



**Massachusetts Bay
Transportation Authority**

GM's Report to the Board

Phil Eng, MBTA General Manager and CEO

July 25, 2024



Subway Operations | Recent 12 Months

Average Weekday Actual Trips



Excluding Diversions



Subway Operations | Recent 12 Months

Median Weekday Peak Headways

Green Line **2-3 minutes** ↓

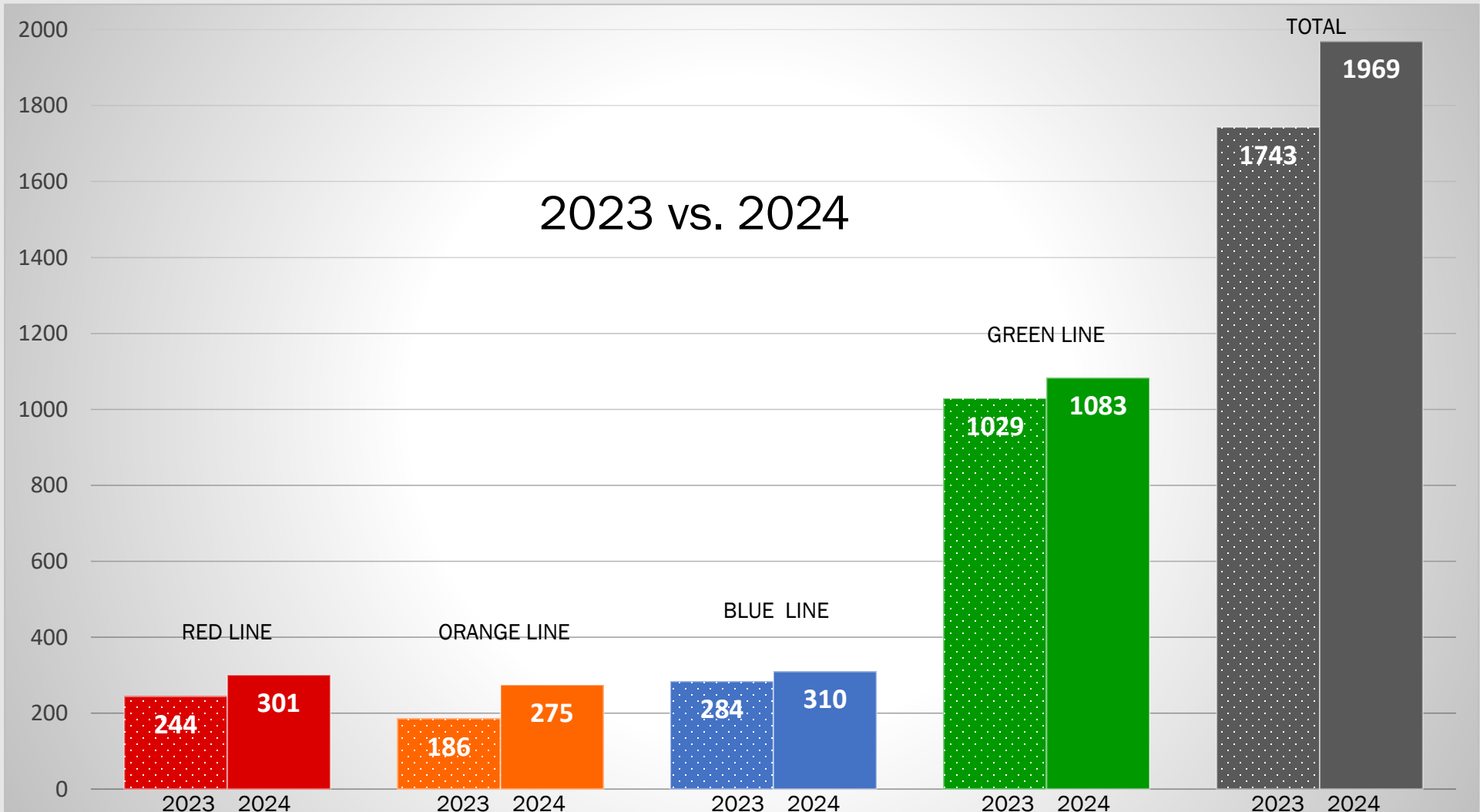
Red Line **6 minutes** ↓

Orange Line **<7 minutes** ↓

Blue Line **<5 minutes** ↓

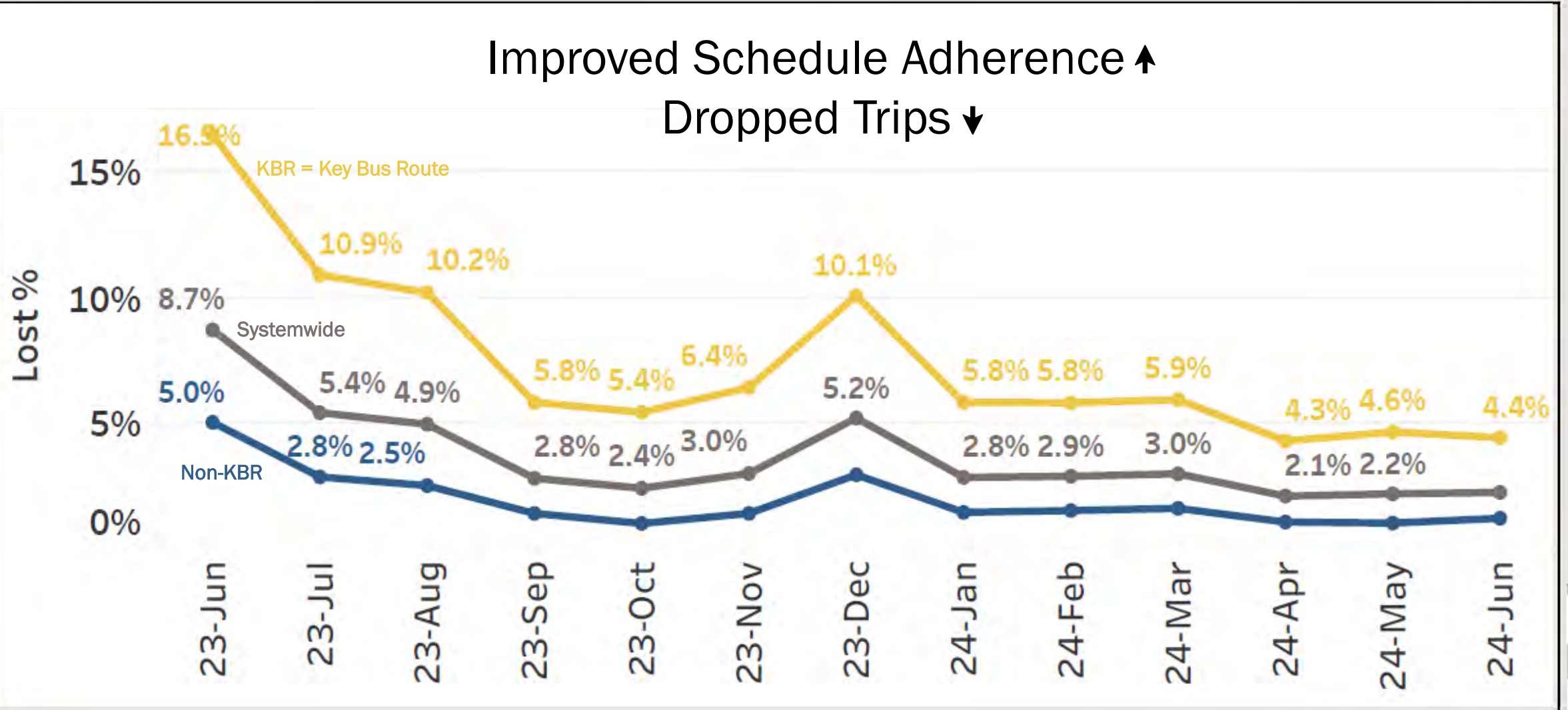


Subway Operations | Special Events (July 4th)



