

Red Line Single Person Train Operations Power Point Presentation May-June 2011

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Red Line
Single Person Train Operation (SPTO)

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Our Mission

The MBTA is a dedicated world class transit system built upon customer service, excellence, accessibility, reliability, state-of-the-art technology, and a diverse workforce that reflects our commitment to the communities we serve.”

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Overview

- Single Person Train Operation (SPTO) is the industry standard of operating trains with a single crew person rather than two-person crews. The Motorperson will perform all functions performed by both Motorpersons and Train Attendants, including door operation and station announcements.
- SPTO is expected to begin on the Red Line with the start of the fall schedule on September 3, 2011.
- The Federal Transit Administration (FTA) has recommended this approach to minimizing operating costs while maintaining service.

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Over Continued

- More Officials and Station Personnel will be assigned to platforms increasing security and customer assistance.

A closed circuit television (CCTV) system will be installed to assist with door operations and increase station security.

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SPTO Experience

- Worldwide, SPTO is the industry standard for rapid transit systems.

- Virtually all new rapid transit systems have been designed and built for SPTO. Examples: San Francisco, Miami, Los Angeles, Baltimore, Washington DC, and Atlanta.
- More recently, older systems have begun switching to SPTO. Of the six cities with heavy rail systems existing before 1996, Boston is the fourth to convert at least one of its lines.
- The MBTA has operated SPTO on the Blue Line with four car trains since 1996 and with six car trains since 2008.
- SPTO was expanded to the Orange Line with six car trains in June 2010.

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Property Survey

- Other North American public transportation properties with Single Person Train Operations:
 - Maryland Transit Administration 6-car train consist 450 feet long.
 - Miami-Dade Transit 6-car train consist 600 feet long.
 - Port Authority Transit Corporation (Philadelphia/New Jersey) 8-car train consist 410.4 feet in length.
 - San Francisco Bay Area Rapid Transit 10-car train consist 750 feet long.
 - Societe de Transport de Montreal 9-car consist measuring 495 feet total.
 - Southeastern Pennsylvania Transportation Authority 5-car train consist 337.5 feet.
 - MBTA 6-car train consist at 432 feet.

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Implementation Plan

- Field supervisory coverage by Officials and/or Station Personnel will increase.
 - Supervisory staff will review the operation to ensure rules compliance and provide feedback on the quality and safety of service during the implementation phase.

- Run times may increase slightly due to station stop time required for Operators to cross the cab at stations with center island platforms.
- Some of the proposed savings will be reinvested into improved frequency, which will reduce passenger wait time, crowding, and improve passenger comfort.
- Improved frequency of service during off peak hours, weekends, and schools dismissals.

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Improvements Supporting SPTO

- Passenger Emergency Intercoms
 - Cameras & Video Monitors
 - Gooseneck Microphones
 - Training
 - Platform Repair
 - Station Lighting
 - Markers & Mirrors
 - Bridge Plate Improvements
 - Platform Gap Mitigation

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Passenger Emergency Intercoms

Passenger emergency intercoms (PEI) are installed on all rapid transit vehicles in order to ensure quick and reliable communication between customers and the crew. In order to ensure safe operation, as well as maintain a professional atmosphere when assisting customers, mandated procedures are clearly stated in the rulebook for all rapid transit series trains.

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(Slide 10 is a picture only)

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Closed Circuit Television System

- Some Red Line stations have curved platforms and obstructions. To overcome this problem, the MBTA has installed closed circuit television monitors at twenty-four (24) platforms.

- The monitors will provide the Motorperson with a clear view of customers approaching specific cars of a train from an obstructed area (i.e., stairway, concourse, etc.).
- The new SPTO CCTV system will be integrated in with the existing CCTV system. Its footage will be recorded, and transmitted live to the Operations Control Center and Transit Police Department.

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Gooseneck Microphones

- Gooseneck microphones were installed on all trains to provide the Motorperson with the capability of making required ADA announcements, emergency announcements and other customer service announcements safely.

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Training

- Initiated a three (3) day training course for all Red Line personnel in preparation for SPTO.
- The first day, each student is given a detailed review of the new operating rules for SPTO. Special emphasis is given to door operation procedures and various emergency procedures.
- The second and third days of training are hands-on and include operating in revenue service under an Instructor's supervision. Students are evaluated in proficiency by the instructor.

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Station Lighting

- An analysis was performed to indicate the current foot candles at each Red Line station and platform.
- Improvements, repairs, and upgrades were performed to meet internal standards.

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Marker and Mirror Installation

- A total of forty-six (46) door markers have been installed from Alewife Station to Ashmont and Braintree Stations.

- A total of twenty- two (22) mirrors have been installed from Alewife Station to Ashmont and Braintree Stations. Mirrors will improve the Motorperson's view of customers.

- Both are positive improvements regardless of SPTO implementation.

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Bridge Plates

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Bridge Plates Continued

- MBTA employees are expected to ensure that customers are aware of the availability of bridge plates.

- If a customer requires assistance, MBTA staff will communicate the customer's needs to the Operations Control Center (OCC) Dispatchers who will coordinate assistance at every step of the customer's commute.

- If a customer uses a Customer Call box, located in every fare area, they will speak to an MBTA employee that will ensure that all customer accessibility needs are met.

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Respect for Workforce

- We appreciate the efforts of our employees, and are committed to working with those who will be affected by these changes.

- Some employees will be redeployed, for example to assist with platform coverage and other supervision, but we do not anticipate layoffs.

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Service Improvements

- Some savings are reinvested into enhanced service frequency.

- Weekday rush hour service improves to every 8 minutes from 8-9 minutes.

- Weekday midday and evening frequency on each branch improves to every 11-12 minutes from 12-13 minutes.

- Saturday improves to every 11-12 minutes from 14 minutes.

- Sunday improves to every 13 minutes from 15-16 minutes.
- Coordination between the Ashmont Branch and the Mattapan High Speed Line improves.
- Additional service during school dismissal hours.

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Summary of Benefits

- Cost savings and improved efficiencies of MBTA.
- Frequency of service improvements throughout the day to reduce crowding and improve passenger comfort.
- Increased safety and service for our customers with more Officials and personnel on platforms.
- With the implementation of SPTO additional service will be added during school dismissal hours which helps alleviate the loitering of students in Red Line Stations.

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Contact Us

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- Customer Service: 617-222-3200
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