



**Massachusetts Bay  
Transportation Authority**

# GM Report to the Board

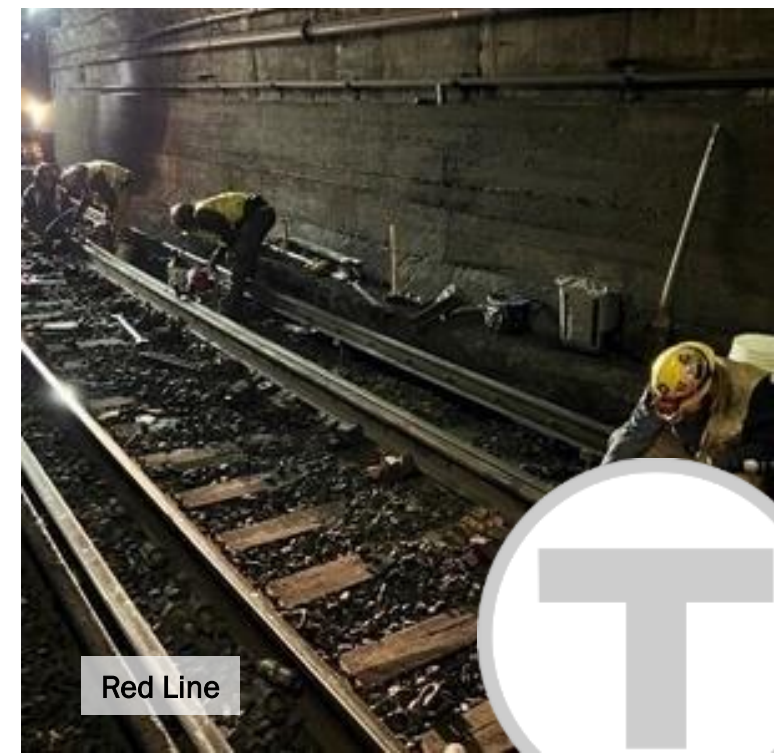
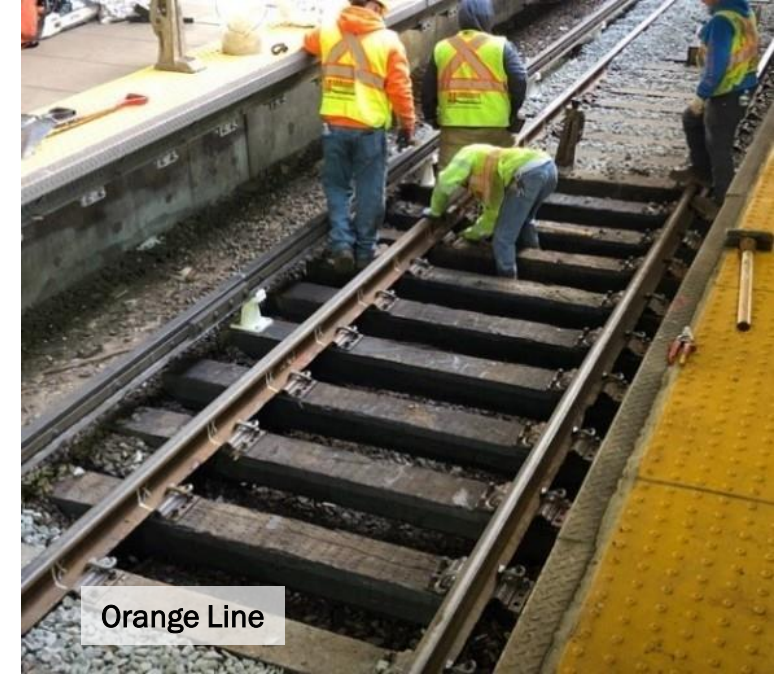
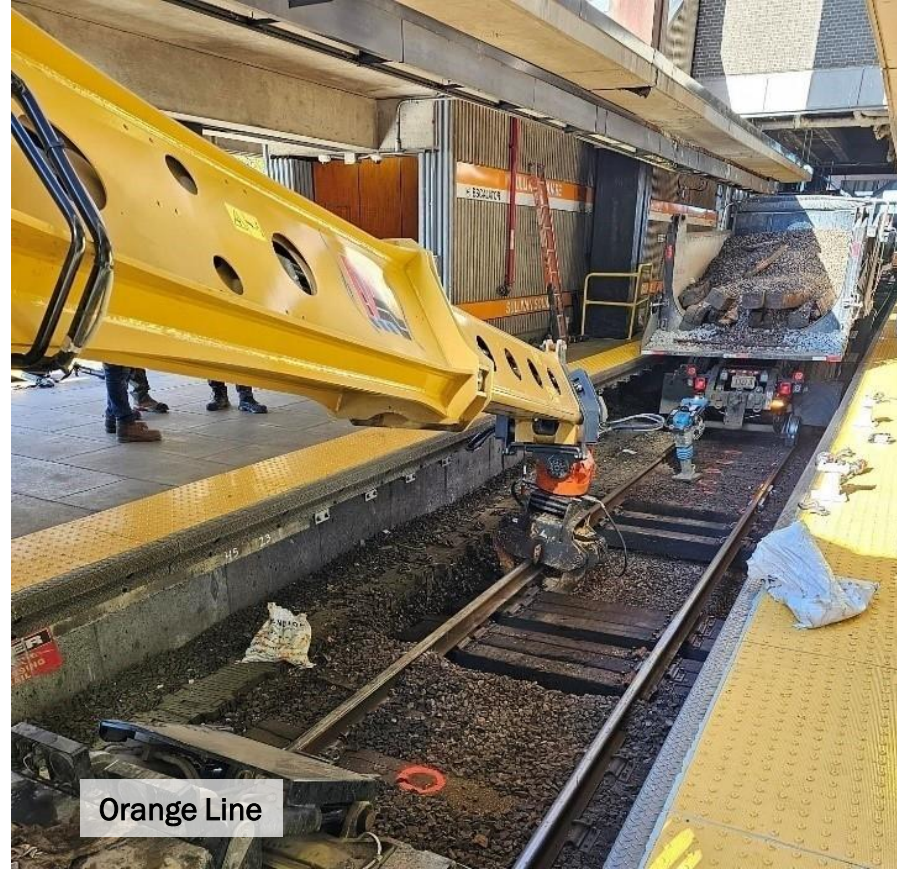
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Phil Eng, MBTA General Manager and CEO

