



# Massachusetts Bay Transportation Authority

## GM Report

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Phil Eng, MBTA General Manager and CEO

November 16, 2023





# Track Improvement Program 2023-2024

## *Infrastructure*

Information: [www.mbta.com/trackprogram](http://www.mbta.com/trackprogram)





- ✓ Critical trackwork along entire system.
- ✓ Remove all speed restrictions.
- ✓ Ensure track reliability.

# Track Improvement Program 2024 | Segmenting Track

## Priority Trackwork for State of Good Repair in 2024

Segt	Alternative Service Area	Speed Restrictions	Modeled Delay (min)	Duration (days)	January	February	March	April	May	June	July	August	Sept	October	November	December
1	North Station to Lechmere	2	1.8	14												
2	North Station to Kenmore, Heath, Babcock	15	8.7	21	■	■										
3	Copley to St. Mary's, Babcock, Brookline Hills	9	4.2	18			■									
4	Boston College to Kenmore	7	1.7	10								■				
5	Cleveland Circle to St. Mary's	1	0.1	6											■	
1	Oak Grove to North Station	13	1.7	6									■			
2	Wellington to North Station	5	4.3	9												
3	Sullivan to Back Bay	6	2.3	10												
4	Haymarket to Jackson Sq	2	1.3	4												
5	Back Bay to Forest Hills	15	4.8	11												
1	Alewife to Harvard	9	6.5	9												
2	Alewife to Kendall	9	4.0	16												
3	Harvard to Park	3	0.8	6												
4	Kendall/MIT to Broadway	8	3.7	6												
5	Park to JFK/UMass	8	2.6	8												
6	Broadway to North Quincy	4	2.7	6												
7	JFK/UMass to Braintree	22	9.1	16												
1	Airport to Wonderland	12	5.3	12												
2	Bowdoin to Airport	2	0.7	Night Orders												

**152    66.3    188**

# of Speed Restrictions as of 11/6/23



# Green Line Broken Rail

*Monday, November 13,  
afternoon.*

Old track repaired.  
Service resumed in 2 hrs.





