

# **Massachusetts Bay Transportation Authority**

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## **Station Brightening**

### **Fiscal and Management Control Board**

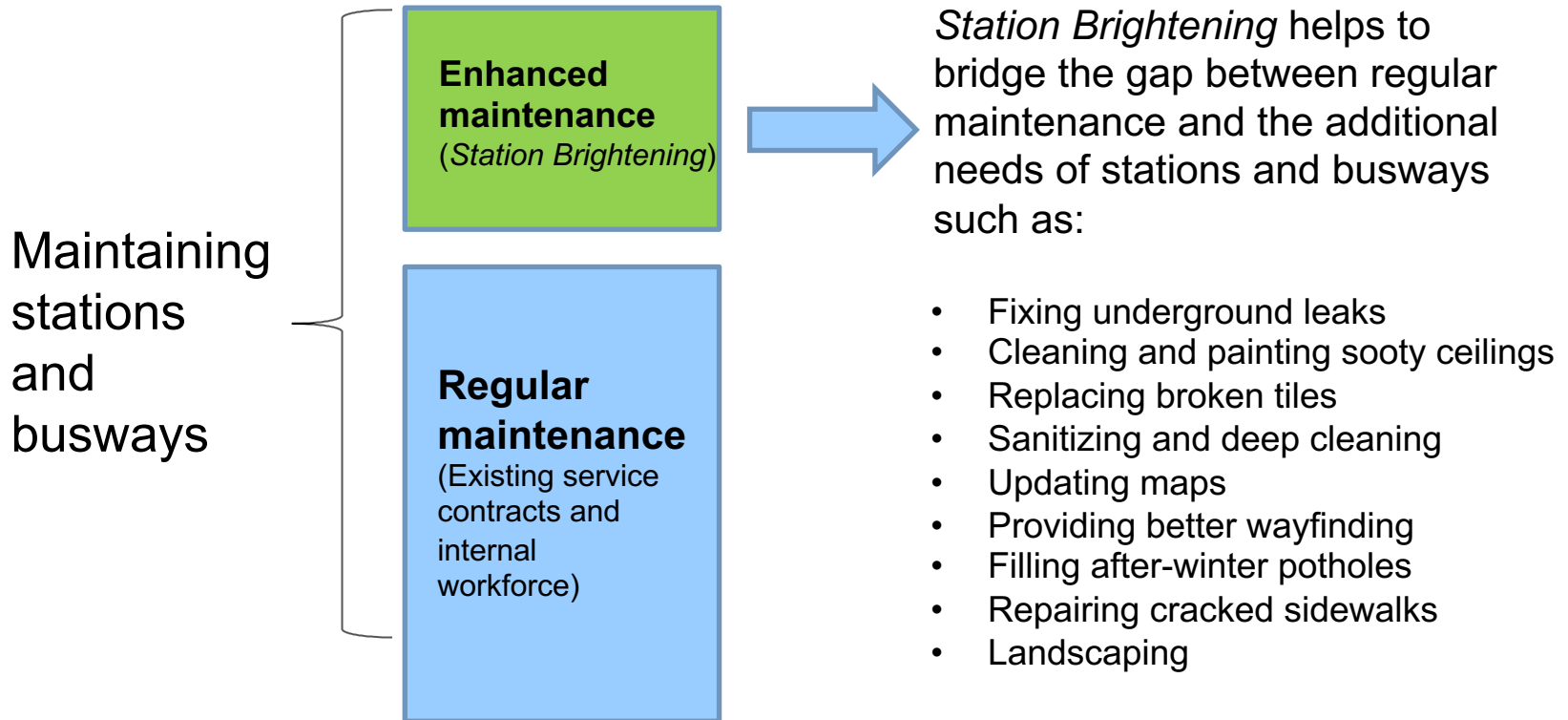
March 25, 2019

# Station Brightening

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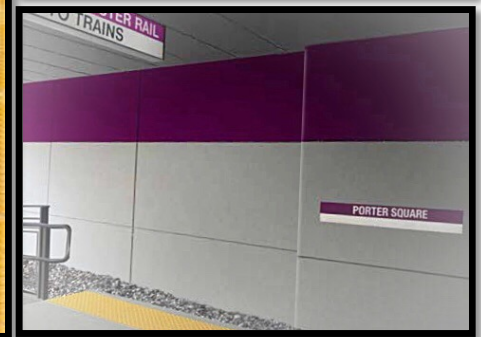
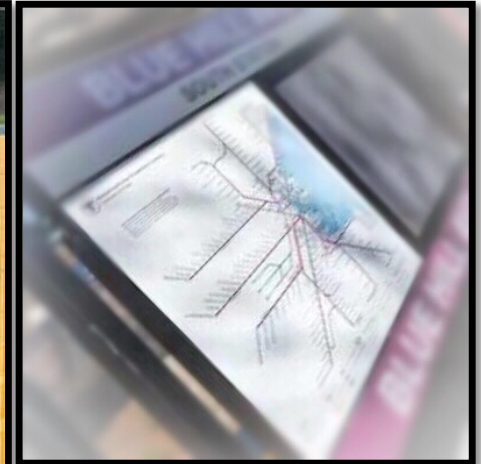
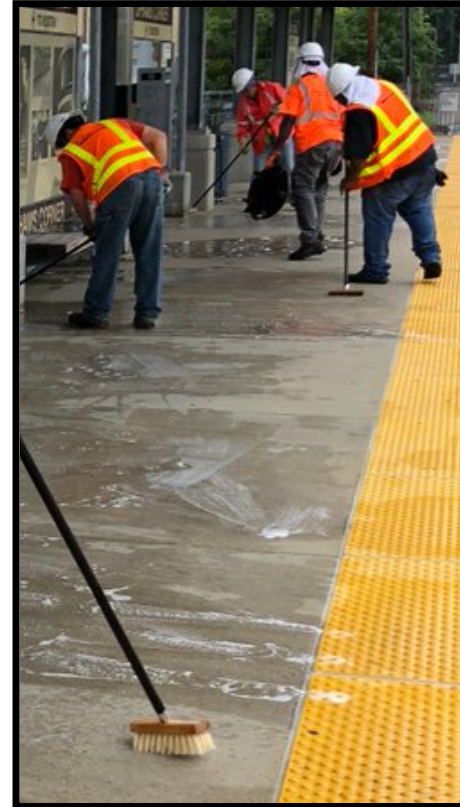
- While awaiting transformative changes in the MBTA stemming from billions in capital investments, customers want and deserve a better travel experience.
- In January work began on developing a spring/summer station enhancement blitz, *Station Brightening* which will deliver positive impacts to riders as they travel through the system NOW.
- Major investments are ongoing to upgrade vehicles, stations, tracks, signals, power systems, bridges, tunnels, maintenance facilities, and improve accessibility, safety, and reliability. The work that's happening now and in the coming years, will transform the MBTA.
  - » Phase one of this effort, which begins in April, will focus on highly trafficked areas of high volume stations and busways and help the MBTA develop new strategies for delivering cleaner and brighter stations.
  - » Phase two will build on these efforts and provide for a more comprehensive approach in the FY20 budget.



# Spring/Summer 2019 Phase One Concepts



1. Strategically target high traffic, high density areas to impact the most riders.
2. Work with existing cleaning vendors to evaluate current station/system cleaning processes and additionally incorporate innovative methods.
3. Use a targeted and dynamic scheduling approach to accelerate the work, and ensure optimum labor deployment.
