



Massachusetts Bay Transportation Authority

GM Report

Phillip Eng, MBTA General Manager and CEO

August 24, 2023



Rebuild the Workforce to Rebuild the T



Hiring and Workforce

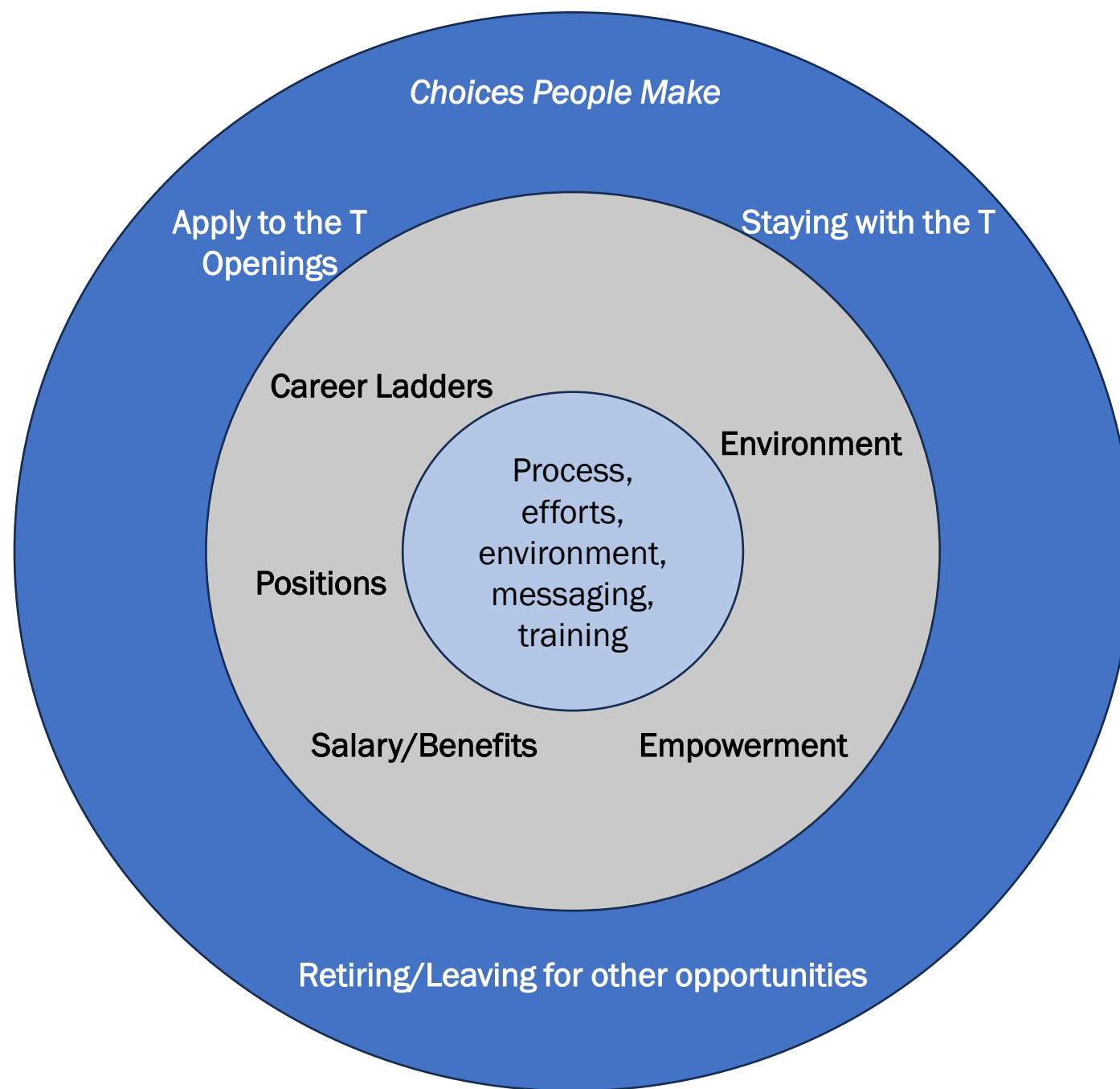
- Outreach, Marketing
- Hiring On The Go
- Sign-On bonus
- CDL permit training
- Full time hiring agreement with Local 589

