



**Massachusetts Bay  
Transportation Authority**

# GM's Report to the Board

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Phil Eng, MBTA General Manager and CEO

August 22, 2024

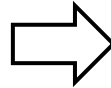


# Improving Service

## PROGRESS



09/27/2023



08/19/2024



SPEED RESTRICTIONS

240



65

RESTRICTED TRACK %

26%



7%

MILES

36

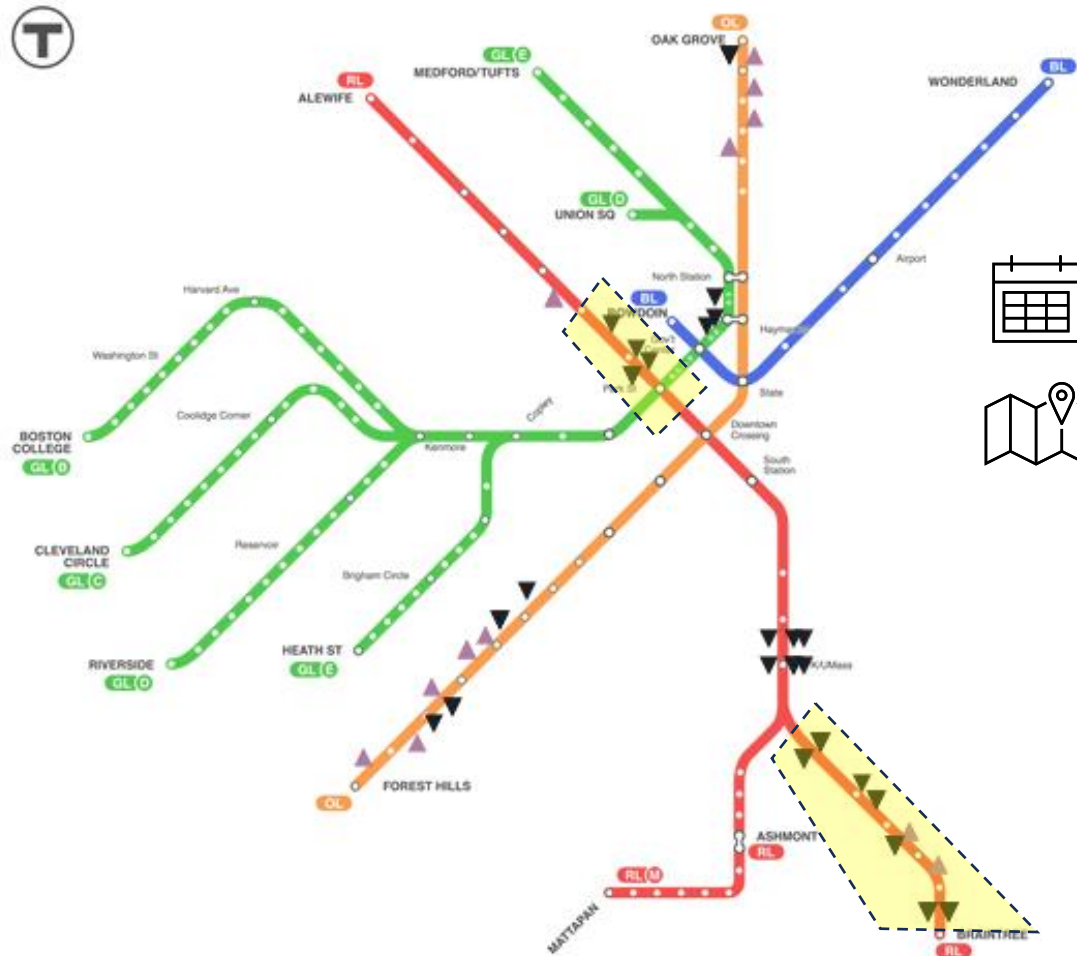


9.1



# Improving Service

## PROGRESS



**Red Line** Aug 19-25



JFK/UMass to ~~South Station~~ MIT



# Improved Service | Reliability | Travel Time

REALIZING THE BENEFITS FROM WORK COMPLETED – AUTUMN SCHEDULE CHANGE AUG 25



## SCHEDULED TRIPS

**↑ 11%**  
...over Summer '24

**↑ 42%**  
...over Autumn '23

## WAIT TIME/HEADWAYS

**↓ 11%**  
...over Summer '24

**↓ 31%**  
...over Autumn '23

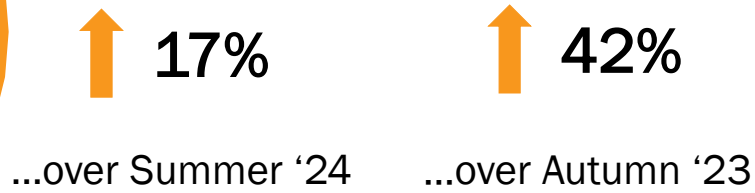


