

Massachusetts Bay Transportation Authority

General Manager's Remarks

Fiscal and Management Control Board

April 29, 2019



Agenda

- RIDE fare account update
- 2019 Boston Marathon
- Green Line Type 7 update



Upcoming Changes to RIDE Fare Accounts

Background

- MBTA currently has over \$3M in RIDE customer funds
- MBTA processed more than 1000 withdrawals and transfers between accounts in 2018
- Current setup disadvantages RIDE customers and MBTA

Upcoming Changes

1. **Effective July 1, MBTA will only allow full account withdrawals upon closing accounts** – it will no longer issue partial withdrawals of balances or transfers between RIDE accounts.
2. **Customers may request a partial or full withdrawal of funds through June 30.** RIDE accounts inactive for three years will have balances transferred to Massachusetts Unclaimed Property Fund, in accordance with M.G.L. c. 200A.

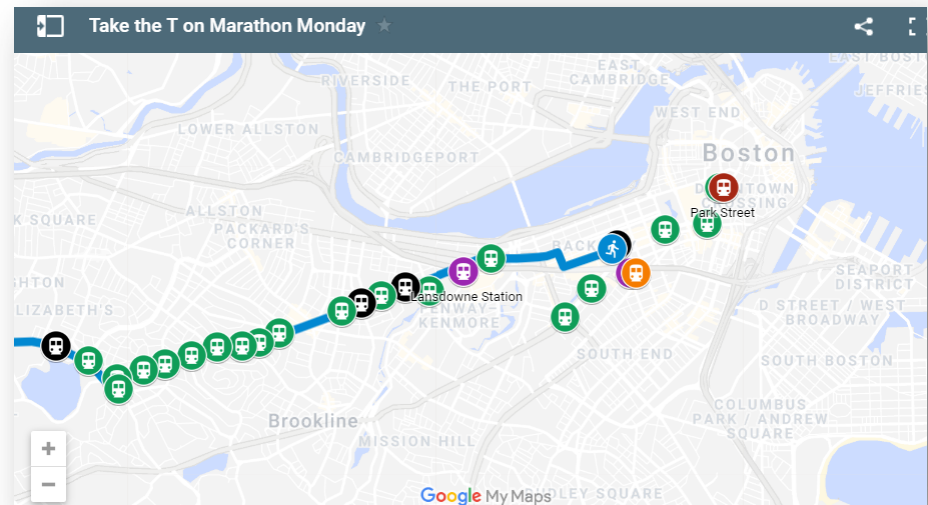
Customer Communication

- Presented to R-TAG Board and at General Meeting (April 1 and April 9)
 - Letters to be mailed to all RIDE account holders notifying them of the change and how to request a full or partial withdrawal
 - Customers will receive additional notification via vehicle seat drops and MBTA website
-



2019 Boston Marathon

- Increased service provided across all modes; five additional trains on Worcester Line
- EOC activated for duration of event
- \$15 Commuter Rail pass: sold 6,147 units for \$92,205
- MBTA.com/Marathon: valuable customer information thanks to Customer Tech. Dept.
- Thanks to Operations staff, Transit Police, corporate volunteers





Green Line Type 7 overhaul update: Last LRV back from Alstom

- 4/16/19: 103rd and final Type 7 arrived at Riverside
- Selective Systems Overhaul project to improve fleet reliability, enhance passenger comfort, address issues with obsolescence
- Testing underway for last three; service ready by end of May



- Supports ongoing pilot to run 75 GL consists, reducing headways, improving service
- Type 7 base fleet ~33 years old; overhaul program key to transition to one, uniform fleet