



**Massachusetts Bay
Transportation Authority**

GM Report to the Board

One Year Reflection: Building a Safe, Reliable and Sustainable MBTA

Phil Eng, MBTA General Manager and CEO

April 25, 2024



Thank you! DGM Jeff Gonneville

...for the more than 23 years of dedication and service!

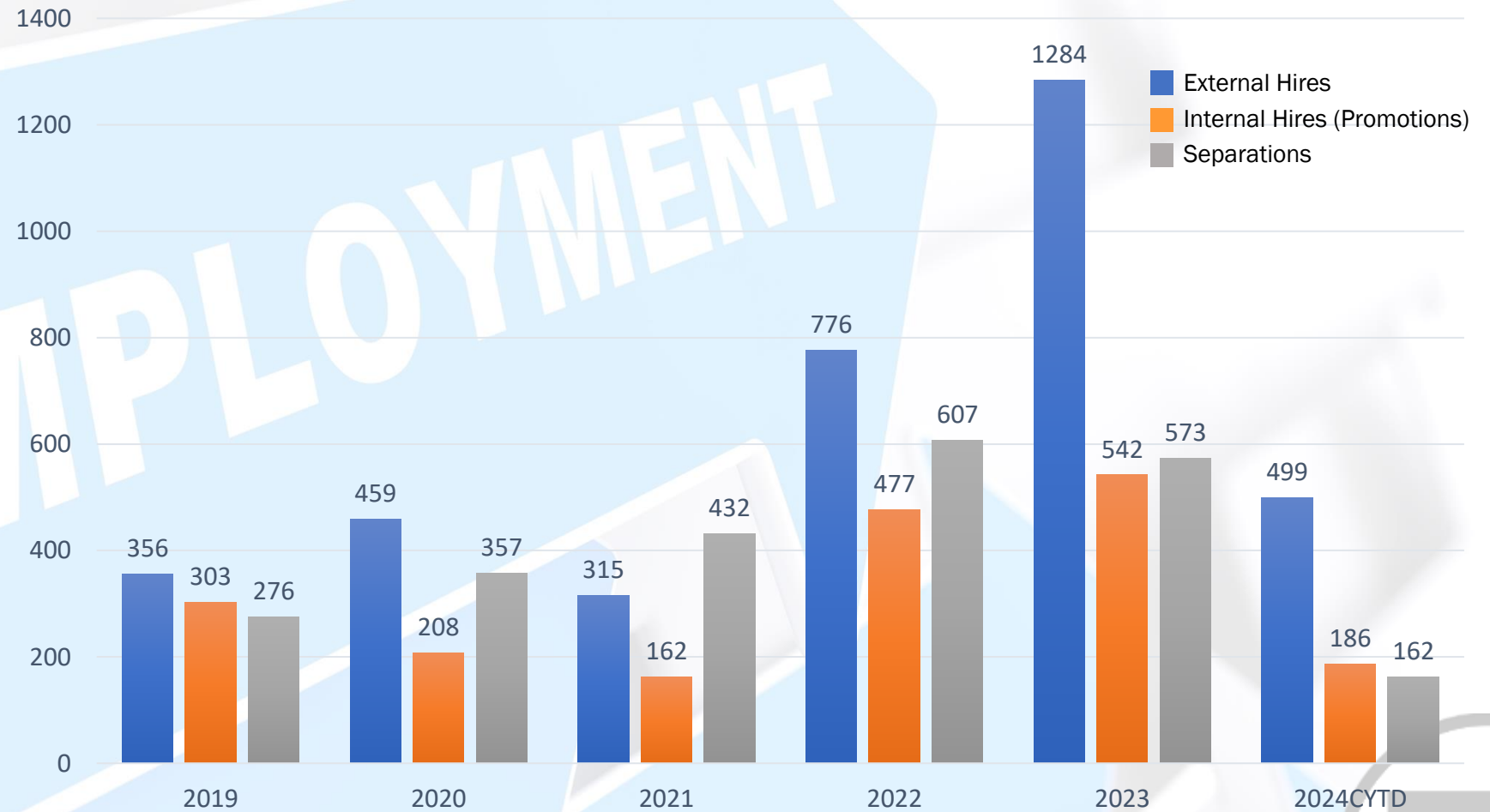


Rebuilding Our Workforce | Capacity & Capabilities

CY2023:
Record hiring
exceeded goals.

CY2024:
To date 499 new
hires – this is 40% of
full year 2023 in 30%
of year.

Nearly 90% unionized
workforce under new
agreements.

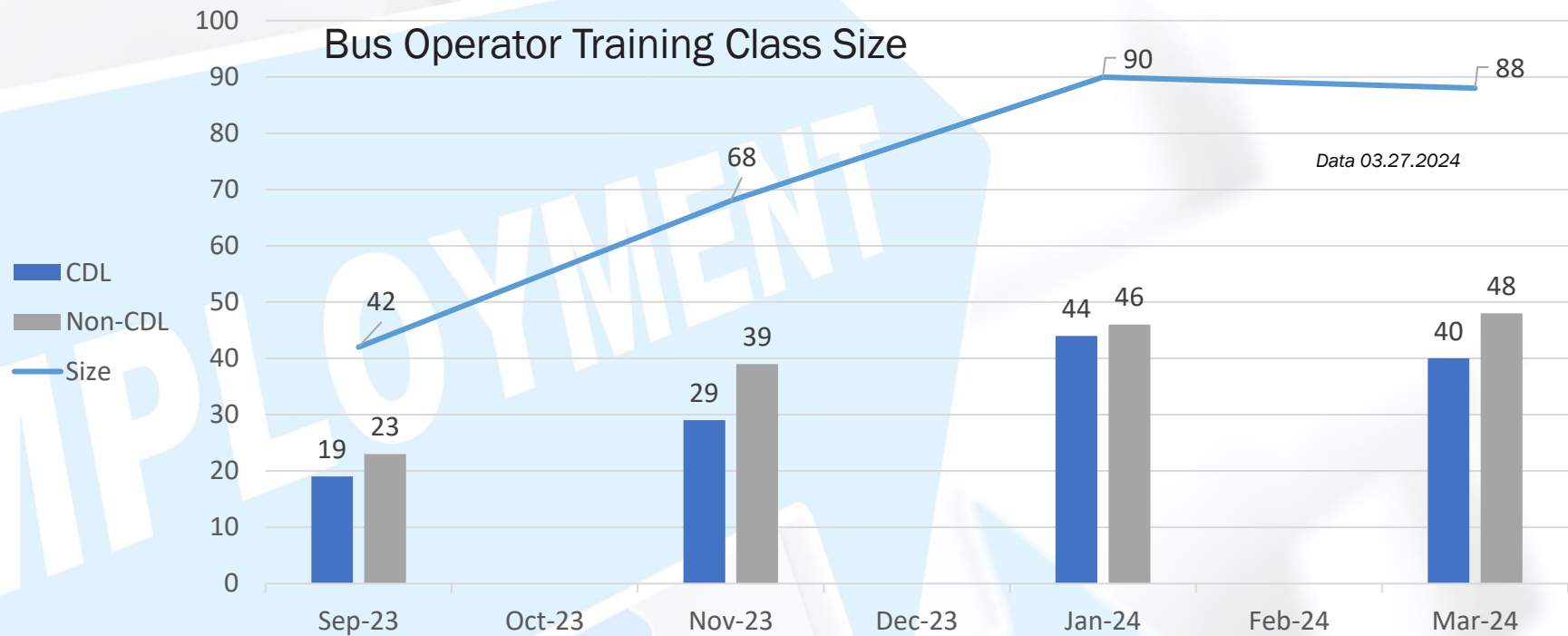


Data 04.23.2024

Rebuilding Our Workforce | Capacity & Capabilities

Record Training Class sizes.

