



**Massachusetts Bay
Transportation Authority**









GM's Report to the Board

Phil Eng, MBTA General Manager and CEO

September 26, 2024



Incoming GM Eng Priorities | Fix the T

-  Ensure **safety**.
-  Restore reliable **service**.
-  Improve **communications**.
-  Change the **culture**.
-  Address **funding** needs.
-  Earn back Riders' **trust**.
-  **People** want us to succeed.
-  **Deliver Results.**

Building a better T.



Track Improvement Program | A Bold Initiative to Fix the T

Record amount of work at the T

GOAL	Remove 191 Speed Restrictions
SCOPE	Replace ~ 140 miles track , 32,000 ties
STATIONS	132
METHOD	Contractors, MOW
SCHEDULE	14 months

Building a better T.



Track Improvement Program | Days instead of Decades

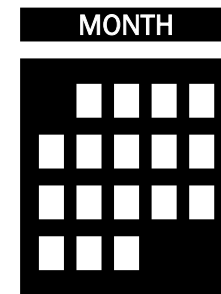
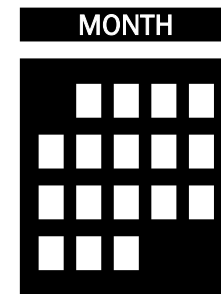
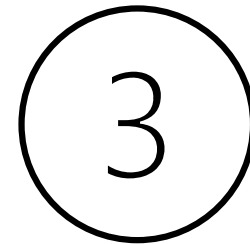
A new way of doing business | We couldn't have kept going the old way...

— UNRESTRICTED ACCESS —



=

————— NIGHTS & WEEKENDS —————



163 TIP DAYS = MORE THAN 4 DECADES of NIGHTS & WEEKENDS





TIP Safety Management

Removing Red Line Debris – Old Material & Ties



Track Improvement Program | Managing Safety

Construction Vehicle Derailments

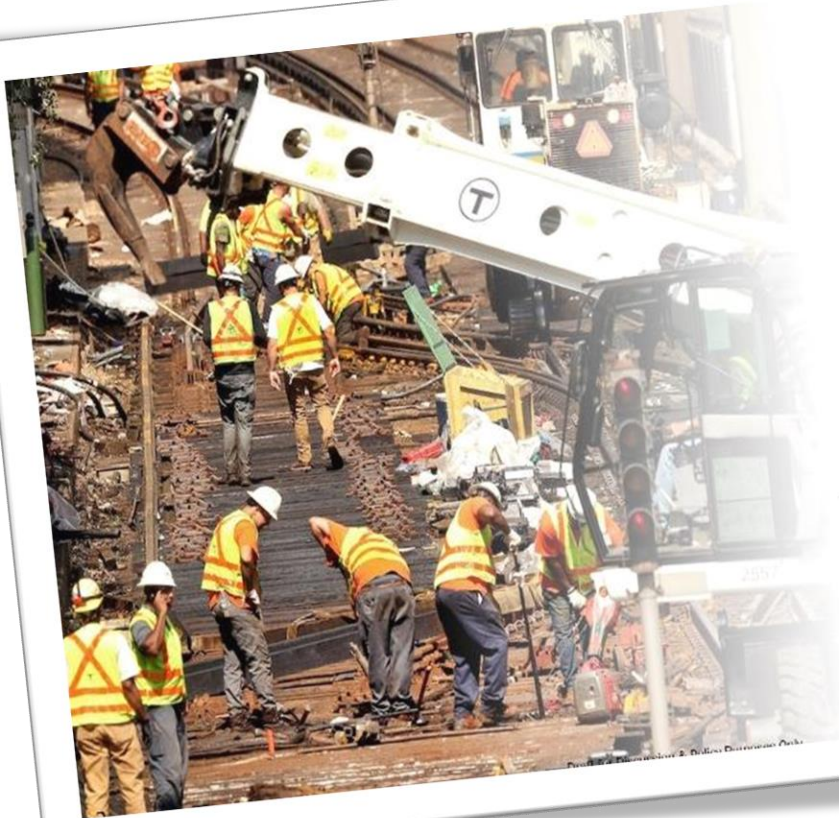
80%

Construction vehicle derailment rate
per 10,000 equipment hours



Safer and Improved Operations

Solid Planning | Better Training | More Collaboration



Safety

A Collaborative Effort



Curriculum (RAC) Training

Nearly 2000 of prioritized employees & contractors retrained.





