



**Massachusetts Bay
Transportation Authority**

GM's Report to the Board

Phil Eng, MBTA General Manager and CEO

October 24, 2024



MBTA Priorities | Building a Better T



Ensure **safety**.



Restore reliable **service**.



Earn back Riders' **trust**.



Change the **culture**.



Address **funding** needs.



Better **communications**.

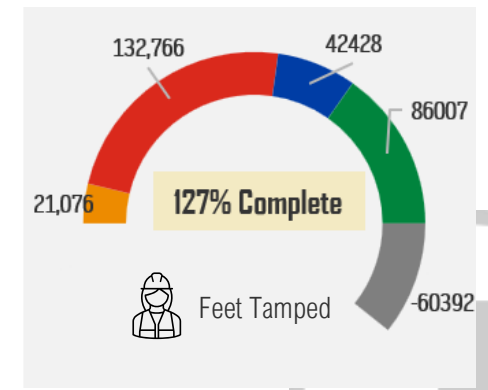
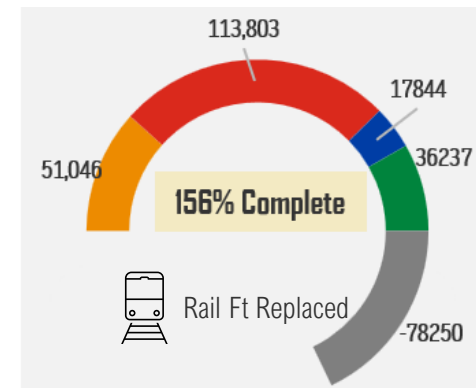
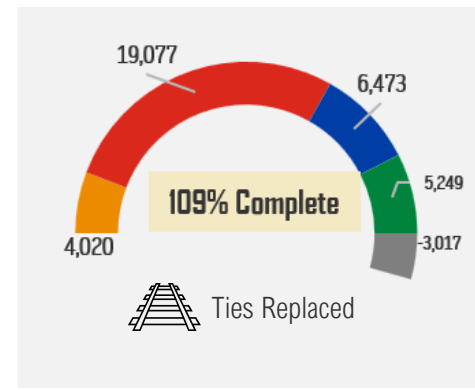
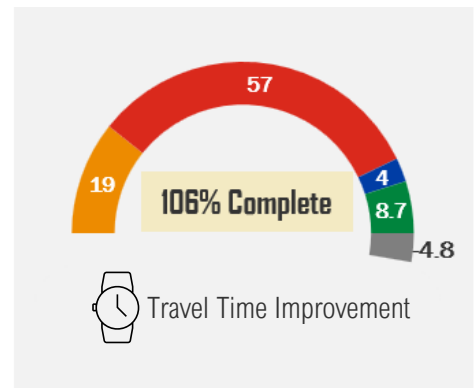
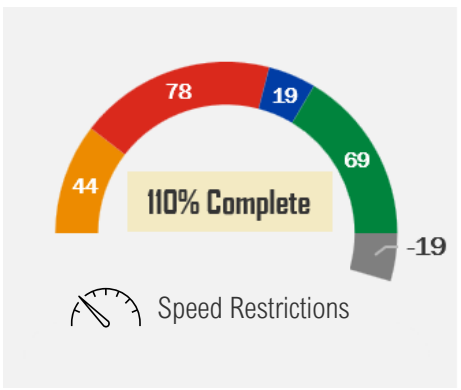
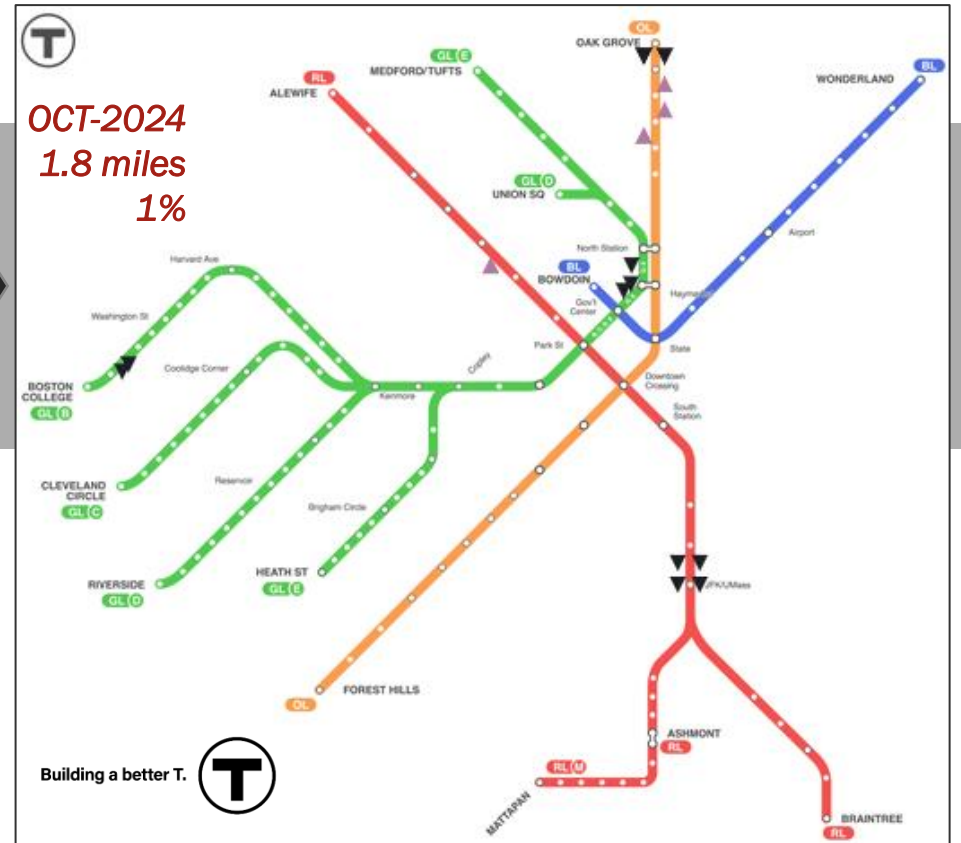



