



Massachusetts Bay Transportation Authority

General Manager's Remarks

Fiscal and Management Control Board

February 26, 2018



Agenda

- Red Line derailment: Wednesday, Feb. 21
 - Investigation
 - Customer experience
 - Communications



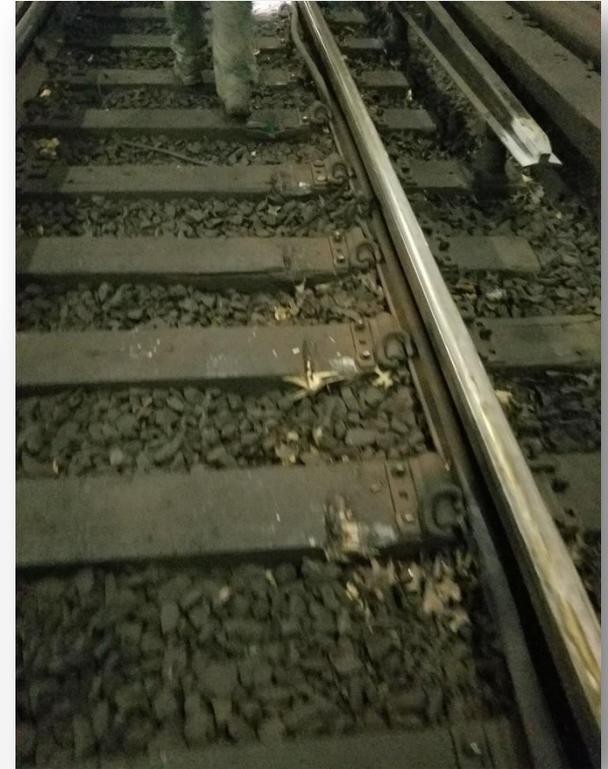
Wednesday, Feb. 21, 2018

- At approximately 9:20 a.m., northbound Red Line train approaching Andrew Station experienced an issue causing the last car of the six-car train to derail
- Once stopped at Andrew, customers safely unloaded from train; immediately taken out of service
- Immediately started investigation of track, third rail, and train equipment and components



Wednesday, Feb. 21, 2018

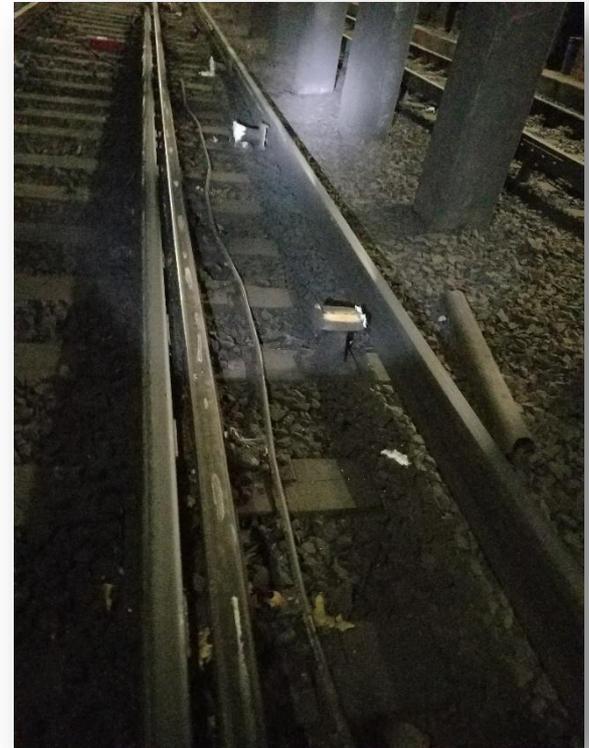
- Initial assessment found damage to approximately 300 feet of third rail
- Indications of damage to ties, cable harnesses, running rails





Wednesday, Feb. 21, 2018

- Train operator indicated motor failure on last car as train entered Andrew
- Last car re-railed itself; moved out of service under own power
- Root cause still under investigation





Customer Experience

- Fortunate that there were no known injuries
- Poor communication led to major crowding issues at Broadway, Andrew, and JFK
- Combined with buses competing with traffic, high numbers of customers' mobility impaired, caused major delays





Customer Communications

- Replacement bus shuttle duration caused major inconvenience
- Unwilling to resume service until it was safe to do so
- Customer notification of information in clear and timely manner needs to improve
- On Friday, convened the team for after-action analysis of customer communication, protocols, SOPs, controls, and areas for improvement
- We absolutely must to do better for our customers