

Chelsea Street Bridge Improvement Program Voluntary Advanced Notification Program



**Working Group Meeting
June 19, 2019**

AGENDA

- Meeting #2 Summary / Program Updates
- Advanced Notification Program (ANP) Progress
- Methods of Communication
- Improvements Progress
- Schedule & Next Steps



Meeting #2 Summary / Program Update

- Based on working group input, revised draft Measures of Evaluation & Refinement (MOERs) for 3 goals:
 1. Provide Reliable and Accurate Bridge Lift Information
 2. Improve Operational Performance
 3. Manage Disruption Caused by Bridge Lifts
- Continually updating MOERs based on performance data and feedback
- Community meeting schedule in late June to brief local and regional users on ANP

Measures of Evaluation & Refinement (MOERs)

- Track, analyze and evaluate the data
- Determine achievable results and improve notices to the public
- *Not a Report Card* – **focused on continuous improvement**
- Identify actions for Phase III
- User feedback to improve performance



Phase II: Advanced Notification Program (ANP)

Understanding Conditions:

Bridge will continue to open **on-demand** and be messaged in real time

This is a **Trial** and as such will be **continually improving**

Goals of ANP:

- Improve predictability of Bridge Lifts to manage traffic disruptions
- No adverse impacts to maritime operations
- Effectively message roadway users by date, time and duration of closure

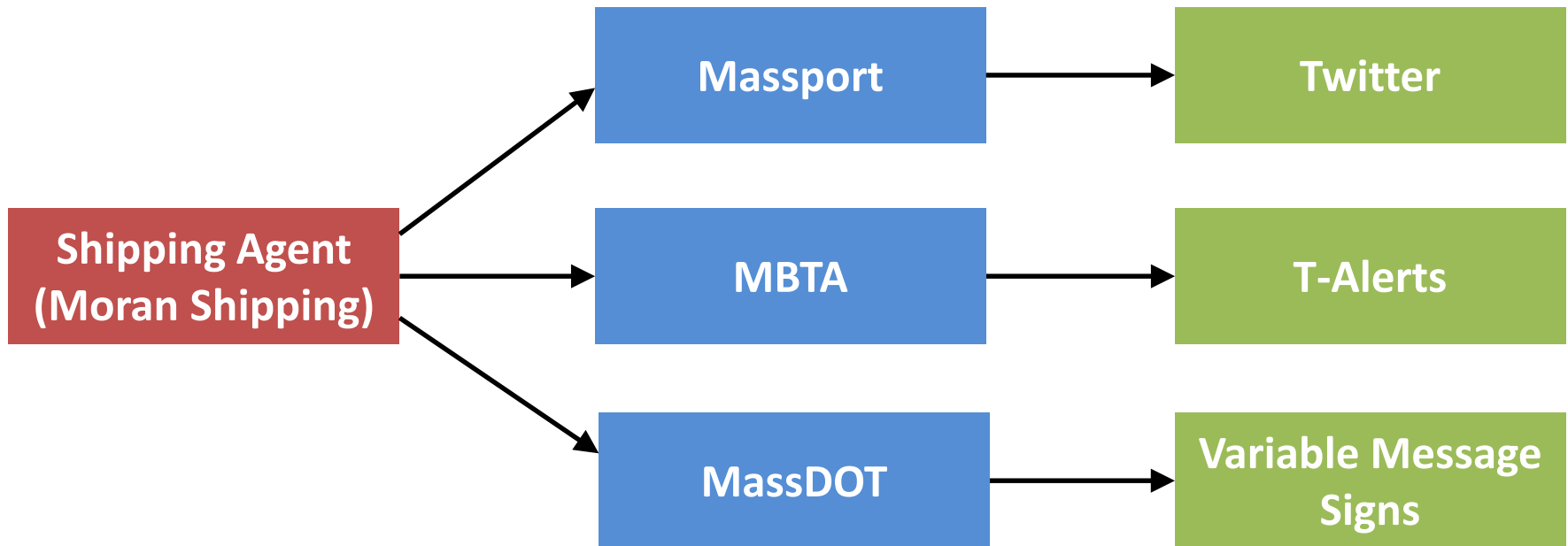


Advanced Notification Program (ANP) Process

Step 1: Predict
Estimated Vessel
Arrival Times

Step 2: Data
Clearinghouse

Step 3: Message
Advance Notice to
End Users



Messaging Advanced Notifications

Goal is to provide advance notification rounded to the nearest 15 minutes and update continually if times change

