



**Massachusetts Bay  
Transportation Authority**

# GM's Report to the Board

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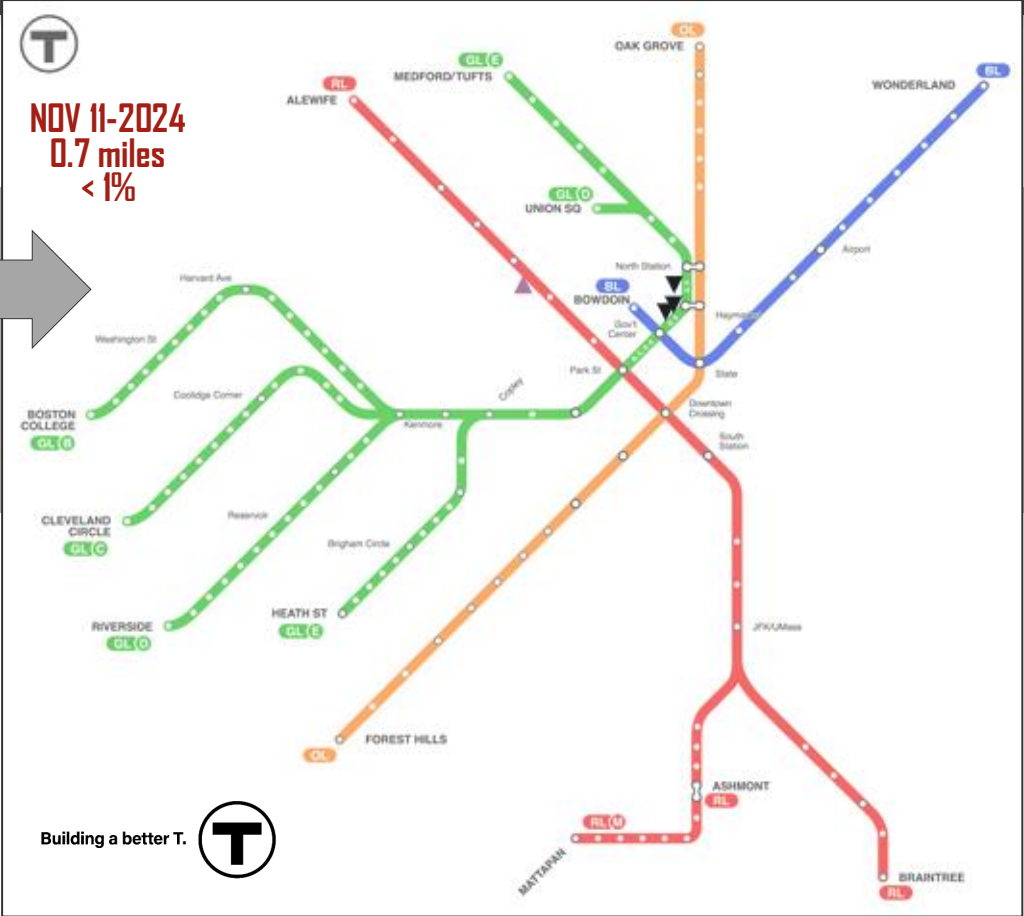
Phil Eng, MBTA General Manager and CEO