**OPERATION[®]
LIFESAVER**

Rail Safety Education

ALWAYS STAY ALERT.



massDOT
Massachusetts Department of Transportation

KEOLIS



See Tracks. Think Train.



Safer Operations

Grade Crossing Enhancements

✓ 100% Complete, Aug-2023

246 Crossings ✓



44% Reduction in
ROW Obstructions

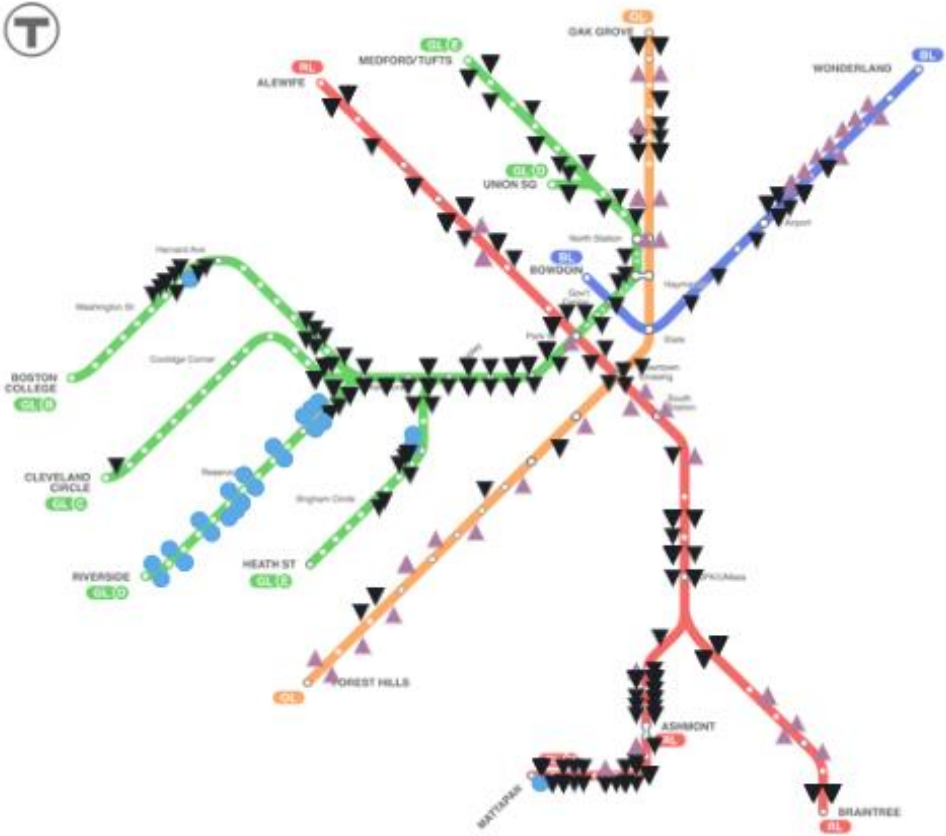
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26% to just 6% Restricted Track



09.27.2023; 240 SRs



09.23.2024; 55 SRs



TIP Update

Current Red Line Diversion

69,507 Ft Rail

17,451 Ties

24 Days

36 SRs

24 Min

As of 09.23.24

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Dorchester Ave. Bridge



Re-Opened Sept. 15



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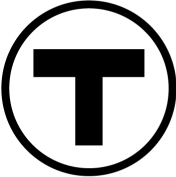


South Coast Rail

30% More Weekdays | 100% More Weekends



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Sept 18th Ride-Along

Station Openings

Successes

Ahead of schedule.
Creative solutions &
effective management
of investments.



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Improved Service

Restored Worcester Express Service



Expanded Fairmount Service

...every 30 minutes, 7-days a week.




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Red Line & Orange Line Cars

Improving service and reliability



 128/152 OL cars delivered.
Old fleet fully replaced.



 26/252 RL cars delivered, 2 more Sept. 30.
3rd RL trainset entered service August.








