

## Worcester Line Heat Restrictions- Passenger Information Plan

### **Context:**

**Heat restrictions:** Worcester Line will be under heat restrictions when temperatures top between 85 & 90 Degrees, or when high temperatures are sustained over several days. Work has begun to de-stress the rail along the line to end the restrictions, but won't be complete until the end of Summer 2015. Speed restrictions lead to delays ranging from 20-45 min, depending on the scope of the restriction.

### **De-Stressing Rail project:**

- Phase 1 Began on Wed, May 6<sup>th</sup>, working on small sections (1,500 ft) of rail at a time. Rail replacement also expected.
- Phase 2 of the project, between CP 4 (near Newtonville) & CP 21 (Framingham) ongoing. Expected to be completed July 2015.
- Phase 3 due to begin in July 2015. This phase will include full rail replacement between Framingham (CP 21) and Worcester (CP 25).

### **Passenger information:**

**RailMail:** TBD. Passenger information letter sent by email to subscribers.

**Posters in stations:** In process

**T-Alert/Link to FAQ's :** "Framingham/Worcester Line trains delayed 30 to 40 minutes due to heat related speed restrictions."

**Web banner:** posted on MBTA's website linking to FAQ's:

[http://www.mbta.com/schedules\\_and\\_maps/rail/fag/](http://www.mbta.com/schedules_and_maps/rail/fag/)

**Tweets:** "Worcester Line: Heat Restrictions in effect until 7pm. Trains in both directions may be delayed 30-45 min EN ROUTE to Worcester.

### **General Information:**

What are Heat restrictions? Click here for more info:

[http://www.mbta.com/schedules\\_and\\_maps/rail/fag/](http://www.mbta.com/schedules_and_maps/rail/fag/)

What's delaying the Worcester Line? Click here for Heat Restriction info:

[http://www.mbta.com/schedules\\_and\\_maps/rail/fag/](http://www.mbta.com/schedules_and_maps/rail/fag/)

### **Station Announcements:**

**Automated:** "ATTENTION WORCESTER LINE PASSENGERS: DUE TO HEAT RESTRICTIONS, TRAINS OPERATING BETWEEN 2:30PM AND 7PM MAY EXPERIENCE DELAYS OF 15-45 MIN EN ROUTE TO THEIR DESTINATIONS." (Clerks will follow up with individual announcements with each train)

**On Train:** Attention Passengers, due to heat related speed restrictions we will be delayed between Framingham and Worcester this evening. We apologize for the inconvenience.