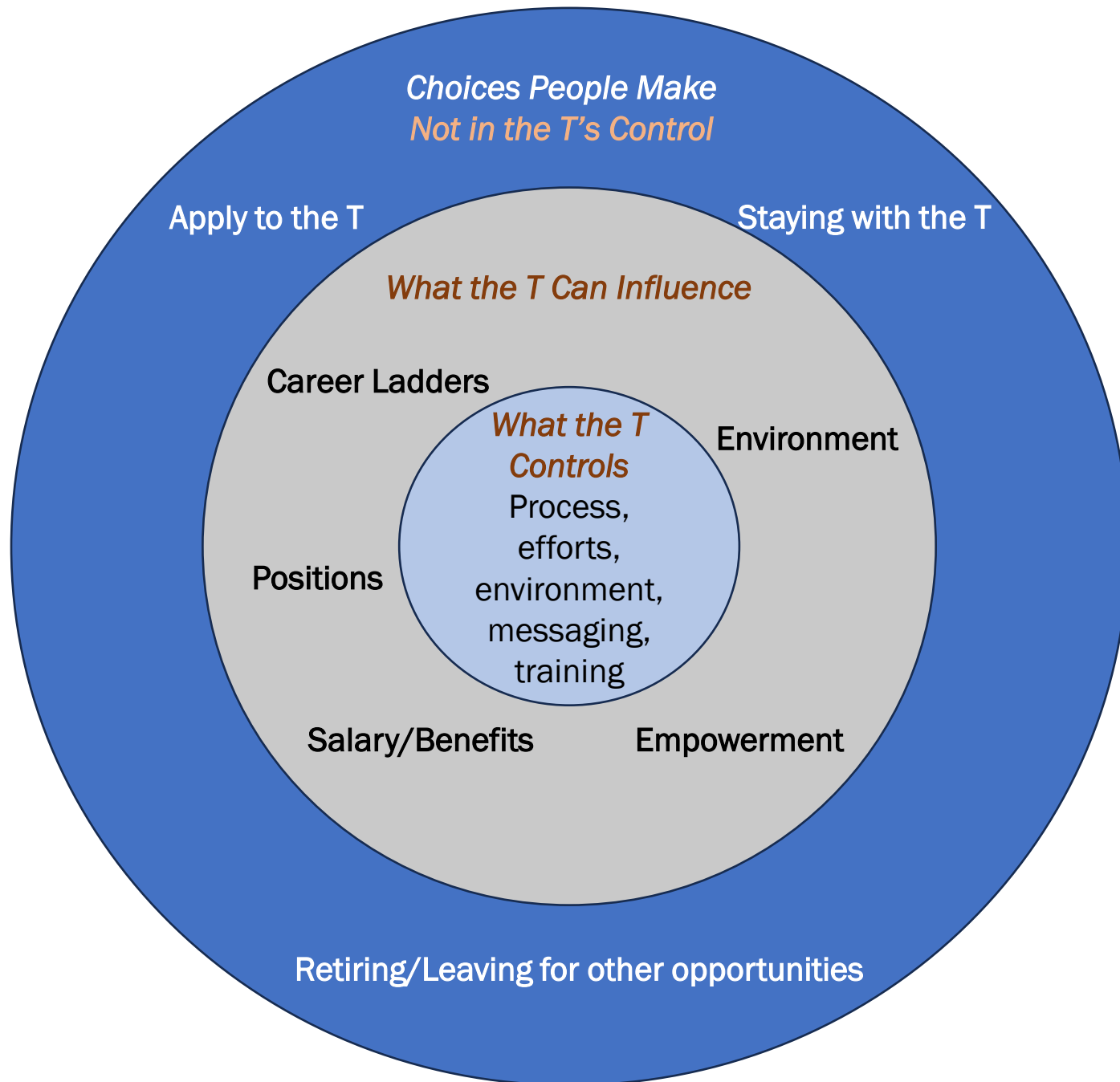


Hiring and Workforce

- In 2023, Year to Date, we have hired **891**
- In 2022, we hired **831** new employees
- On pace to hire more than 1000 new employees
- A record for us but we know more needs to be done







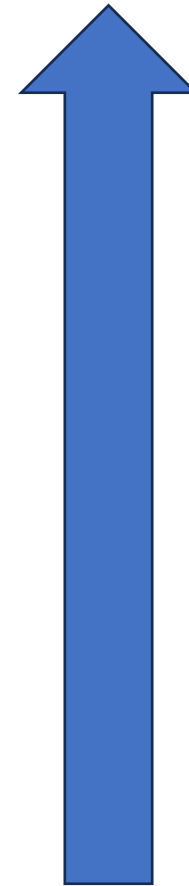
Local 589 Contract expands our circle of influence

- \$30 per hour for bus operators.
- Approximately 18% wage adjustment over four years, averaging approximately 4.5% per year.
- Longevity bonuses at 10, 15, 20, and 25 years.
- One-time bonus for eligible retirees to defer retirement to 2024.
- Parental leave improvements.
- Health benefit improvements.
- Signing bonus eligibility now expanded to all job categorizations.