New in 2024
Bus Operator De-
Escalation Training.



Bus Operator Class-
Charlestown

Our Workforce | Restructured Safety Department

...combined capital safety assurance department under the MBTA Construction Safety Department.



Nearly doubled employees since April '23.



Created the Safety Risk Management Dept. - oversees safety risk management process.



Now up-to-date on the investigation backlog to the DPU.



Our Workforce | Quality, Compliance and Oversight

Stood up as a result of the 2022 Safety Management Inspection.



9 findings have been closed as part of the MBTA's response to the FTA Safety Management Inspection



Jan. 2024, the FTA [closed the April 18, 2023, Immediate Action Letter](#), acknowledging that the MBTA has completed the actions listed therein and the associated Safety Work Plan (SWP).



The QCO Office assisted in piloting and implementing Exterior Vehicle Inspections, Advanced Mobile Flagger plans, and more.



Track Improvement Program

SPEED RESTRICTION STATUS | SEP 27, 2023



RESTRICTED DISTANCE
36.0 MILES

RESTRICTED TRACK %
26%

RESTRICTION COUNT
240



Track Improvement Program

SPEED RESTRICTION STATUS | FEB 16, 2024



RESTRICTED DISTANCE
19.5 MILES

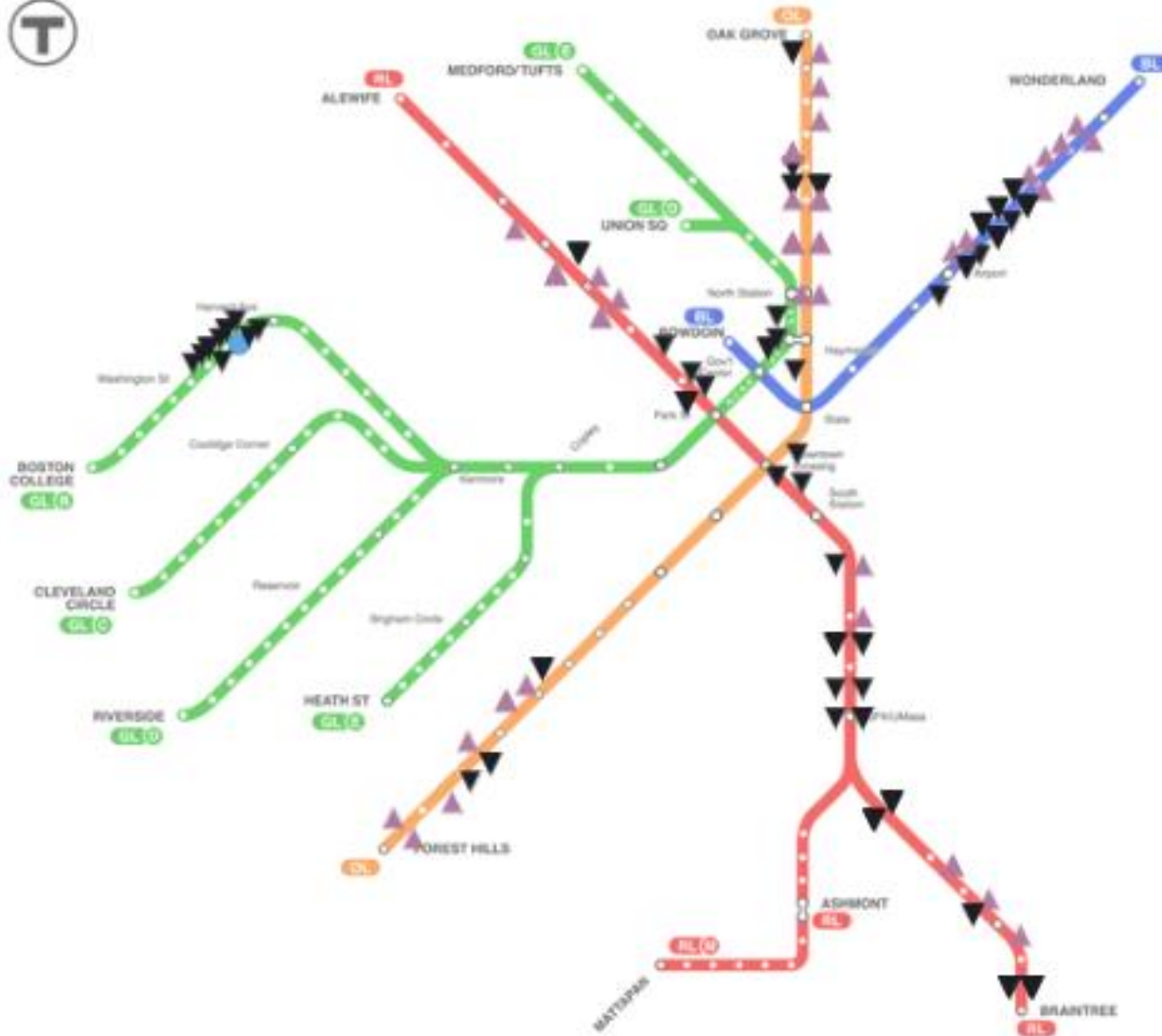
RESTRICTED TRACK %
14%

RESTRICTION COUNT
129



Track Improvement Program

SPEED RESTRICTION STATUS | APR 22, 2024



RESTRICTED DISTANCE
17.4 MILES

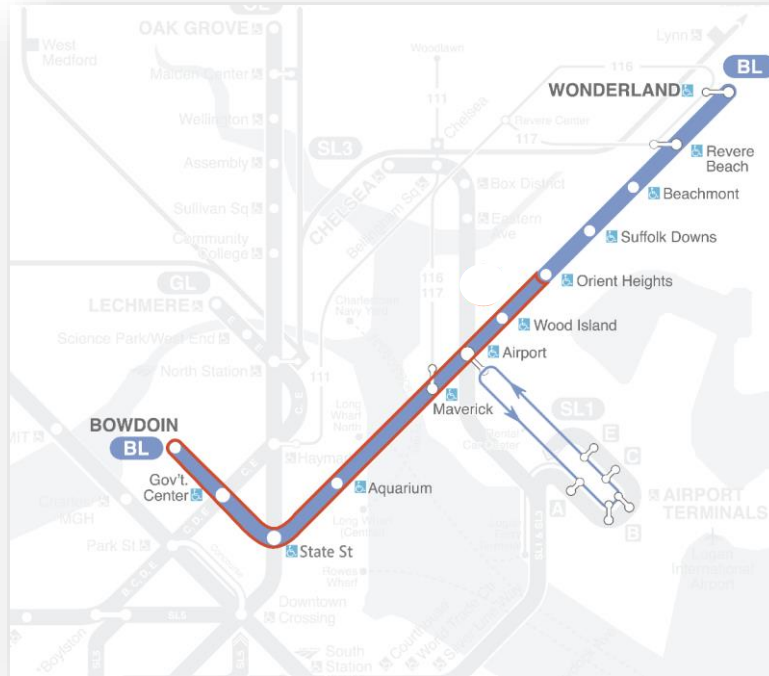
RESTRICTED TRACK %
13%

RESTRICTION COUNT
108



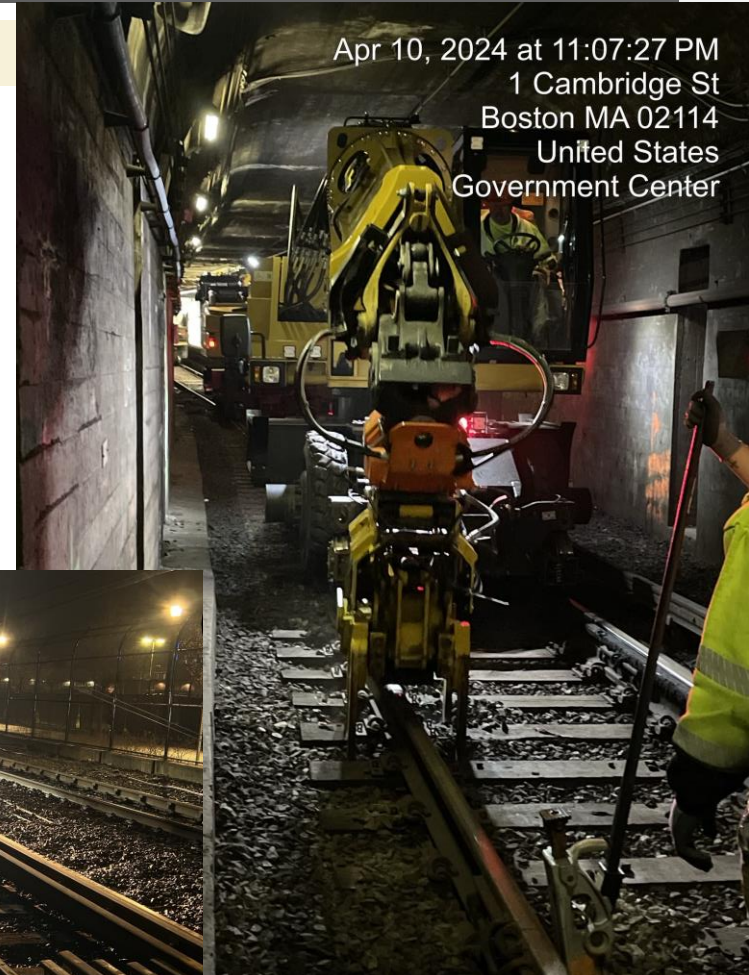
Track Improvement Program | Completed Work