November 21, 2024

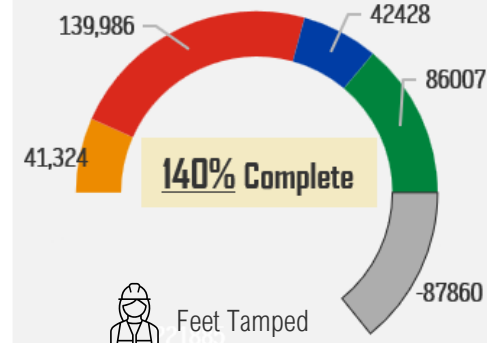
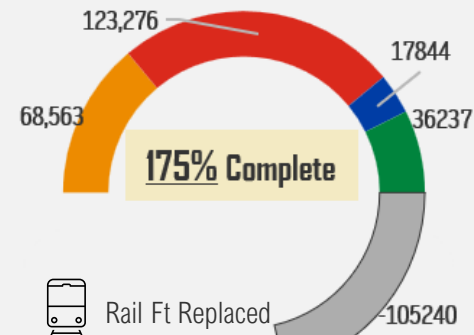
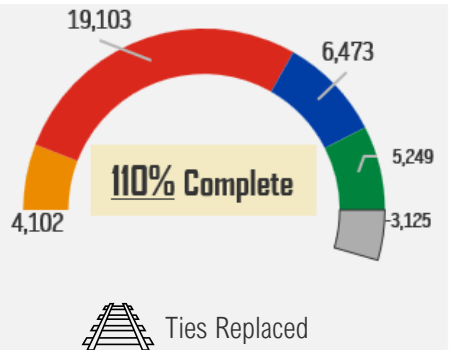
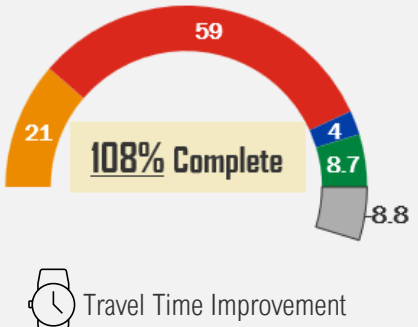
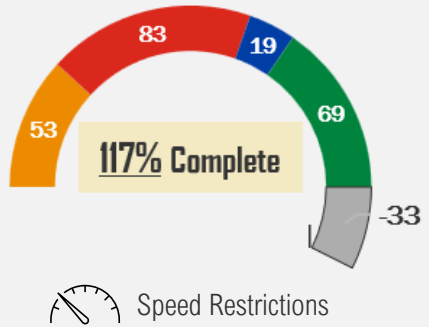


# Track Improvement Program

Overachieving as completion nears.



Building a better T.



# Orange Line | Full Speed Ahead! Nov. 1



*Governor Healy, Lieutenant Governor Driscoll, Secretary Tibbitts-Nutt and GM Eng Celebrate Slow Zone-Free Orange Line. Nov 8*