Bus Operations | Recent 12 Months

Improved Schedule Adherence ↑
Dropped Trips ↓



Bus Operator Headcount

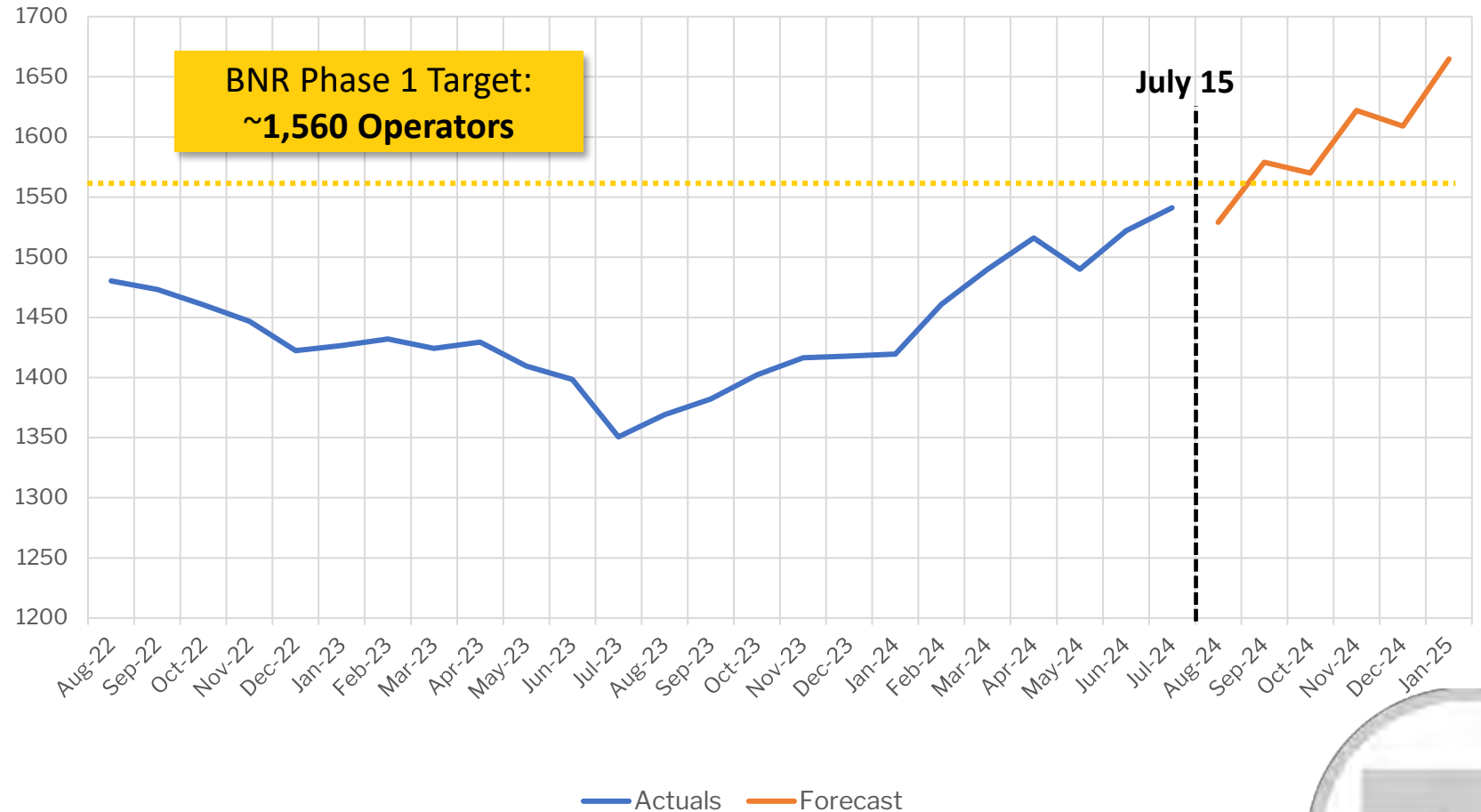
GOALS

✓ Increase reliability

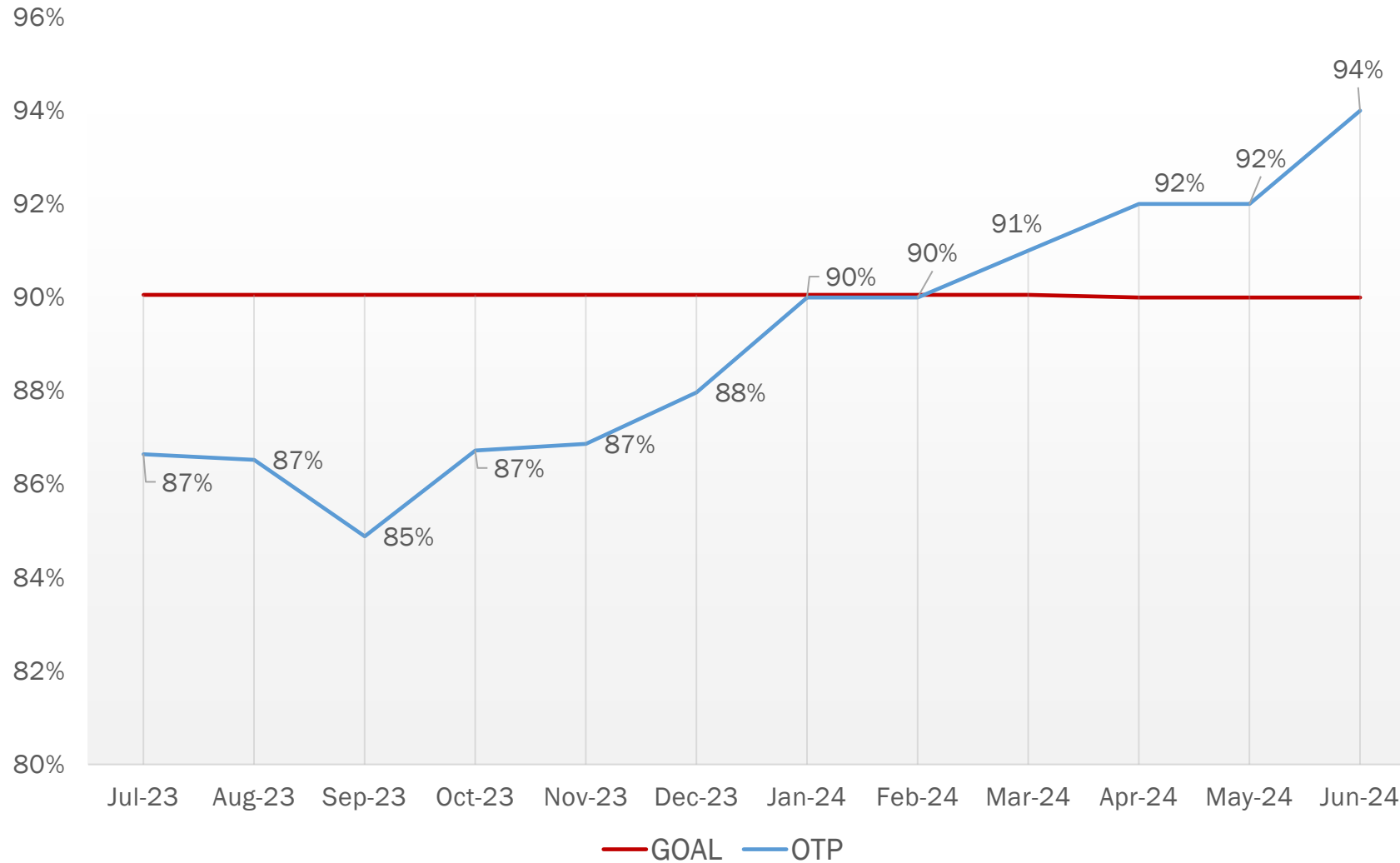
✓ Restore service

✓ Grow for the future

**BNR Phase 1 Launch:
December 15, 2024**