# Red Line Ashmont Power Taps & Feeders

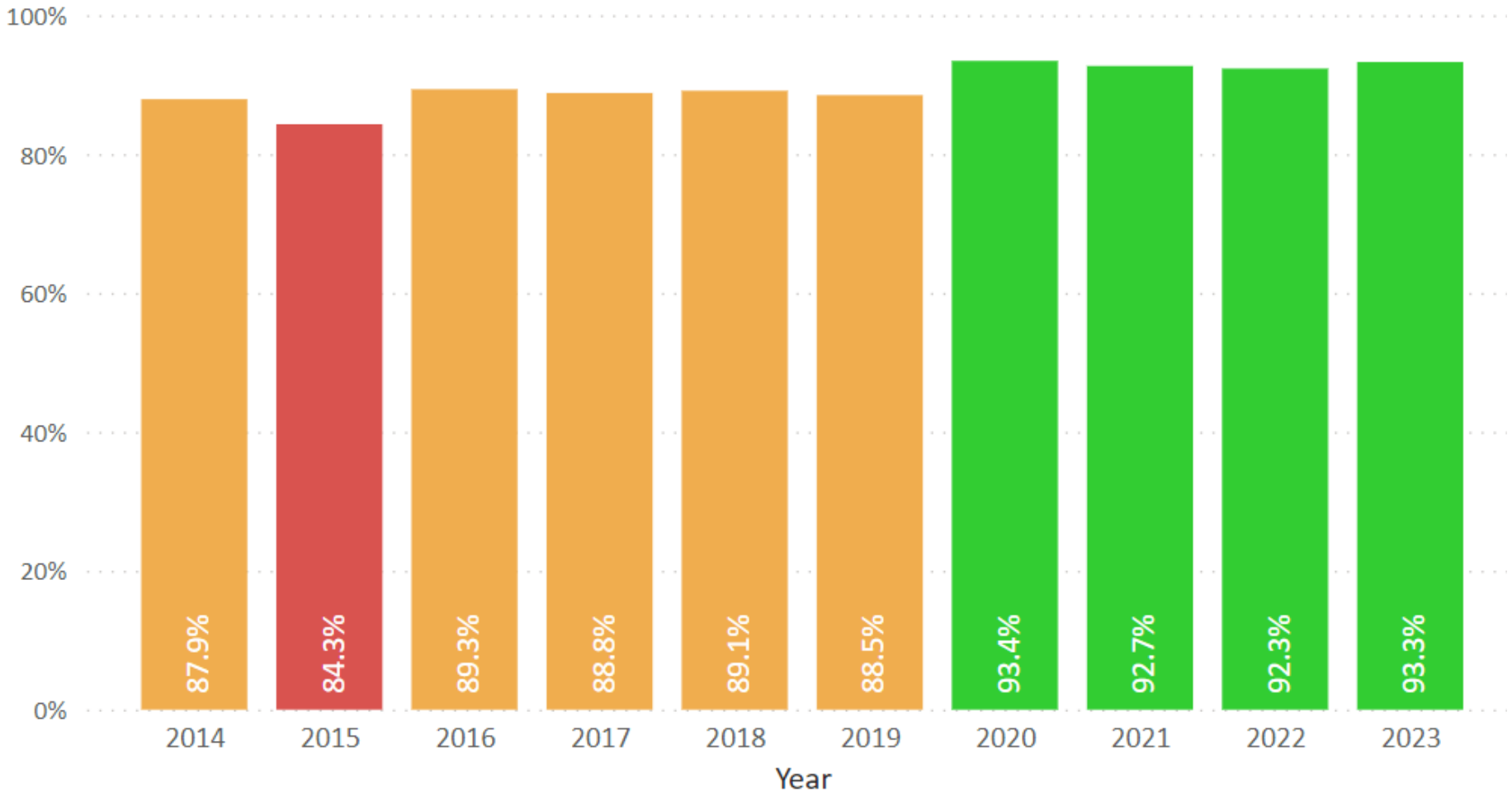
*Monday, November 13,  
evening.*



# Improving Service & Reliability



# Commuter Rail Annual OTP Jan 2014 to Oct 2023

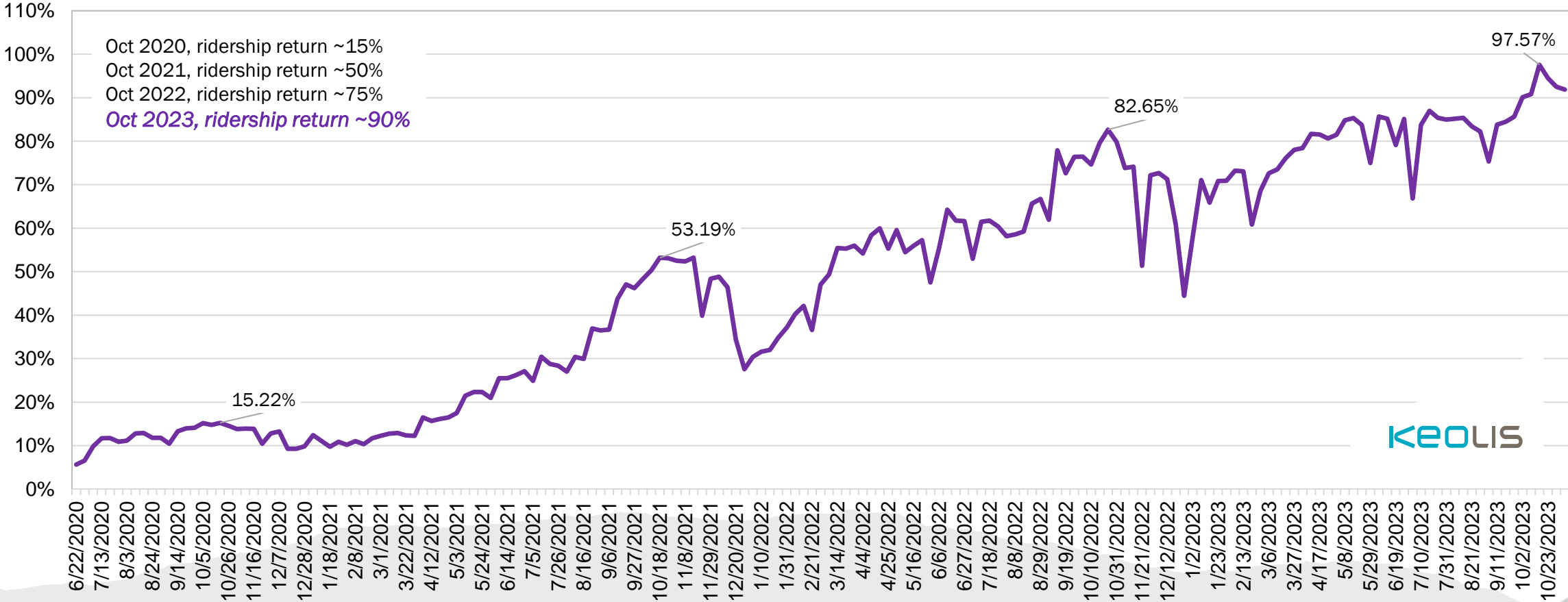


KEOLIS





# Commuter Rail Ridership Recovery



# Haunted Happenings

Added *Scheduled*  
Commuter Rail Service  
during October

- Increased trip certainty
- Increased reliability
- Ensured rider round-trip confidence

## Salem Halloween 2023: Record 1.2 Million Visitors Invade Witch City

The numbers top the estimated 950,000 visitors in 2022 and included 21,000 Commuter Rail on Halloween Day alone.



Scott Souza, Patch Staff

Posted Wed, Nov 1, 2023 at 1:29 pm ET

Repli



# Lynn Commuter Rail Temporary Station



# Automated Fare Collection System





## New Red & Orange Line Vehicles

Contract Performance Requirement - 90,000 MDBF

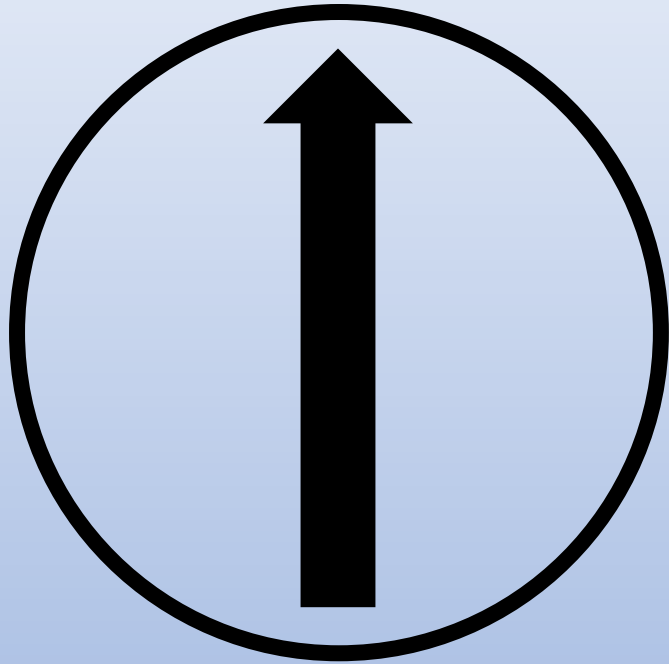
*Actual Performance ~132,000 MDBF*

Exceeding contractual requirements by ~45%



# Rebuilding Our Workforce

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All across the Authority.  