BL (002) Bowdoin to Orient Heights Preliminary Work, Apr 9-11, 2024



Track Work

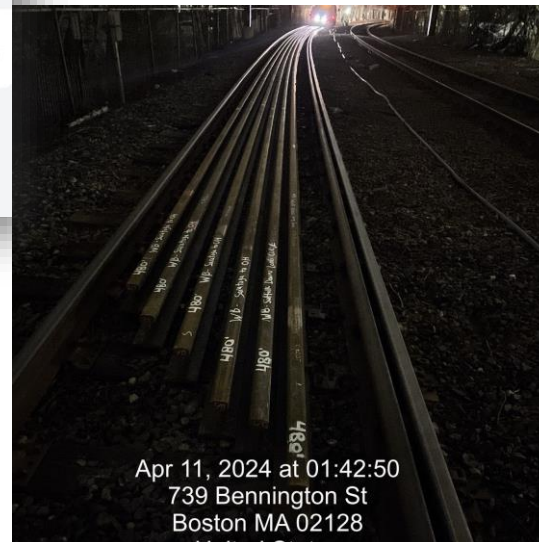
- Removed **3 speed restrictions**.
- 778 ft surface tamping and aligning.
- *Prep for EOM April Diversion:*
 - Drilled 96 holes and installed bolts and assemblies on the 115 ft rail.
 - Relocated 24 rail stringers.
 - Staged 432 ties.



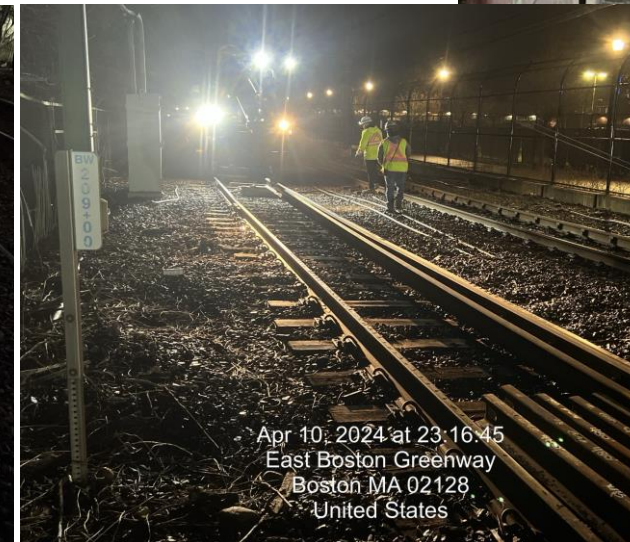
Apr 10, 2024 at 11:07:27 PM
1 Cambridge St
Boston MA 02114
United States
Government Center

Piggyback Work

- Painted Sand boxes at Orient Heights, Wood Island, Airport & Maverick
- Started repair Wonderland operators' platform.
- Standpipe testing at Aquarium.
- Visual survey & recorded measurements of tunnels, communication rooms and Emergency exits from Bowdoin Station to the portal at Airport Station.



Apr 11, 2024 at 01:42:50
739 Bennington St
Boston MA 02128
United States



Apr 10, 2024 at 23:16:45
East Boston Greenway
Boston MA 02128
United States



Track Improvement Program | *Current Work*

BL (001) Maverick to Wonderland, Apr 17-19 | Airport to Wonderland



Proposed Track Work

- Address **16 speed restrictions**.
- Replace **20,500 ft. rail**,
- Replace **8,900 ties**.
- **2,000 ft. full depth reconstruction** at Beachmont, Orient Heights and Wood Island stations.
- Two truck pad reconstructions: Cambell's Gate, Beachmont.
- Surface, Line and Tamp.



Proposed Piggyback Work

- Cleaning, Painting, Standpipe testing.
- Overhead structural inspections.
- Suffolk Downs platform edge repairs, stair demo.