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Making the MBTA the Transportation of Choice

Improved Subway Service

August 25, 2024, Schedule Changes

	SCHEDULED TRIPS	WAIT TIME/HEADWAYS	
	↑ 42%	↓ 31%	
	↑ 42%	↓ 38%	Adding additional OL train at peak 
	↑ 22%	↓ 17%	396 trips - 23 more than before the pandemic 
	↑ 5%	<u>TRAVEL TIME</u> ↓ 8.7 min	Dropped trips declined 42% Sep '23 to Jul '24 

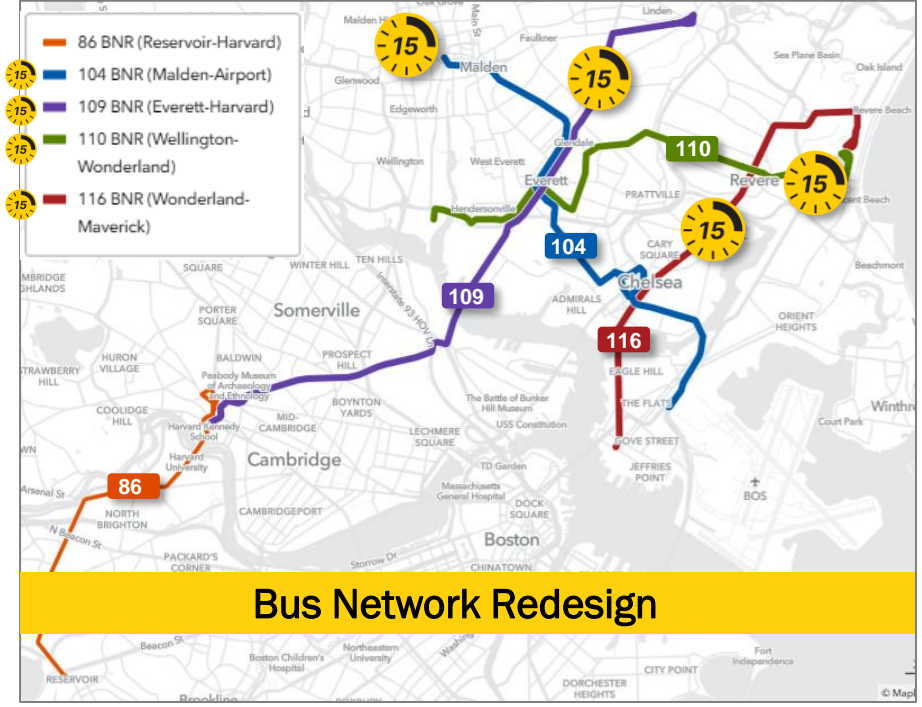


Making the MBTA the Transportation of Choice

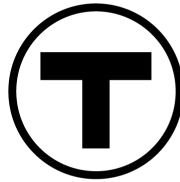
Improving Modes



Foxboro CR pilot to permanent



Building a better T.

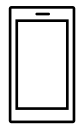


Supporting Mode Shift

Easier and more affordable



Big wins for riders.



Contactless Payment.



IERF: More Affordable. Applications exceeding expectations.



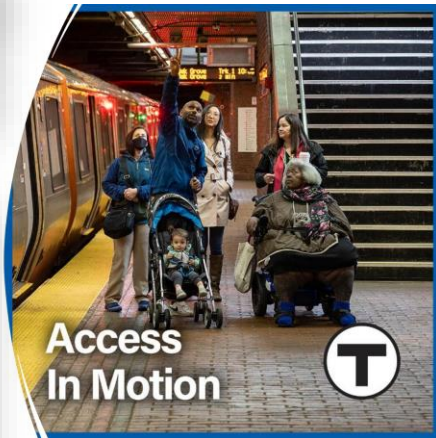
Fast – 90-sec. application process.

