

# *###FASTTRACK*

January 23, 2012



# ***FASTRACK***

- 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

# MEDIA OUTREACH

## 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



**FASTRACK** MTA .info

**4 5 6 Customers**

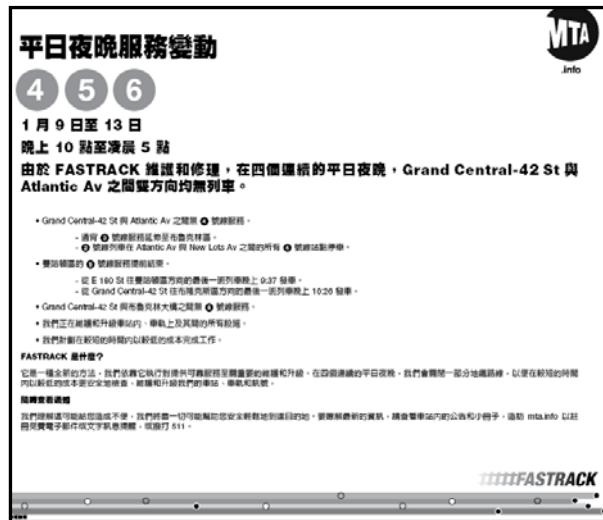
**A new approach to maintenance**  
Getting in. Getting out. Putting repairs on the FASTRACK.

- We're scheduling work on four consecutive weeknights, four times a year, on four subway corridors.
- FASTRACK starts on the **4 5 6** Jan 9 to 13, nightly from 10 PM through 5 AM the next morning.
- We're suspending service in both directions on the **4 5 6** between Grand Central-42 St, Manhattan, and Atlantic Av, Brooklyn.
- We're fixing things up in the stations, on the tracks and everything in between.
- We're aiming to get work done in less time, at less cost.

Get the details at [mta.info](http://mta.info) or pick up a brochure in stations.

**FASTRACK**  
A new way of working on the rails  
Planned Service Changes  
**4 5 6**  
**WEEKNIGHTS**  
10 PM to 5 AM  
Mon to Fri, Jan 9-13  
No trains between Grand Central-42 St and Atlantic Av in both directions  
+4 construction overnight  
+30 min delay at Grand Central-42 St  
+30 min delay at Atlantic Av at 10 PM  
+Station open at 11 AM  
+Station open at 11 AM

Planned Service Changes



**平日夜晚服務變動** MTA .info

**4 5 6**

1月9日至13日  
晚上10點至凌晨5點

由於 FASTRACK 維護和修理，在四個連續的平日夜晚，Grand Central-42 St 與 Atlantic Av 之間雙方向均無列車。

- Grand Central-42 St 與 Atlantic Av 之間無 4 號線服務。
  - 通宵 4 號線服務延至布魯克林區。
  - 4 號線列車在 Atlantic Av 與 New Lots Av 之間的所有 4 號線站點停車。
- 雙向服務的 4 號線服務提前結束。
  - 從 E 160 St 往曼哈頓方向的最後一班列車晚上 9:37 發車。
  - 從 Grand Central-42 St 往布魯克林區方向的最後一班列車晚上 10:29 發車。
- Grand Central-42 St 與布魯克林大橋之間無 5 號線服務。
- 我們正在更換和升級車站的、車站上及其間的現有設備。
- 我們計劃在較短的時間內以較低的成本完成工作。

**FASTRACK 是什麼?**  
它是一種全新的方法，我們透過它執行對乘客可負擔的且最重要的維護和升級。在四個連續的平日夜晚，我們會關閉一部分地鐵服務，以便在較短的時間內以較低的成本完成這些維護、更換和升級我們的車站、車站上及其間的現有設備。

**地鐵服務提醒**  
我們理解這可能給您造成不便，我們提供一切可能幫助您安全輕鬆地到達目的地。更新您的資訊，請留意車站內的公告和手冊子，造訪 [mta.info](http://mta.info) 以註冊免費電子郵件或文字訊息提醒，或撥打 511。

**FASTRACK**



**Attention** MTA .info  
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

THE NEW YORK TIMES NEW YORK WEDNESDAY, JANUARY 11, 2012

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



22 Tuesday, January 10, 2012

## DAILY NEWS EDITORIAL

# Workin' on the railroad

 Eyewitness News

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

Updated at 07:16 AM today  
Eyewitness News

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MTA to shut down green subway line overnight