# Improved Service | Reliability | Travel Time

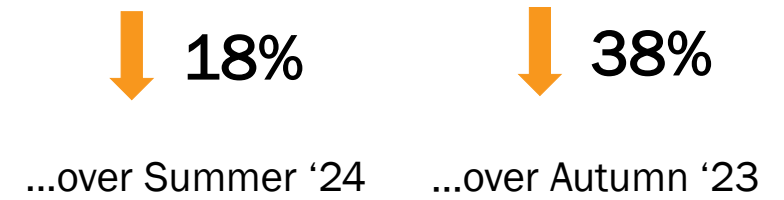
REALIZING THE BENEFITS FROM WORK COMPLETED – AUTUMN SCHEDULE CHANGE AUG 25



## SCHEDULED TRIPS



## WAIT TIME/HEADWAYS *(peak)*



*Adding additional OL train at peak*

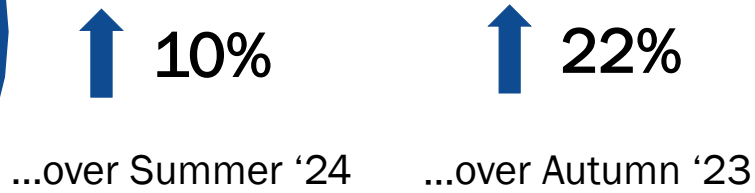


# Improved Service | Reliability | Travel Time

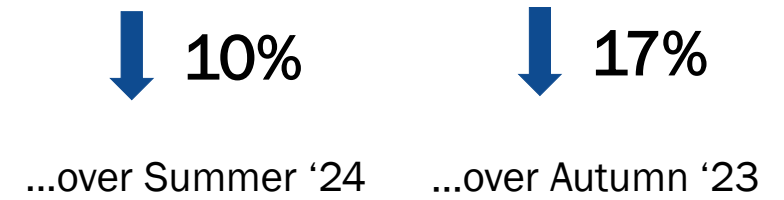
REALIZING THE BENEFITS FROM WORK COMPLETED – AUTUMN SCHEDULE CHANGE AUG 25



## SCHEDULED TRIPS



## WAIT TIME/HEADWAYS *(peak)*



*396 trips - 23 more than before the pandemic*



# Improved Service | Reliability | Travel Time

REALIZING THE BENEFITS FROM WORK COMPLETED – AUTUMN SCHEDULE CHANGE AUG 25



## SCHEDULED TRIPS

↑ 5%

...over Autumn '23

## TRAVEL TIME *(aggregate)*

↓ 8.7 min.

...over Autumn '23

## SCHEDULE ADHERENCE



*Reducing unplanned disruptions*  
*Dropped trips 11.2%, Sep '23*  
*Dropped trips 6.5%, Jul '24*



