FMCB Commuter Rail Update

November 18th, 2019
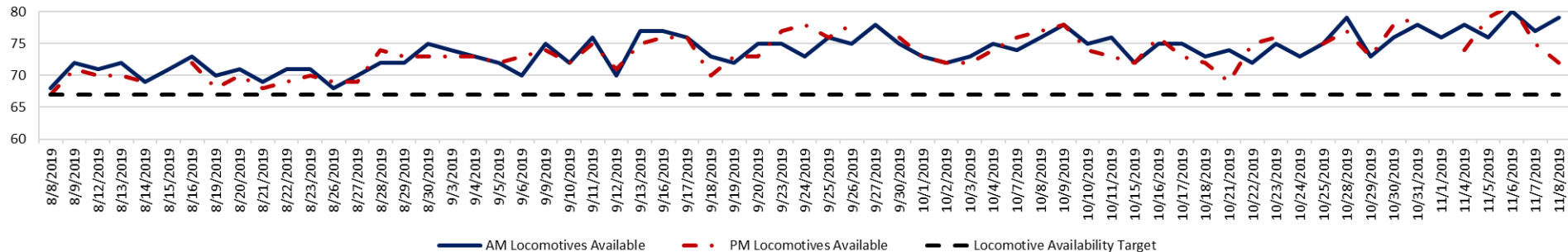
Equipment Availability
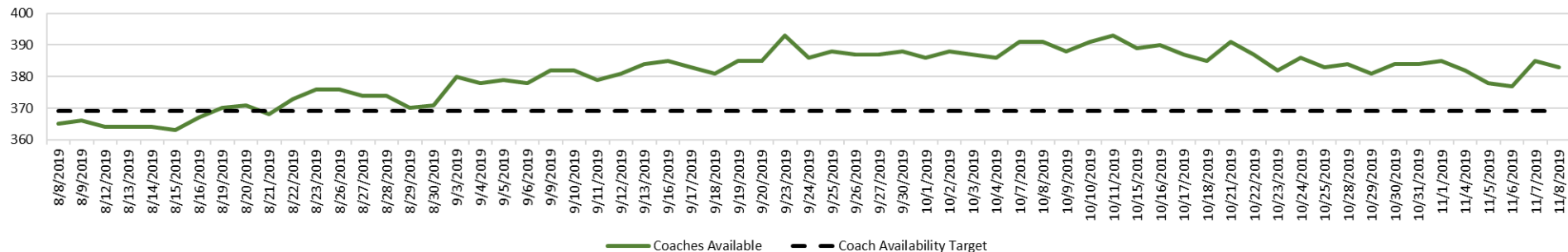
Locomotive Availability
(last 12 weeks)

Target: 67 Locomotives Available

- AM Locomotives Available
- PM Locomotives Available
- Locomotive Availability Target

Coach Availability
(last 12 weeks)