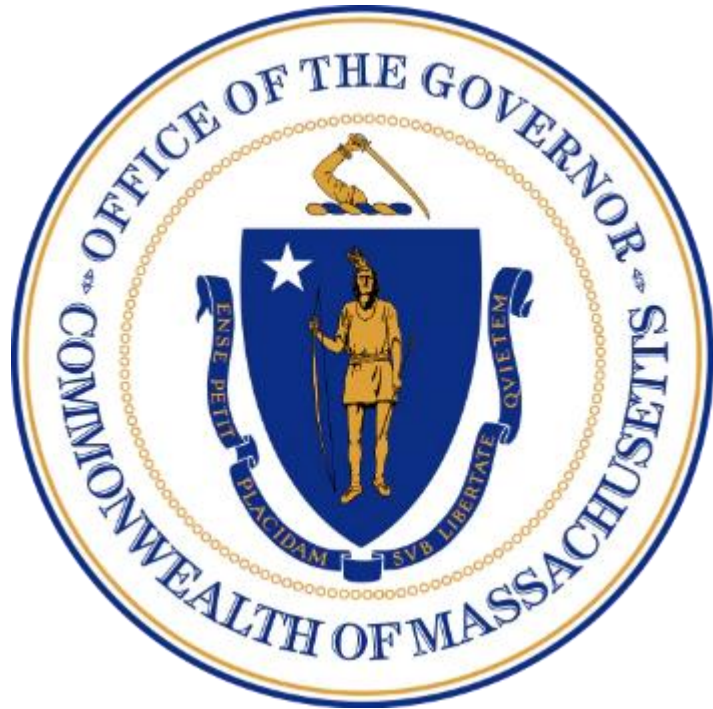


Applications

- 753 Bus Applicants (8/1/23 – 8/23/23)
356% greater than received (165) in July 2023.
- 533 Light Rail Operator Applicants (8/1/23 – 8/23/23)
188% greater than received (185) in July 2023.
- Across the T opportunities, **up 16%** (8/1/23 – 8/23/23) compared to the full month of July 2023.
- Expanding our Circle of Influence to mitigate workforce challenges.



FY24 State Budget Moves the T Forward



A screenshot of a web page from Mass.gov. At the top left is the Mass.gov logo. To its right is a search bar with the text "Search Mass.gov" and a magnifying glass icon. Below the search bar is a breadcrumb trail: "Home > Governor Maura Healey and Lt. Governor Kim Driscoll". Underneath is a section labeled "OFFERED BY" with the text "Governor Maura Healey and Lt. Governor Kim Driscoll" and "Executive Office for Administration and Finance". The main content area is titled "PRESS RELEASE" and features the headline "Governor Healey and Lieutenant Governor Driscoll Sign \$56 Billion Fiscal Year 2024 Budget".