Deliver Results.

Building a better T.



Track Improvement Program Update



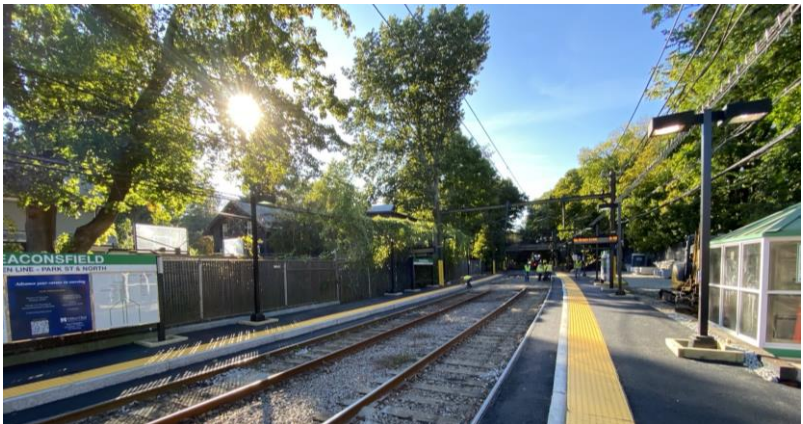
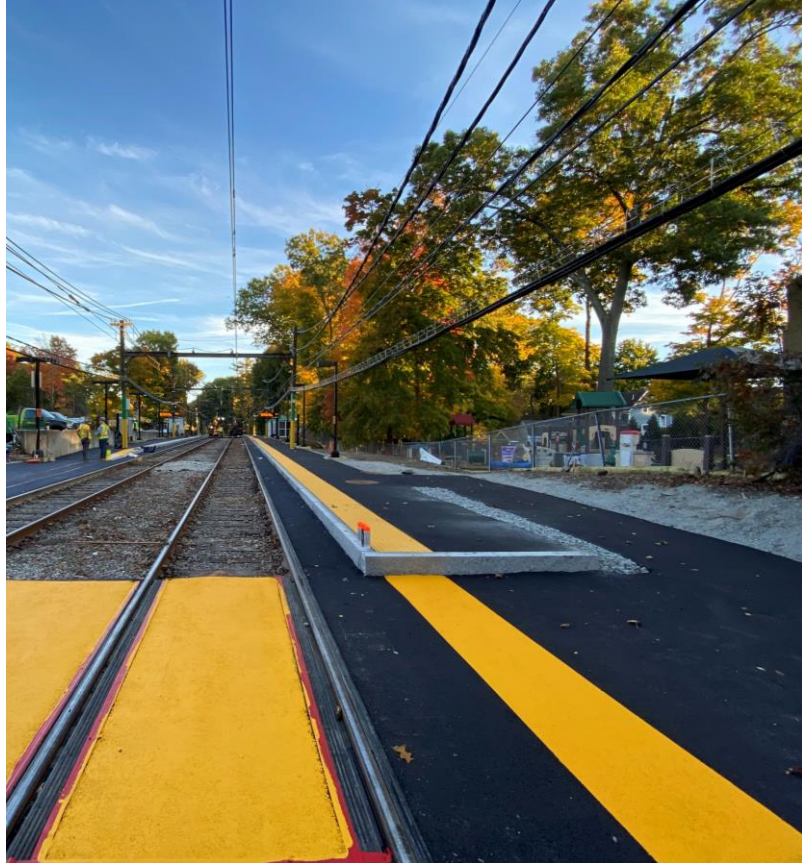
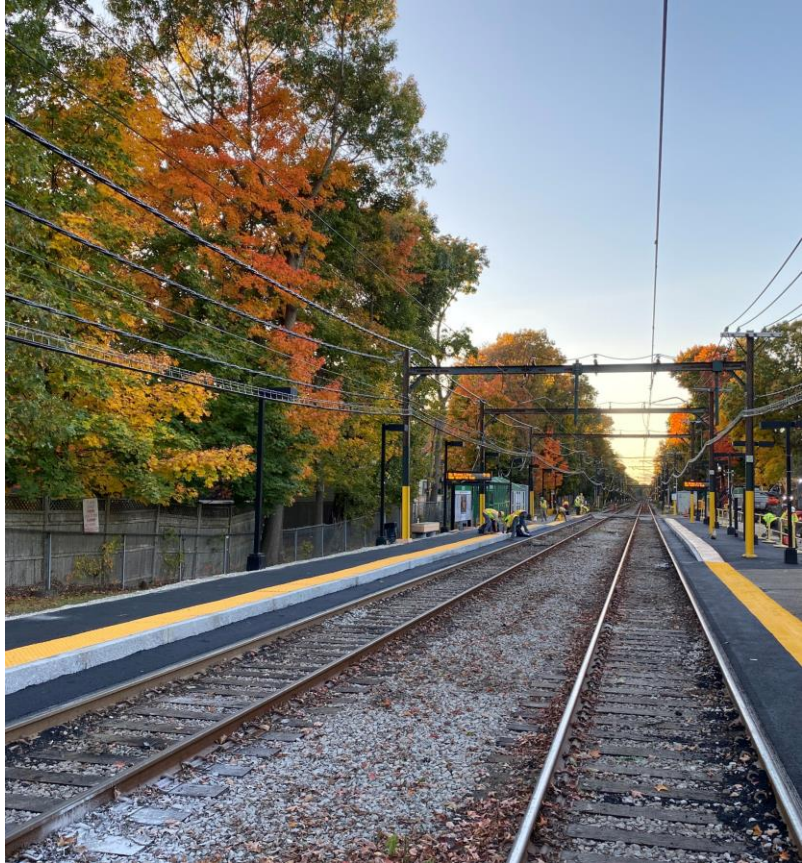


**National Disability
Employment Awareness**

October, 2024



Massachusetts Bay
Transportation Authority







Making Accessibility a Priority

GL – D Branch: 4 station platforms made accessible: October 5/6 & 19/20.

Building a better T.



-  Waban
-  Eliot
-  Chestnut Hill
-  Beaconsfield

All the stations on the D branch are now accessible and ADA compliant.

We Are More Efficient & Effective

Improved expense management.

Reduction of 3rd party busing costs resulting from Operations' efforts, Bus Operations and the Operations Training School.

