



Massachusetts Bay Transportation Authority

GM Report

Phillip Eng, MBTA General Manager and CEO

September 28, 2023





Reorganizing for success



Executive Leadership Team

Ryan Coholan

Chief Operating Officer

David Panagore

Chief Administration Officer

Sam Zhou

Chief Engineer

Tim Lesniak

Chief Safety Officer

Jeff Gonneville

DGM & Strategic Initiatives

Katie Choe

Chief of Staff

Meredith Sandberg

Chief of Quality, Control & Oversight

Dennis Varley

Chief of Stations

Rod Brooks

Senior Advisor

Danny Levy

Chief Customer & Employee Experience Officer

Lynsey Heffernan

Assistant General Manager for Policy & Strategic Planning

Laura Brelsford

Assistant General Manager of System Wide Accessibility

Angel Donahue-Rodriguez

Assistant General Manager for External Affairs

Ken Green

Chief of Transit Police

Kevin Scanlon

Chief Counsel MBTA

Jabes Rojas

Assistant General Manager for Diversity, Equity & Inclusion

Gabrielle Mondestin

Chief of Communications

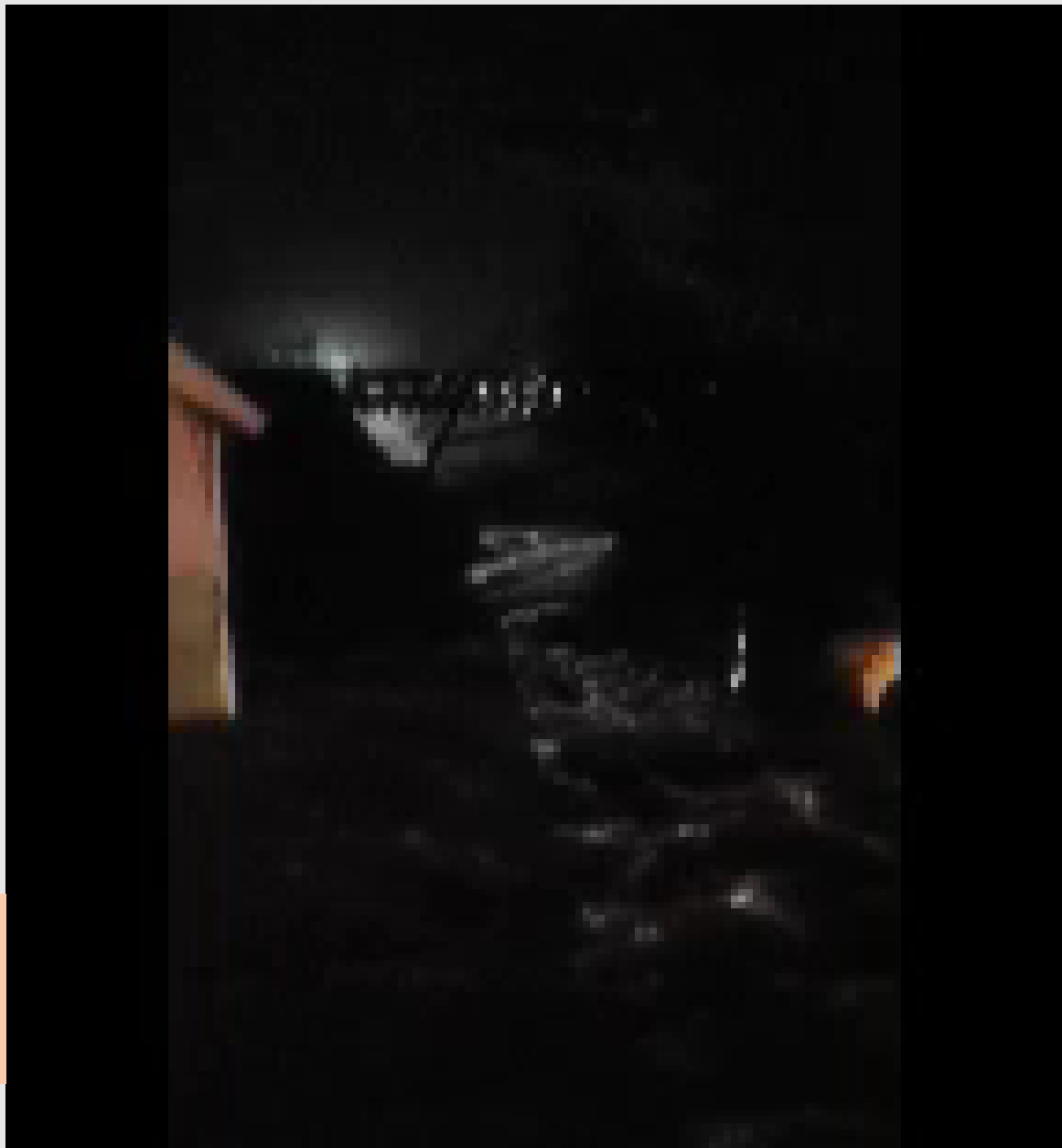


Leominster

Sept. 11. 10-in rain, 6 hrs.



Leominster
Sept. 11. Night.





Leominster
Sept. 12. Morning.





Leominster

Sept. 12. Morning. Suspended track.





Leominster
Sept. 12. Developing plan of action.





Leominster

Sept. 13. More rain damage. Gorge 30' deep, 70' wide.





Leominster
Sept. 14. Rebuilding in earnest begins.



Leominster

Sept. 12-18. Trusted Partnerships.



Leominster
Sept. 18. Back on track.