December 13, 2023

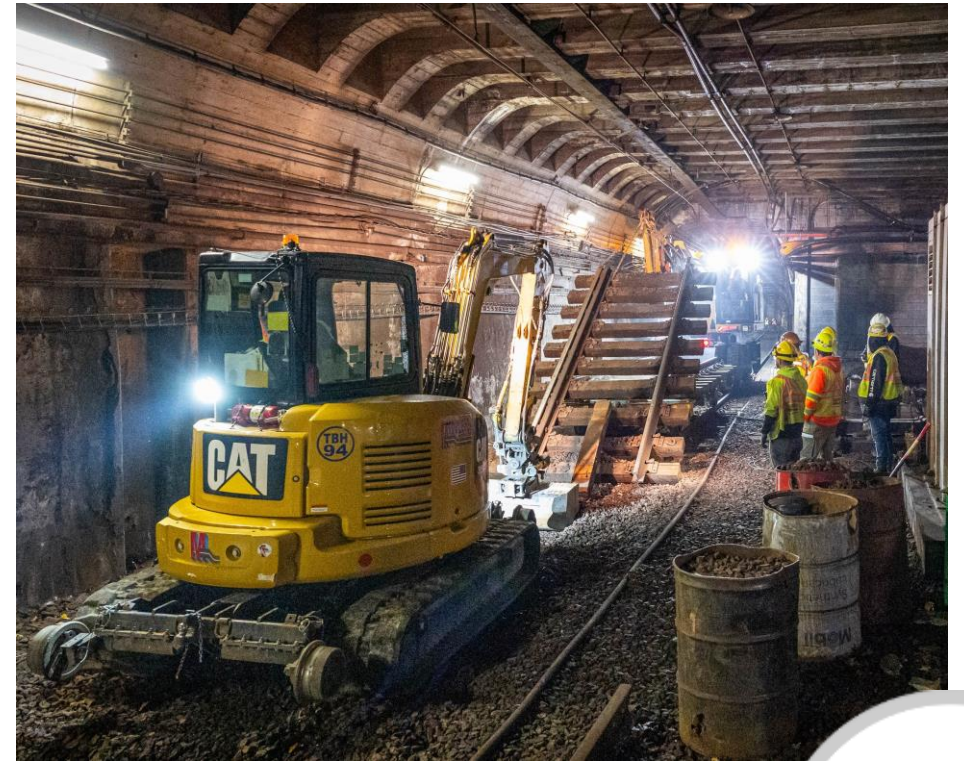
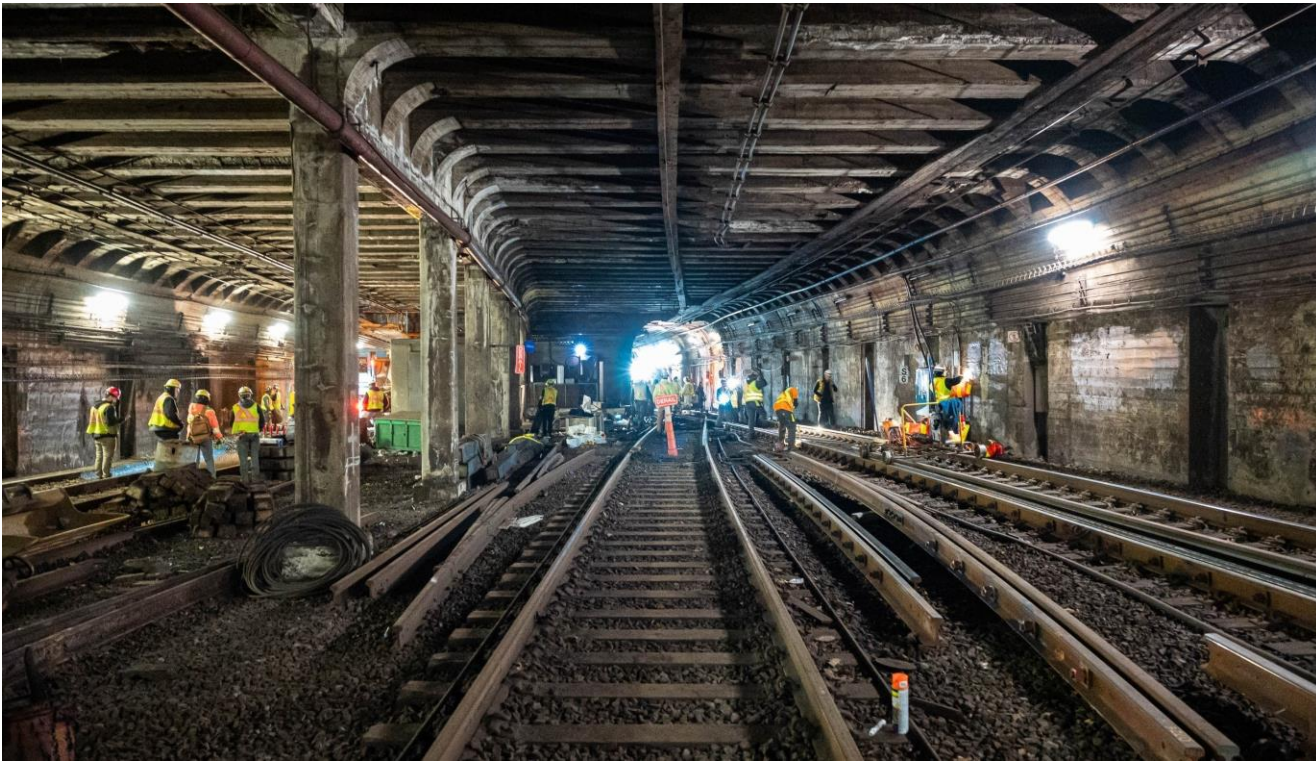