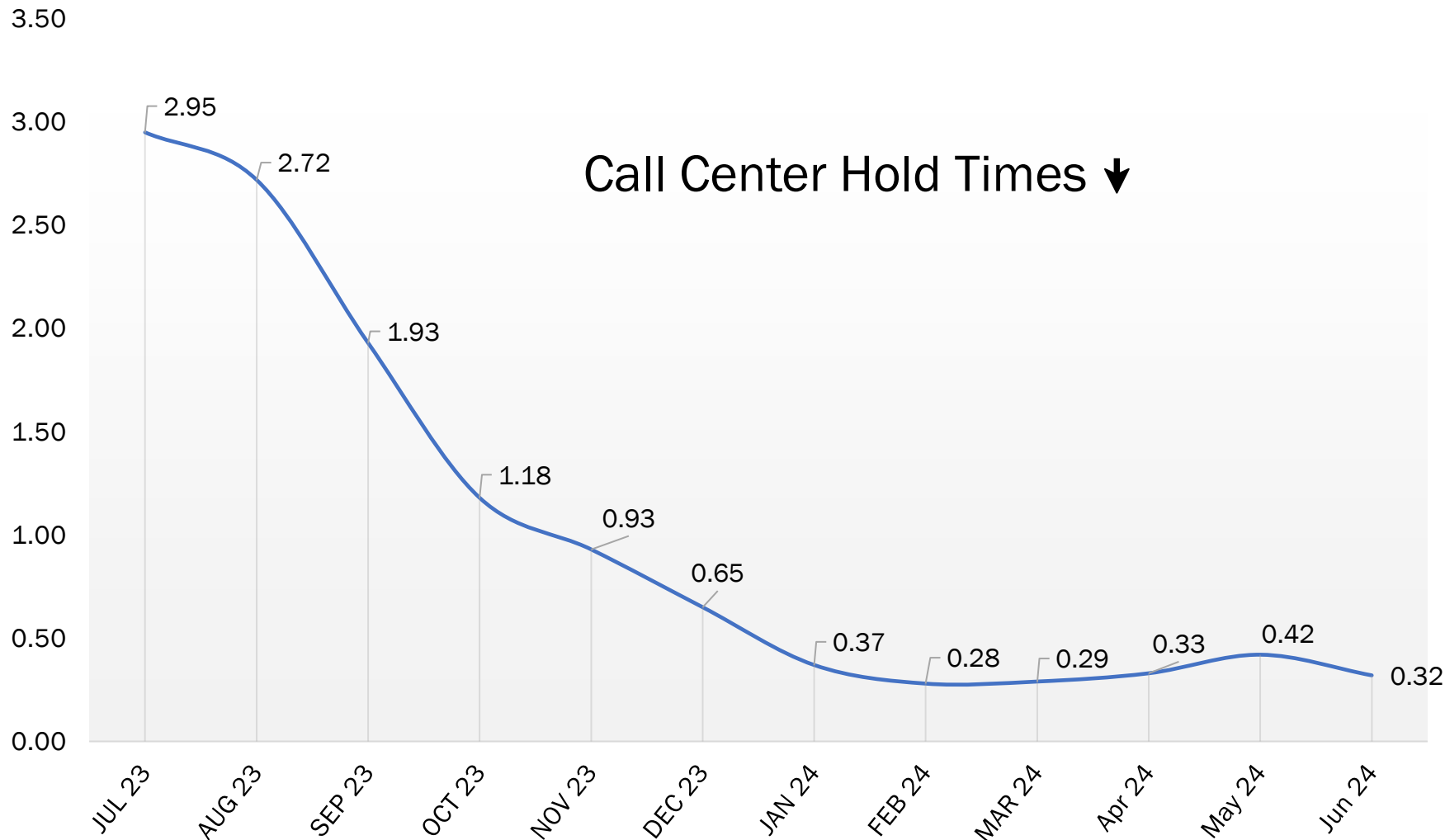
The RIDE | On Time Performance



- ✓ 114 Drivers hired since wage increases, March 31.
- ✓ IERF driver targets projected to be met by the end of September.
- ✓ June 94% OTP exceeded 90% goal.



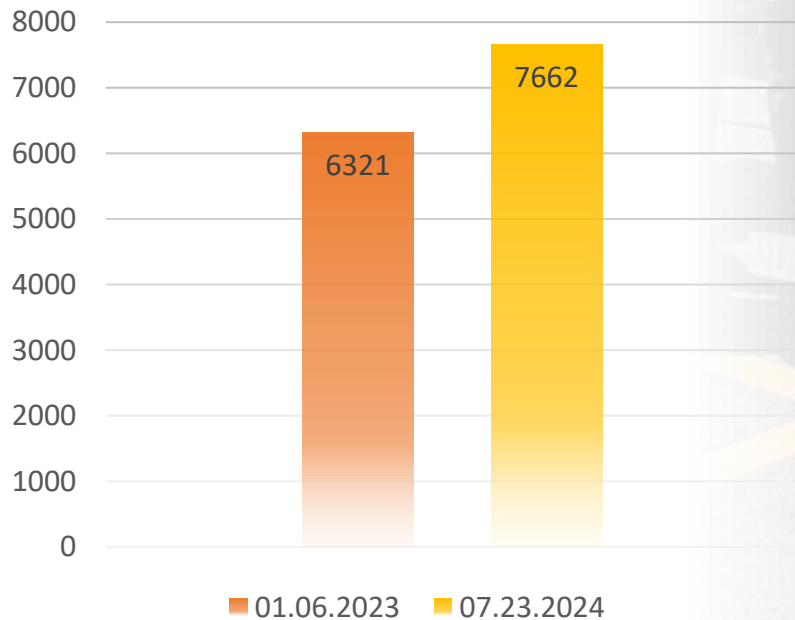
The RIDE | Improved Call Hold Times



- ✓ Hold times are for reservationists, who interface with our customers.
- ✓ Customers self-service text option (July) reduces calls to the call center, improves communications.
- ✓ Improvements attributed to increased call center wages and realignment of ASAs.