NEWSDAY, TUESDAY, JANUARY 10, 2012

# Subway shutdowns

Straphangers looking to use

 LOWER MANHATTAN  
CONSTRUCTION  
COMMAND CENTER

 Lower Manhattan.info

January 6, 2012

## Full Weeknight Subway Service Suspensions Begin



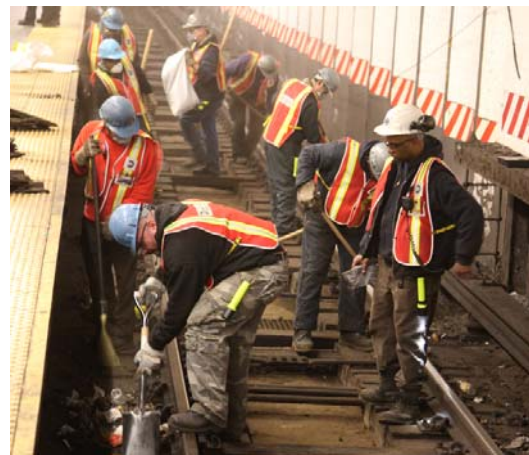
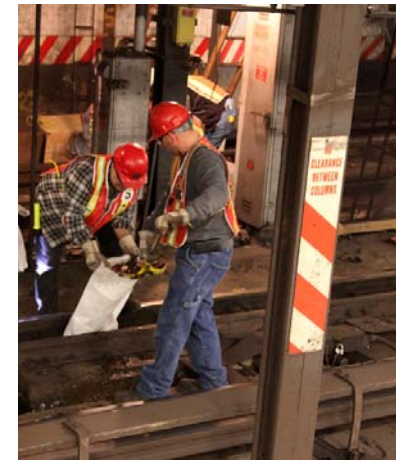
Updated 01/09/2012 11:23 PM

## Portion Of Lexington Avenue Subway Line Shuts Down For Major Repairs

# WORK COMPLETED 1/9/12-1/13/12

## Highlights of work completed

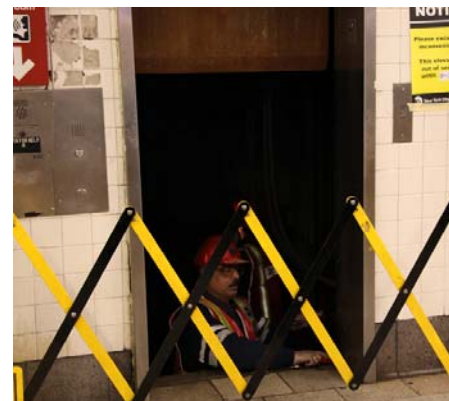
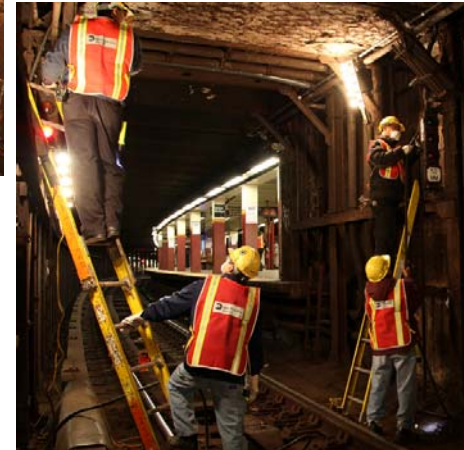
- **Track**  
Removed debris ~ 20,140lbs  
Scraped/cleaned track ~19,770 tk-ft.  
Replaced 42 tie blocks  
Installed 1,005 plates &  
1,615 friction pads  
Installed 25 rails at various locations  
Renewed rails on switch 25
- **Third Rail Operations**  
Cleared 1,685 identified conditions  
Scraped/cleaned 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



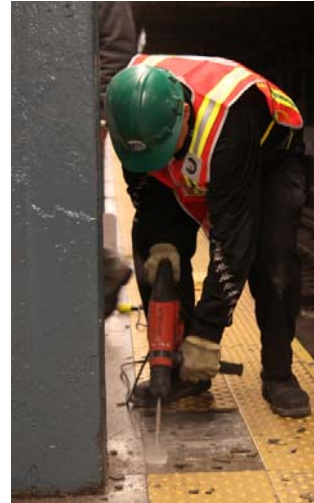
## WORK COMPLETED (cont'd)

- **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



# PRODUCTIVITY ESTIMATE

## FASTRACK - Lexington Ave Preliminary Estimate

	Est. Cost Under Traffic \$000's	Est. Cost Shutdown \$000's	Net (Savings)/Cost \$000's
Maintenance Work MOW	\$ 1,330	\$ 700	\$ (631)
Maintenance Work Stations	\$ 451	\$ 270	\$ (181)
Capital Work	\$ 95	\$ 47	\$ (47)
Support Costs	\$ 74	\$ 259	\$ 185
<b>Total</b>	<b>\$ 1,950</b>	<b>\$ 1,276</b>	<b>\$ (673)</b>



## EVALUATION – CUSTOMER IMPACT

- 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 FEEDBACK SAMPLE

**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 be 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 (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”*

**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 (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”*

# UPCOMING FASTRACK INITIATIVES

- 7<sup>th</sup> Ave **1 2 3** – 34<sup>th</sup> St to Nevins St: February 13 to 17
- 6<sup>th</sup> Ave **B D F M** – 59<sup>th</sup> St to West 4<sup>th</sup> St: February 27 to March 2
- 8<sup>th</sup> Ave **A C E** – 59<sup>th</sup> 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.