Target: 369 Coaches Available

- Coaches Available
- Coach Availability Target

On-Time Performance

On-Time Performance (OTP) by Week

Major Storm

Series1   Series2   Series3

October and November data not finalized
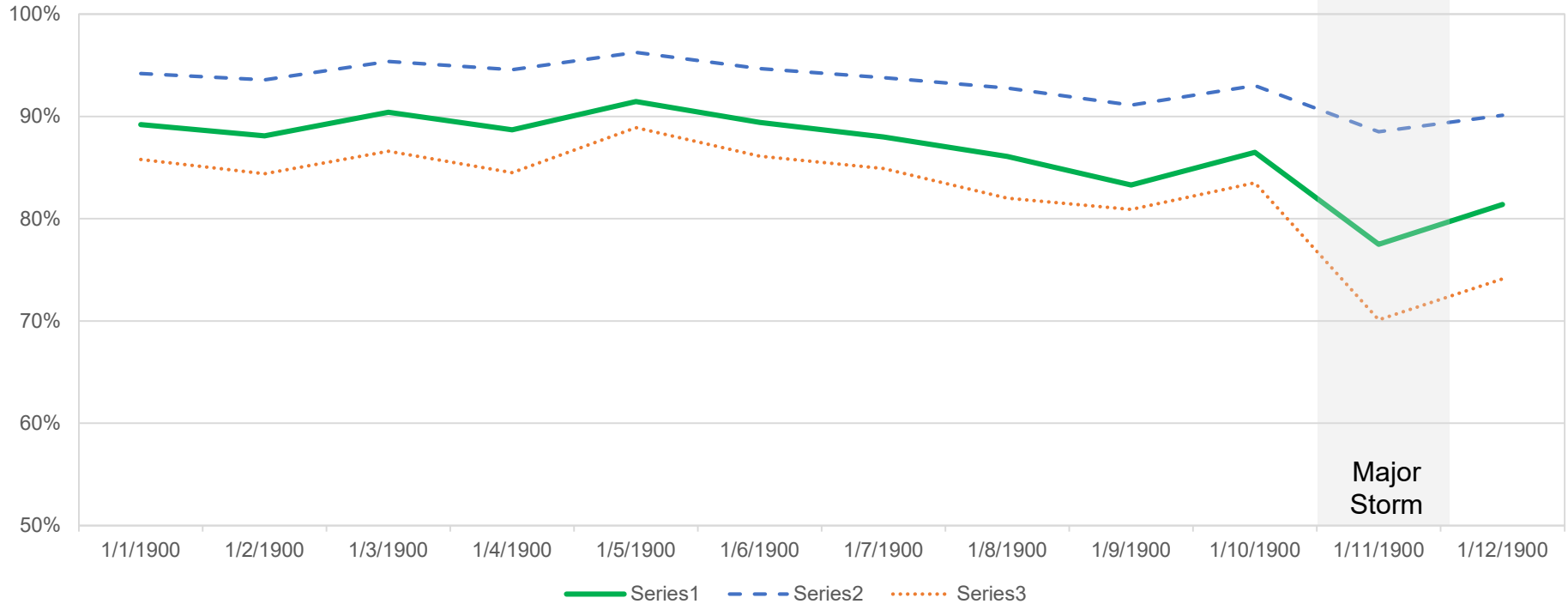
OTP Within 5 Minutes

	November 2018	December 2018	January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	August 2019	September 2019	October 2019	Trailing Year Average
Fairmount	95.3%	98.3%	96.2%	96.9%	95.7%	94.6%	95.6%	93.2%	92.9%	95.3%	96.6%	95.7%	95.5%
Fitchburg	76.3%	88.4%	88.1%	87.5%	89.3%	92.3%	92.2%	84.1%	79.4%	75.2%	84.9%	80.2%	84.8%
Franklin	79.7%	90.8%	89.5%	90.3%	92.7%	90.9%	90.3%	85.2%	87.3%	91.6%	88.3%	79.2%	88.1%
Greenbush	91.7%	98.0%	94.8%	93.2%	97.0%	89.8%	91.7%	78.8%	90.5%	91.4%	95.0%	87.6%	91.6%
Haverhill	88.6%	93.1%	94.2%	92.5%	92.3%	92.9%	95.7%	91.7%	90.4%	91.3%	90.2%	86.4%	91.6%
Kingston/Plymouth	87.3%	95.4%	92.4%	89.0%	93.7%	91.2%	90.2%	77.7%	85.0%	89.0%	90.8%	88.5%	89.2%
Lowell	85.3%	95.4%	95.0%	91.7%	92.3%	93.2%	94.4%	92.2%	92.4%	93.6%	91.5%	84.6%	91.8%
Middleboro	88.3%	93.6%	87.5%	88.7%	91.1%	81.7%	85.9%	73.6%	78.1%	88.5%	87.0%	81.8%	85.5%
Needham	85.3%	92.2%	92.0%	86.5%	91.6%	88.7%	93.3%	91.4%	86.6%	87.8%	90.9%	88.5%	89.6%
Newburyport	85.3%	94.6%	93.7%	91.6%	92.6%	93.6%	92.8%	92.0%	90.8%	89.3%	90.1%	84.8%	90.9%
Providence	83.0%	89.0%	90.7%	88.4%	86.6%	86.6%	87.2%	81.6%	82.3%	87.5%	84.2%	80.2%	85.6%
Rockport	85.4%	96.2%	95.0%	90.9%	92.9%	90.7%	91.7%	90.4%	87.4%	87.2%	90.0%	82.5%	90.0%
Stoughton	80.1%	90.7%	87.3%	82.9%	85.7%	84.7%	85.6%	83.4%	85.9%	89.3%	91.8%	86.0%	86.1%
Worcester	82.4%	90.5%	88.8%	87.0%	91.1%	89.0%	89.0%	86.6%	85.8%	87.0%	87.3%	82.4%	87.2%
Grand Total	**85.2%**	**93.2%**	**91.9%**	**90.0%**	**91.8%**	**90.4%**	**91.4%**	**86.6%**	**87.1%**	**89.0%**	**89.8%**	**84.6%**	**89.2%**