Track Improvement Program

CURRENT BLUE LINE DIVERSION WORK APRIL 17, 2024



Orient Heights



Track Improvement Program

CURRENT BLUE LINE DIVERSION WORK APRIL 17, 2024

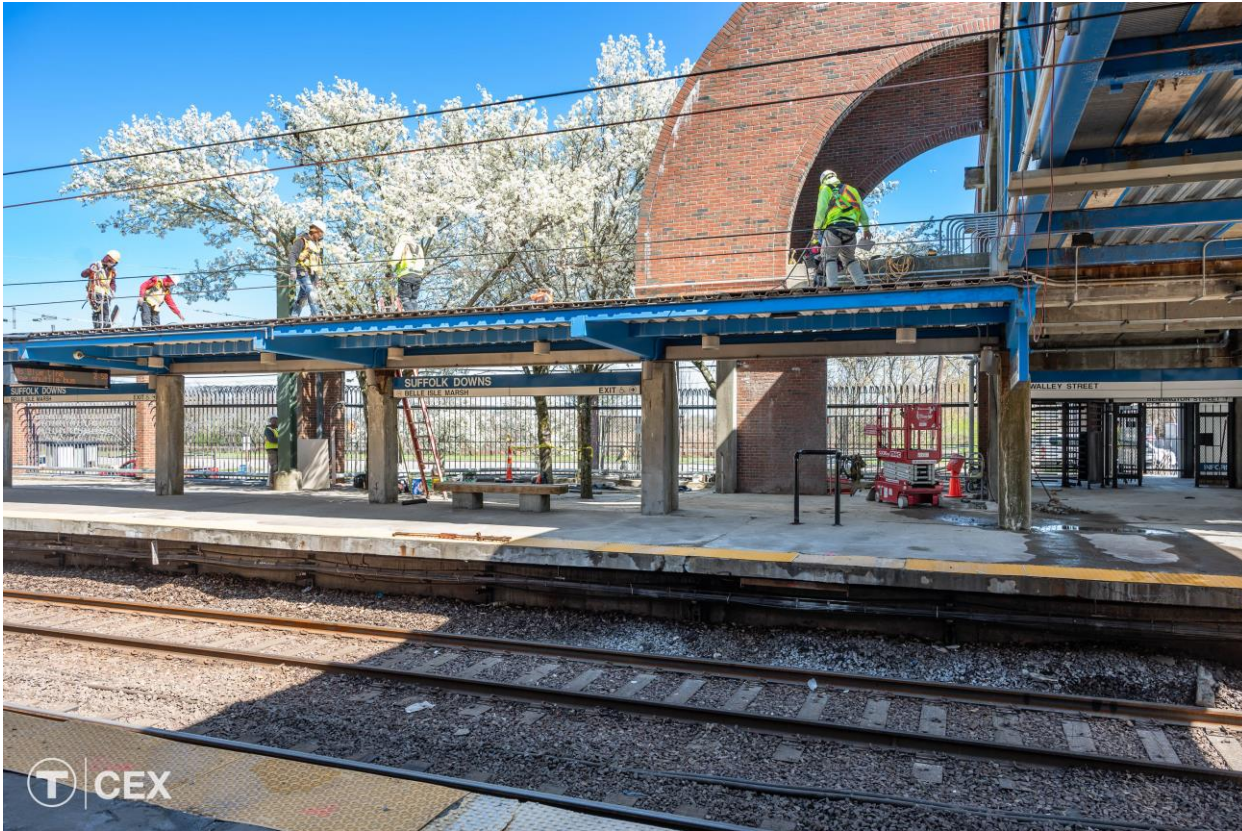


Wonderland Replacing Station and Bridge Roofing

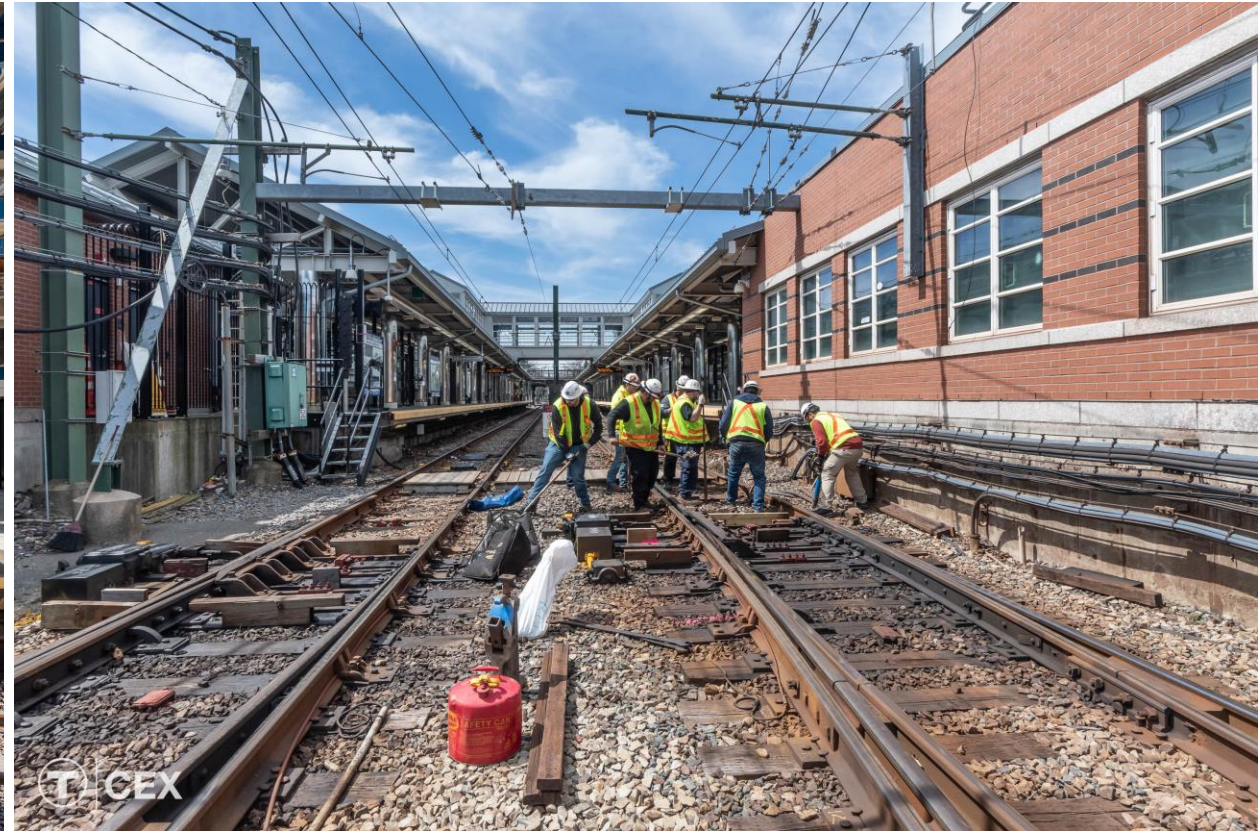


Track Improvement Program

CURRENT BLUE LINE DIVERSION WORK



Suffolk Downs – Full Canopy Roof Replacement, April 23

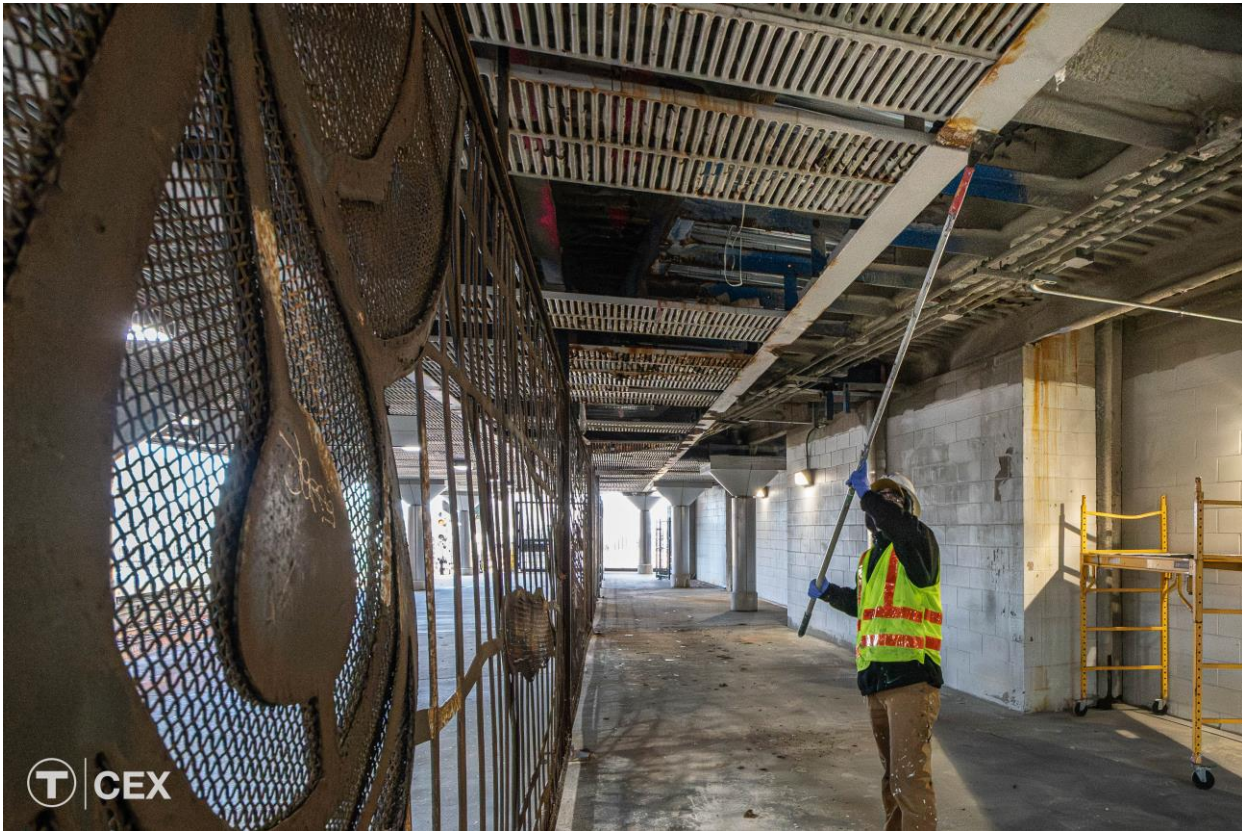


MOW at Orient Heights, April 17

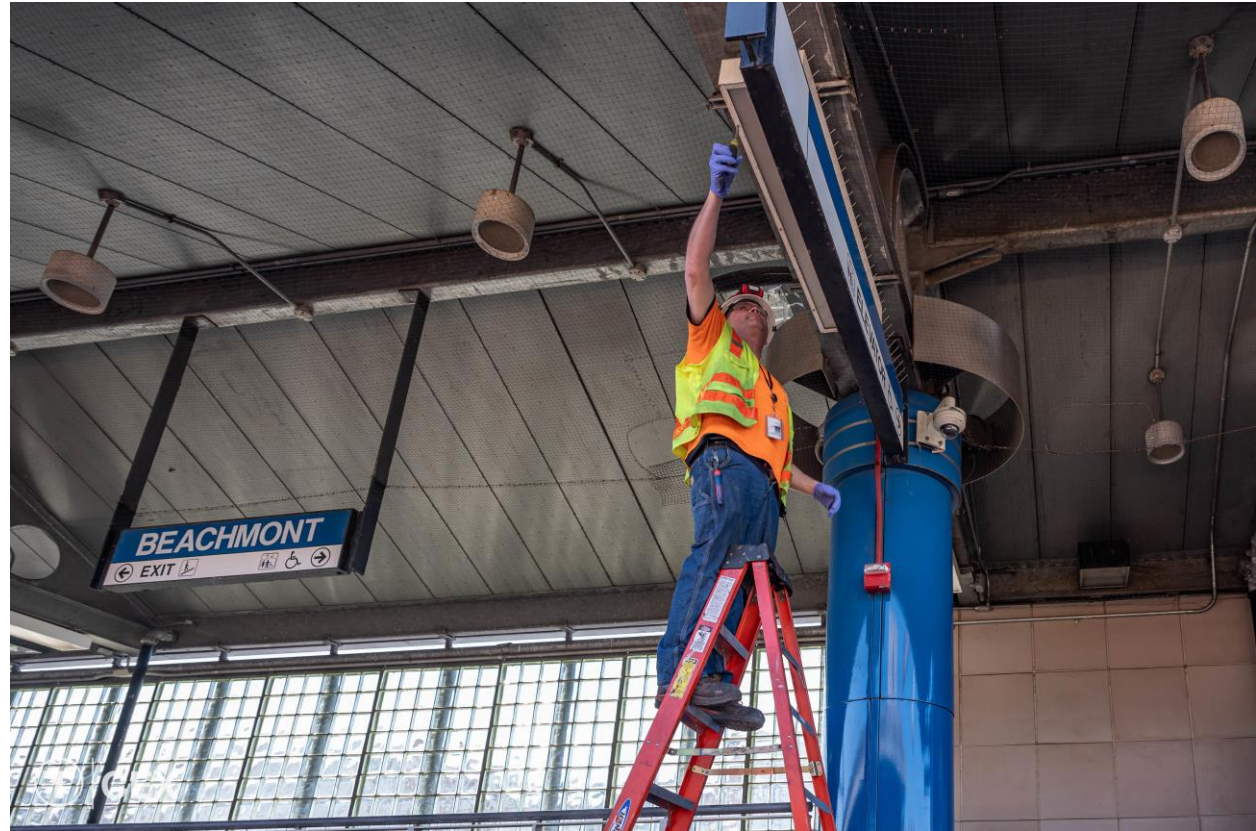


Track Improvement Program

CURRENT BLUE LINE DIVERSION WORK APRIL 23, 2024



Wonderland – Painting Prep



Beachmont – Lighting Work

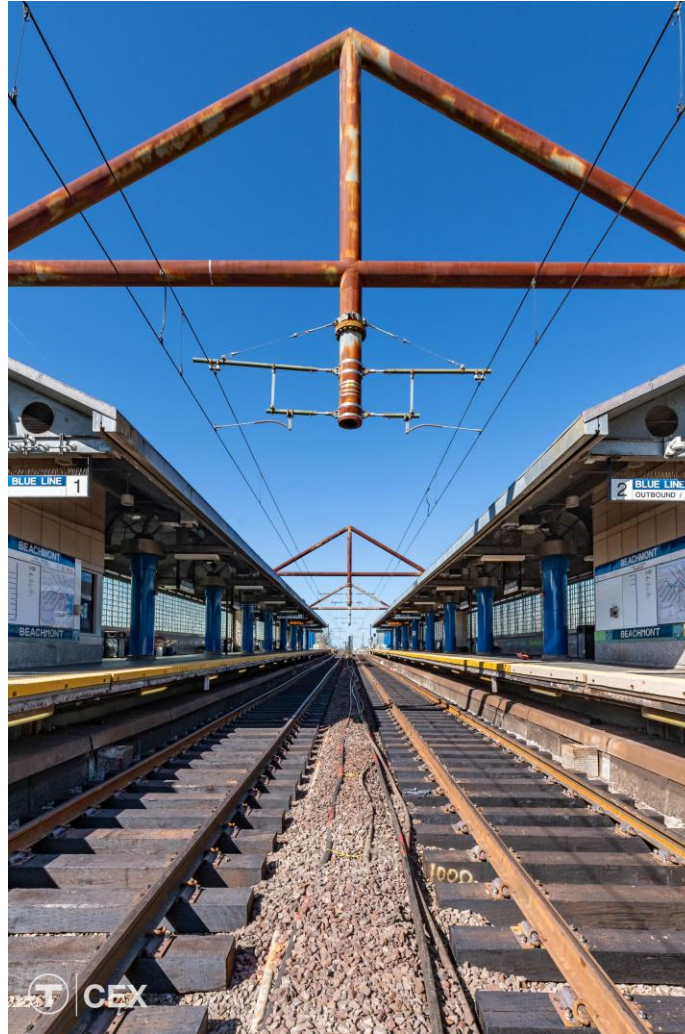


Track Improvement Program

CURRENT BLUE LINE DIVERSION WORK APRIL 23, 2024



Beachmont - Rail



Beachmont: catenary replacement

