AGENDA

INTRODUCTIONS

USCG – Overview of Maritime Operations

BRIEF SUMMARY OF PHASE I: Policy Regulatory Review

OPTIMIZED BRIDGE PERFORMANCE – D6

PURPOSE & GOALS OF PHASE II: Implement Volunteer Notification Program

GOALS & EXPECTED OUTCOMES OF TRIAL PROGRAM

APPROACH TO ESTABLISH EXISTING CONDITIONS
- Data, MOEs, Sample Metrics & Communications

APPROACH TO IMPLEMENT NOTIFICATION PROGRAM
- Notification Intervals, SOPs, Communication methods, tracking

NEXT MEETING & PROPOSED SCHEDULE
BRIEF SUMMARY OF PHASE I

• Better understand Port, Chelsea Bridge and land side operations

• Review of federal regulations and operational procedures on bridge lifts
BRIEF SUMMARY OF PHASE I: Consensus Reached On -

• MassDOT to advance a notification program

• *No restrictions on bridge operations* at this time, pending the outcomes of the pilot notification project

• *No further consideration of capital improvements* such as lighting, fendering, or Chelsea Creek widening/dredging during the notification trial with the exception of agencies continual efforts to advocate for dredging funding.

• *Consider land side improvements*

*Implement a Trial Notification Program – develop scope, base data and standard operating procedures (SOPs) with stakeholders.*
OPTIMIZING BRIDGE PERFORMANCE – District 6

• Engineering and Mechanical Review of Bridge Lifts

• Gates Options under Consideration

• Traffic Monitoring and Signal Enhancements

• Coordinated Variable Messaging through signals and boards
PURPOSE OF PHASE II: Implement Volunteer Notification Program

Engage stakeholders to develop and implement a volunteer notification program to improve the PREDICTABILITY of the Chelsea Street Bridge Lifts and more efficiently manage disruptions to users without adversely impacting maritime operations.
GOALS OF PHASE II: Implement Volunteer Notification Program

- Advance knowledge of closures (notification and routing options)
- Effectively manage disruptions to travel for all users
- Improve real-time operational performance of operators (bridge, transit and waterway) to maximize economic opportunities and minimize delays
- Communicate in real-time information on bridge closures – when information is available

It is Important to Note: Bridge will continue to open on demand as per maritime rules.
EXPECTED OUTCOMES OF TRIAL PROGRAM

• Obtain quality data to establish base line conditions for waterway and roadway operations – track for one month

• Using data to confirm optimal hourly notification period

• Develop *Measures Of Evaluation* (MOEs) that represent interests of users to improve operational performance and optimize access – against which the notification program can be evaluated.
EXPECTED BENEFITS OF ADVANCED NOTIFICATION

• Enable people to make an alternative mode shift – for example from car to transit or transit to commuter rail

• Allow people and businesses to better plan and schedule trips, such as delayed travel or alternate routes

• Reduce frustration and improves traveler behavior as they can better plan a delay.
TRIAL NOTIFICATION SYSTEM TIMELINE

April
- Monthly

May
- Ongoing

June
- Stakeholder Meetings
- Data Gathering, Refinement and Analysis
- Develop and Fine tune MOEs
- Track Pilot Performance
- Bridge Operational Improvements
- Develop and Modify Standard Operating Procedures for Communications
EXISTING CONDITIONS TRACKING

Target Date for tracking Existing Conditions is: Monday, May 6, 2019 – for one month
ESTABLISHING EXISTING CONDITIONS - Approach

- Collect data and track existing conditions to effectively measure performance of program that meets with user needs

- Develop Measures of Evaluation (MOEs) to track, monitor and evaluate existing conditions and the performance of the trial

- Model existing operator/agency communications and traffic management procedures
### BASE LINE DATA SETS – Tracking, Monitoring & Evaluating Performance of Trail Program

**Goal:** Identify available data sources and future needs for performance tracking

<table>
<thead>
<tr>
<th>Existing</th>
<th>Notification Trial</th>
<th>Future</th>
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</thead>
<tbody>
<tr>
<td>Bridge Logs (Chelsea and McArdle)</td>
<td>Predicted Bridge Lifts</td>
<td>Automated Notification</td>
</tr>
<tr>
<td>Bridge Traffic Signals and Counters</td>
<td>Notifications Received</td>
<td>Streamlined Communication</td>
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<tr>
<td>VesselTracker.com (arrivals and departures)</td>
<td>Customer Notified</td>
<td>Traffic Signal Enhancements</td>
</tr>
<tr>
<td>Silver Line On –Time Performance</td>
<td>Traveler Experience</td>
<td>Detour Routes</td>
</tr>
<tr>
<td>MPA Logan Airport Employee Shuttle Operations</td>
<td>Traffic Impacts – back up queues</td>
<td>Integrate and coordinate information network</td>
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*Do not have data from contractors or other vessel operators (20% of lifts)*

**Quality of data is critical to success of notification program**

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*Massachusetts Bay Transportation Authority*
DEVELOPING THE NOTIFICATION PROGRAM

1. **Measure Performance & Outcomes of Existing Conditions (MOEs)** to refine data sets and determine trial parameters for notification times

2. Develop **Communications Network for Notifications** to Impacted agencies to effectively plan and manage operations and outreach to customers

3. Develop **Standard Operating Procedures (SOPs)** for waterway and roadway operators that details procedures, roles and responsibilities.
ESTABLISH BASE LINE COMMUNICATIONS

• Notification & Communications Mapping
  • MassDOT – Highway, Transit and MassPORT
  • Vessel Operators
  • Tug Operators

• Gap and Overlap Analysis

• Goal to Optimize and Simplify Communications System
**Summary**

1. Many steps involved
2. Human processes introduce error
3. Varied reporting of the same information
4. Not all target users reached
Summary
1. Reduced number of steps
2. Minimal human processes
3. Single point of information
4. All target users reached
Summary
1. Four-step process
2. Some human processes necessary
3. Same target users as on-demand system for consistent messaging
4. Need to determine “TBD” responsibilities

Optional 2-Hour Notification
IMPLEMENTING THE NOTIFICATION PROGRAM

1. Coordinate Traffic Management Planning
2. Optimize and Simplify Communications
3. Monitor the Performance of the Program
4. Convene Monthly Stakeholder Meetings to refine metrics and adjust operations
5. Identify Other Improvements
DEVELOPING STANDARD OPERATING PROCEDURES (SOPs)
LAUNCH TRIAL PERIOD FOR NOTIFICATION PROGRAM

Target Date to launch the Trial Notification Program is: Summer of 2019 – for two months
Purpose

Establish the Base MOEs to begin monitoring existing conditions and upon which the notification time period can be determined.

Agenda

- Update on Activity
- Response to Information requested
- Working Session
  - Review and Refine Goals / Problems / Objectives
- Break Out Groups by Goal
  - Refine Measures and evaluations

Time & Date & Location

April 17th @ 1:00 - Same Location (if available)
• April 3rd – Overview and Approach to Notification Trial
• April 17th – Measures of Evaluation
• May – Review of data – MOEs revisited & Process mapping for notifications and communication flow charts
• June – MOE tracking, process flow updates and standard operating procedure reviews
• Thereafter - Monthly Updates on improvement and MOEs TBA