# OL & RL Night & Weekend Access Work



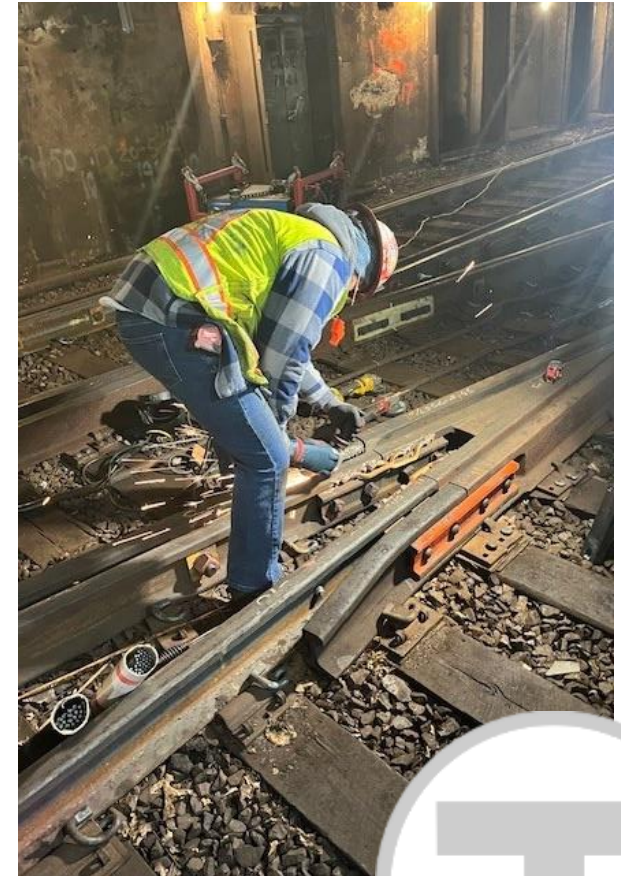
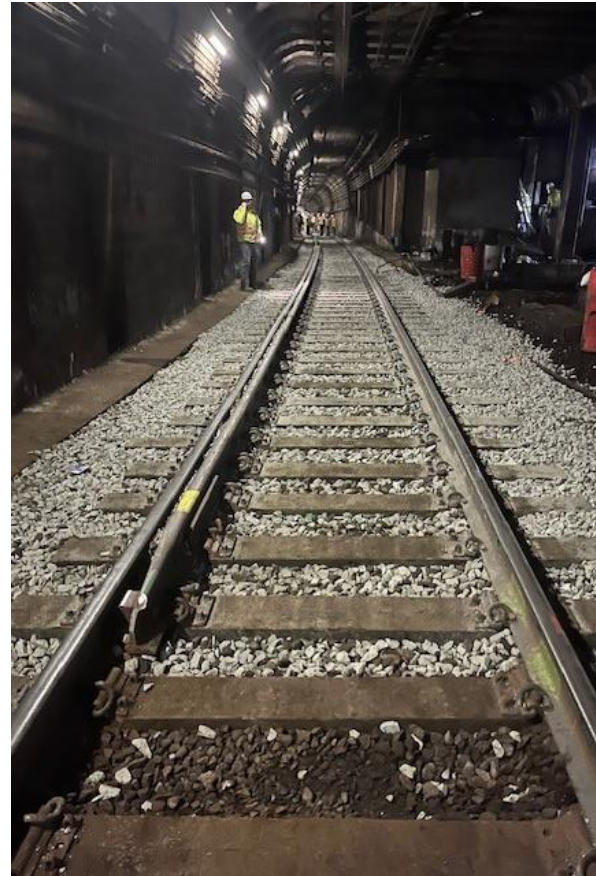
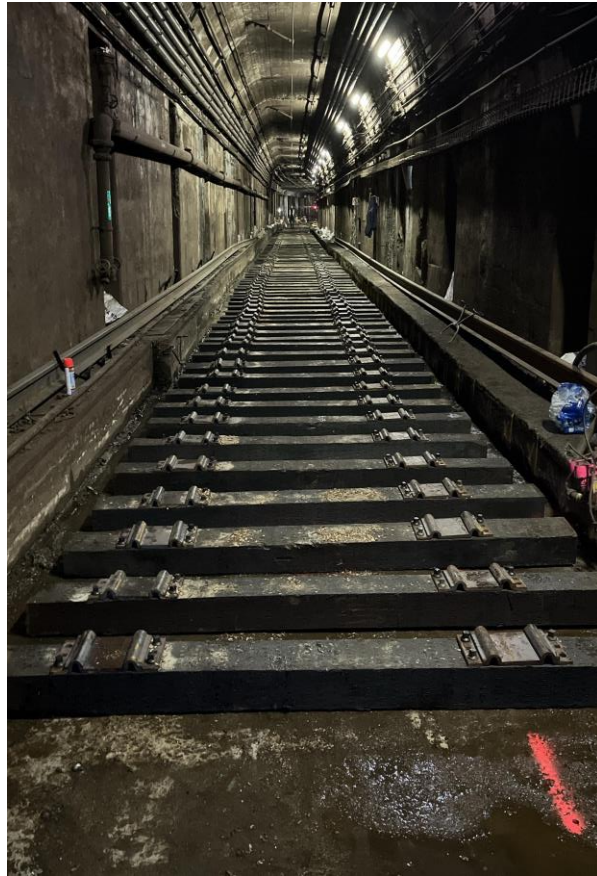
# Green Line Central Tunnel