FRANKLIN/FOXBORO LINE

FALL/WINTER SCHEDULE

Effective October 2, 2023

Monday to Friday

Inbound to Boston

ZONE	STATION	TRAIN #	AM										PM														
			700	740	702	704	742	706	708	744	710	746	714	748	718	750	722	752	726	754	756	738	730	758	732	760	734
<i>Bikes Allowed</i>																											
6	Forge Park/495	6	5:05		5:55	6:35		7:25	8:10		9:20		11:05		1:15		3:40		4:50		7:04	8:07		9:35		11:55	
6	Franklin/Dean College	6	5:12		6:02	6:42		7:32	8:17		9:27		11:22		1:32		3:57		5:08		7:24	8:27		9:35		11:55	
5	Norfolk	5	5:19		6:09	6:49		7:39	8:24		9:34		11:29		1:39		4:04		5:15		7:31	8:34		9:42		12:02	
4	Foxboro	4	5:26	5:53		6:46		7:36		8:45		10:36		12:31		2:21		4:36		5:50	6:48		8:53		10:43		
4	Walpole	4	5:26		6:16	6:56		7:47	8:31		9:41		11:36		1:36		3:31		4:21		6:27	7:21		8:49		10:39	
4	Windsor Gardens	4	5:30	6:00	6:30	7:00	7:30	7:51	8:20	8:58	9:44	10:49	11:39	12:48	1:39	2:28	3:18	4:08	4:58	5:50	6:40	7:30	8:20	9:10	10:00	10:50	11:40
3	Norwood Central	3	5:34	6:10	6:24	7:04	7:32	7:55	8:29	9:02	9:48	10:53	11:43	12:48	1:43	2:38	3:28	4:23	5:28	6:05	7:05	7:34	8:28	9:10	10:55	12:15	
3	Norwood Depot	3	5:36	6:12	6:26	7:06	7:35	7:57	8:41	9:04	9:50	10:55	11:45	12:50	1:45	2:40	3:40	4:35	5:30	6:07	7:07	7:36	8:30	9:12	9:57	11:17	
3	Islington	3	5:39	6:15	6:29	7:09	7:38	8:00	8:44	9:07	9:53	10:58	11:48	12:53	1:48	2:43	3:43	4:38	5:34	6:11	7:11	7:40	8:34	9:16	10:00	11:20	
2	Dedham Corp. Center	2	5:42	6:18	6:32	7:12	7:41	8:03	8:47	9:10	9:56	11:01	11:51	12:56	1:51	2:46	3:46	4:41	5:36	6:12	7:12	7:42	8:36	9:18	10:03	11:23	
2	Endicott	2	5:45	6:21	6:35	7:15	7:44	8:06	8:50	9:13	9:59	11:04	11:54	12:59	1:54	2:49	3:49	4:44	5:39	6:15	7:15	7:45	8:39	9:21	10:06	11:26	
2	Readville	2	5:49	VIA FAIRMOUNT	6:29	7:19	7:48	8:10	8:54	9:17	10:03	11:08	11:58	13:03	1:58	2:53	3:53	4:48	5:43	6:20	7:20	VIA FAIRMOUNT	8:43	VIA FAIRMOUNT	9:23	VIA FAIRMOUNT	10:43
1	Hyde Park	1		FAIRMOUNT																	FAIRMOUNT		FAIRMOUNT		FAIRMOUNT		
1A	Forest Hills	1A	L 5:50	MOUNT	L 6:49		L 7:58		L 9:05		L 10:12		L 11:19	L 12:09	L 1:54	L 2:09	L 3:04	L 4:04	L 4:49	L 5:54	L 6:31	L 7:31	LINE	L 8:54	LINE	LINE	L 12:41
1A	Ruggles	1A	L 6:04	LINE	L 6:54	L 7:21	L 8:03	L 8:22	L 9:10	L 9:29	L 10:17	L 11:19	L 12:09	L 1:18	L 2:12	L 3:08	L 4:08	L 4:53	L 5:50	L 6:28	L 7:28	LINE	L 8:58	LINE	LINE	L 12:45	
1A	Back Bay	1A	L 6:08		L 6:58	L 7:25	L 8:07	L 8:26	L 9:14	L 9:33	L 10:21	L 11:23	L 12:13	L 1:18	L 2:12	L 3:08	L 4:08	L 4:53	L 5:50	L 6:28	L 7:28	LINE	L 8:58	LINE	LINE	L 12:45	
1A	South Station	1A	6:16	6:57	7:05	7:43	8:15	8:34	9:22	9:41	10:29	11:31	12:21	1:25	2:21	3:16	4:15	5:01	6:06	6:43	7:43	8:22	9:06	9:57	10:42	11:42	12:53