# Improved Service | Reliability | Travel Time

REALIZING THE BENEFITS FROM WORK COMPLETED – AUTUMN SCHEDULE CHANGE AUG 25



## TOTAL SERVICE HOURS

↑ 700 hrs/wk    ↑ 1.6%

...over Summer '24

## CROWDING

- ↓
- Offsets congestion
  - Dropped Trips

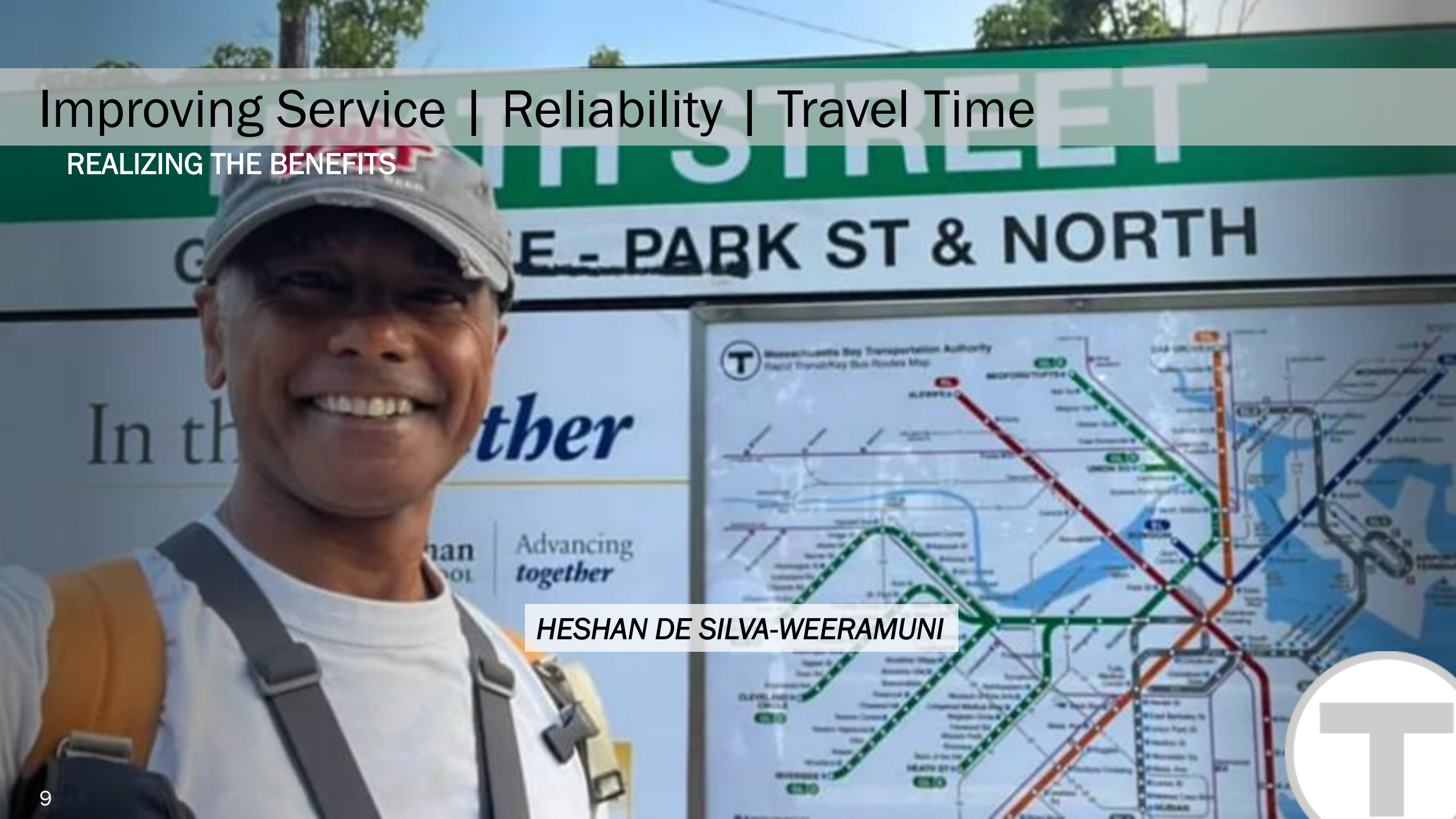
...over Summer '24





# Improving Service | Reliability | Travel Time

REALIZING THE BENEFITS



HESHAN DE SILVA-WEERAMUNI





# Modernizing

## RED & ORANGE LINES SIGNALS UPGRADES

- ☎ Replacing obsolete **analog** with **modern digital** signal equipment.
- ☎ Improved **reliability**.
- ☎ Improved operational **flexibility**.
- ☎ Increases remote operability.

*% Cutover complete & running on new system*



50%



57%





# Decarbonization

## COMMUNITIES CELEBRATE | FAIRMOUNT LINE

- More frequent service.
- Lower emissions for nearby communities.
- Transitioning to more renewable energy and climate-forward services by early 2028.