North Station to Kenmore, Heath,  
Babcock, Nov. 27 – Dec. 5



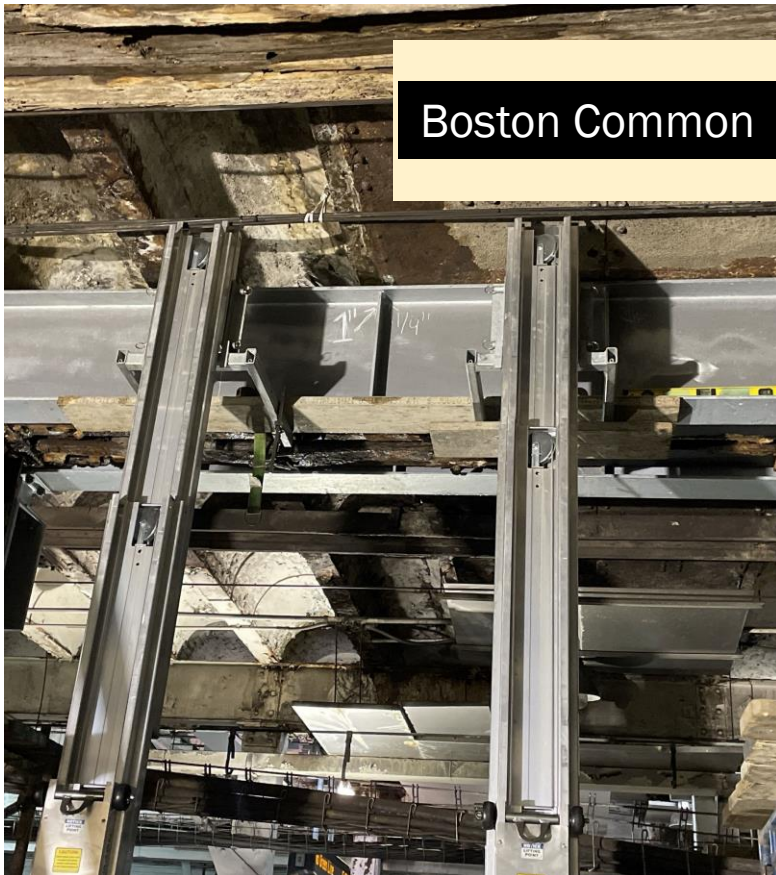
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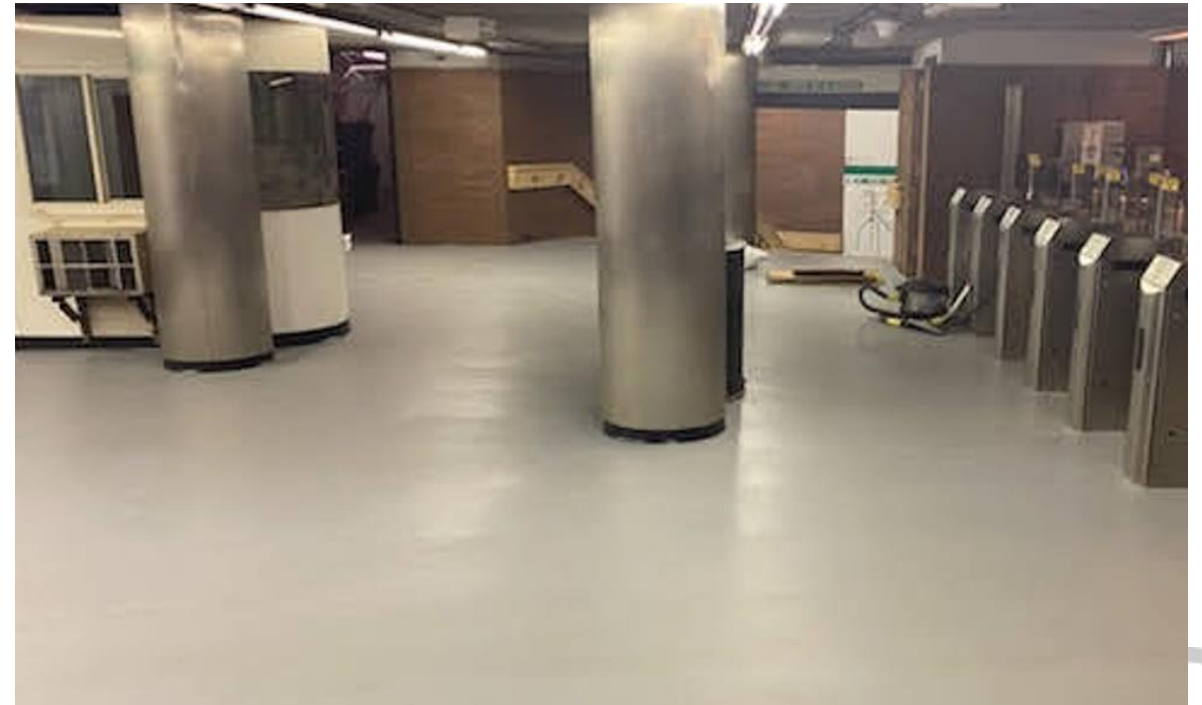
# Green Line Central Tunnel

Tunnel repair work.