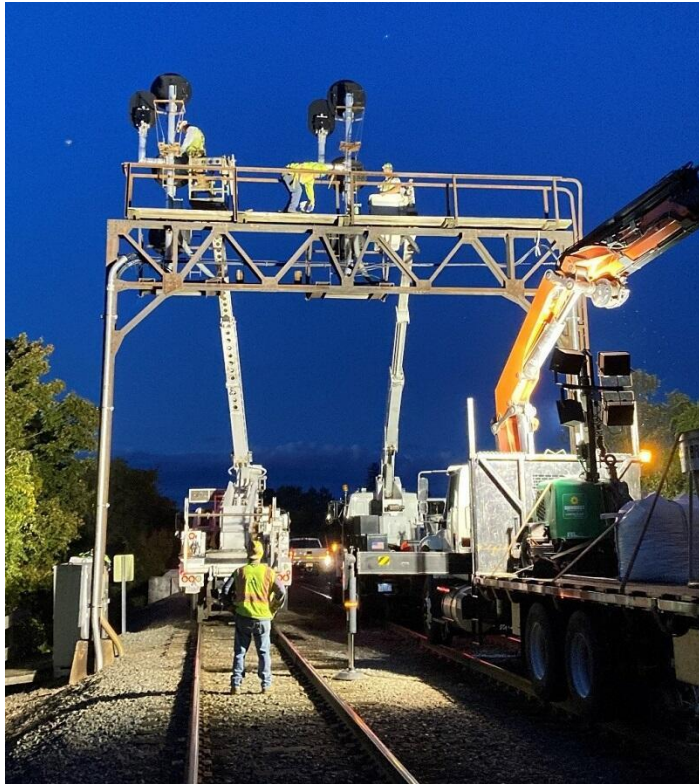


Dennis Varley, Doug Connett



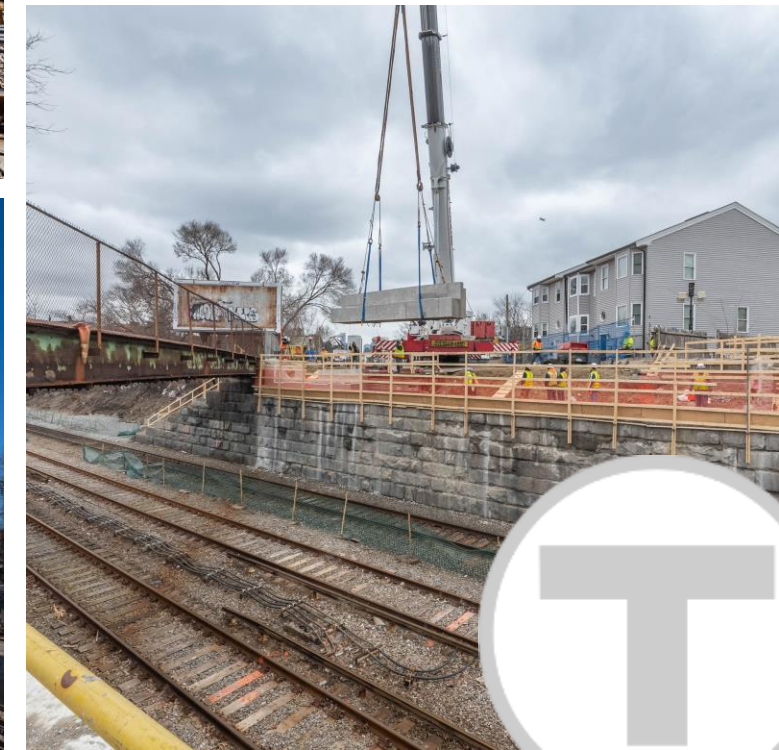
Track Improvement Program

ATC / PTC UPDATE



Dorchester Ave. Bridge Work Continues

*Progress towards
Rebuilding and
Reinforcing our
Infrastructures*



Hyundai Rotem New CR Double Deck Coaches

- *2019 Contract: 83 coaches*
- *52 delivered and in service, replaced older single-level coaches*
- *8 prepping for service.*
- *4 to be in Boston by End-of-May.*
- *4 on ship from Korea.*
- *Remaining 7 here by July.*



Commuter Rail | Adding Worcester Express Service

Added Back to
Schedule this
Spring

*...in response to rider
requests.*



Commuter Rail | Expanded Fairmount Service

Service increased
to every 30 minutes,
7 days a week.

*...increased ridership results
in mode shift from buses
and cars.*



Commuter Rail | S. Attleboro Station

Restored limited service to South Attleboro

...a creative interim solution towards a new station.



Lynn & Winthrop Ferry Service Expands Summer 2024



- Lynn ferry service adds weekends.
- Winthrop ferry service includes more service to Quincy.
- Lynn & Winthrop ferry service commenced summer 2023.



Project Management

How We Succeed



Teamwork & Shared Ownership



Cooperation & Trust



Partnership & Accountability



Transparency & Communication



Innovation



Re-opened Lynn & Ashland CR Stations, Dec. '23



Ahead of schedule...thanks to creative solutions and effective investment management.



Advancing Accessibility Upgrades

Capital projects underway include accessibility upgrades for 35+ stations.

*...Symphony Station
Accessibility Improvement
project.*



Dedicated Bus Lanes

More than 8 miles of bus priority lanes were added during CY2023.

