



**Massachusetts Bay
Transportation Authority**

Deputy General Manager's Remarks

Fiscal and Management Control Board

August 12, 2019



Red Line Derailment Status Update

Incident Vehicle Investigation:

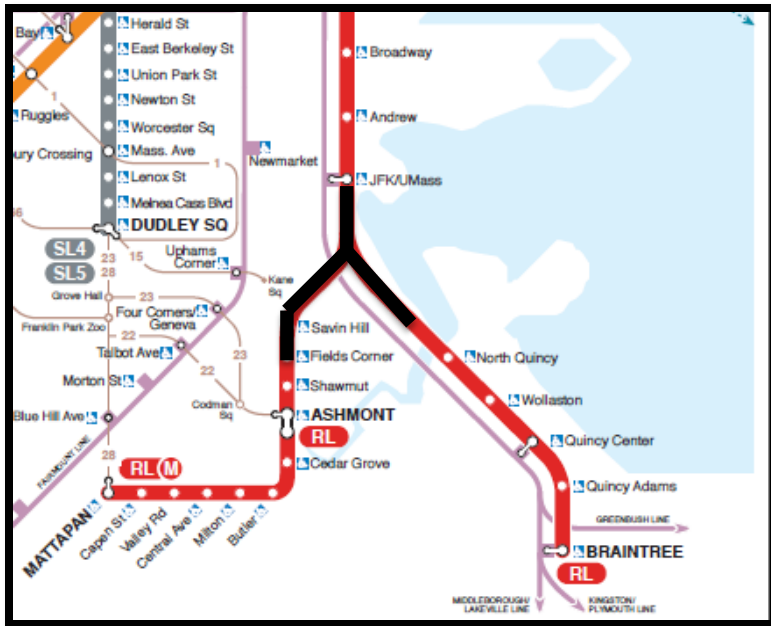
- Engineers continue their vehicle investigation
- Preliminary and partial results have come back from the metallurgical analysis
- As standard procedure, engineers have reviewed the preliminary results and have had follow-up questions for the laboratory
- Responses to follow-up technical questions and analysis are expected to be completed in two weeks
- Engineers are awaiting the follow-up results to formalize the root cause