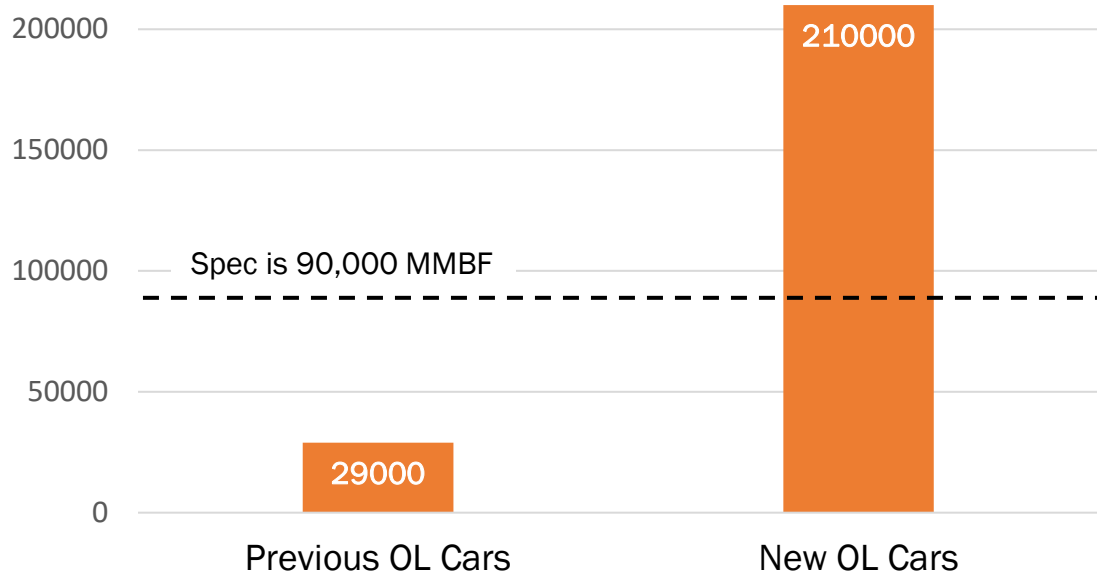
Our overall 3rd party busing costs have been reduced by **\$70M** so far this calendar year.





Building a better T.



OL & RL Cars | Delivering Results