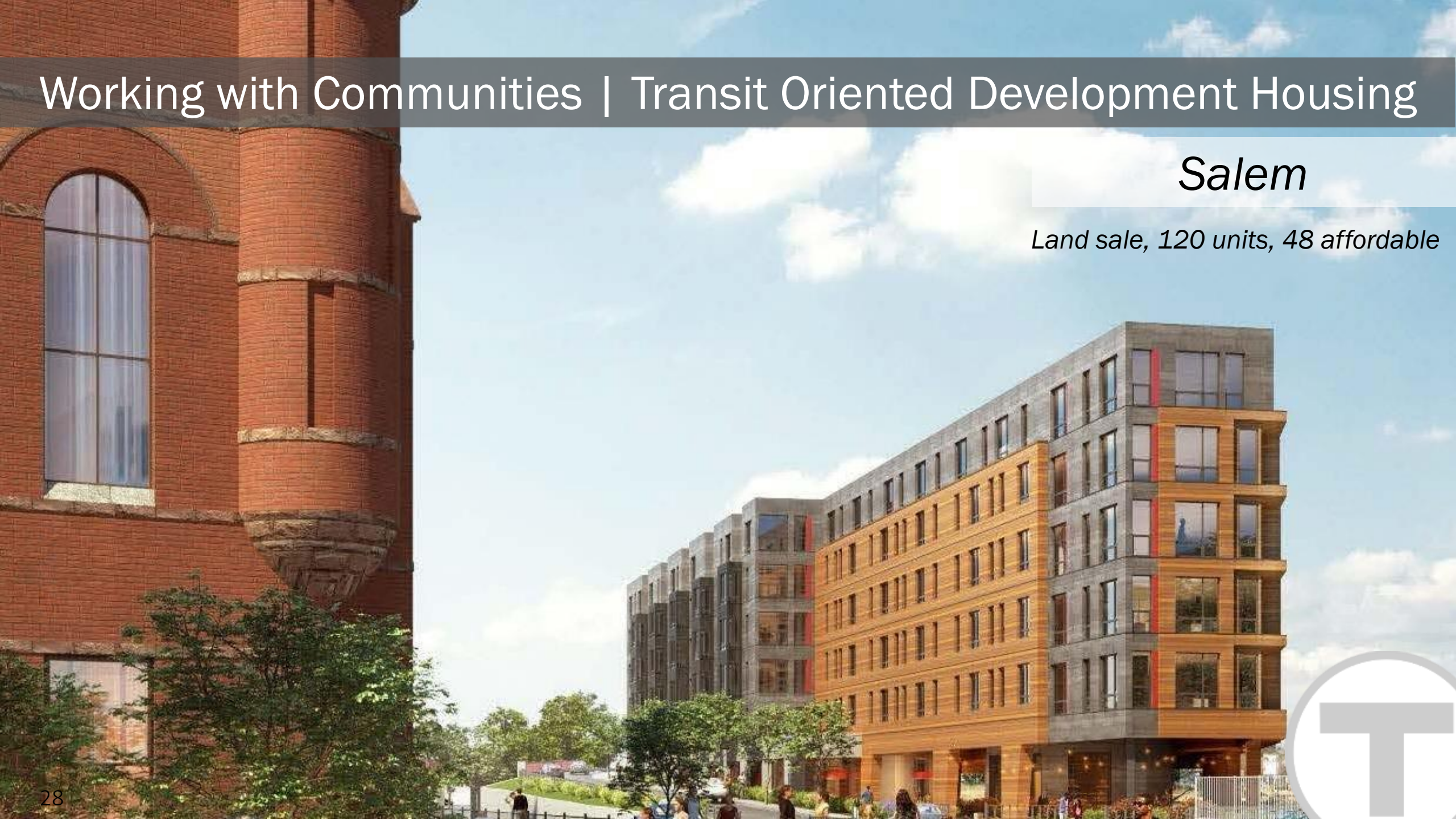
...in collaboration with the City of Boston. Lanes are permanent on Huntington Ave. and St. James Ave., plus extended IB lane of Washington St. in Roslindale.



Working with Communities | Transit Oriented Development Housing

Salem

Land sale, 120 units, 48 affordable

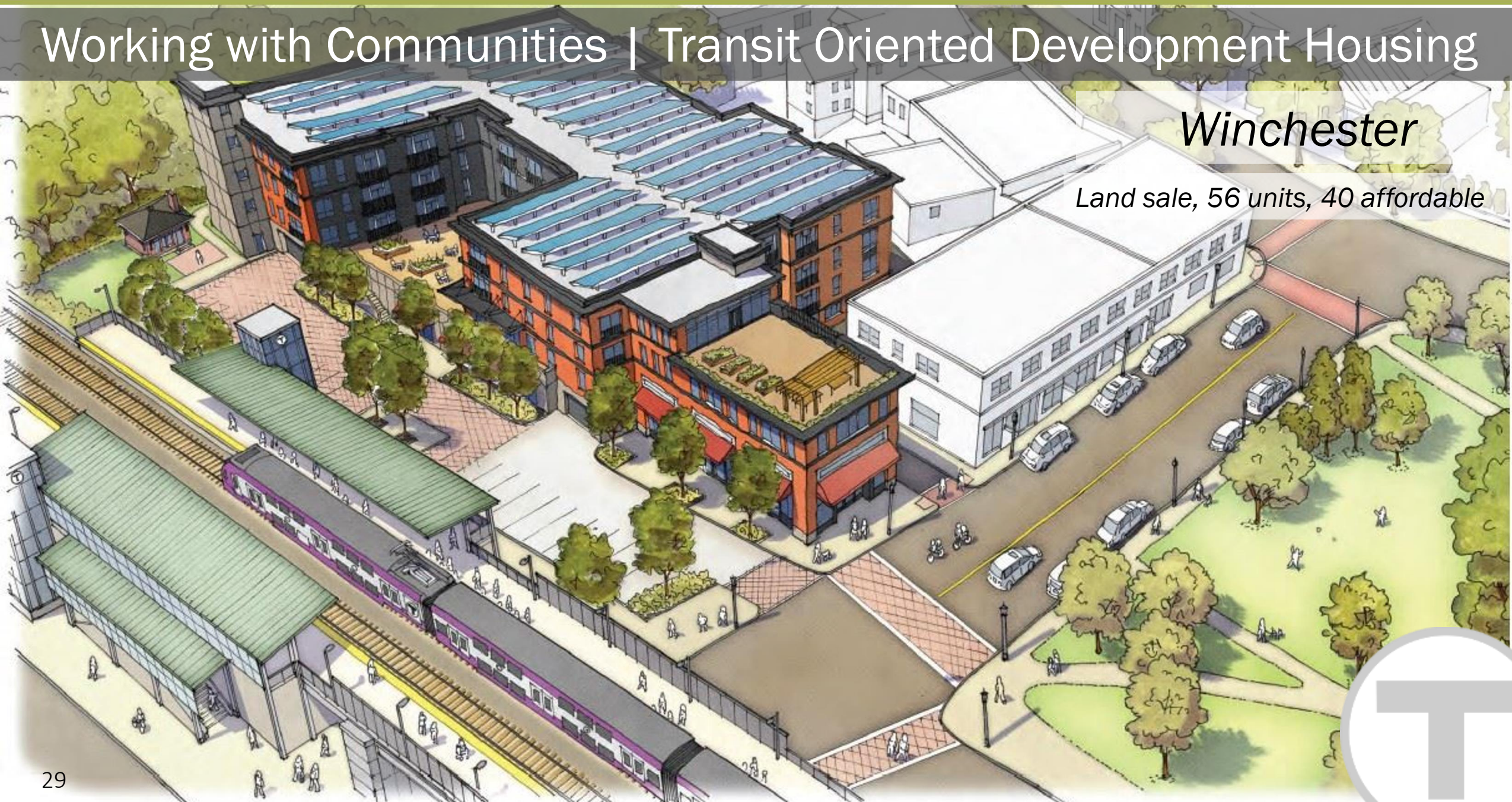


Waterfield Lot Development at Winchester Station

Working with Communities | Transit Oriented Development Housing

Winchester

Land sale, 56 units, 40 affordable



Working with Communities | Transit Oriented Development Housing

Swampscott

Long-term easement, 114 units, 76 affordable



Working with Communities | Transit Oriented Development Housing

Attleboro

Memorandum of Agreement for land Swap/land Sale, ~600 units, TBD affordable



Working with Communities | Transit Oriented Development Housing



Boston

Land sale amendment, ~90 units, 100% affordable





Supporting Our Communities, Riders & Runners

- Thousands left their cars at home!
- Grateful for all the participants, spectators, and riders who trusted the MBTA to get them to their destinations.
- Public transit is vital for the region.
- Green Line ridership was 70% more than a typical Monday - the highest number on a single day since before the pandemic.
- Ridership was ~6% higher on Red, Orange, and Blue Line.
- ~30,000 passengers rode the Worcester CR, more than double for a Monday.



Building Trust with Our Riders | Having Pride in Our Service

Suite 5610
Boston, MA 02116

Dear MBTA,

I am hoping you can find a way to convey this letter of thank you to the correct bus driver for going out of his way to be exceptionally kind. In today's fast-paced world, it's rare to experience such genuine acts of kindness, and I feel incredibly fortunate to have experienced it first-hand. His actions have left a lasting impression on me, and I will always remember his compassion.

