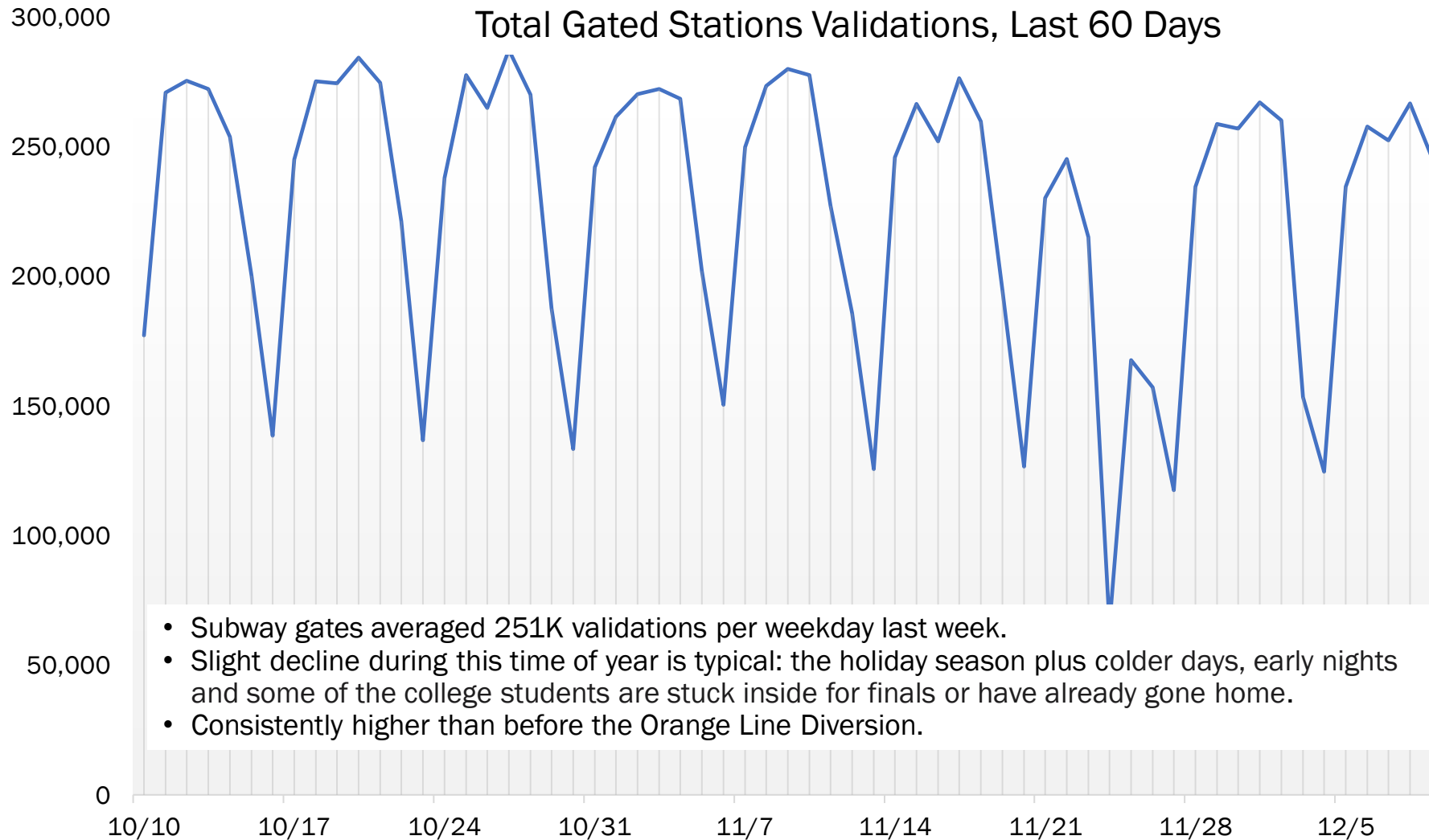
Bus Ridership Trend



- At 282K, Bus Ridership is about 27% lower than the same week in 2019.
- Ridership has been ~steady, last 3 months – with Thanksgiving week as the exception.
- **Consistently higher than before the OL surge.**