- **Highway VMS:** 12-hour notice (peak times only)
- **Massport Twitter:** 2-hour notice
- **MBTA T-Alerts:** 20 minute notice

Messages include:

- Date & time of closure
- Delay time of approximately 20 minutes (conservative estimate)



Sample Messages using T-Alerts

Sample T-Alerts message via
[MBTA.com/alerts](https://www.mbta.com/alerts):

SL3 Chelsea



Delay

UP TO 20 MINUTES

Silver Line – SL3 experiencing delays of up to 20 minutes due to Chelsea St Bridge being raised

Sample Messages using Twitter

Sample messages for MassPort via @LoganToChelsea Twitter:



LoganToChelsea @LoganToChelsea · 14m

Bridge lift expected 6/19 at approximately 6:30 PM. Expect 20 min delays.



LoganToChelsea @LoganToChelsea · 14m

6/20 AM – No bridge lifts expected



Massachusetts Bay
Transportation Authority



Sample Variable Message Sign (VMS) Peak Hour Notice

STATIC

EXPECTED BRIDGE
LIFT AT APPROX:

*APERTURA ESTIMADA
DEL PUENTE:*

DYNAMIC

**TUESDAY
07/16
8:30 AM**

STATIC

We Want to Hear From You!

¡Queremos escuchar de ti!

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User Feedback Survey

CHELSEA STREET BRIDGE ADVANCED NOTIFICATION PROGRAM

Starting July 8, 2019

Your feedback is appreciated!

Visit: tiny.cc/chelsealift or
scan the QR code with your
phone to share your thoughts

MASSDOT WANTS TO
HEAR FROM YOU!



massDOT
Massachusetts Department of Transportation

ANP Feedback Survey: <https://tiny.cc/ChelseaLift>

- 30 second survey to complete
- Available via mobile or laptop/desktop
- Questions will be in English & Spanish
 - Did you receive the notice far enough in advance to plan your trip?
 - Did you find the advanced notice of bridge closure helpful?
 - How did you receive the notification? (Twitter, VMS, MBTA)
 - Would you like to receive your notice in another way?
 - Are the notifications reliable?
 - Did you change your travel decision based on the notification?

**We Want to Hear
From You**
**¡Queremos escuchar
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Advanced Notification Program (ANP) – Feedback Needed

We need your help to make ANP successful

1. Get the word out!
2. Support our applications to the Coast Guard
3. Give us feedback on the advanced notification system, messages, etc.

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Update on Bridge Improvement Actions



- Pedestrian gate separation improvements underway
- Working on application to the Coast Guard to reduce overall lift height requirement
- Initial link made between bridge and Highway Operations Center to communicate lift status

Key Dates



Existing Conditions Tracking

Commenced Monday, May 6th

Target Date for: *Trial*
Voluntary ANP set for July 8,
2019

PROPOSED MEETING SCHEDULE & AGENDAS – Phase II

Date	Working Group Agendas
April 3rd	Overview of Phase II: Advanced Notification Program Trial (ANP)
April 24th	Draft Measures of Evaluation & Refinement (MOERs)
June 19th	ANP Launch Update, Methods of Communications, and Improvement Actions
July 24th	Review of ANP Trial launch and Improvements updates
August 21st	Update on ANP impacts, communications feedback and other operational improvements
September 18th	Update on ANP results, Next Steps, and Phase III Action Items

QUESTIONS & DISCUSSION