Monday to Friday

Outbound from Boston

ZONE	STATION	TRAIN #	AM										PM															
			741	743	705	745	709	747	713	749	717	751	721	753	723	725	755	727	729	757	731	759	733	735				
<i>Bikes Allowed</i>																												
1A	South Station	1A	5:45	7:20	7:42	8:48	9:25	10:35	11:30	12:30	1:30	2:30	3:30	4:05	4:27	5:05	5:32	5:50	6:25	7:10	8:10	9:25	10:30	11:55				
1A	Back Bay	1A	VIA	7:25	7:47	8:52	9:40	10:40	11:35	12:35	1:35	2:35	3:35	4:10	4:32	5:10	5:27	5:55	6:40	VIA	8:15	VIA	10:25	VIA				
1A	Ruggles	1A	FAIRMOUNT	7:28	7:50	8:56	9:43	10:43	11:38	12:38	1:38	2:38	3:38	4:13	4:35	5:14	5:41	5:59	6:43	FAIRMOUNT	8:18	FAIRMOUNT	10:28	FAIRMOUNT				
1A	Forest Hills	1A	MOUNT																	MOUNT		MOUNT		MOUNT				
1	Hyde Park	1	LINE					10:51												LINE		LINE		LINE				
2	Readville	2		7:27	7:50	8:56	9:52	10:55	11:47	12:47	1:47	2:47	3:47	4:28	4:50	5:28	5:55	6:21	6:57		8:27		10:47					
2	Endicott	2	6:19	7:41	8:03	9:09	9:59	10:59	11:51	12:51	1:51	2:46	3:46	4:30	4:54	5:30	5:59	6:15	7:01	7:44	8:31	9:39	10:51	12:29				
3	Dedham Corp. Center	3	6:21	7:42	8:05	9:11	9:58	11:01	11:52	12:52	1:52	2:48	3:48	4:33	4:57	5:33	6:02	6:18	7:03	7:46	8:33	9:41	10:53	12:31				
3	Islington	3	6:24	7:46	8:08	9:14	10:01	11:04	11:56	12:56	1:56	2:51	3:51	4:36	5:00	5:36	6:05	6:21	7:06	7:49	8:36	9:44	10:56	12:34				
3	Norwood Depot	3	6:27	7:49	8:11	9:17	10:04	11:07	11:59	12:59	1:59	2:54	3:54	4:39	5:03	5:39	6:08	6:24	7:09	7:52	8:39	9:47	10:59	12:37				
3	Norwood Central	3	6:29	7:51	8:13	9:19	10:06	11:09	12:01	1:01	2:01	2:56	3:56	4:41	5:05	5:41	6:10	6:26	7:11	7:54	8:41	9:49	11:01	12:41				
4	Windsor Gardens	4	6:31	7:53	8:15	9:21	10:14	11:17	12:09	1:10	2:10	3:05	4:05	4:48	5:12	5:48	6:17	6:33	7:17	7:58	8:44	9:51	11:04	12:44				
4	Walpole	4			8:22		10:34		12:09		2:09		4:06		5:15	5:51		6:26	7:21		8:49		11:09	12:49				
5	Foxboro	5	6:50	8:17		9:41		11:31		1:23		3:18		5:06		6:15		7:21		8:17		10:30		12:49				
5	Norfolk	5			8:37		10:21		12:16		2:16		4:12		5:22	5:58		6:42	7:28		8:56		11:16	12:56				
6	Franklin/Dean College	6			8:44		10:28		12:23		2:23		4:20		5:29	6:05		6:50	7:35		9:03		11:23	13:03				