The MBTA Workforce | Progress



**Bus Operators:
Now Paying \$30/hr**

New Pay Rate for Bus Operators
\$30 an hour
- 10% raise
- Health Insurance
- Retirement participation

Sign-On Bonus
\$7,500
- Paid in 3 installments over the first 90 days of training

**Paid Commuter Benefit's
License (CDL) Training**
\$3,500 - \$8,200*

Health Benefits
\$38,000*
- Dental Insurance
- Health Insurance
- Life Insurance
- Long-Term Disability Insurance
- Vision Insurance

Educational Benefits
\$18,000 Tuition
Reimbursement
*Plus training and development courses

Apply online today and attend
our recruitment event in
September to be hired on the spot.

www.mbta.com/jobs



The Track Improvement Program Team



Brian Campbell
Senior Project Manager



Carlton Bando
Resident Engineer



Derrick Chaverst
Project Coordinator



Evan Lonergan
Resident Engineer



Laurel Senger
Deputy Director



Maeve Ragusin
Senior Project Manager



Martin Kelly
Resident Engineer



Moataz Gomaa
Resident Engineer



Salina Martin
Deputy Director

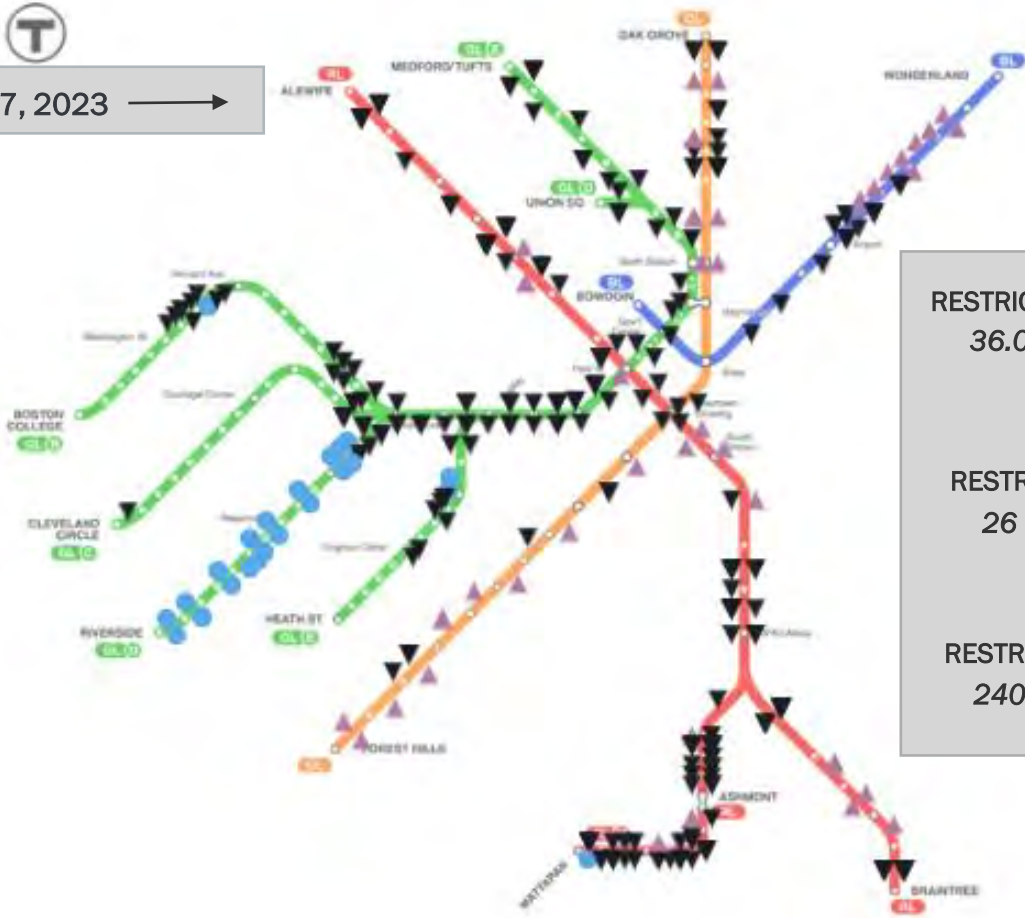


Track Improvement Program

SPEED RESTRICTION STATUS



Sep 27, 2023 →



RESTRICTED DISTANCE
36.0 ➔ 10.8 mi

RESTRICTED TRACK
26 ➔ 8 %

RESTRICTION COUNT
240 ➔ 80

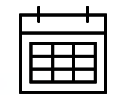


Jun 30, 2024 →



Track Improvement Program

CURRENT & UPCOMING WORK



Red Line July 19 - 22 2011



Resolution of MBTA Right-of-Way Issues



Resolving 25 Speed Restrictions