**1256 total External New Hires.**  
**599 net increase.**

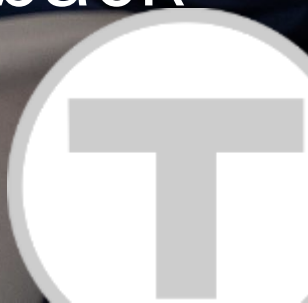


Investing in our  
Workforce,  
Three Additional  
Collective Bargaining  
Agreements in  
Process





# Town Halls Supporting Our Employees & Getting Important Feedback







**Kimberly Dwarika**

*Paul Cellucci Leadership in State Government Award*



**Megan Chann**

*Manuel Carballo Excellence in Public Service Award*

# Commonwealth Performance Recognition Awards





# Celebrating Tribal Sovereignty and Identity

2023  
National Native  
American Heritage Month

*Acknowledging and celebrating the many contributions, rich history and significant achievements of the Indigenous Peoples of our country.*

*We acknowledge the Indigenous Nations with origins in the lands that eventually became the Commonwealth of Massachusetts, such as Wampanoag, Nipmuc and Massachusett Peoples.*

*We recognize that many of our riders and employees have cultural and heritage connections to these (and other) Indigenous Nations.*



# THANK YOU, VETERANS!



Systemwide Acknowledgment for Our Riders



Acknowledgment for Our Employees