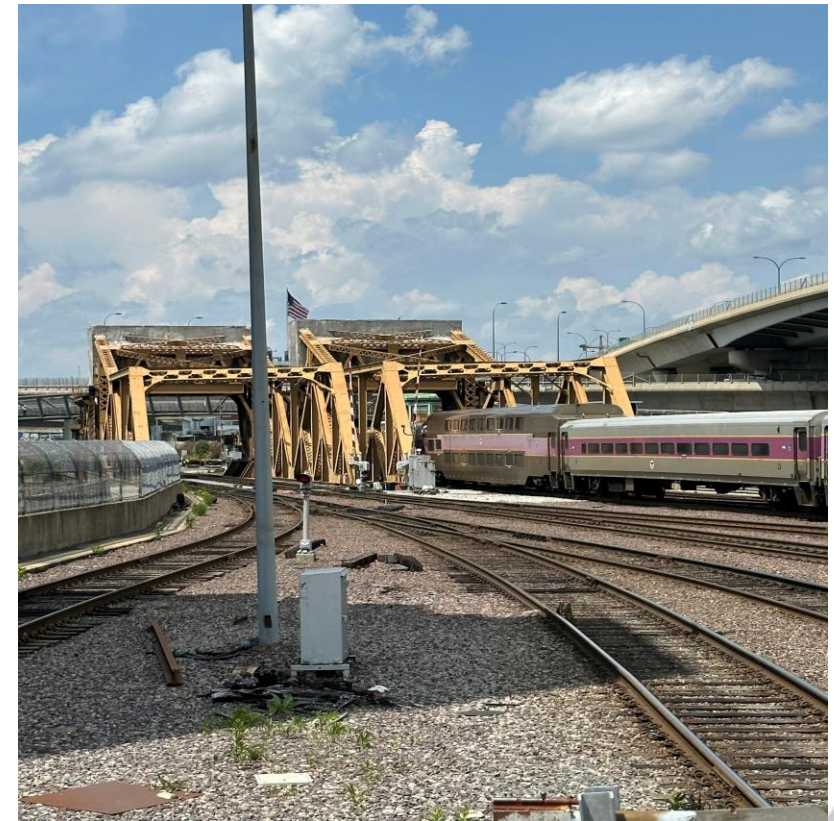


FY24 Approved State Budget

Description	FY24 State Budget	Status
Sales Tax Revenue Estimate	\$1,463.5M	Matches MBTA approved budget
Operating Assistance	\$187.0M	Matches MBTA approved budget
Capital Improvements (Fair Share) <i>Details Next Page.</i>	\$180.8M	Minor alteration, \$200K less than budgeted
Low-income (means-tested) fare startup	\$5.0M	No change, matches MBTA budget
Hiring & Retention	\$20.0M	Increases MBTA budget
Ferry & Water Transportation	\$5.7M	Increases MBTA budget



Federal Grant Funding North Station Draw 1 Movable Bridge



Fare Transformation Update

AFC 2.0



Hardware Installation Update: Fare System Readers

- AFC 2.0 hardware system installation is underway; the fare collection software development & testing continues.
- Cubic fare readers are being installed at subway stations and on buses and trolleys.
- These readers will provide new ways for riders to pay fares in the future, such as by tapping a credit/debit card or mobile phone app.
- This supplements cash payments.
- Field testing of these readers will occur in phases to assure quality and proper use, first by MBTA staff and incrementally rolling it out in test phases with riders.



Red & Orange Line Vehicle Update



MBTA & CRRC Collaboration

Established senior level Integrated Management Team -- CRRC's management, heads of production, testing and quality departments, and senior MBTA project leads.

- ✓ Focused on immediate resolution of “bottlenecks and output.”
- ✓ Meets twice daily to discuss production progress and meets once a week in-person in Springfield.

Piloted joint quality inspection process.

CRRC hired & promoted new positions within the Quality Assurance team.

Meeting held between CRRC Chairman, Secretary Fiandaca, Economic Development Secretary Hao, Undersecretary Tibbits-Nutt and GM Eng 08/16.