6	Forge Park/495	6			8:50		10:40		12:35		2:35		4:32		5:41	6:17		7:02	7:47		9:15		11:35	13:15				

Keep in Mind:

This schedule will be effective from October 2, 2023 and will replace the schedule of September 5, 2023.

Holiday Service

On Thursday, November 23rd, 2023 (Thanksgiving Day), Friday, November 24th, 2023 (day after Thanksgiving), Monday, December 25th, 2023 (Christmas Day), Monday, January 1st, 2024 (New Year's Day), and on Monday, February 19th, 2024 (President's Day) all lines will operate on a weekend schedule.

On Monday, October 16th, 2023 (Columbus Day), Monday, January 15th, 2024 (Martin Luther King Jr. Day), and on Monday, April 15th, 2024 (Patrick's Day), all lines will operate on a regular weekday schedule.

For all holiday schedules, please check MBTA.com/holidays or call 617-222-3200.

Weekend

Inbound to Boston

ZONE	STATION	TRAIN #	AM								PM								
			1700	1702	1704	1706	1708	1710	1712	1714	1716	1718	1720	1722	1724	1726			
<i>Bikes Allowed</i>																			
6	Forge Park/495	6	5:12	6:12	10:12	12:12	2:12	4:12	6:12	8:12	10:12								
6	Franklin/Dean Coll.	6	5:19	6:19	10:19	12:19	2:19	4:19	6:19	8:19	10:19								
5	Norfolk	5	5:26	6:26	10:26	12:26	2:26	4:26	6:26	8:26	10:26								
4	Walpole	4	5:32	6:32	10:32	12:32	2:32	4:32	6:32	8:32	10:32								
4	Windsor Gardens	4	5:36	6:36	10:36	12:36	2:36	4:36	6:36	8:36	10:36								
3	Norwood Central	3	5:40	6:40	10:40	12:40	2:40	4:40	6:40	8:40	10:40								
3	Norwood Depot	3	5:42	6:42	10:42	12:42	2:42	4:42	6:42	8:42	10:42								
3	Islington	3	5:45	6:45	10:45	12:45	2:45	4:45	6:45	8:45	10:45								
2	Dedham Corp. Ctr.	2	5:48	6:48	10:48	12:48	2:48	4:48	6:48	8:48	10:48								
2	Endicott	2	5:51	6:51	10:51	12:51	2:51	4:51	6:51	8:51	10:51								
2	Readville	2	5:55	6:55	10:55	12:55	2:55	4:55	6:55	8:55	10:55								
1A	Ruggles	1A	L 6:08	L 9:08	L 11:08	L 1:08	L 3:08	L 5:08	L 7:08	L 9:08	L 11:08								
1A	Back Bay	1A	L 6:10	L 9:10	L 11:10	L 1:10	L 3:10	L 5:10	L 7:10	L 9:10	L 11:10								
1A	South Station	1A	6:18	9:18	11:18	1:18	3:18	5:18	7:18	9:18	11:18								

