



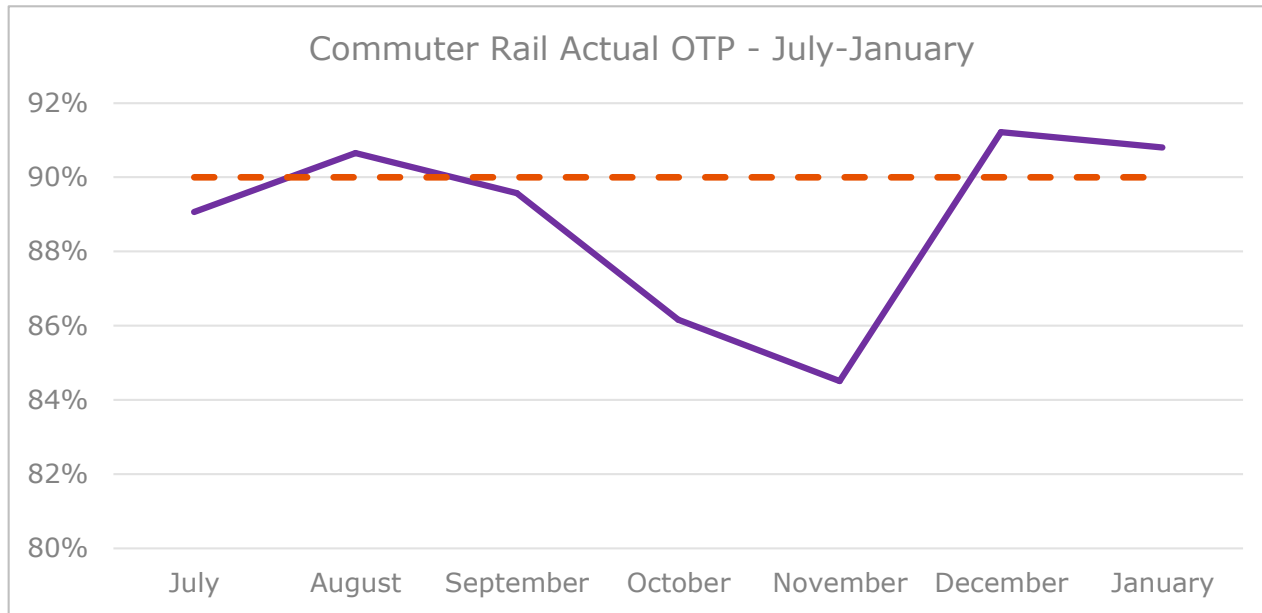
Commuter Rail FMCB Monthly Update

January
23
2016

David Scorey

OTP Performance Summary – July to January (to date)