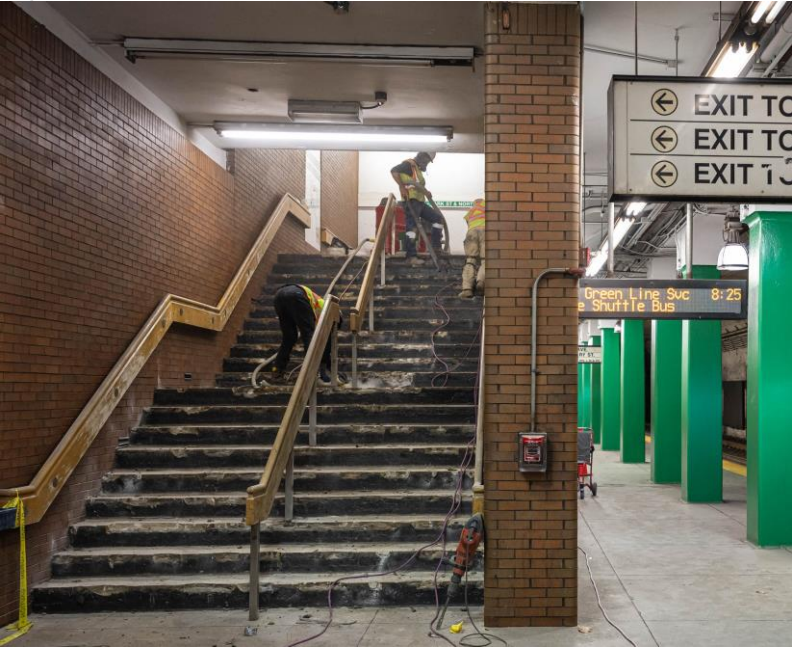


# Station Work

Hynes Convention Center floor  
before & after



# Station Work



Hynes Stair  
Repair  
Underway



# Station Work

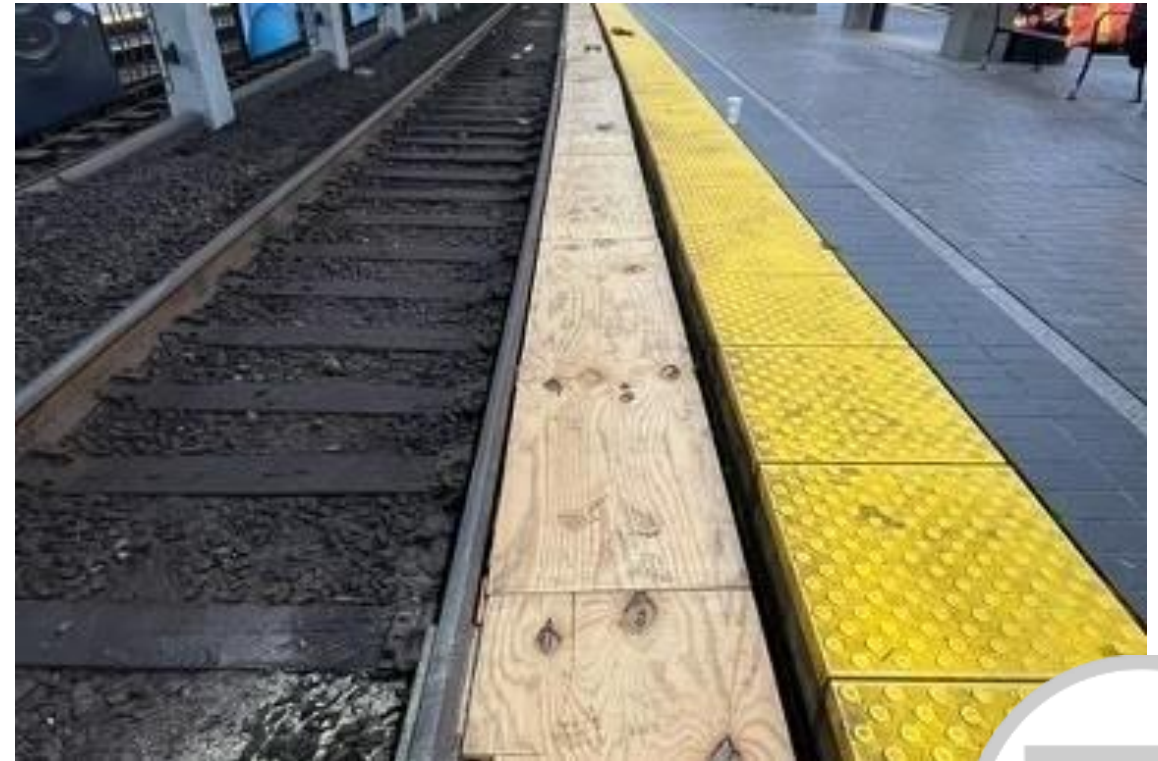
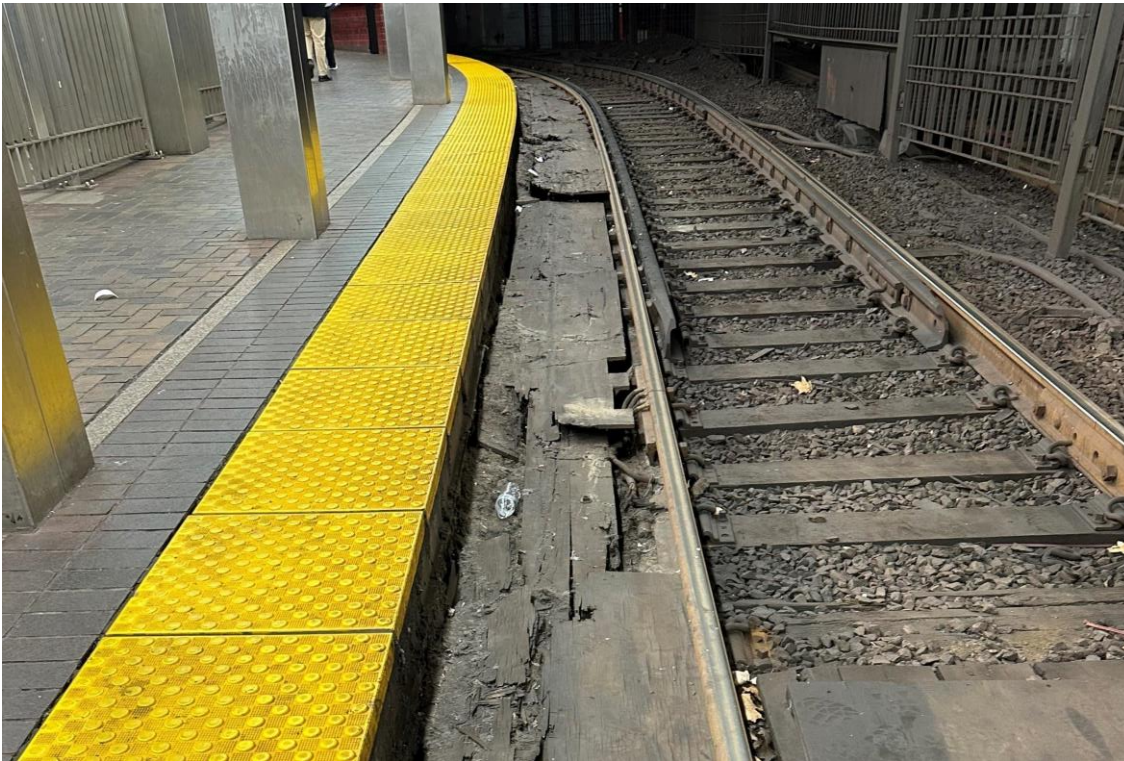