4. Schedule work during off-peak hours for maximum impact.
5. Schedule and execute the work via a team of MBTA and Keolis employees, multiple vendors, and contractors.
6. Expand on last year's positive *Station Revitalization* project, which improved and brightened subway and commuter rail stations.



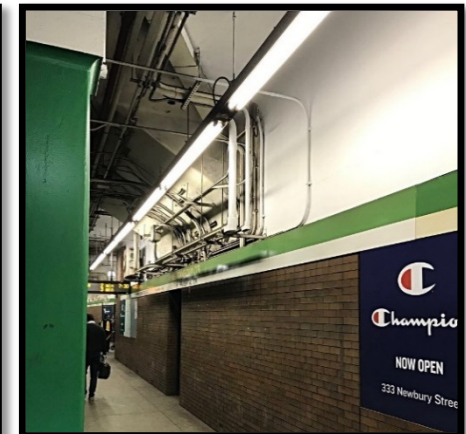


# What customers can expect

Starting April 1, 2019, high volume stations and busways such as: Ashmont, Back Bay, Downtown Crossing, Dudley, and JFK/UMass should be smelling better, looking cleaner, brighter, and revitalized. Over the next 6 months, more stations and busways will get the *Station Brightening* treatment.

## Improvements:

- Areas that have been deep cleaned or power washed
- Better smelling spaces
- Cleaned and painted ceilings
- Repaired leaks and cracks
- Re-lamped fixtures, and lighting that's brighter and energy efficient
- Repairs to broken concrete and sidewalks
- Filled potholes
- Cleaner tracks
- Landscaping – mulch, mowing, and more
- New system maps, wayfinding, and entrance signage





# Budget and Schedule



## Budget

- \$25+ million

## FY2019 Schedule

Scope development

- January-February

Procure and award contract

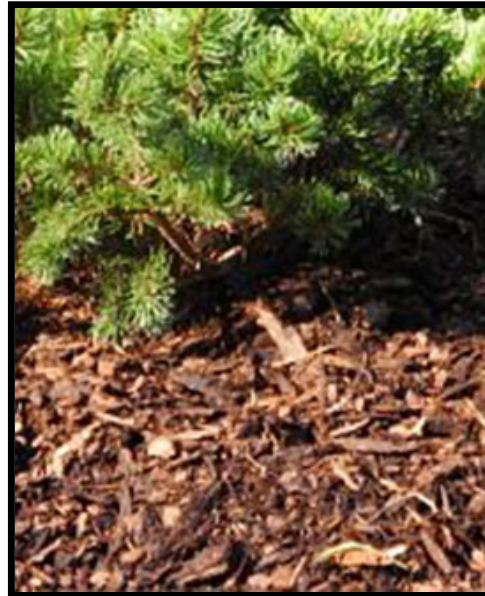
- February-March

Hire temporary employees

- March-April

Initiate program

- April 1



# Next Steps

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- Provide regular updates to the FMCB Board.
- Inform customers with before-and-after pictures on [mbta.com](http://mbta.com) and Twitter.
- Measure the customer experience through surveys.
- Incorporate additional resources for more comprehensive program in the FY20 budget efforts.
- Enhance future maintenance with lessons learned through the phase one program.

