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

Light Rail: Green Line & Mattapan are averaging 80 more daily trips since June 2023
### Median Weekday Peak Headways

<table>
<thead>
<tr>
<th>Line</th>
<th>Headway</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green Line</td>
<td>2-3 minutes</td>
</tr>
<tr>
<td>Red Line</td>
<td>6 minutes</td>
</tr>
<tr>
<td>Orange Line</td>
<td>&lt;7 minutes</td>
</tr>
<tr>
<td>Blue Line</td>
<td>&lt;5 minutes</td>
</tr>
</tbody>
</table>
Bus Operations | Recent 12 Months

Improved Schedule Adherence ➤
Dropped Trips ➣
Bus Operator Headcount

G O A L S

- Increase reliability
- Restore service
- Grow for the future

BNR Phase 1 Target: ~1,560 Operators

BNR Phase 1 Launch: December 15, 2024

BNR: Bus Network Redesign
✓ 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.
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

![Graph showing the increase in workforce from 01.06.2023 (6321) to 07.23.2024 (7662).]
The Track Improvement Program Team

Brian Campbell  
Senior Project Manager

Carlton Bandoo  
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

Green Line
Aug 2 - 11
Boston College to Babcock
Resolving 8 Speed Restrictions

Red Line
Aug 19 - 25
Kendall/MIT to JFK/UMass
Resolving 8 Speed Restrictions

Red Line
Sep 6 - 29
JFK/UMass to Braintree
Resolving 22 Speed Restrictions

Red Line
July 13 - 28
Alewife to Kendall/MIT
Resolving 7 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.
Worcester Union Station Platform Reopens

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

Transportation system of the future | Decarbonizing our fleet
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

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

MBTA’s Innovation Expo

Juneteenth Celebration

Water Transportation Fair

4th Supplier Diversity Summit

Enjoying 34th ADA Anniversary
MBTA to Install Narcan Access Cabinets at 5 Red Line Stations

- Quincy Center
- Ashmont
- Andrew
- South Station
- Harvard
The swift actions of the crew of the Aurora played a critical role in the positive outcome of this medical emergency incident.
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.