Weekend

Outbound from Boston

ZONE	STATION	TRAIN #	AM								PM								
			1701	1703	1705	1707	1709	1711	1713	1715	1717	1719	1721	1723	1725	1727			
<i>Bikes Allowed</i>																			
1A	South Station	1A	6:45	8:45	10:45	12:45	2:45	4:45	6:45	8:45	10:45								
1A	Back Bay	1A	6:50	8:50	10:50	12:50	2:50	4:50	6:50	8:50	10:50								
1A	Ruggles	1A	6:53	8:53	10:53	12:53	2:53	4:53	6:53	8:53	10:53								
2	Readville	2	7:02	9:02	11:02	1:02	3:02	5:02	7:02	9:02	11:02								
2	Endicott	2	7:06	9:															

Responding to Riders.

The T at the Heart of Our Communities

Extended late-night service weekdays & weekends.

- *Single most requested change from riders on all lines.*

New peak period trains added for Lowell, Fitchburg, Franklin and Worcester Lines.

- *Customer demand for additional AM/PM peak trips.*
- *Additional Lowell AM/PM peak round trip mitigates crowding and reduces headways from 45 to 35 min.*

Added express service on the Fitchburg Line, addressing passenger feedback.

Increased weekend frequency on Newburyport/ Rockport Line

- *in October for Haunted Happenings in Salem.*





Foxboro CR pilot to permanent

Successful 1-year pilot service to Foxboro

- 11 daily trips, Foxboro to South Station
- Free parking at Foxboro Station

Success metrics

- Ridership
- Operational impacts
- Parking
- Subsidies
- Opportunities created

New station with full accessibility planned






Operation Lifesaver

See Tracks, Think Train




TAKE THE RAIL SAFETY PLEDGE FOR KIDS

My safety is important to me, my family and friends. I promise to make safe choices around railroad tracks and trains.

Take the Adult Rail Safety Pledge

- 
 I will always stay back from railroad tracks. I will never walk or play along the tracks.
- 
 I will learn what the warning signs mean and follow them.
- 
 I will always EXPECT a train on any track. When I See Tracks, I will Think Train.
- 
 I will tell my friends and family about these safe habits.

RAIL SAFETY PLEDGE FOR ADULTS

- 
 I will make safe choices around railroad tracks and trains by obeying warning signs and always expecting a train.
- 
 I will stay off the tracks including when taking photographs or filming videos and will never walk on or too close to railroad tracks (it's dangerous and illegal).
- 
 I will only walk, ride or drive across railroad tracks at designated crossings.



RR Grade Crossings

Enhancements
(bollards, reflectors,
striping):

100% complete,
246/246 crossings.