October data not finalized

OTP Within 10 Minutes

	November 2018	December 2018	January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	August 2019	September 2019	October 2019	Trailing Year Average
Fairmount	98.0%	99.5%	97.5%	98.2%	97.9%	96.6%	97.7%	96.5%	96.9%	98.3%	98.4%	98.4%	97.8%
Fitchburg	85.7%	94.4%	93.5%	91.9%	95.1%	95.9%	95.5%	93.3%	88.3%	85.6%	92.0%	90.1%	91.7%
Franklin	90.9%	96.3%	95.0%	93.3%	96.6%	96.1%	95.5%	92.1%	95.3%	97.2%	94.4%	88.0%	94.3%
Greenbush	95.1%	98.6%	96.7%	96.0%	98.5%	94.7%	96.7%	88.9%	94.9%	94.8%	97.3%	92.2%	95.4%
Haverhill	94.1%	96.9%	96.7%	96.6%	95.9%	96.6%	97.8%	97.0%	94.2%	95.7%	95.6%	92.7%	95.8%
Kingston/Plymouth	91.0%	98.0%	94.5%	93.8%	97.3%	95.7%	94.5%	87.0%	93.3%	94.2%	95.9%	94.3%	94.2%
Lowell	94.4%	98.5%	97.5%	96.5%	95.3%	98.0%	97.7%	97.3%	96.1%	96.1%	95.1%	93.0%	96.3%
Middleboro	93.5%	97.4%	93.2%	92.7%	95.5%	90.5%	92.1%	83.4%	90.6%	94.6%	94.5%	89.6%	92.3%
Needham	93.4%	97.3%	97.6%	93.7%	97.9%	94.2%	97.4%	95.9%	96.0%	94.0%	96.9%	95.0%	95.8%
Newburyport	94.1%	97.8%	96.4%	94.8%	96.9%	96.4%	97.3%	96.5%	94.4%	94.5%	95.3%	91.8%	95.5%
Providence	90.8%	95.4%	95.3%	93.6%	94.6%	94.0%	93.9%	91.9%	90.7%	94.8%	93.2%	90.0%	93.2%
Rockport	91.8%	98.0%	98.3%	94.8%	95.8%	94.8%	96.4%	95.8%	93.0%	93.3%	95.3%	90.3%	94.8%
Stoughton	90.6%	94.8%	95.5%	88.2%	92.7%	91.6%	93.5%	91.8%	92.7%	94.5%	96.6%	93.6%	93.0%
Worcester	91.9%	95.5%	94.8%	91.9%	95.5%	95.7%	95.3%	93.1%	91.9%	93.0%	92.9%	90.3%	93.5%
Grand Total	**92.6%**	**97.0%**	**95.9%**	**94.2%**	**96.1%**	**95.4%**	**96.0%**	**93.4%**	**93.5%**	**94.4%**	**95.1%**	**91.9%**	**94.6%**