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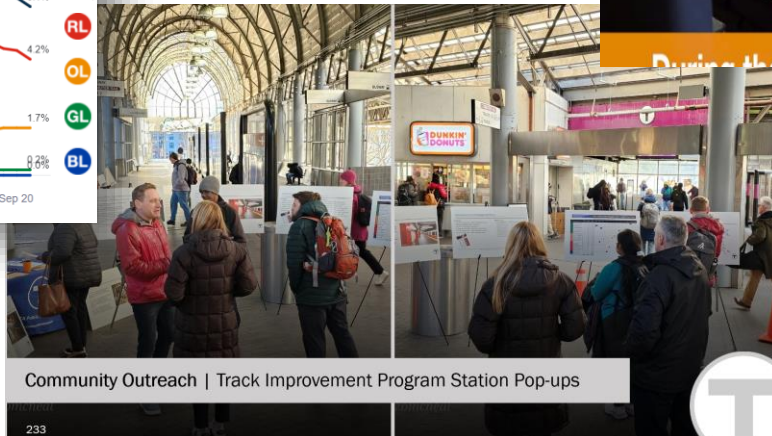
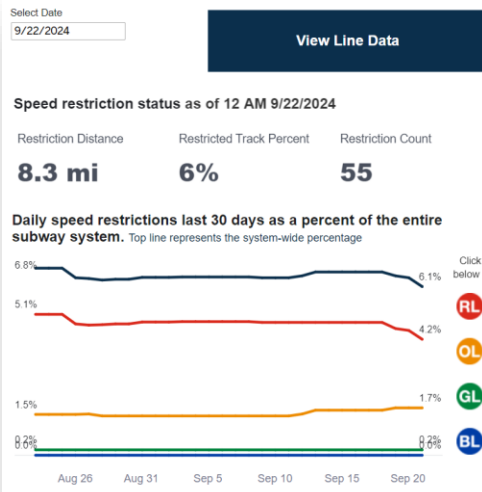


Transparent Communications

More Information for Riders



T Massachusetts Bay Transportation Authority
Produced by Customer and Employee Experience



REMINDER:
Red Line Braintree Branch Service Suspended for 24 Days Between JFK/UMass and Braintree September 6 – 29

Shuttle buses will make stops at Braintree, Quincy Adams, Quincy Center, Wollaston, North Quincy, and Ashmont.

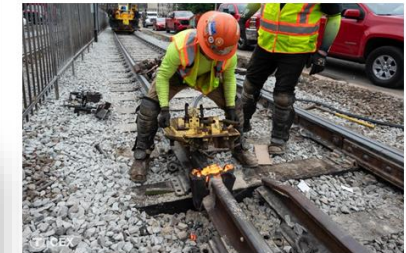
This notice serves as a reminder of the upcoming Red Line closure previously announced on July 19 and August 22.

BOSTON – Following up on the previous announcement on July 19 and August 22, the MBTA is today reminding riders that Red Line Braintree Branch service will be suspended between JFK/UMass and Broadway every day for 24 days from September 6 to September 29. Kingston, Woburn/Bowdoin, and Greenbush Commuter Rail line trains, which run adjacent to the Red Line, will also be replaced with shuttle bus service between South Station and Braintree during the weekends of September 7 – 8 and September 14 – 15.

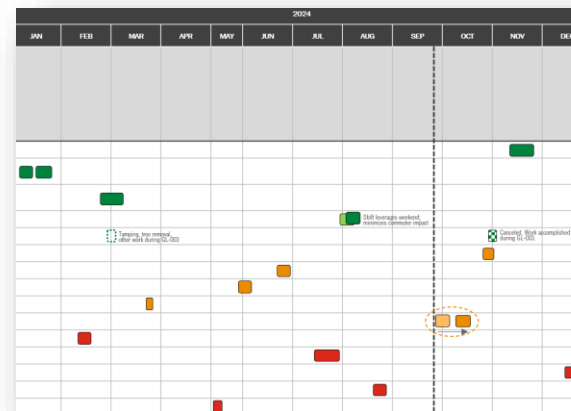
The important work will allow crews to repair 18 miles of track between JFK/UMass and Braintree, resulting in the removal of over 20 speed restrictions and improving round-trip Braintree Branch travel times by as much as 24 minutes. These track improvements will also lay the groundwork for the MBTA's goal of raising current Red Line train speeds above current speeds where possible.

More information: [MBTA Makes Significant Progress on Critical Track Work on Green Line B Branch, Delivers Safer, More Reliable Trip for Riders and Removes Eight Speed Restrictions](#)

The Green Line B Branch is now completely restriction-free.



BOSTON – The MBTA today announced the **completion of critical track work** on the Green Line B Branch while service was suspended between Boston College and Babcock Street August 2 – 11. As a result of unnumbered access to track areas, crews accomplished important work to lift eight speed restrictions with the entirety of the B Branch now restriction-free. The work accomplished will result in a safer, more reliable trip for riders with fewer unplanned service disruptions.