Arlington Station Painting



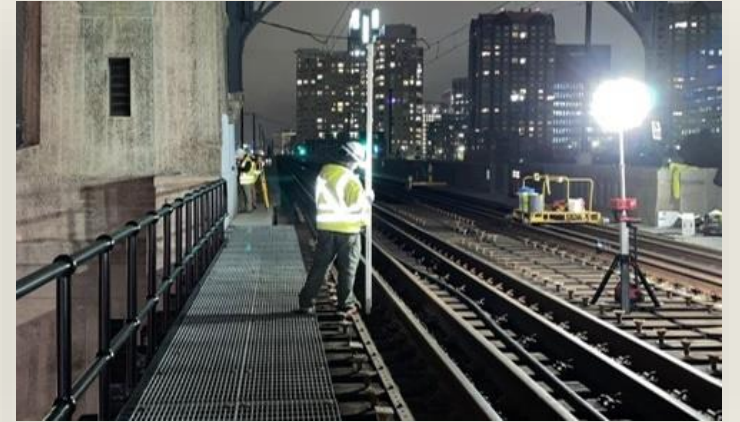
# Station Work

Park Street – Improving safety and trolley access

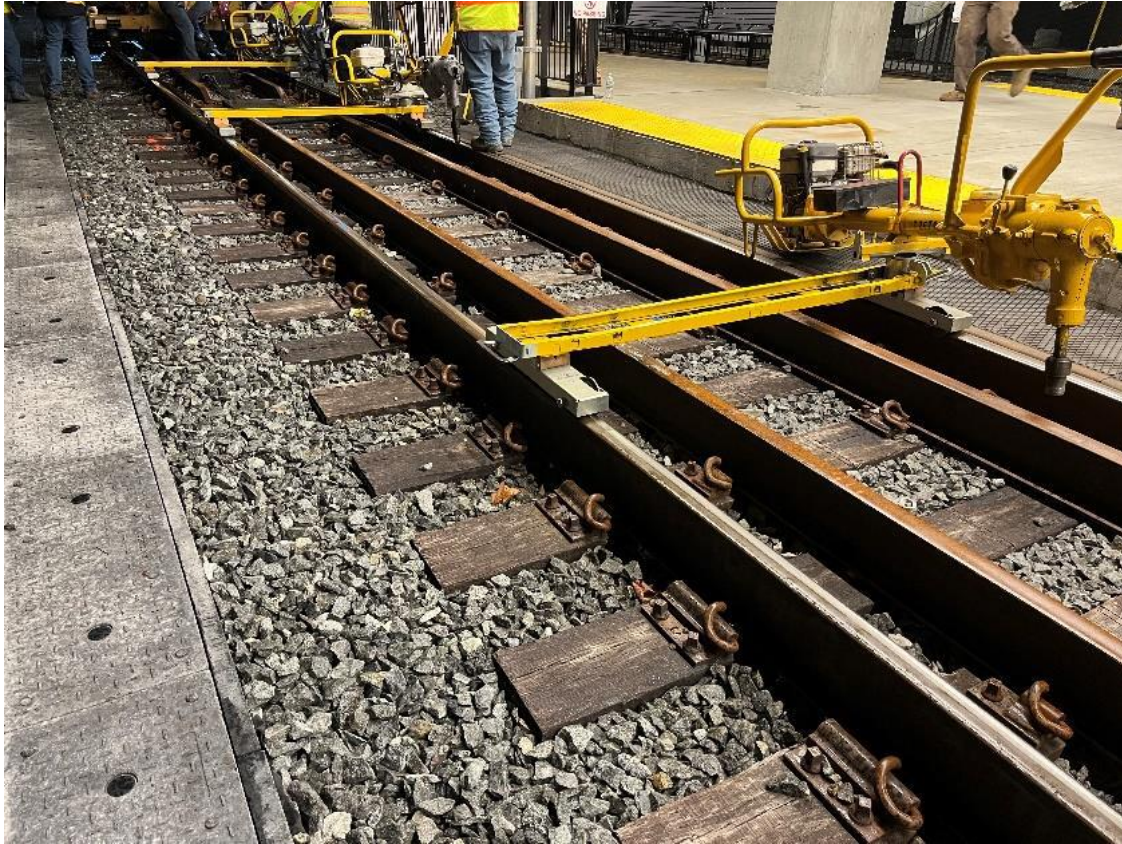




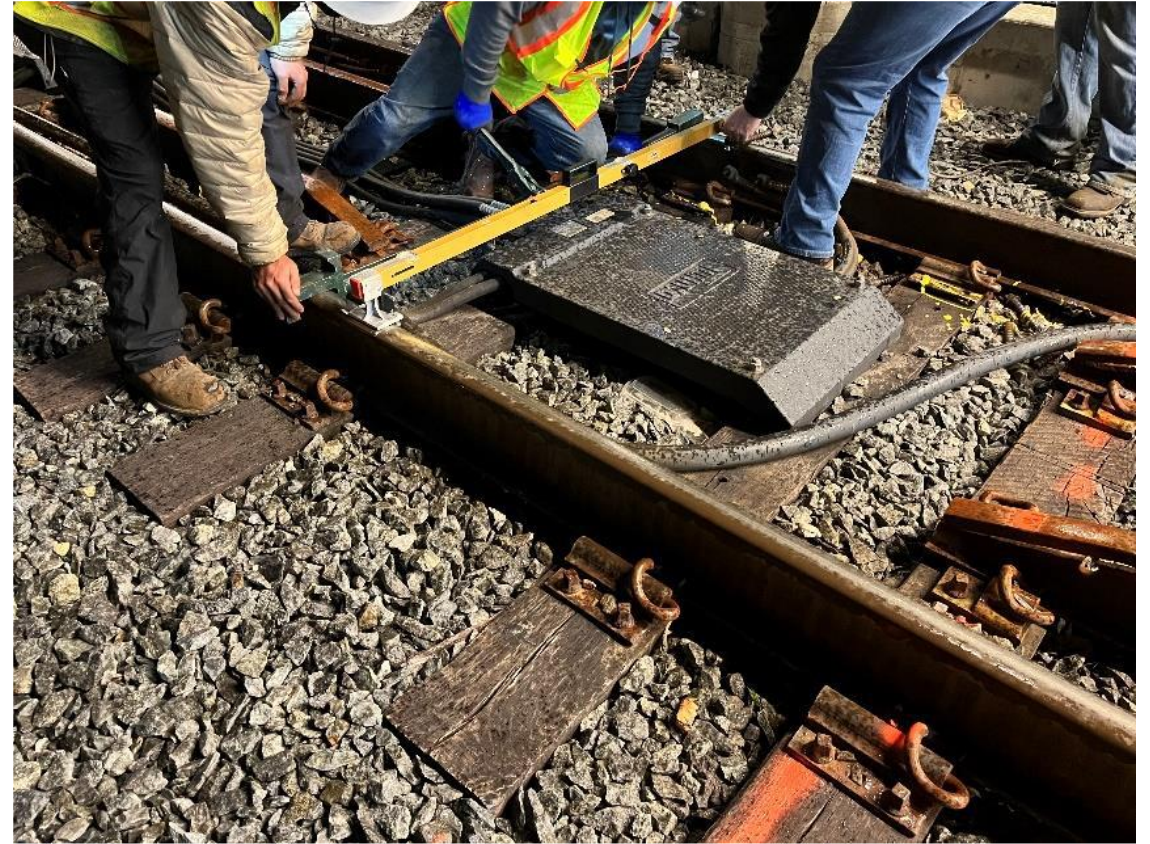
# Lechmere Viaduct Work



# Green Line Extension



Walk behind laggers to begin lagging spikes



Crew using gauger bar to hand gauge tight area



# Workforce Update

1401 Total New Hires | Net Headcount 685

## Largest New Hire Class this Fiscal Year

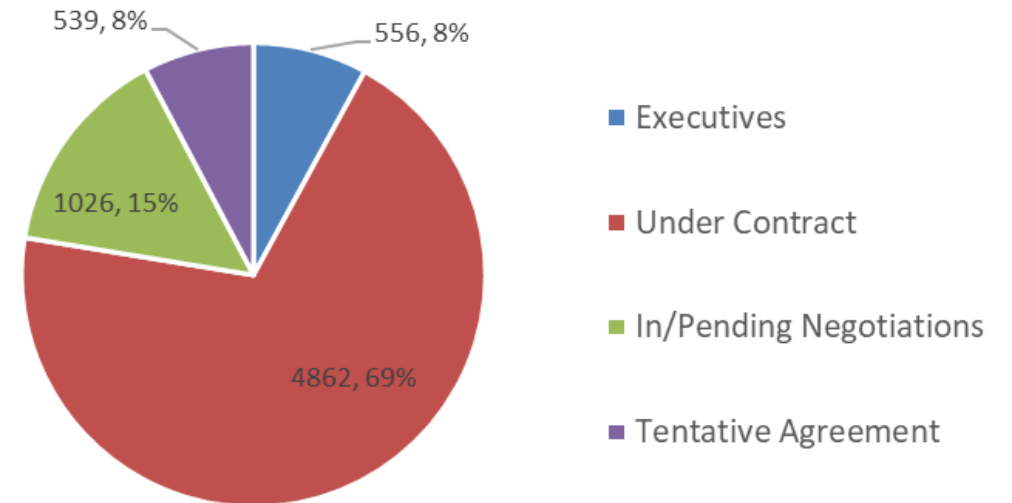