Gated Rapid Transit Stations

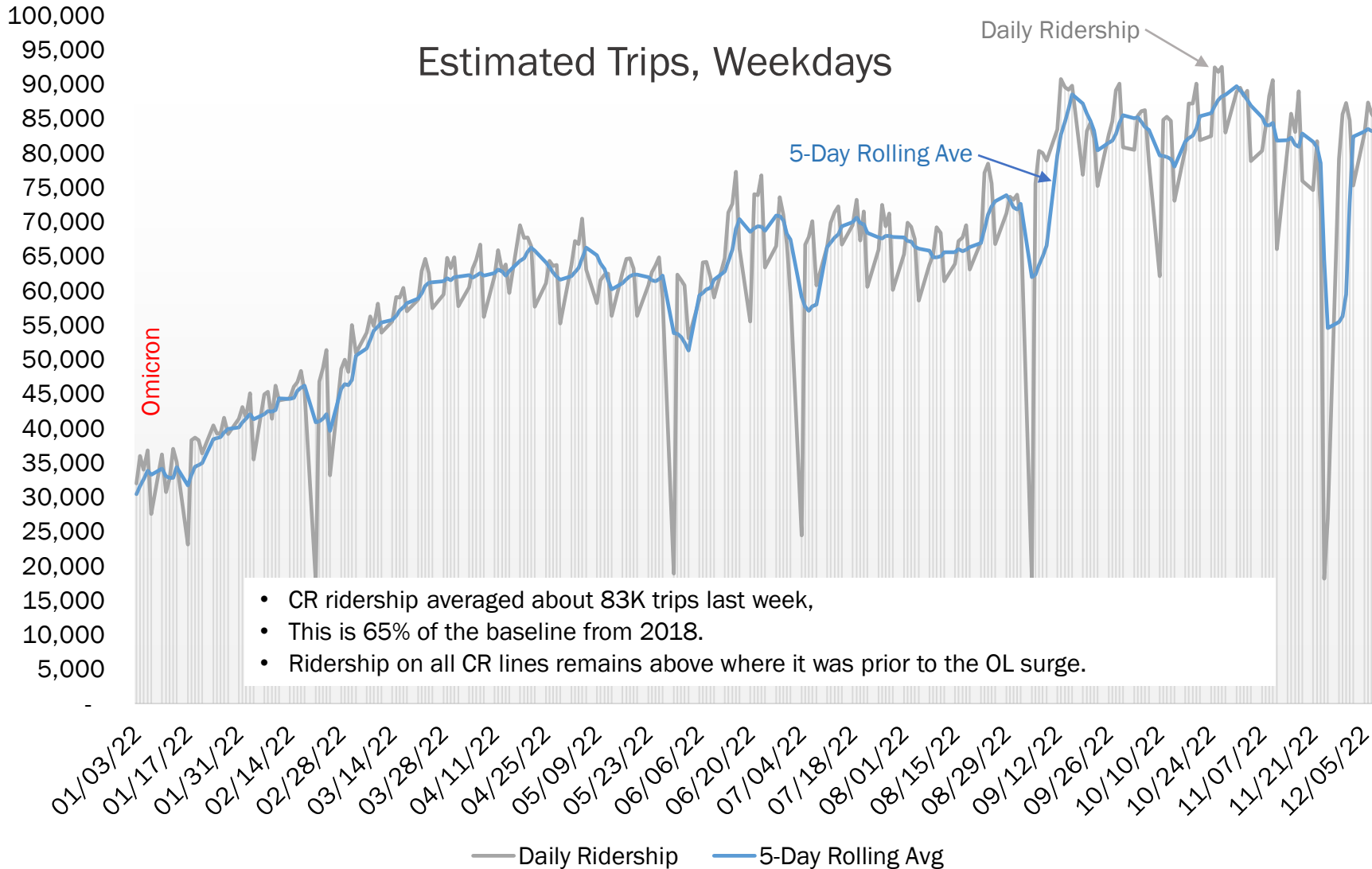


LINE	CHANGE IN VALIDATIONS Dec. '19 vs Dec.5-9, '22 weekday average
Blue	- 29%
Green	- 42%
Orange	- 43%
Red	- 42%
All Gated Stations	- 41%



Commuter Rail

Estimated Trips, Weekdays



COMMUTER RAIL LINE	Estimated Daily Ridership, Weekdays 12/5-9, 2022	Estimated % of 2018 Weekday CTPS Counts
Fairmount	2,607	98%
Fitchburg	5,065	54%
Framingham/Worcester	10,626	57%
Franklin	7,197	62%
Greenbush	2,417	40%
Haverhill	5,682	80%
Kingston/Plymouth	3,632	60%
Lowell	6,415	59%
Middleborough/Lakeville	5,733	84%
Needham	5,561	83%
Newburyport/Rockport	9,256	62%
Providence/Stoughton	18,388	71%



Winter '22-'23 Preparedness

ENHANCING OUR PREP PLANS

We've met with Municipalities to ensure that areas are cleared:

- bus stops
- paths of travel to bus stops
- routes from bus stops to buses
- same at RR crossings.