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Climate | Mitigating Climate Change Impacts

Modernization & Decarbonization



- First of 10 battery electric buses being built for the T.
- Commissioning stage for inspection mid-November.
- First buses due in Boston late November.

Electrification of the Fairmount Line.
First step in electrified rail system—
building blocks towards the future.

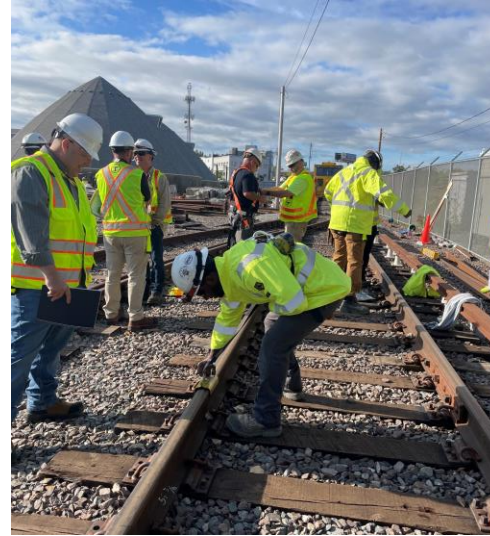
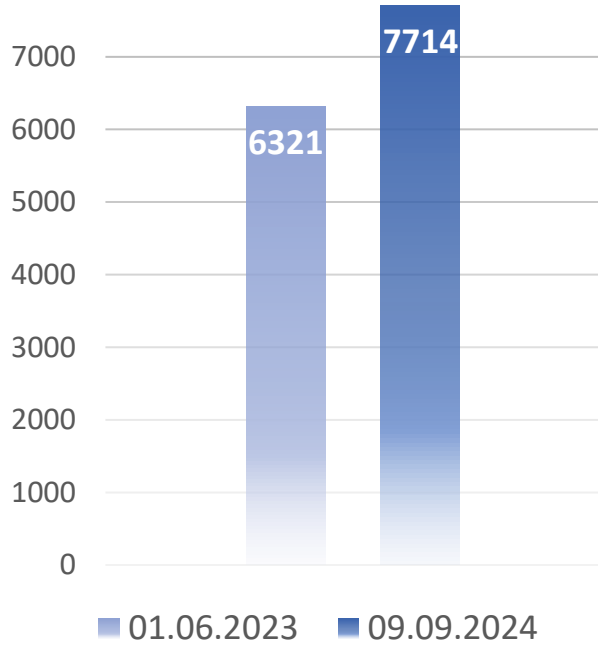


*Aligned with the Healey-Driscoll
Administration's Goals*



Workforce

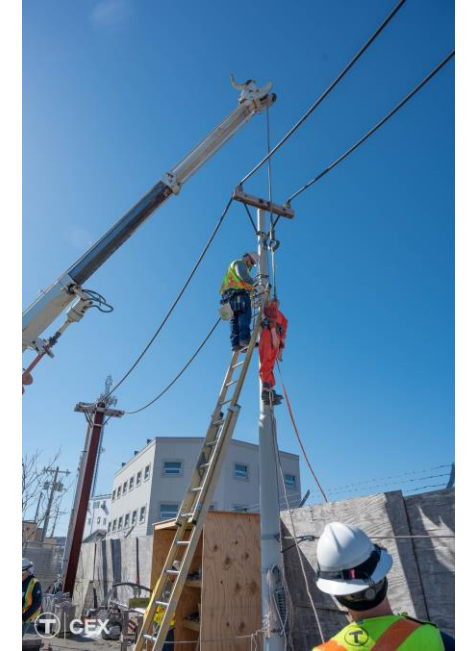
Hiring, Training, Investing | Instilling Pride