Truck Assembly from 1602 – Incident Car



Red Line Derailment Status Update

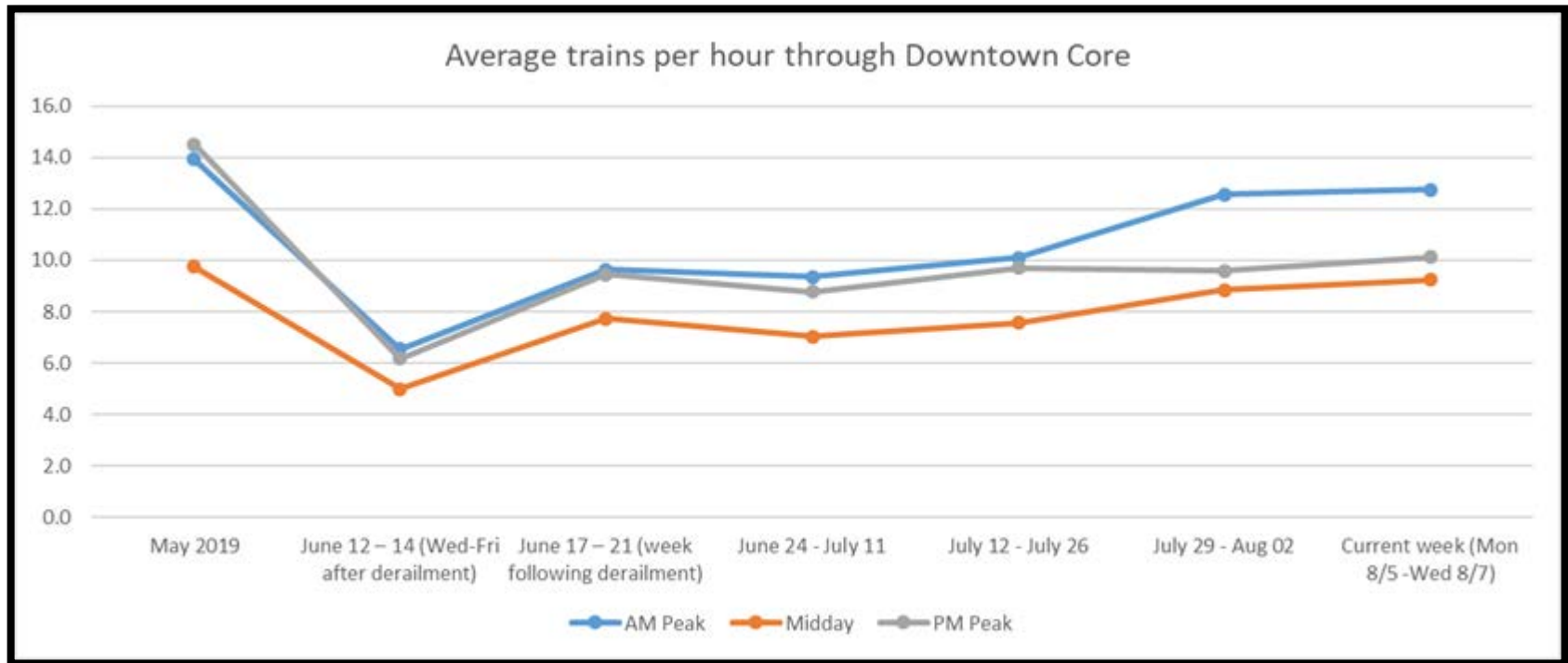


Service Restoration being completed in four phases:

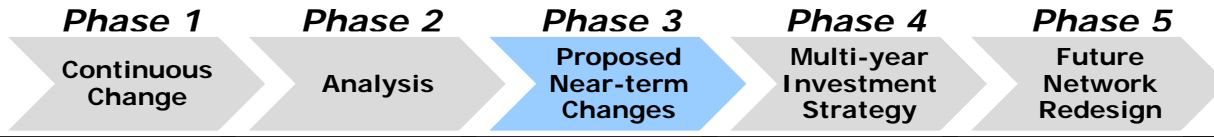
1. Remote control of Columbia Junction switches and access to Cabot Yard – **Completed** July 11th
2. Restoration of signal control between Broadway to JFK – **Completed** July 31st
3. Restoration of signal control between North Quincy to JFK – expected completion in October
4. Restoration of signal control between Fields Corner to JFK – expected completion in October



Red Line Derailment Status Update



- For the first time since the incident the Authority is **running at normal capacity with 28 trains** during rush hour on the Red Line
- The result is a **train frequency of approximately 13 trains per hour** during the AM rush hour
- Recent PM rush hour improvements have been offset by miscellaneous service issues



Better Bus Project – Upcoming Service Changes

September 1

29 routes will change

December 22

19 or more routes will change

SEPTEMBER 1 CHANGES

| | | | | |
|-----|-----|-----|-----|-----|
| CT1 | 4 | 5 | 16 | 34E |
| 44 | 59 | 89 | 90 | 92 |
| 95 | 106 | 111 | 120 | 134 |
| 411 | 424 | 428 | 435 | 441 |
| 442 | 448 | 449 | 455 | 459 |
| 501 | 502 | 503 | 504 | |

Detailed information on each change available online:
[MBTA.com/betterbus-sept1](https://www.mbta.com/betterbus-sept1)

Phase 1
Continuous
Change

Phase 2
Analysis

Phase 3
Proposed
Near-term
Changes

Phase 4
Multi-year
Investment
Strategy

Phase 5
Future
Network
Redesign



Better Bus Project – How we are telling the public

- ~800 Bus stop sign updates
- 700+ Redesigned service notices at bus stops
- 500 Bus advertisements
- Digital ads at targeted rail and bus stations
- On-bus announcements
- Block-by-Block prepared with BBP info
- Call Center prepared with BBP info
- Online maps with stop-by-stop changes
- Updated paper schedules and maps
- Email lists (Corporate customers, BBP email list, state and local elected officials and staff)
- T-Alerts (multiple times)
- Upcoming press release
- Targeted newspaper ads

Bus Ad Sample

| Service to and from | Inbound (toward Boston) | Outbound (to Marblehead) |
|---|---|---|
| Point of Pines @ Lynnway | Some 441/442 buses will provide AM peak service at this stop. Visit mbta.com for a full schedule. | Some 441/442 buses will stop here during PM peak service. Visit mbta.com for full schedule. |
| Swampscott, from New Ocean St to Salem St @ Humphrey St | Take the 441 or 442 inbound. Outbound service will no longer make a loop. | Take the 441 or 442. |

New Service Notice

Online Stops Map

Detailed information on each change available online:
MBTA.com/betterbus-sept1