We're running drills to exercise our response to storms. We're running snow fighting equipment and simulating storm cleanup activity on recent overnights.

We are refining our snow vendor contracts.



General Awareness: Communications!

Awareness campaign: Digital screens, social media, in-vehicle ads, mbta.com/winter update, printed commuter rail schedules, press

T-Alerts campaign: Digital screens, social media, printed ads

- Updated Snow & Ice plan.
- Added resources for Storm Levels 3-5
- **Added GLX** stations and yard areas.
- Modified Station Cleaning Contracts
- **Modified storm schedules** for bus, rail and commuter rail.
- Installation of **25 gas powered hot air blowers** at critical switches.



Agents of Safety, Nov. 16, 2022



**AGENTS
OF SAFETY**

**AWARENESS
ACTION
ATTITUDE
ACCOUNTABILITY**

2022

WEDNESDAY, NOVEMBER 16, 2022
BOARD ROOM

GROUP RECOGNITION

GOVERNMENT CENTER GARAGE INCIDENT

**CASSANDRA CUDDY
MARCELO GARCIA
MATTHEW MCPHEE**

ORANGE LINE - DETACHED METAL INCIDENT

**CATHERINE B
ERIN CRUDUP
PAULA DASILVA
RICARDO "RICHIE" DIAZ
RAHEL FEKADE
DENSY FILSAIME
RYAN GREENBERG
PATRICIA PERRY
JENNIFER SARRO
URSULLA YOUNG**