*Exceeding Performance
Meeting Deliveries
Continued Collaboration*

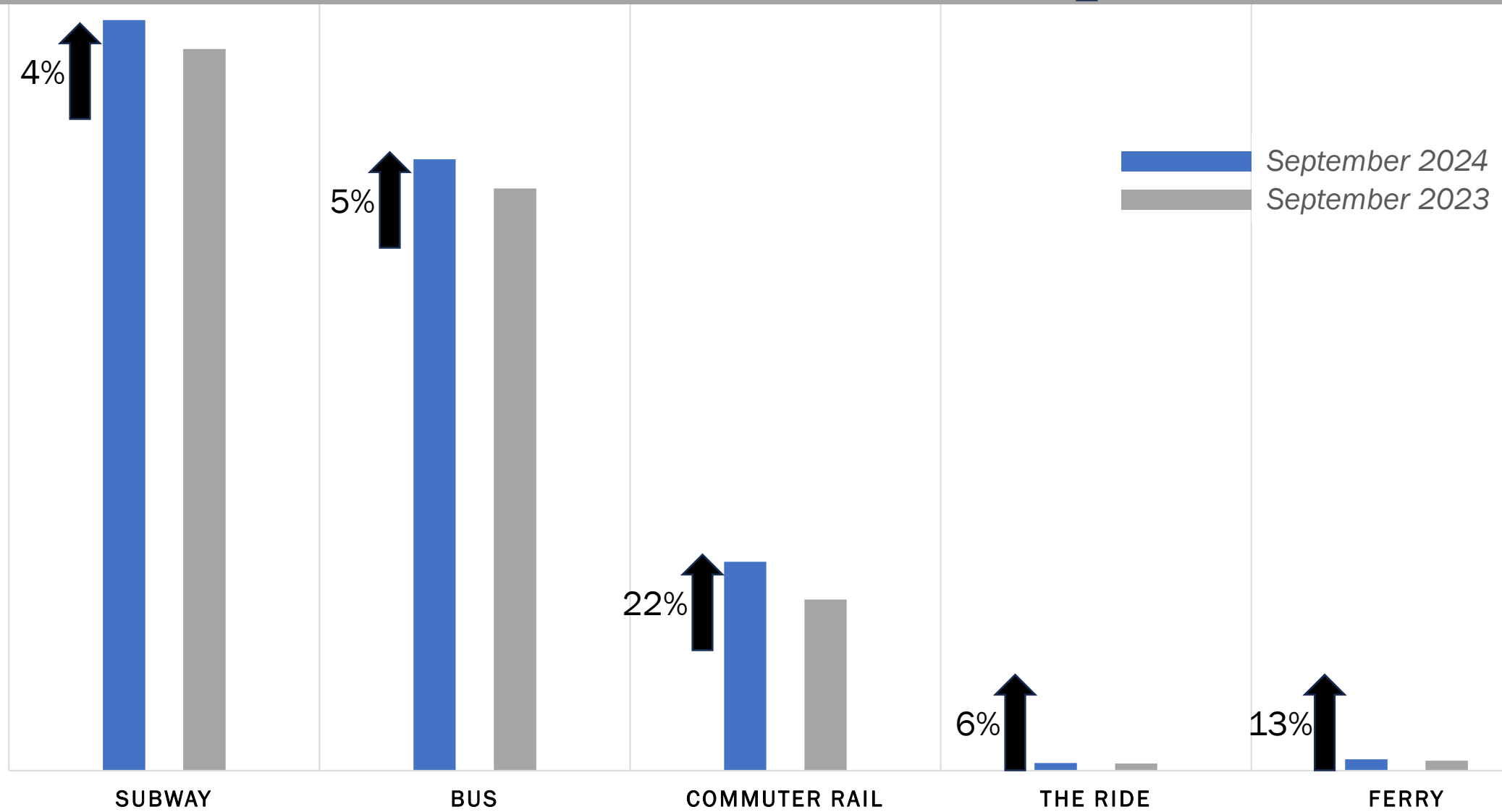
-  • 130 Orange Line cars delivered.
• 22 remaining.
-  • 28 Red Line cars delivered.
• 224 remaining.