Fall Protection Training



Thermite Welding



Pole Top Rescue



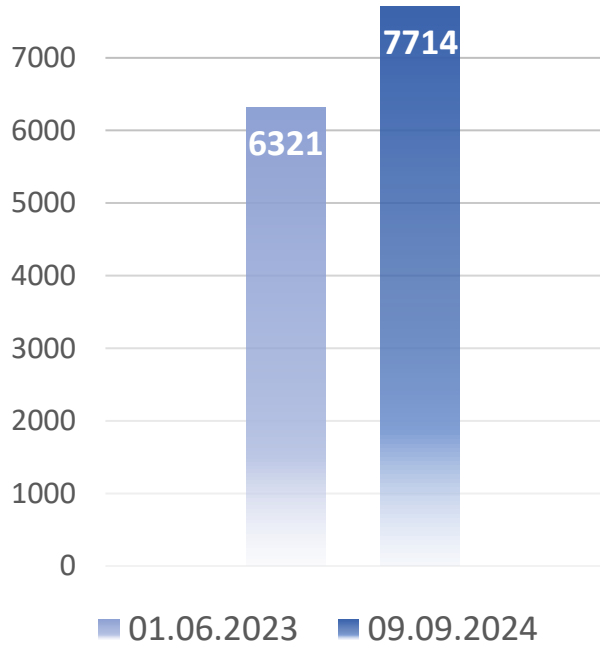
Fire Extinguisher

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Rail & Bus
Skill Challenges

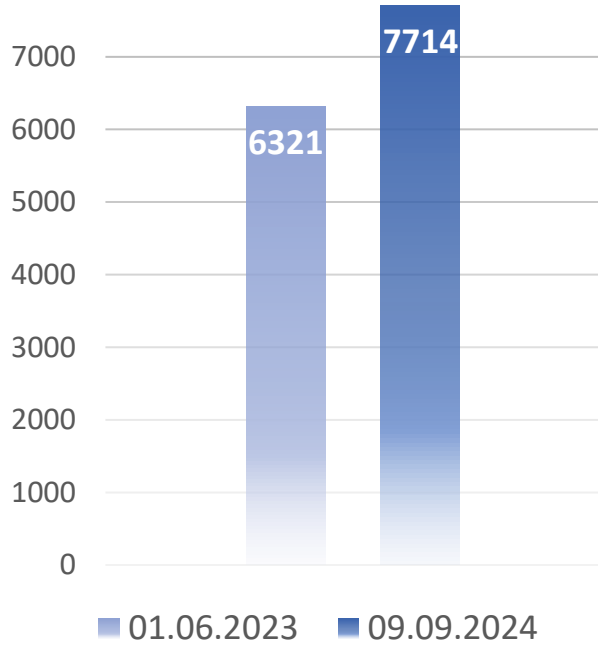


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A graphic celebrating Hispanic-Latino Heritage Month. The background is a grid of various national flags, including the United States, Mexico, Colombia, and others. The text is in orange and white. The T logo is at the bottom.