### 90 new hires started 11/27

- 22 Bus Operators
- 20 Track Laborers
- 15 Rail Vehicle Maintenance Technicians
- 5 Heavy Rail Operators
- 5 Wirepersons
- 4 Fuelers
- 4 Service Technicians
- 2 Safety positions
- 13 other roles: Project Coordinators, Managers, and Senior Managers



## Workforce by Contract Status



*Following the historic Local 589 agreement approved August '23, negotiations with remaining 15 bargaining units have continued.*



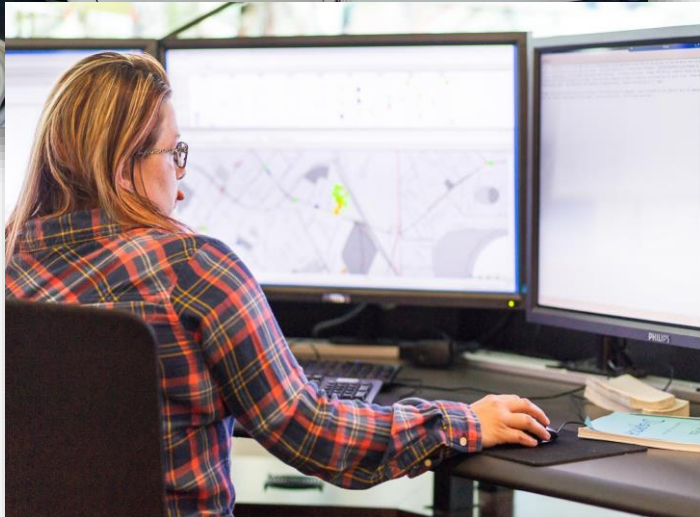
Added  
Service for  
the Army  
Navy Game