October data not finalized

Slippery Rail Performance

- Highest level of railhead treatment ever
  - Wash train running twice per day enabled by MBTA investment in improved wash equipment
  - Four washing crews versus two in 2018
  - First ever use of wire brush scrubber to clean railhead
- Southern Division delays at 1,047 minutes through 11/11 versus 1,727 minutes through 11/11 in 2018
- 10/17 and 10/31 storms have caused 36% of all delay
- Fitchburg Line is driving 41% of all slippery rail delay, with steep grades along the route; treatment applied daily

Minutes Delayed by Line

Line	2018 YTD	2019 YTD
Fairmount	0	5
Fitchburg	657	1329
Franklin	453	108
Greenbush	70	30
Haverhill	211	229
Kingston/Plymouth	74	25
Lowell	411	311
Middleboro Line	73	93
Needham	126	39
Newburyport	115	200
Providence	227	215
Rockport	163	175
Stoughton	219	11
Worcester	485	498
Grand Total	**3284**	**3268**
Better by 100+ minutes vs 2018		
Within +/- 100 minutes vs 2018		
Worse by 100+ minutes vs 2018		

All data through 11/11 in 2018 and 2019; 2019 data not finalized

Expedited Hiring of New Assistant Conductors Continues

- ⊙ Class of 18 assistant conductors completed classroom training in October

- ⊙ Further increases growing train crew headcount
  - Conductor/assistant conductor roster has grown by more than 25 percent since 2014

- ⊙ More conductors and assistant conductors help further improve:
  - Customer experience
  - Performance/reliability
  - Fare collection
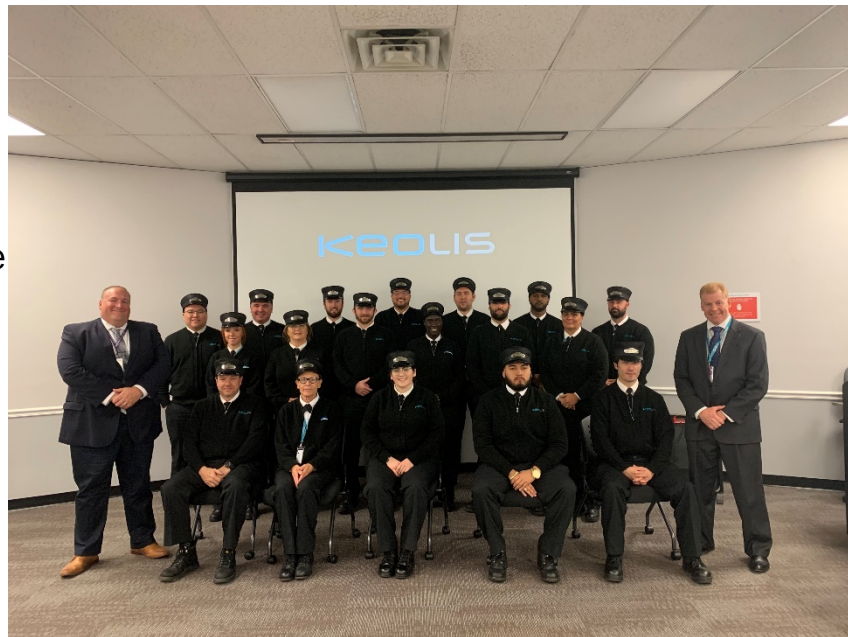
Commuter Rail Revenue Share

- The revenue share initiative is the first of its kind in the US. It has been in operation since July 2017 and is managed through a joint board by MBTA and Keolis

- Keolis spends up to $7M annually on revenue growth activity which is repaid only if revenue is above a set target

- The plan covers conductor ticketing, marketing, improved ticket checking and development of schemes like ticket gates to drive incremental revenue

- The revenue target excludes revenue growth due to economic factors such as gas prices, population change, employment, and fare changes.

- **The MBTA recently received its first revenue share check for over $2M**

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