Hispanic-Latino Heritage Month

September 2024

Massachusetts Bay Transportation Authority



MBTA Awarded \$472 Million

Proactively Addressing Our Fiscal Needs



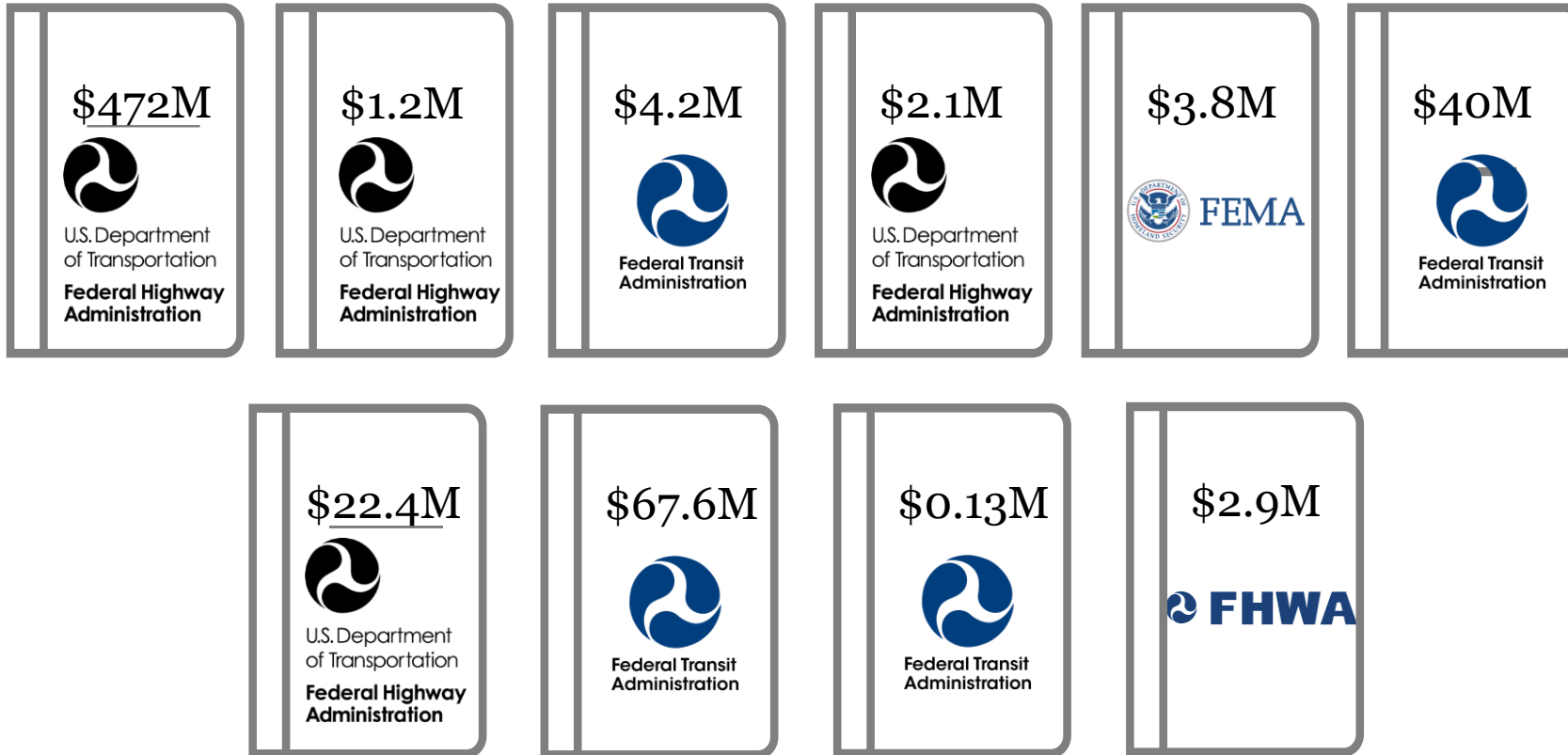
North Station Draw Bridge
Sept. 23, 2024





Competitive Federal Funding

\$616,327,400 Awards Granted since May 2023

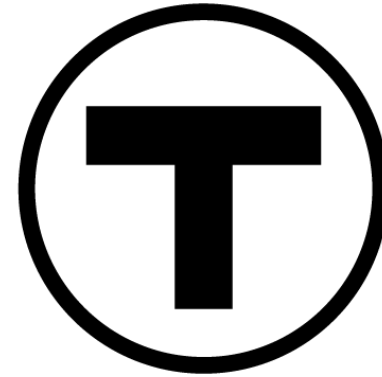


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Progress you can feel

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“

@MBTA I want to sincerely thank you for your work on improving our subway system. The fixes made to the red line truly make it feel like a different subway system. IT FLIES! This is what happens when you have people in charge that care.

Red Line Diversions - Summer 2024

—— SkiMan121 X

”



“

**Kudos to the @MBTA.
I made it from Malden
Center to Airport
station in 26 minutes,
keep it up!**

September 2024

—— MA_Pedestrian X

”



“

Earlier this week the red line was so unexpectedly fast I missed my stop. I'm used to a super long stretch between stops between Kendall and Central

**By the time I looked up we were rolling into Harvard.
Good job @thembta**

Red Line Diversion - Summer 2024

—— jenadoptedsnoopy 

”



“

Love the boldness and the urgency to take action. Nothing but praise for GM Eng and the team for rallying together to create a new future for the MBTA. I took the Red Line over the weekend and was shocked I got to my destination 10mins earlier than originally planned.

September 2024

—— Martin Gohary 

”



“

Absolutely perfect! So impressed when I took MBTA from Franklin Park Area to the airport: tapping, no slow downs, only minutes of waiting and NEW cars and buses. Everything was clean, all the way there and home.... courteous staff too. Thank you Mr. Eng!

September 2024

—— Mark Koeck 

”



Thank You

Building a better T.