First step in electrified **regional** rail system—building blocks towards the future. Beginning the process of **modernizing** and **decarbonizing**.



Electrification of the Fairmount Line

Transportation system of the future.



All images are renderings

Worcester Union Station Platform Reopens a critical transportation hub for the Worcester community



...another step forward towards improving service to the Worcester area. The upgrades ensure safe, more reliable service. Two trains can serve the platform.





Orange Line Cars



Received Orange Line cars #121 & #122. Old fleet fully replaced. Last #12 cars can be disposed.





124 OL cars have been delivered (152 OL cars ordered).











Red Line Cars

-  22 RL cars have been delivered (252 RL cars ordered).
-  3rd trainset of Red Line cars will be put into service, 1st week of August.



Green Line Type 10 Cars

-  Type 10s fully ADA compliant. Entire GL fleet will be fully accessible.
-  114-ft long; 50% longer than now.
-  1st 4 pilot cars – Spring 2026.
-  1st production cars – Spring 2027.
-  Preliminary & In-Process Designs complete. Starting final Critical Design, where all aspects finalized.
-  Elmira plant is ramping up for production, Autumn 2024

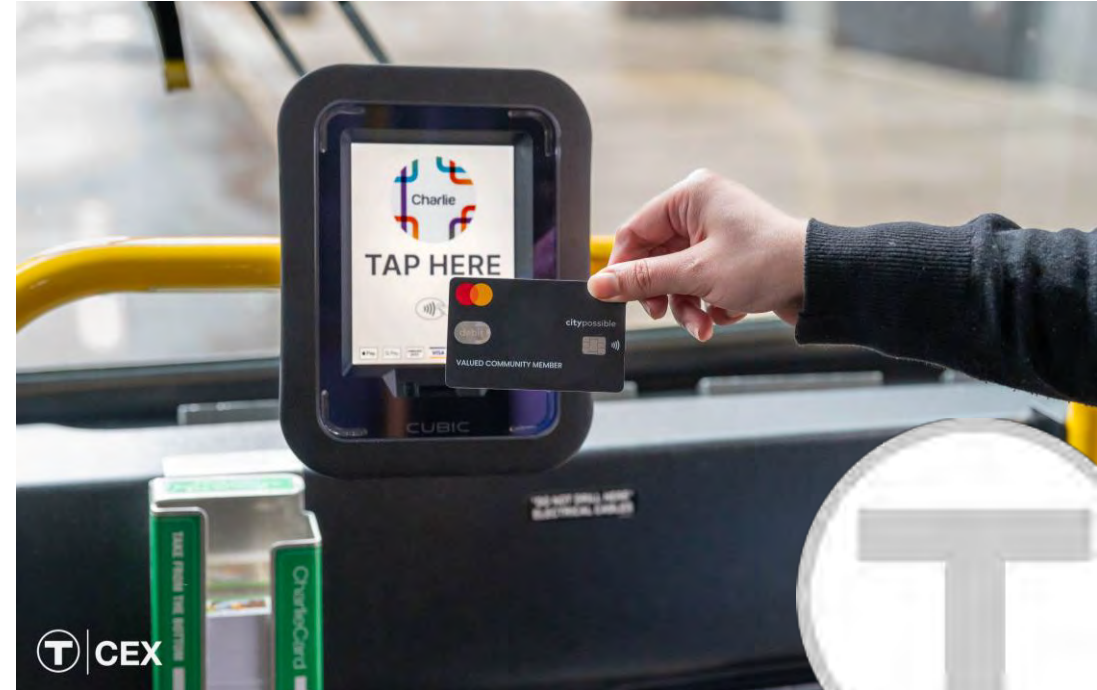


Zero Emission Buses





Contactless Payment | Technology Rollout





Contactless Payment Rollout | Includes Mattapan

Available on heavy rail, light rail, buses (including Silver Line) and also, Mattapan.