ORANGE LINE SURGE

**JOHN ANDERSON
STEVE AYLES
EVAN BODELL
KEVIN BRENNAN
PERRY "DREW" CARTER
HEATH DOLLOFF
JONATHAN FAHY
MICHAEL RIVERA**

Building a Safer



INDIVIDUAL AWARDS

JOHN ANDERSON
Supervisor of Building
Station Maintenance

STEVE AYLES
Signals & Interlocking
Inspector

EVAN BODELL
Signals & Interlocking
Inspector

ANGEL BONILLA
Instructor

KEVIN BRENNAN
Shop Foreperson - Machinist

CATHERINE B
Inspector

PERRY CARTER
Signals & Interlocking
Inspector

HARVEY COPENHAVER
Streetcar Motorperson

ERIN CRUDUP
Train Starter

CASSANDRA CUDDY
Supervisor of Transportation/
Construction

THOMAS DALY
Manager of Environmental
Compliance

PAULA DASILVA
Motorperson - Rapid Transit

ERIC DELUCA
Engineer

RHEA DE SILVA
Streetcar Motorperson

RICARDO DIAZ
Inspector

DARREN DIGRAVIO
Special Project Personnel
Sheet Metal Worker

HEATH DOLLOFF
Signals & Interlocking
Inspector

JONATHON DYER
Yard Master - RTL

JONATHAN FAHY
Supervisor of Transportation -
Construction

LAHSEN FAWZI
Chief Inspector - RTL

RAHEL FEKADE
Motorperson - Rapid Transit

DENSY FILSAIME
Motorperson - Rapid Transit

CARLA GARCIA
Storekeeper

MARCELO GARCIA
Supervisor of Transportation -
Construction

RYAN GREENBERG
Motorperson - Rapid Transit

**JARVIS M
HOLLOMAN-SLASH**
Motorperson Streetcar

SEAN MCDONNELL
Director of Construction
Procurement and Staff

MATTHEW MCPHEE
Supervisor of Transportation -
Construction

KEITH MIRANDA
Carhouse Foreperson

BARBARA O'DWYER
Planning & Scheduling
Coordinator

PATRICIA PERRY
Motorperson - Rapid Transit

LISA RADOSTA
Deputy Director of
Administration

MICHAEL RIVERA
Signals & Interlocking
Inspector

TIMOTHY ROONEY
Power Systems & Equipment
Instructor

ANTHONY ROY
Painter Sub Foreperson

KYOKO RYSSMAN
System Safety Specialist

JENNIFER SARRO
Supervisor of Transportation
for Subway

SEAN TEMPESTA
Machinist

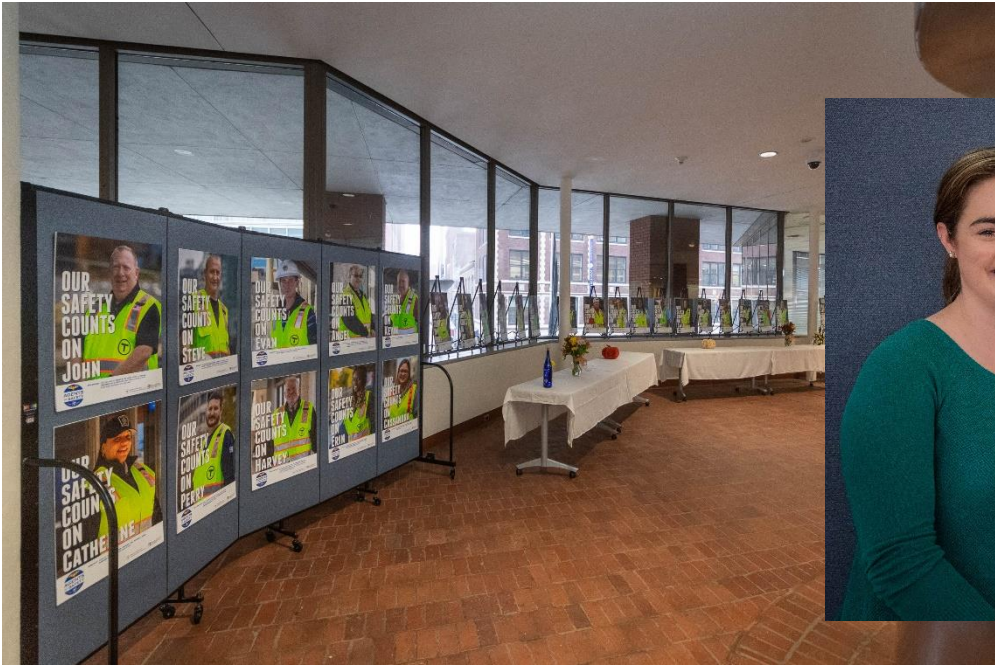
JONATHAN TIEU
Senior Project Manager

ERIC VAUGHAN
Bus Inspector

URSULLA YOUNG
Motorperson - Rapid Transit

BRYNNE WILLS
Security & Training Officer







Ideal Program Graduation

Nov. 18, 2022



South Coast Rail Freetown

Dec. 5, 2022





Worcester Union Station

Dec. 6, 2022



Darrin McAuliffe wins the Keville Award

Dec. 7, 2022





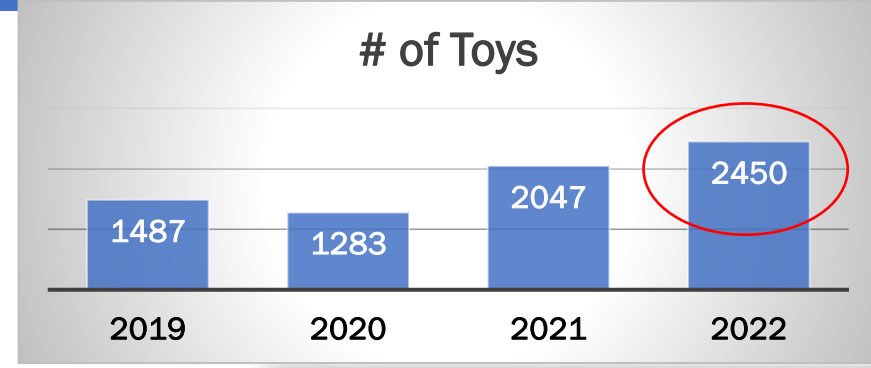
Darrin pays it forward, donating the award to the K9 Kitt Foundation to assist heroic K9 Teams, the “Guardian of the Guardians” in policing, such as for K-9 ballistic vests to protect police dogs.



MBTA & MassDOT's 22nd Annual Fill-a-Bus with Gifts!



THE MASSACHUSETTS SOCIETY FOR THE PREVENTION OF CRUELTY TO CHILDREN, THE BOYS AND GIRLS CLUB OF BOSTON, and HEADING HOME



Winter Wonderland

Dec. 10, 2022



ALL ABOARD!!