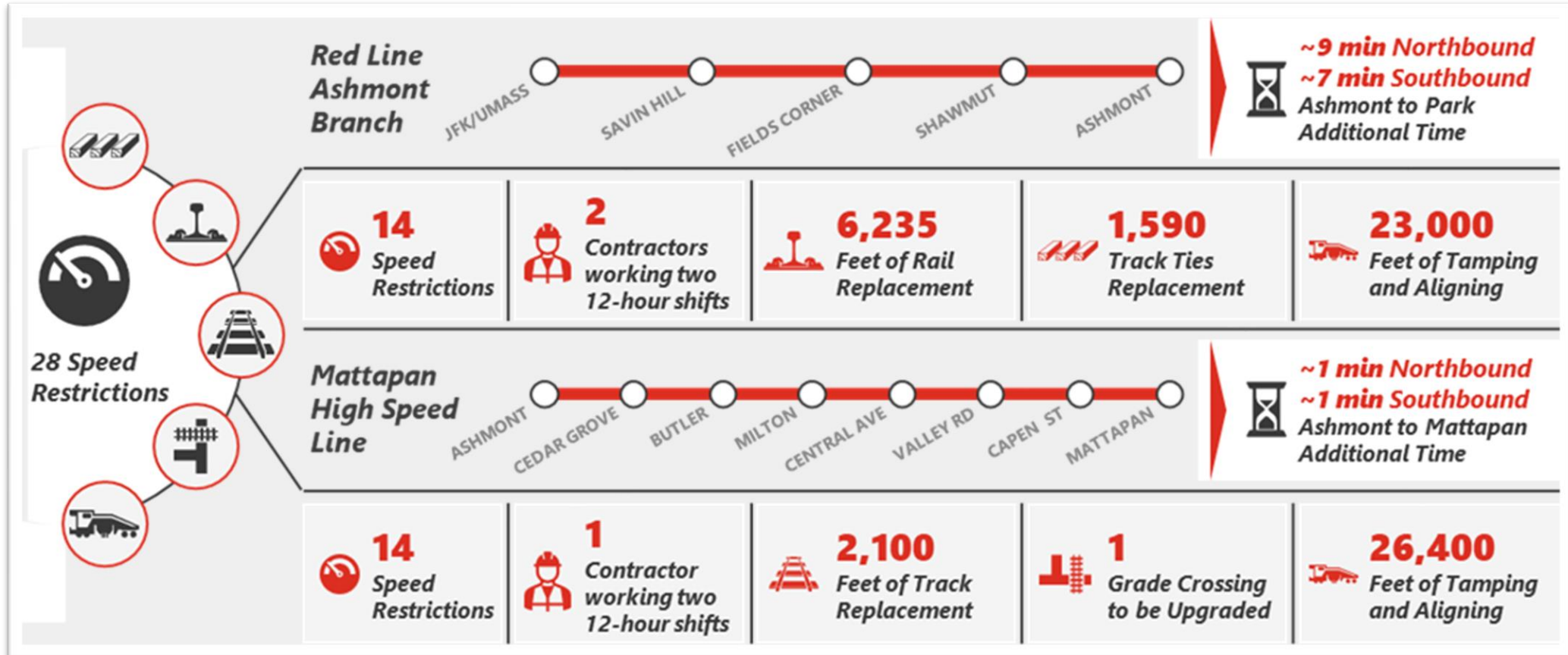


The Authority's project team continues to perform rigorous oversight of production, testing and acceptance to ensure that all cars placed in service are safe, reliable and offer our customers the quality they deserve.

We are working to define final realistic and achievable vehicle delivery schedule.



Speed Restrictions Update




Ashmont Branch & Mattapan Line



Red Line Ashmont Branch and Mattapan Line



Updates on Recent Safety Incidents

 MASSACHUSETTS
 BAY
 TRANSPORTATION
 AUTHORITY

WORK PROCEDURE
EE&QA-52293

MBTA Red Line No. 3 Car
Air Compressor Motor Contactor Thermal Overload
Set Point and Test Procedure

DATE: 1.0

REVISION: 1.0

Multi-Unit Project Summary
432ARCON23

CLOSED

Work Order #	Descr	Date	Date Prev	Open	Close
432-2023-0389
432-2023-0391
432-2023-0392
432-2023-0393
432-2023-0394
432-2023-0395
432-2023-0396
432-2023-0397
432-2023-0398
432-2023-0399
432-2023-0400
432-2023-0401
432-2023-0402
432-2023-0403
432-2023-0404
432-2023-0405
432-2023-0406
432-2023-0407
432-2023-0408
432-2023-0409
432-2023-0410
432-2023-0411
432-2023-0412
432-2023-0413
432-2023-0414
432-2023-0415
432-2023-0416
432-2023-0417
432-2023-0418
432-2023-0419
432-2023-0420

Multi-Unit Project Summary
Campaign: 432ARCON23


SET AIR COMPRESSOR CONTACTOR OVERLOAD

Originator: R ENCK
 Warranty Status: NO
 Planned Start Date: 07/24/2023
 Planned Completion Date: 10/31/2023

Labor Hours: 47.01
 Labor Costs: \$2,420.52
 Parts Costs: \$0.00
 Total Costs: \$2,420.52
 W/O Count: 41

Comments:
SET AIR COMPRESSOR CONTACTOR TO DESIGN SPECS FOR EGGAR2208

Overall WO Status Counts



■ CLOSED 100%
■ OPEN 0%

432ARCON23 PROJECT TASK LIST

Task ID	Description	Comments
432-2023-0389	SET AIR COMPRESSOR CONTACTOR	ALREADY OVERLOADED TO SPECS



MBTA Transit Police Academy | 50th Graduation





Summer Interns

Chief Safety Officer
Ron Ester



Thank you.