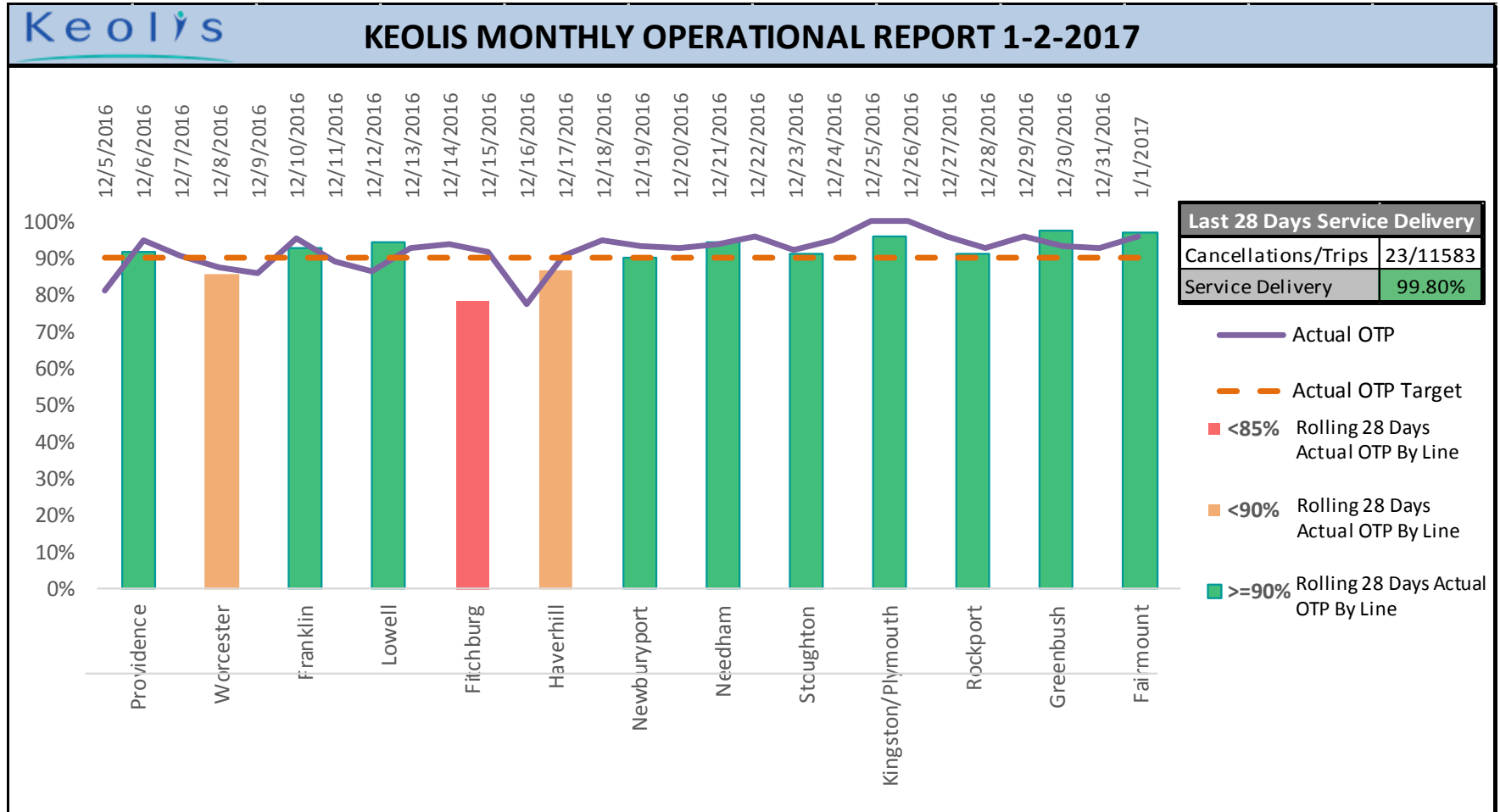
Recovery of commuter rail OTP



- Issues that affected OTP & their resolution:
 - Focus on mechanical equipment availability
 - November Schedule Change implemented
 - Rapid Action Groups on key priority lines
 - Management of weather conditions – slippery rail & snow plan
 - 2016 Actual OTP 89.3%, Adjusted 93.8%