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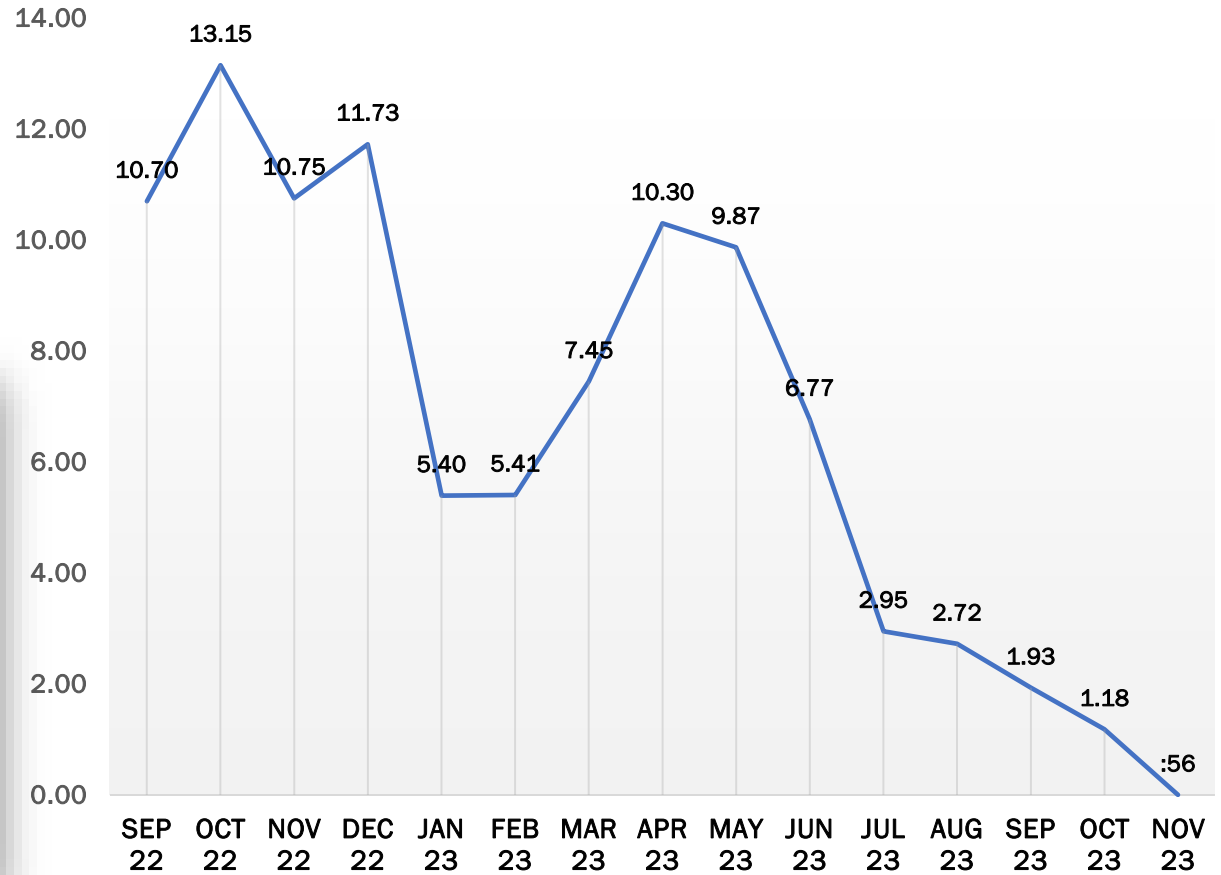
Supporting  
Communities



# The RIDE | Improved Service



Call Hold Times declined from ~12 minutes to < 1 minute.



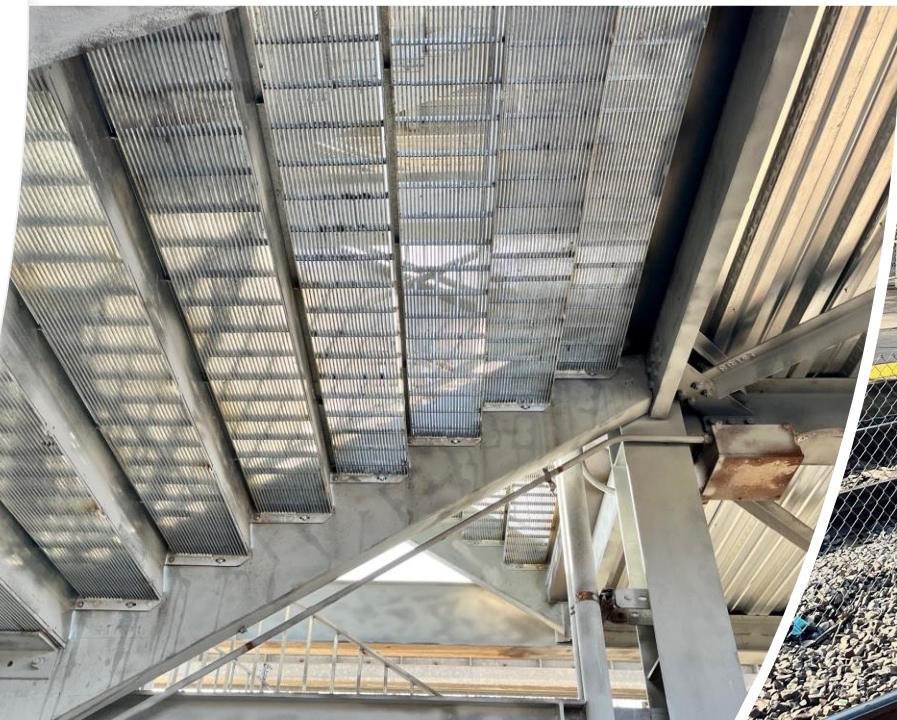
# Commuter Rail Returns to Lynn

Interim Station  
Opens Dec. 18.



# Ashland CR Station Reopens

Dec. 23.



# Extended Ferry Service Due to Popular Demand



Due to popular demand, the East Boston, Winthrop, & Lynn ferry services will be extended through the fall. Ferries will operate as follows:

- Winthrop - until November 30
- Lynn - until October 31

Thank you!!! 🇺🇸

A service that works and people like! we've used it many times and it's great. glad you're keeping it open.

This is great! Wow!

Lynn Ferry photos by James Bartlett from <https://itemlive.com/2023/10/03/lynn-ferry-service-extended-through-october>. Winthrop Ferry photo from <https://www.town.winthrop.ma.us/ferry>







# Winter 2024 Service Changes, effective Dec. 17

<https://www.mbta.com/service-changes/winter-2024-service-changes>





North Pole Express Dec. 2, 2023





# Agents of Safety, Dec. 6, 2023



# 23<sup>rd</sup> Annual Fill-a-Bus Toy Drive



# Winter Wonderland, Dec. 9



# Selfless & Caring Community Service

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