



Strategic Planning Update

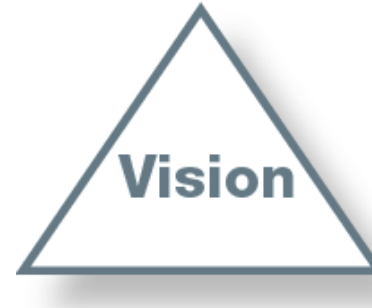
October 24, 2024

Plan Presented to the Board August 2023

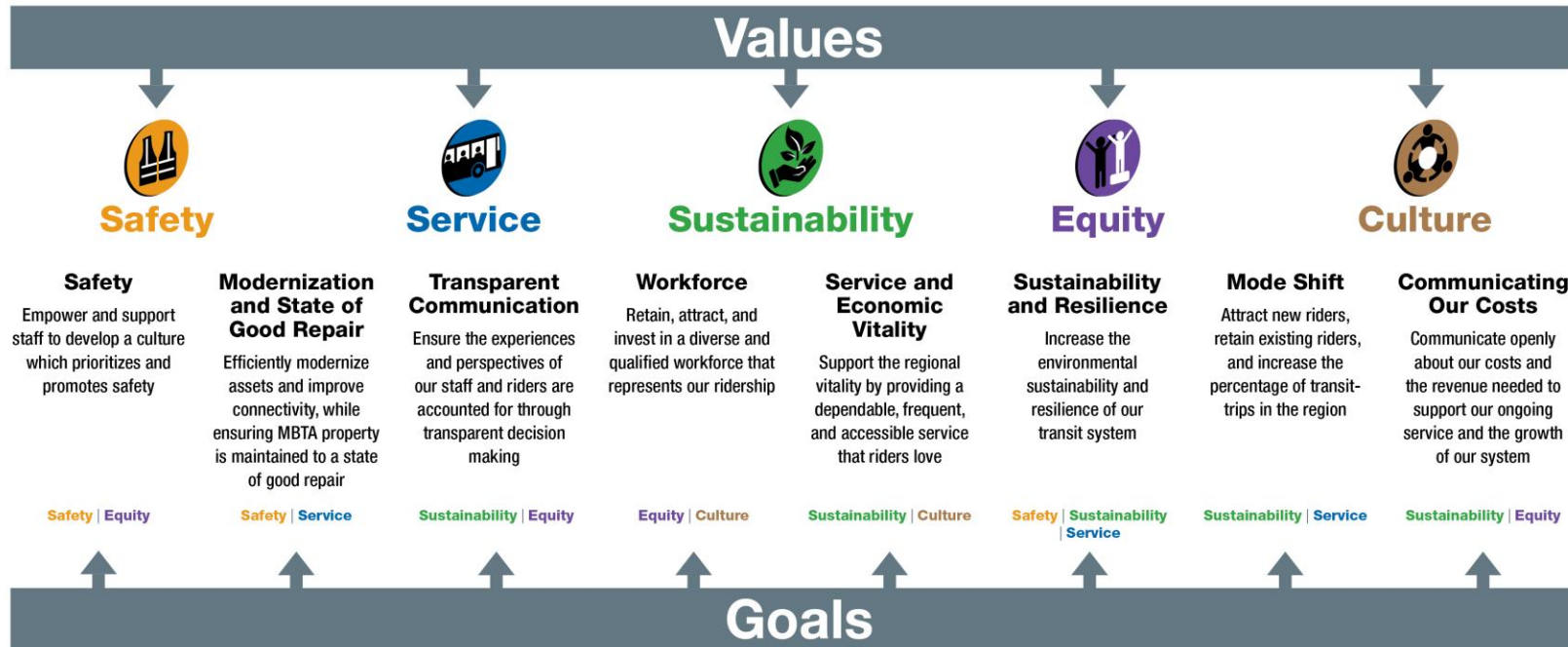
MBTA Mission, Vision, Goals, and Values



We serve the public by providing safe, reliable, and accessible transportation



We envision a thriving region enabled by a best-in-class transit system.



Celebrating Our Accomplishments

1 Year Report Released Celebrating MBTA's Accomplishments



- The MBTA has released a Strategic Plan 1 Year Report
- This report:
 - reflects our commitment to increased transparency
 - highlights our progress towards implementation of our Strategic Plan
 - showcases our progress over the past year in implementing change throughout the MBTA



Select Accomplishments

FY24 Accomplishments by Strategic Goal

SAFETY

- Upgraded 246 commuter rail grade crossings
- Re-organized Safety division and increased staffing

MODERNIZATION & STATE OF GOOD REPAIR

- Eliminated 130+ speed restrictions (FY24)
- Reopened Lynn, Ashland, and South Attleboro Stations

TRANSPARENT COMMUNICATION

- Began rolling out frontline employee email
- Created Spilling the T podcast, Safety Dashboard, and Speed Restriction Dashboard

WORKFORCE

- New agreements for all 28 unions
- Exceeded hiring goals
- Developed Bus Operations Training Relief Program

SERVICE & ECONOMIC VIABILITY

- Launched contactless payments
- Developed free standing mini high program to improve commuter rail accessibility
- Increased weekday ridership compared to previous year

MODE SHIFT

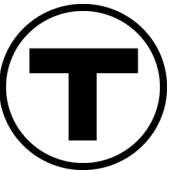
- Added 3 new ferry services
- Launched permanent commuter rail service to Foxboro
- Introduced bus priority on 6 routes

SUSTAINABILITY & RESILIENCE

- Developed New Climate Team and released Climate Assessment
- Committed to first Commuter Rail electrification pilot (Fairmount Line)

COMMUNICATING OUR COSTS

- Released Capital Needs Assessment
- Secured \$130M+ in Federal Grants
- Funded equitable transit access through new Income-Eligible Reduced Fares



Planning for the Future of the MBTA

- Now that we are making significant progress towards stabilizing and modernizing the system, the MBTA is putting increased focus on thinking about our future and the service we want to provide
- Beyond Mobility and the MBTA's strategic plan both emphasize the same key themes about how to support service:



Maintaining and building a safe transit system



Enhancing Service and Reliability



Increasing connectivity



Addressing threats to the system, focused on resilience



Building and training a workforce to address future needs

- To achieve these outcomes, we are focused on improving our service – today and tomorrow.



Envisioning a future where more people can choose transit

Planning for service as our “North Star”



This fall our leadership is thinking about the MBTA vision for future service. Continued improvements in service and customer experience will guide our long-range planning, investments, and project delivery.