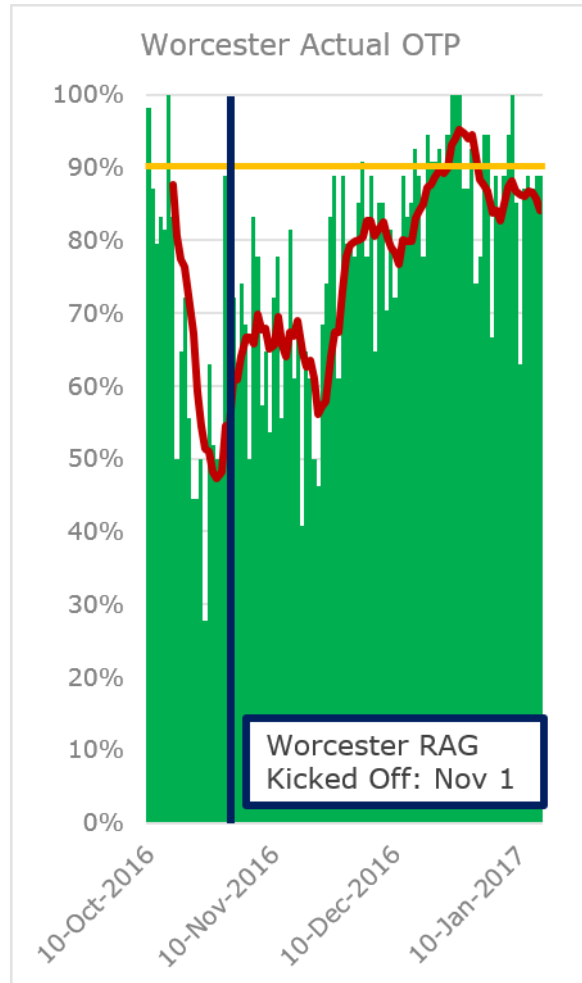
OTP Performance Summary By Line – December 2016

All lines except three are above 90% target



Worcester Rapid Action Group

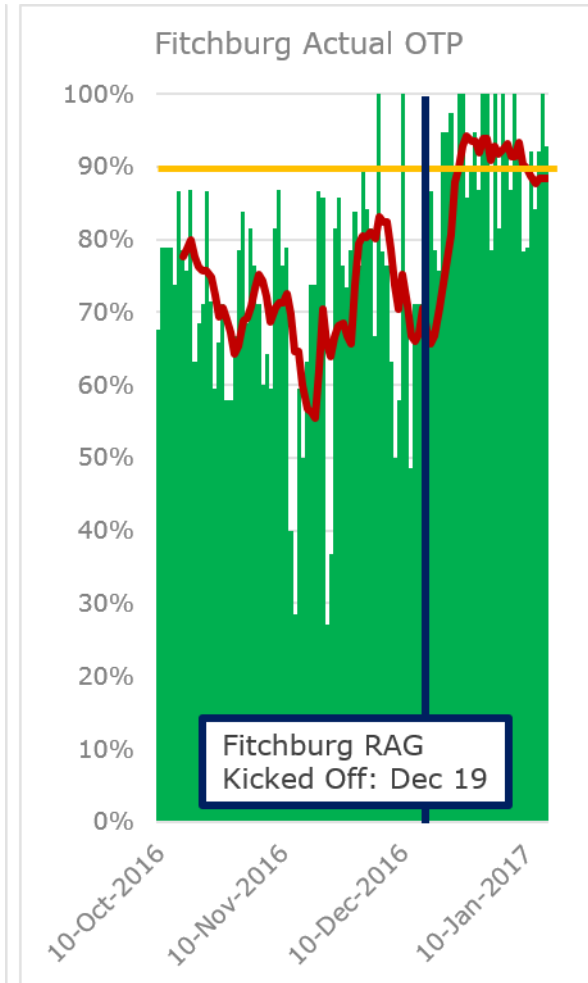
Significant improvement at the end of 2016



- Additional Assistant conductors added to trains to reduced passenger delays
- AM peak trains re-routed to avoid speed restrictions
- Equipment swap on PM peak train to allow more contingency time and reduce residual delays
- Timely completion of critical Tie replacement project to minimize speed restriction delays
- Medium term infrastructure developments progressing well