# Alewife Complex Redevelopment

## INNOVATIVE DELIVERY INITIATIVE

- 🏢 Initiated a **Joint Development procurement** to solicit interest from real estate developers to partner with the MBTA to redevelop our Alewife garage.
- 🏢 235 attended Developer Forum, Aug. 8, including one-on-one meetings with interested developers (Primes & DBEs).
- 🏢 RFP expected Fall 2024.





545 Units/20-25% affordable  
650 MBTA parking spaces  
Improved Busway Pick-up/Drop-off Facility



# Riverside Transit-Oriented Development Project

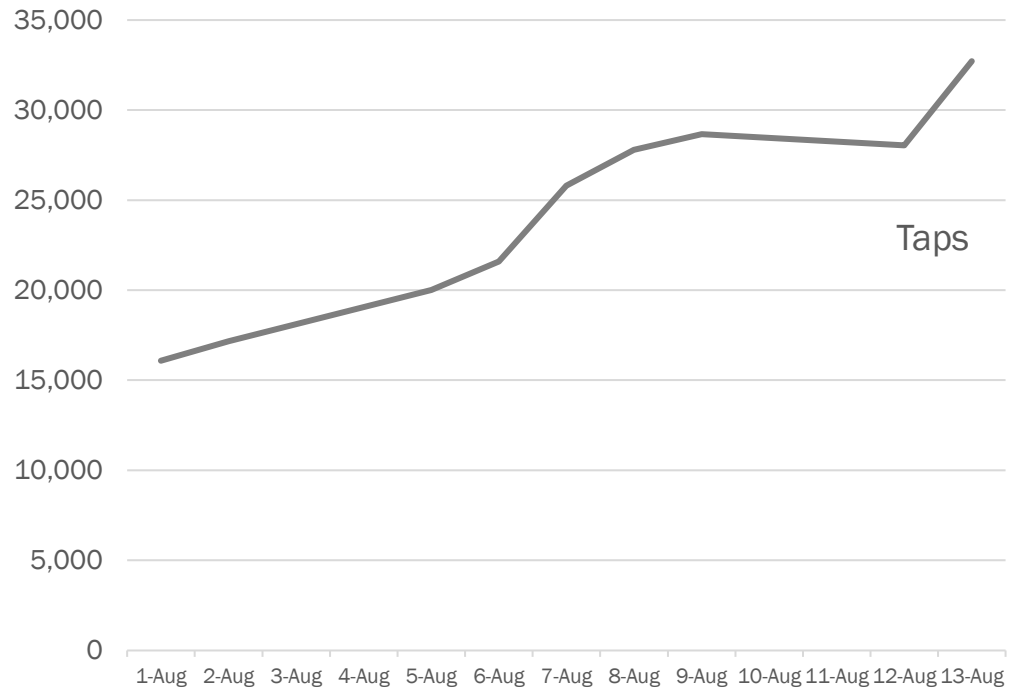
RESIDENTIAL-ONLY PHASE 1 PROPOSAL





# Modernizing the MBTA

## CONTACTLESS PAYMENT LAUNCHES AUG 1



# Making Transit Affordable

INCOME ELIGIBLE FARES LAUNCH AUG 20

- **JANUARY** | 2024-2024 Budget Inclusion by Healey-Driscoll Administration
- **MARCH** | MBTA Board vote to approve.
- **AUGUST** | Program launches online.





Systemwide  
On-Time  
Performance

↑ 92-93%

August  
Regional Rail  
Ridership

↑ 96% of pre-  
pandemic  
ridership

↑ 90%  
weekday

↑ 220%  
weekend



## Supporting Increased Ridership | Building for the future

IMPROVING RIDER EXPERIENCE |  
ADDITIONAL 41 BI-LEVEL COACHES





# MBTA Continued Headcount Growth

## HEAVY RAIL, LIGHT RAIL & VEHICLE MAINTENANCE TRAINING



LIGHT RAIL GRADUATES



RAIL VEHICLE MAINTENANCE GRADUATES









HEAVY RAIL GRADUATES





# Kevin Scanlon, Chief Counsel

## FAREWELL AND BEST WISHES

-  General Counsel for state agencies.
-  Trial lawyer before entering public service.
-  Law Clerk to the Justices of the Massachusetts Superior Court.
-  Former member of the Board of Bar Overseers.
-  Lecturer at MCLE | New England
-  Merrimack College and New England School of Law, Editor-in-Chief of the *New England Law Review*.



Thank You