CRRC has continued to meet the delivery schedule since October 2023.






Weekday Ridership ↑



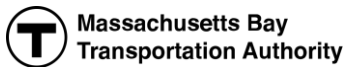
System Access | Delivering Results

Easier
More affordable

-  Big wins for riders.
-  More Affordable.
-  Adoption exceeding expectations.

Contactless Payments: **4 million taps** 10/21

IERF: More than **27,000** enrolled
Great collaboration with RMV & EOHHS



Building a better T.




Fare Engagement Reps




16 Reps
Oct. 7: GL-West
Oct. 15: GLX

☑ Improving validations




Welcome
the new MBTA
Fare Engagement
Team!



Helping riders
at GLX stations:

- Pay Fares
- Navigate the T
- Answer Questions


MBTA.com/farechecks

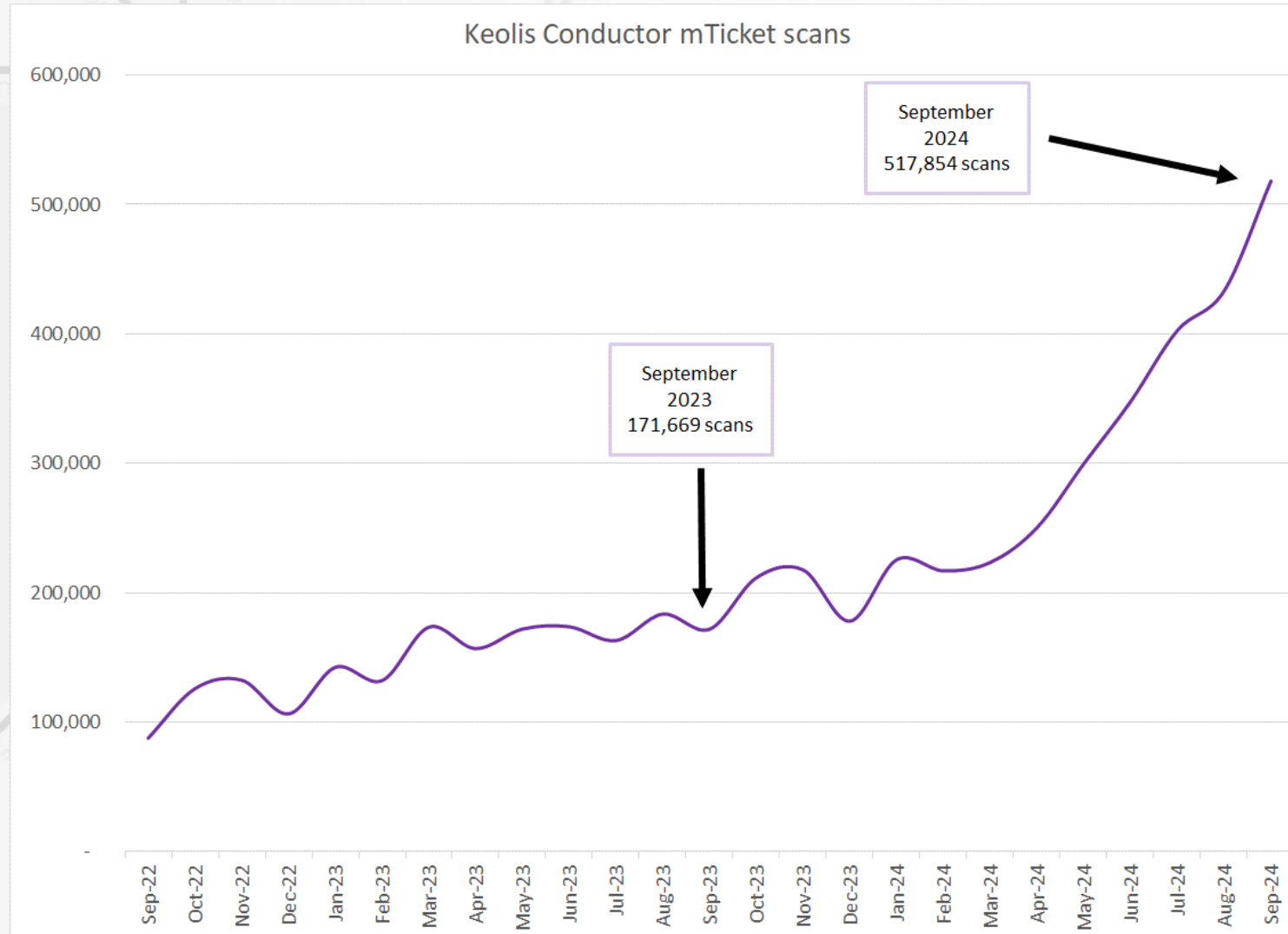
**What do our
trains and buses
actually run on?
Your fares.**

Please pay yours today.



MBTA.com/PayYourWay

Improved Fare Collection



Since July 2023

- mTicket scans: **UP +218%**.
- Ridership has recovered: **UP +25%**.

North Station Draw One | Addressing Funding Needs to Deliver Results



New Track & Signal Systems



Modernize signal system.

Add Tracks 11 & 12.

Extend track & signal system work.



Bridge Replacement

Replace 2 draw spans with 3 vertical lift bridges.

Replace north and south approach trestles.

Demolish & reconstruct Tower A.



Funding

- \$1.2B authorized in CIP
- \$45M under contract
- \$472M USDOT Award

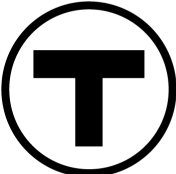


Winchester Center Station

Partial Opening, Oct. 1, 2024
Now ADA compliant – Accessible.