THE POLAR EXPRESS COMES TO LIFE: SOUTH STATION

Keolis, MBTA's CR operating partner, hosted children for the **FIRST TIME SINCE THE PANDEMIC** for a North Pole Express train ride.

Wearing pajamas ... **MORE THAN 1,000 CHILDREN** & their families journeyed to the "North Pole" and back.

...guests were greeted with music & holiday decorations; children were treated to snacks & activities, prior to boarding the decorated train.

Onboard, elected officials and community leaders read books and led holiday sing-alongs.

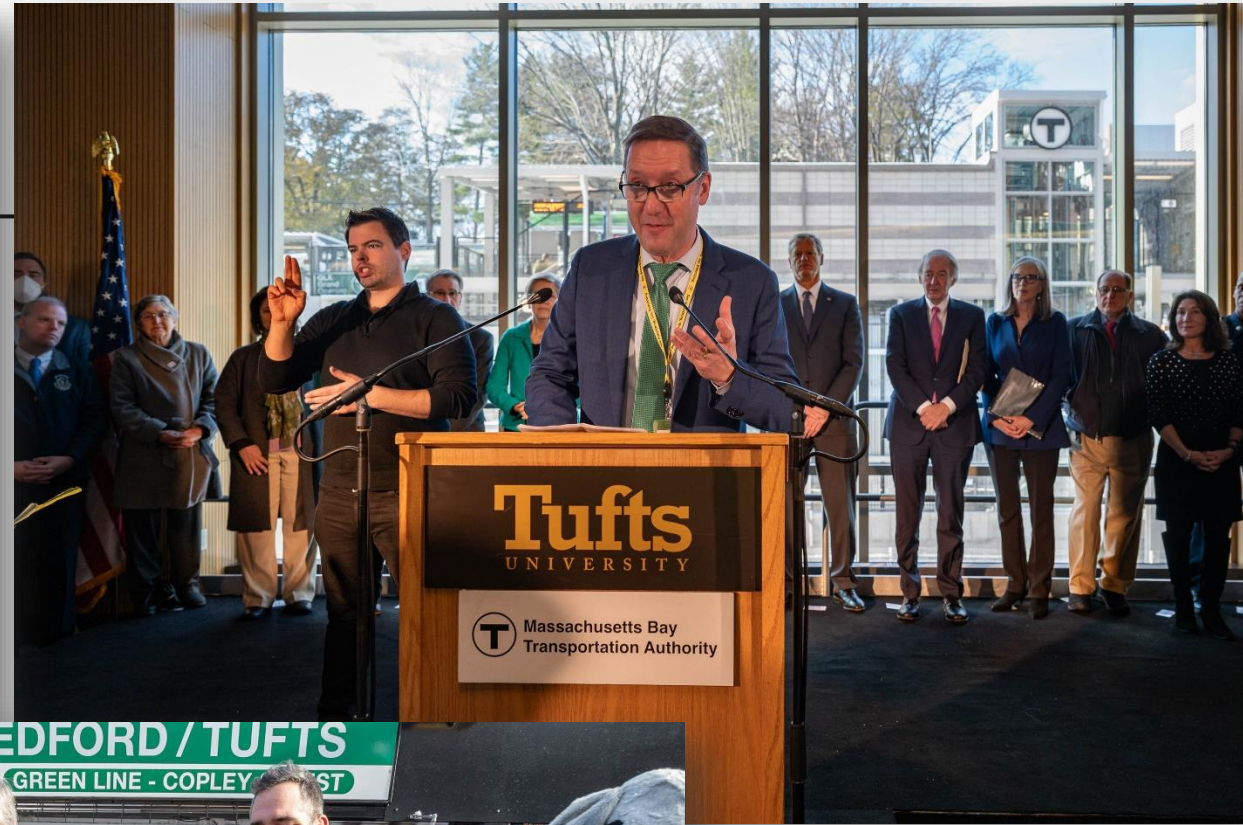
The return portion of the trip featured a visit from **SANTA CLAUS AND HIS ELVES**.

"The North Pole Express is one of the MBTA's great holiday traditions, and we're so pleased to finally bring back this holiday train full of treats and festive cheer for these deserving families from the communities we serve," said MBTA General Manager Steve Poftak

Green Line Extension

Medford Branch Grand Opening –
December 12





Thank you to
my colleagues,
our riders, and
the MBTA's
dedicated
workforce.