Fitchburg Rapid Action Group

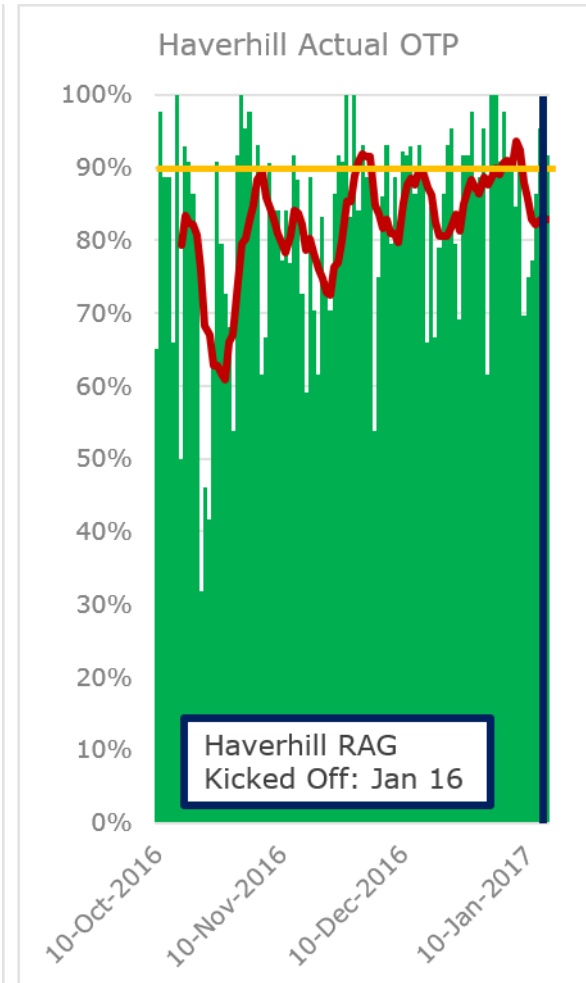
Significant improvement at the end of 2016



- ⦿ Freight train conflicts caused the longest delays at the end of 2016
- ⦿ Improved co-ordination between Keolis and Pan Am has reduced freight train conflicts significantly at the end of 2016
- ⦿ Additional opportunity to reduce speed restrictions and dwell time delays

