The FASTRACK initiative is a new way to perform subway maintenance
Over four weeknights, hundreds of employees cleaned, inspected, and repaired infrastructure
4, 5 and 6 from Grand Central to Atlantic Ave
Jobs that typically take weeks or months were accomplished in days
Extensive planning led to a seamless effort
Evaluation of costs, customer impact, and effect on ridership is ongoing
Preliminary results
- 324 tasks identified and completed
- a well orchestrated information campaign
- generally positive press and customer feedback
- Cost Benefit of $600+K
Communication Strategy:

• Signage & automated announcements
• MTA website & Trip Planner
• Seat drop flyers
• Letters to businesses & elected officials
• Press releases
• Daily progress reports posted on web

Attention
Long Island Rail Road & Metro-North Railroad Customers:

Planned Service Changes

4 5 6
WEEKNIGHTS

10 PM to 5 AM
Mon to Fri, Jan 9-13, 2012

No trains between Grand Central-42 St, Manhattan and Atlantic Av, Brooklyn in both directions

If you use the 4 5 6 weeknights for travel between Midtown, Lower Manhattan and Downtown Brooklyn, New York City Transit wants you to know that on four consecutive weeknights in January, there will be no trains between Grand Central-42 St and Atlantic Av.

Transit’s new FASTRACK program will allow for the inspection, maintenance, and upgrade of subway stations, tracks and signals in less time and at less cost.
Press Clippings

For the Subway That Never Rests, A Seismic Shift In Night Closings

DAILY NEWS

Workin' on the railroad

Eyewitness News

Subway on track after 1st night of 'fast track' repairs

Updated at 07:16 AM today
Eyewitness News

Subway shutdowns

January 6, 2012

New York City subway service suspensions begin

Updated 01/09/2012 11:23 PM
Portion of Lexington Avenue Subway Line Shuts Down For Major Repairs
WORK COMPLETED 1/9/12-1/13/12

Highlights of work completed

• **Track**
  Removed debris ~ 20,140lbs
  Scrapped/cleaned track ~19,770 tk-ft.
  Replaced 42 tie blocks
  Installed 1,005 plates &
    1,615 friction pads
  Installed 25 rails at various locations
  Renewed rails on switch 25

• **Third Rail Operations**
  Cleared 1,685 identified conditions
  Scrapped/cleaned 4,900 tk-ft

• **Power**
  Inspected 55 manholes
  Installed 866 ft communication cable
WORK COMPLETED (cont’d)

• **Signals**  
  Performed inspections at 311 locations  
  Serviced 14 switch machines

• **Infrastructure**  
  Sound and tap 4 stations  
  Cleaned drains at 8 stations  
  Grouted water leaks at 8 locations

• **Elevators & Escalators**  
  Repaired 86 E&E conditions  
  Replaced 23 escalator steps

• **Electronic Maintenance Division**  
  Inspected and tested 167 EA/ET’s  
  Inspected 8 E&E fire systems  
  Inspected 12 CCTV locations  
  Replaced monitors and cameras

• **MOW Engineering**  
  Modified 5 signal locations
• **Stations**
  Repaired/re-lamped 5 stations
  Replaced broken tiles at 4 stations
  Scraped peeling paint ~ 12,650 sq-ft
  Painted ~ 17,650 sq-ft
  Repaired broken steps at 15 stations
  Heavy duty cleaning mobile wash at 15 stations
  Painted stairway copings & KA rail at 7 stations

• **Contractors**
  Surveyed platform edges
  Completed punchlist items
  Pulled 3,000 ft of security system cable
  Completed Station rehabilitation work
  Installed piping insulation, conduit and cables
## FASTRACK - Lexington Ave Preliminary Estimate

<table>
<thead>
<tr>
<th></th>
<th>Est. Cost Under Traffic $000's</th>
<th>Est. Cost Shutdown $000's</th>
<th>Net (Savings)/Cost $000's</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance Work MOW</td>
<td>$1,330</td>
<td>$700</td>
<td>$ (631)</td>
</tr>
<tr>
<td>Maintenance Work Stations</td>
<td>$451</td>
<td>$270</td>
<td>$ (181)</td>
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<tr>
<td>Capital Work</td>
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<td>$ (47)</td>
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<tr>
<td>Support Costs</td>
<td>$74</td>
<td>$259</td>
<td>$185</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,950</strong></td>
<td><strong>$1,276</strong></td>
<td><strong>$ (673)</strong></td>
</tr>
</tbody>
</table>
• Ridership transition and reaction to closure appeared smooth (An analysis of ridership trends on adjacent subway lines and bus routes will be conducted once the necessary data is available)

• Most customers found their way without assistance

• Some congestion occurred in the first half hour and field adjustments were made

• The restrictions on track work on parallel lines prevented delays to rerouted customers

• Extra service on the 42 Street shuttle and gap trains on the N and R were not well utilized
Customer (Kristen Huntley) - 01/11/2012 12:01 PM
“Great! I am so happy you are doing this. Safer for workers, overall more cost-efficient and riders will be better served... even though it might take them awhile to get used to it. Also, kudos to the new easier to access phones, the train platform schedule updates and announcements. Thanks for all the hard work. And I am not a transit worker not do I know one single person who is.”

Customer (Thanisha Mitchell) - 01/03/2012 04:16 PM
“This a bad plan that you have decided. I have to open a gym at 6 am and I have to punch in by 5:30. I actually have to to work before 5. Well, my opinion is that you don't have consideration because we work like yourself. This fastrack plan is garbage and affects everyone schedule. Your ad say you are reliable, and I don't believe so. Bad service and your customer service rep need training.”

Customer (Jaime Hernandez) - 01/10/2012 11:15AM
“i think it is great! process for MTA worker to finish all repair and fixing it the station and etc. that is good instead wasting time”

Customer (Peter Snyder) - 01/09/2012 12:33 AM
“Please do this program on the 7 line. Do express and extra buses on Queens Blvd and Roosevelt and fix the most used line.”

Customer (Dottie Cannon) - 01/17/2012 12:05 PM
“It looks like the first FasTrack was a success. I live off the 4-5-6 and I did not have an issue with the service interruptions. And if that meant the work was completed more efficiently, then it was worth it. Kudos and thanks for making our subways safer and more pleasant”
UPCOMING FASTRACK INITIATIVES

- 7th Ave 1 2 3 – 34th St to Nevins St: February 13 to 17
- 6th Ave B D F M – 59th St to West 4th St: February 27 to March 2
- 8th Ave A C E – 59th St to Jay St: March 12 to March 16

Thank You

To our customers who experienced an interruption to their normal commute, to our employees who showed professionalism in carrying out their duties and to the managers who collaborated in planning and executing this enormous and challenging endeavor.