New Charlie Service Center Opens July 29

 Massachusetts Bay
Transportation Authority

Charlie Service Center

296

COMING SOON!

Please use other door

←
COMING SOON!



296 Washington Street, near State Street and Downtown Crossing stations.





MBTA's Innovation Expo



Juneteenth Celebration



4th Supplier Diversity Summit

Recent Events



Water Transportation Fair



Enjoying 34th ADA Anniversary

MBTA to Install Narcan Access Cabinets at 5 Red Line Stations

MASSACHUSETTS BAY TRANSPORTATION AUTHORITY
SAFETY T FLASH SAFETY HOTLINE 617-222-SAFE
July 19, 2024
ISSUE #24-12

NARCAN PUBLIC ACCESS PROGRAM

UNDERSTANDING THE PROGRAM

In accordance with the Massachusetts FY24 Budget, the MBTA will be piloting a public access program for Naloxone (also known as Narcan) at select Red Line stations. Naloxone is a medication designed to reverse the effects of an opioid overdose. In 2023, there were 2,104 opioid-related overdose deaths in Massachusetts, according to the Massachusetts Department of Health.

As MBTA staff or contractors, you are NOT required to administer Narcan, but you may do so if you feel comfortable.

MBTA Operations staff will **NOT** be subject to discipline either for electing to administer naloxone, or for declining to administer naloxone, in the event of a suspected opioid overdose. Regardless of your personal choice, if you encounter an overdose/medical emergency on the system, call OCC for assistance.

IF YOU CHOOSE TO ADMINISTER NARCAN:

Ensure that the person is laid on their back with their head tilted up. Administer the nasal spray, call 911, stay by their side, and administer additional doses every 2-3 minutes if unresponsive.

After someone returns to normal breathing, they may be agitated or confused as to what has happened. **Be alert** to the risk of assault or injury, and ensure your own physical safety before helping others.

UNDERSTANDING THE SPECIAL ORDER

What is Happening?

In the coming weeks, the MBTA will introduce Naloxone emergency overdose kits at **Quincy Center, Ashmont, Andrew, South Station, and Harvard.**

CABINET AND SIGNAGE

If a cabinet is empty please call 617-222-3200 to report it.

ADMINISTERING NALOXONE

Scan QR code for CDC video on how to use Naloxone nasal spray

OPIOID OVERDOSE

MBTA Safety Hotline: 617-222-SAFE or x7233



- Quincy Center
- Ashmont
- Andrew
- South Station
- Harvard



MBTA Ferry from Hingham, July 2

The swift actions of the crew of the Aurora played a critical role in the positive outcome of this medical emergency incident.



MBTA's The RIDE

Veterans
Transportation, LLC

*Awarded Newsweek's
2024 Greatest Workplace
honor.*



Congratulations!

Katie Kalugin

*MBTA Operations Planning,
Scheduling & Strategy
Deputy Director of Administration*

2024

Claire Barrett Member of the Year Award.
Winner of both the international & Boston
chapter versions of this prestigious award.



Alicia Gomes | Executive Director of Light Rail

- Started at the T as a Streetcar Motorperson and has held progressive roles of increasing responsibility including Inspector, Chief Inspector, Supervisor, Superintendent, and Division Chief of Light Rail Operations.
- She is committed to keeping safety at the forefront of day-to-day operations and demonstrated deep expertise in the complex and nuanced light rail systems of the T.



Jeff Cook | Chief Administrative Officer

- Acting CAO since February
- Proven leadership: Fare Revenue, Real Estate, Finance, TOD, IT, OHS, Workforce Development, etc.
- 6 years as Chief Procurement and Contracts Administrative Officer
- Prior to MBTA, 28 years at Fidelity, including VP Int'l Ops and Global Risk.