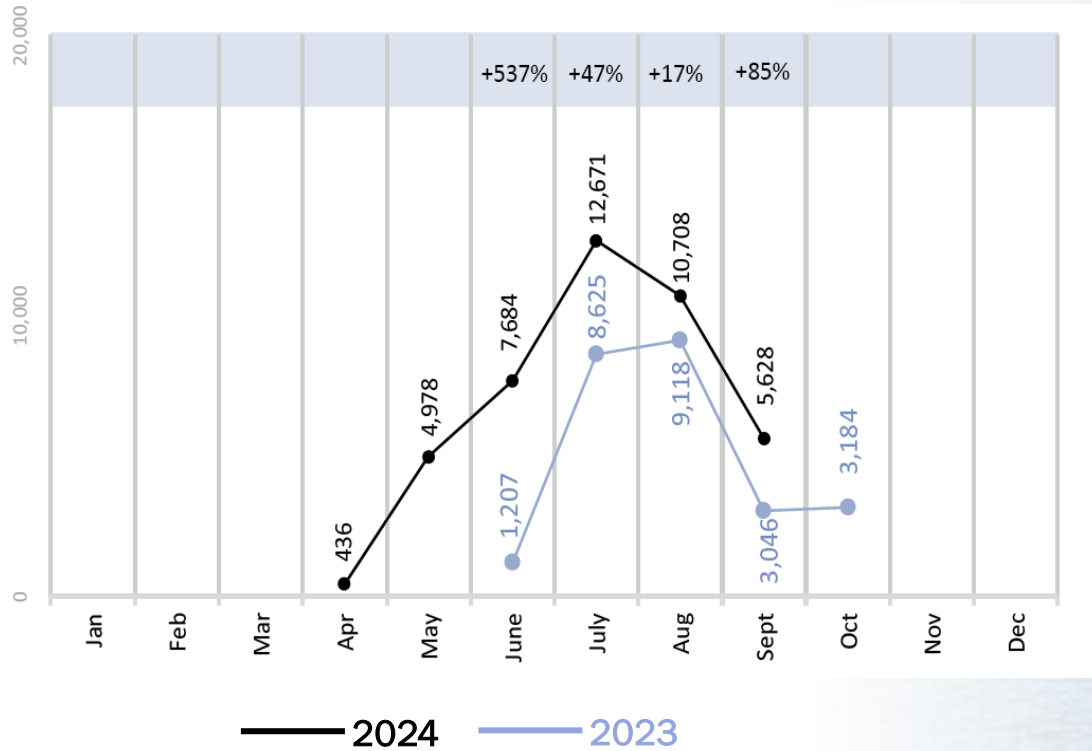
*Committed to restoring service to
the community*

Building a better T.



Lynn Ferry Schedule Extended

Service extended through Nov. 29.



Green Line Type 10



Oct. 29-30 7a.m.-7p.m.:

Type 10 ½-car full-scale mockup on display at City Hall Plaza.



Spring 2026:

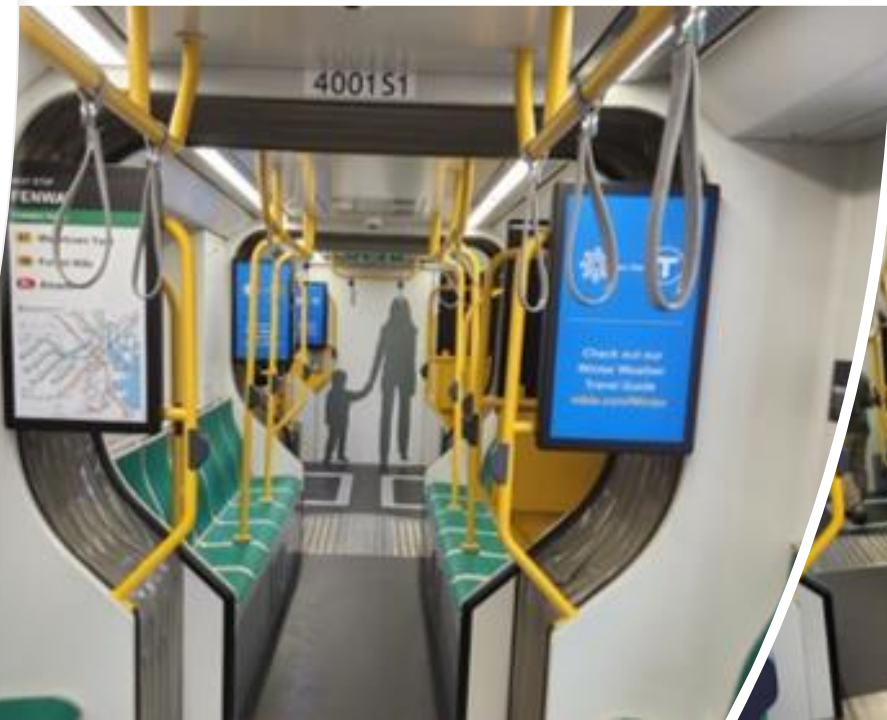
1st 4 pilot cars.



Spring 2027:

1st production cars.