YTD 1002 new hires surpasses FY 2022

Across all job classifications: ↑30% vs all July

Bus Operator applications: ↑316% vs all July

Light Rail Operator applications: ↑37% vs all July

Maintenance of Way: ↑333% hires, ↑58% promotions vs 2022

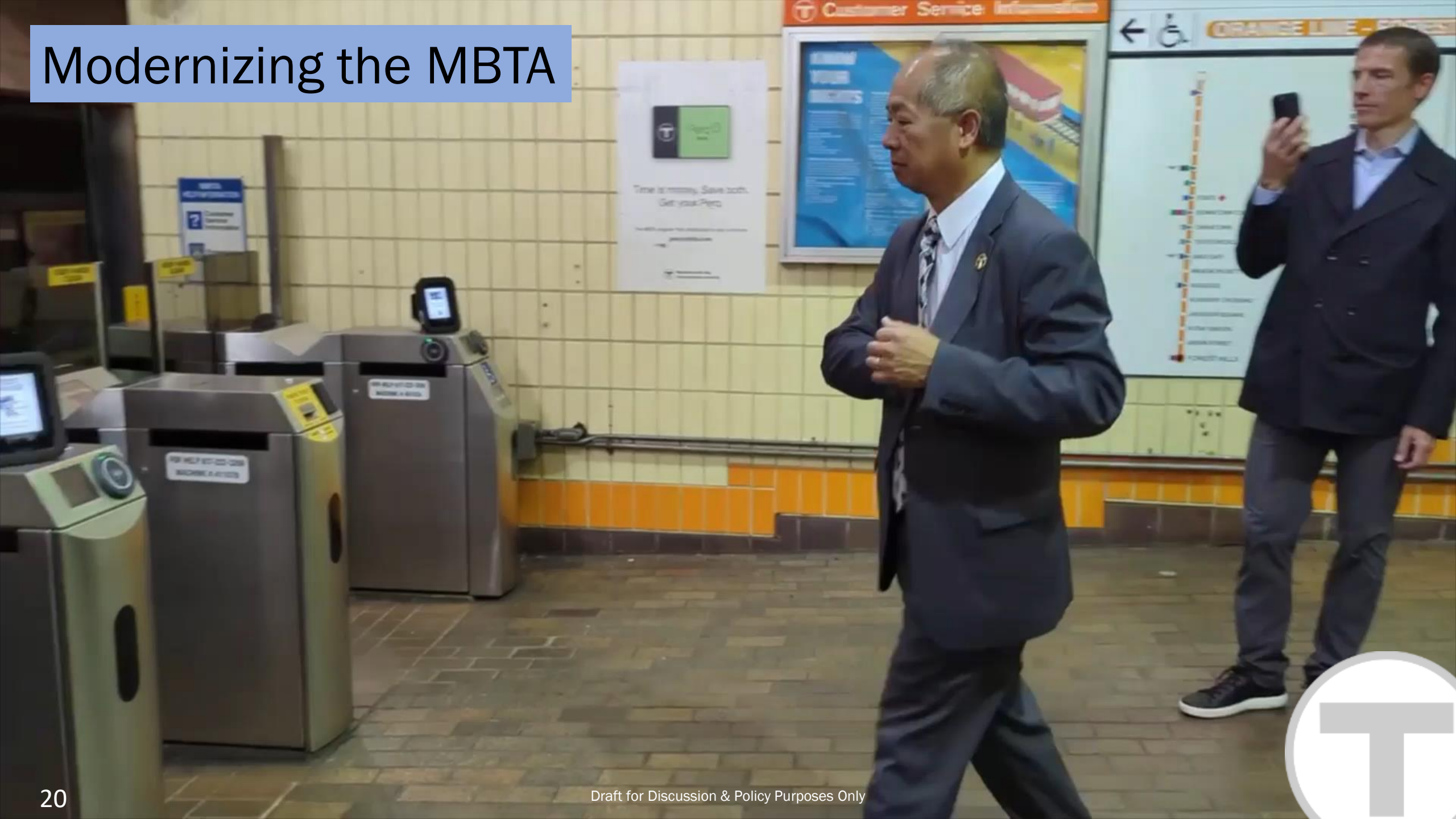
Workforce Updates | YTD



Red Line Ashmont Branch & Mattapan Line.



Modernizing the MBTA





NATIONAL
HISPANIC
LATINO
HERITAGE MONTH

September 15 – October 15, 2023



Thank you.