Haverhill Rapid Action Group

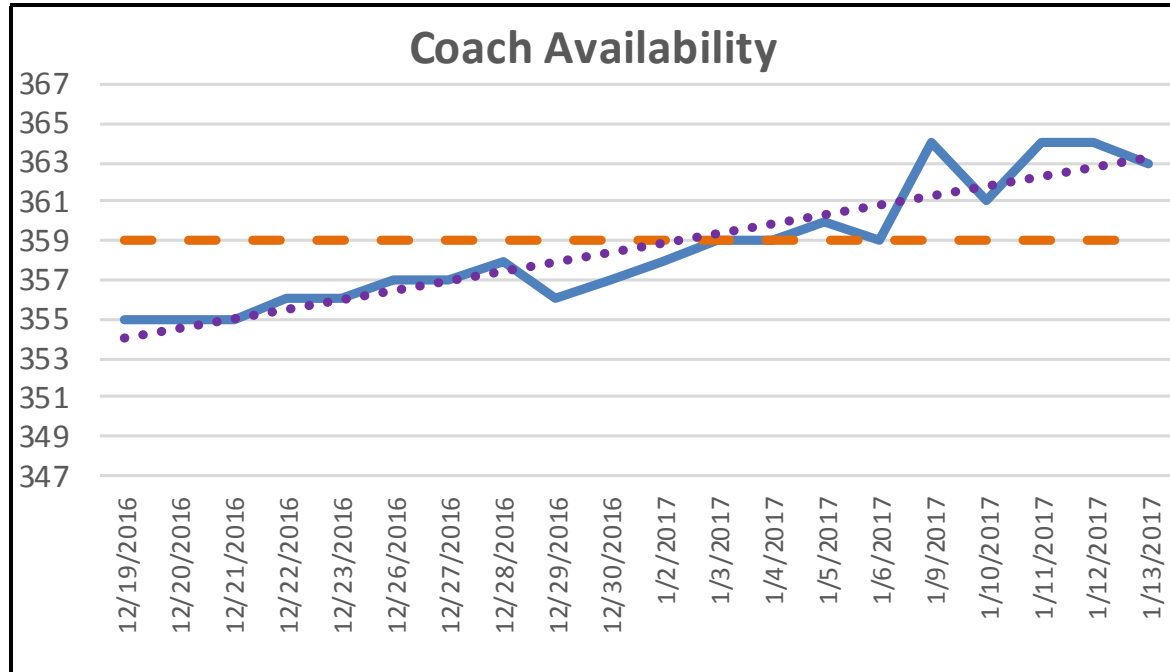
Recently launched



- ⦿ Working group launched in January
- ⦿ Top five delays
 - Residual mechanical delays
 - Signal system
 - Residual transportation delays
 - Residual engineering delays
 - Commuter conflict
- ⦿ Reducing primary delays – signal systems and commuter conflicts
- ⦿ Reducing residual delays – response times and more buffer in the equipment schedule

Coach Availability

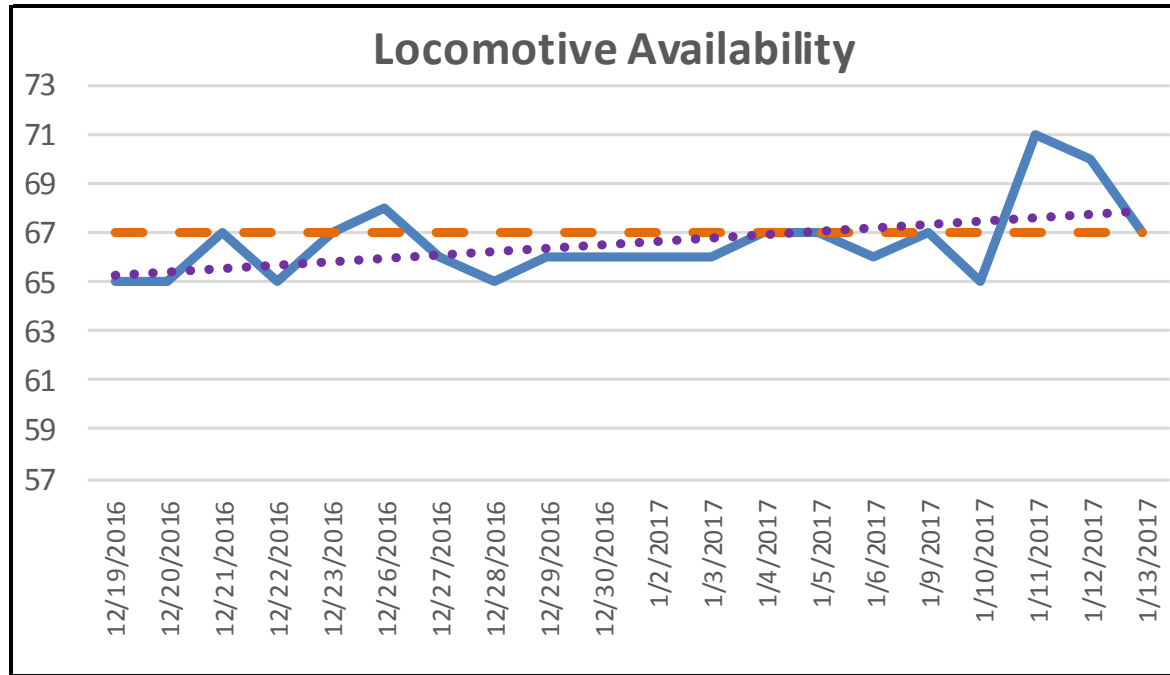
Coach availability continuing to improve



- ⦿ Key actions to improve coach availability
 - Outsourcing backlog of four year inspections
 - Changed processes at maintenance facilities
 - Additional staffing at maintenance facilities

Locomotive Availability

Positive trend in locomotive availability



Key actions to improve locomotive availability

- Changed processes at maintenance facilities
- Increased staffing at maintenance facilities

Train Cancellations

<0.1% of trains cancelled in the last four weeks - 11 out of 11,265