*Type 10s fully ADA compliant.
114-ft; 50% longer than current.*



Commuter Rail Summit

Oct. 14-16, 2024

*MBTA hosts several Commuter Rail agencies.
Share best practices.*

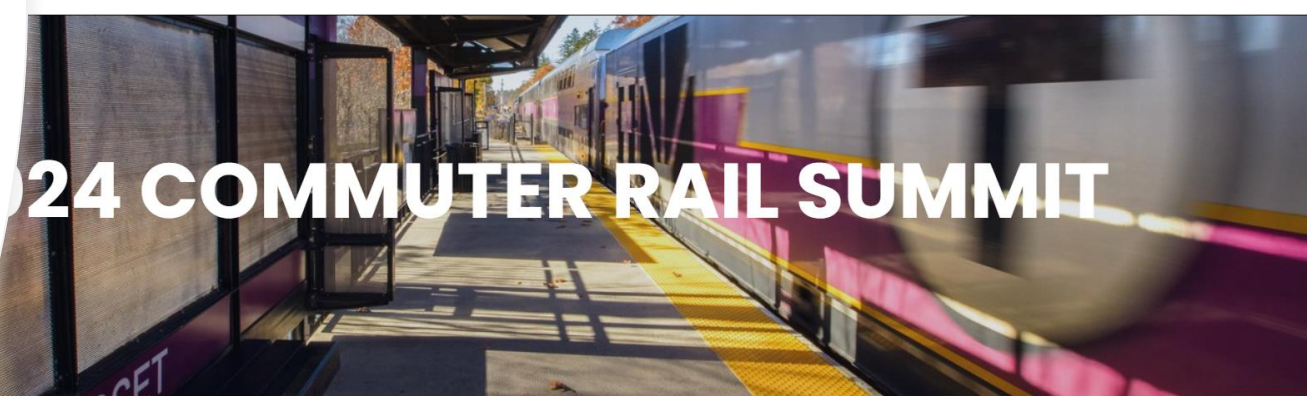
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MBTA's John D. (Jody) Ray

Awarded CRC's 2024 Champion of Commuter Rail.

His more than 50-year career, has left an indelible mark on the Commonwealth of Massachusetts.



2024 COMMUTER RAIL SUMMIT



Convene | Connect | Collaborate

Presented by the Commuter Rail Coalition with the MBTA

October 14 - 16, 2024 | Boston



MBTA's Chief Green Honored

One of the inaugural Justice George Lewis Ruffin Society Distinguished Fellows

*Bestowed by the Justice George
Lewis Ruffin Society and
Northeastern University's School
of Criminology and Criminal
Justice.*

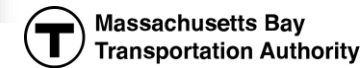


Commonwealth 40th Annual Performance Recognition Awards



Low-Income Transit Fare Reduction Program team

awarded the Commonwealth Equity in Governance Award.



Tony Whitley

awarded the Eugene H Rooney Jr. Public Service Award.

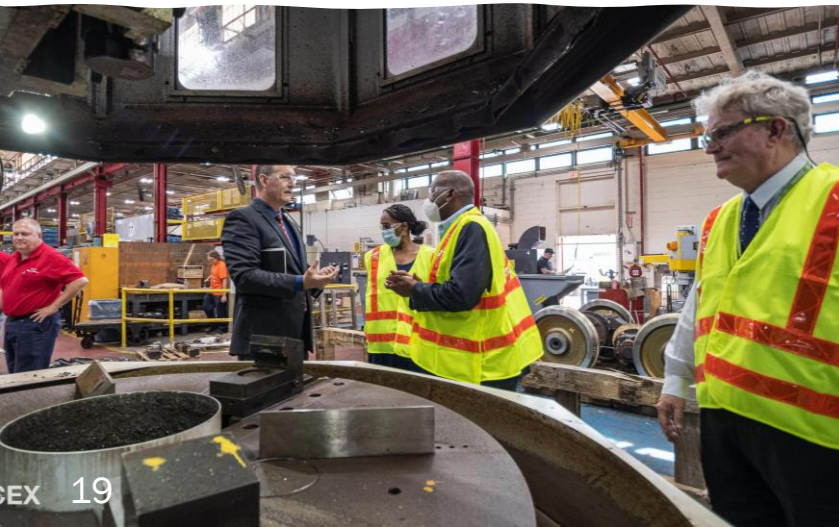




May your retirement be as rewarding and fulfilling as your 23-year career!
Thank you, Steve.

Steve Hicks

Chief Mechanical Officer



Thank you MBTA Chair Thomas P. Glynn

...described by his peers as one of the most influential minds in the state's transportation sector.



Welcome
Chair-Designate
Thomas McGee



Thank You

Building a better T.