The bus driver to which I am referring was driving the #1 bus that departed Harvard (Mass Ave and Holyoke St) at 7:43pm on **Monday April 1**. (Not an April fool, but a real act of kindness.)

What happened was that my son dropped his wallet on this bus at 7:29pm at Mass Ave and Hancock in Cambridge as the bus was heading toward Harvard. Five minutes later my son called me in a complete panic. Thanks to modern technology, we happened to have a tracker in the wallet, and I could watch the wallet as it headed from Harvard in the Nubian direction. Pretty amazing, huh?

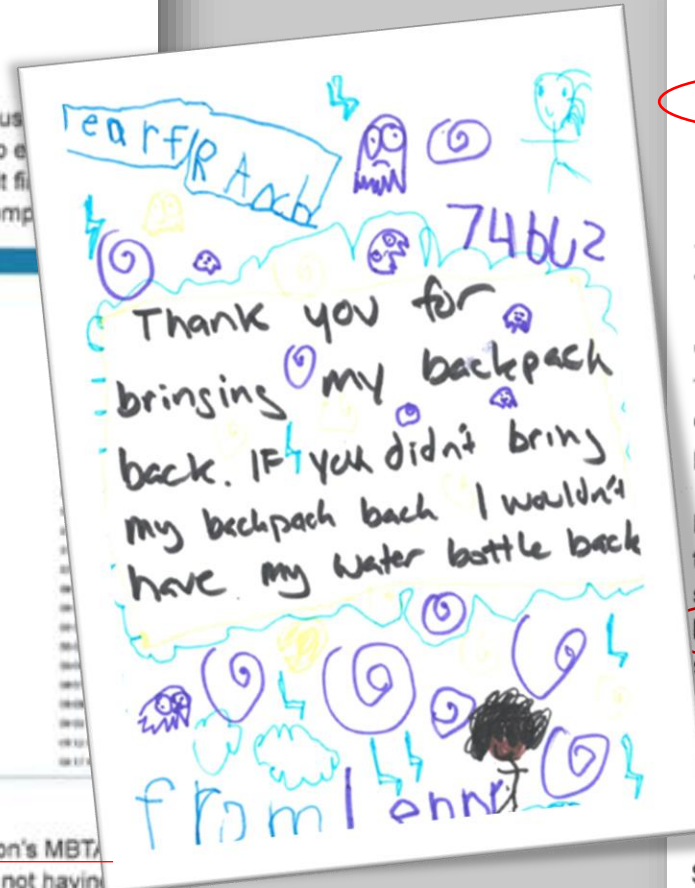
It's really quite a story. I got in my car and caught up with the bus on Mass Ave just past Boylston around 8pm. The driver honked and told the driver that my son left his wallet on the bus.

The quick thinking wonderful driver said, "well, pull over your car safely, and come pick up that wallet." You have no idea how sweet those words sounded.

With all the negative news in the world, and even the negative news about Boston's MBTA, it's reassuring that there are still kind humans left. You can only imagine my panic, not having any idea if it's even possible to catch up to a bus, let alone whether a driver would give me a second to retrieve the wallet.

Please, if at all possible, share this letter with the driver, and have him know how meaningful his help was. Thank you all at the MBTA for tirelessly serving this city.

Sincerely



Dear MBTA,

Hey there! I just wanted to drop you a quick note to say how much I absolutely love riding your trains. Seriously, they're so fire!

First things first, your trains are fast. Like, really fast. It's like being in a race car, but on tracks. The adrenaline rush I get from zooming through tunnels and over bridges is unbeatable. And let's not forget the awesome views—I mean, who knew train windows could be such a great way to see the world?

Oh, and can we talk about how excited I am for the new Type 10 Green Line trolley? I've been counting down the days until I can hop on board and experience it for myself. It's like waiting for the coolest ride at the amusement park!

But it's not just the speed and the views that make your trains awesome. It's the vibe, you know? The moment I step on board, I feel like I'm part of something big. The seats are comfy, the atmosphere is chill, and I can just kick back and relax. Plus, the sound of the tracks under me is strangely soothing. It's like my own personal soundtrack to the journey.

Oh, and before I forget, I recently rode one of those Orange Line CRRR trains, and let me tell you, it was rad! The sleek design and modern features had me geeking out big time. Keep 'em coming!

So yeah, thanks for making train rides so epic, MBTA. You rock!

Catch you on the tracks,

Patrick



AUTISM

ACCEPTANCE MONTH



This month we're featuring
in-station announcements
produced by children
with autism.

brought to you by

AUTISM
TRANSIT PROJECT



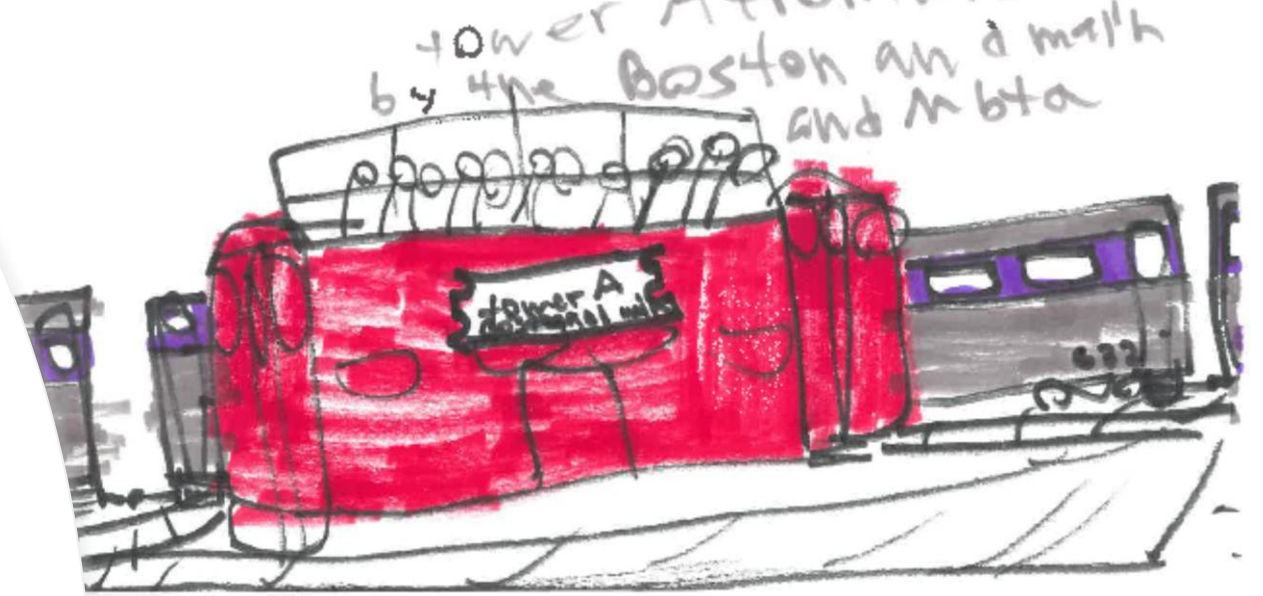
Children with autism spectrum disorder created public service announcements that were played in stations across the MBTA.

...immersed in the experience of the MBTA transit system.



“From simply watching trains, to walking up and touching a train, to getting on and taking a ride on a train, to riding every line in the entire MBTA system, this program, while physically measurable in some ways, has an immeasurable impact on my son, Christopher. Thank you!”

Robin Long-Tarjan.



Thank you | Questions