Rider Appreciation! | TIP Milestone | Thank you, MBTA TIP Employees



# Track Improvement Plan | Restriction Free Milestones

## SUBWAY SYSTEM

Sep 23, 2023



## MATTAPAN RED LINE

Oct 29, 2023



## BLUE LINE

May 1, 2024



## ORANGE LINE

Nov 1, 2024



## RED LINE

Nov 25, 2024



## GREEN LINE

Dec 21, 2024



# Improved Service, Reliability & Travel Time

REALIZING THE BENEFITS FROM WORK COMPLETED – WINTER 2025 SCHEDULE CHANGE



## WEEKDAY SCHEDULED TRIPS

↑ +62

↑ 18%

*...compared to Winter '24*

## WAIT TIME/HEADWAYS *(peak)*

↓ -1.2min

↓ 21%

*...compared to Winter '24*



# Improved Service, Reliability & Travel Time

REALIZING THE BENEFITS FROM WORK COMPLETED – WINTER 2025 SCHEDULE CHANGE



## WEEKDAY SCHEDULED TRIPS

↑ +96

↑ 36%

*...compared to Winter '24*

## WAIT TIME/HEADWAYS *(peak)*

↓ -1.2min

↓ 15%

*...compared to Winter '24*



# Improved Service, Reliability & Travel Time

REALIZING THE BENEFITS FROM WORK COMPLETED – WINTER 2025 SCHEDULE CHANGE



## WEEKDAY SCHEDULED TRIPS

↑ +140

↑ 53%

*...compared to Winter '24*

## WAIT TIME/HEADWAYS

↓ -2.8min

↓ 31%

*...compared to Winter '24*



# Improved Service, Reliability & Travel Time

REALIZING THE BENEFITS FROM WORK COMPLETED – WINTER 2025 SCHEDULE CHANGE



## WEEKDAY SCHEDULED TRIPS

↑ +121

↑ 12%

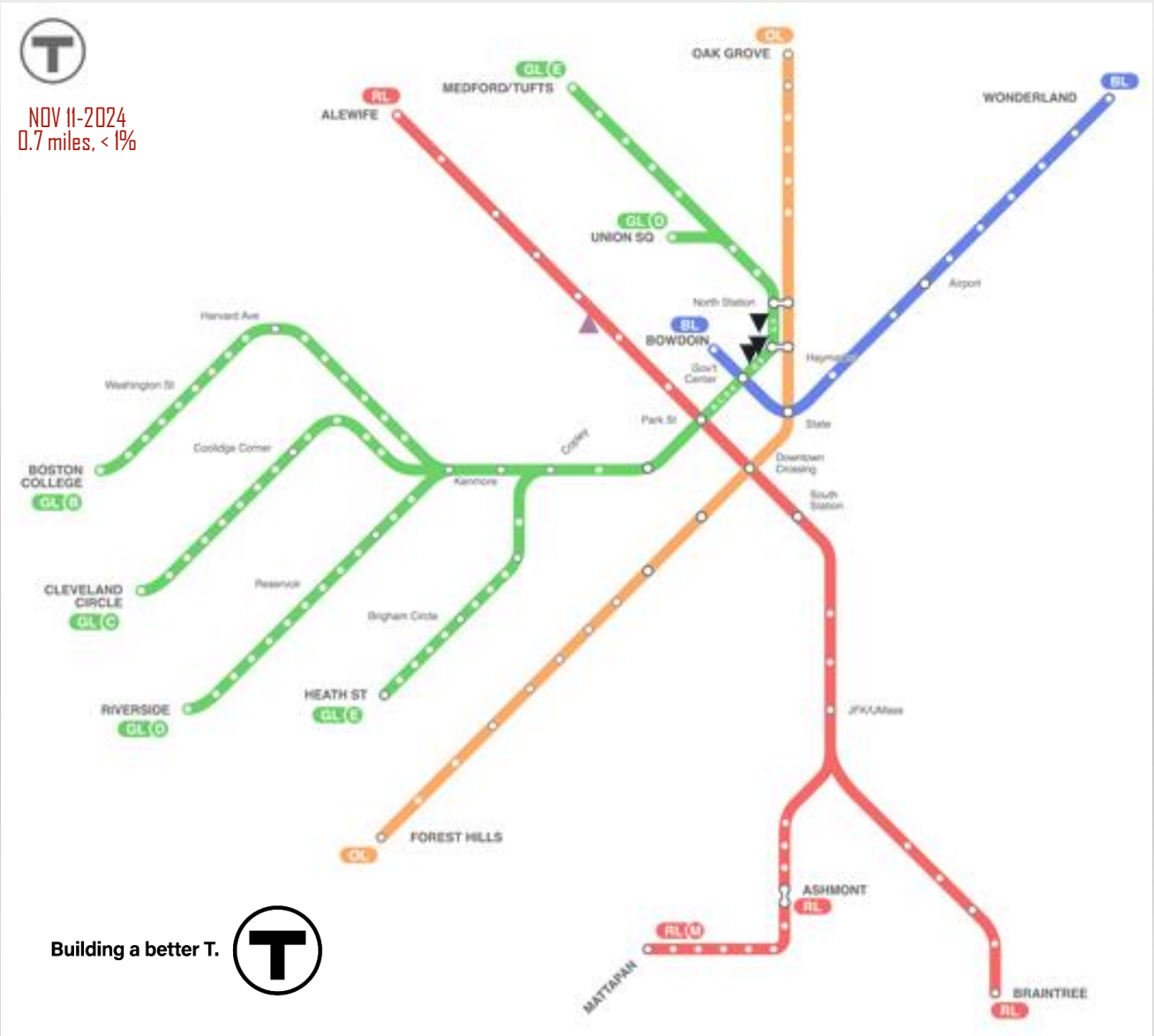
...compared to Winter '24

*Reduced unplanned disruptions*  
*Dropped trips 9.4%, Oct '23*  
*Dropped trips 3.7%, Oct '24*





# Track and Infrastructure Plans for 2025



## 2025 PRIORITIES

- State of Good Repair
- Signals
- Accessibility



# BNR | Phase 1 Implementation, Dec. 15

## IMPROVING BUS SERVICE

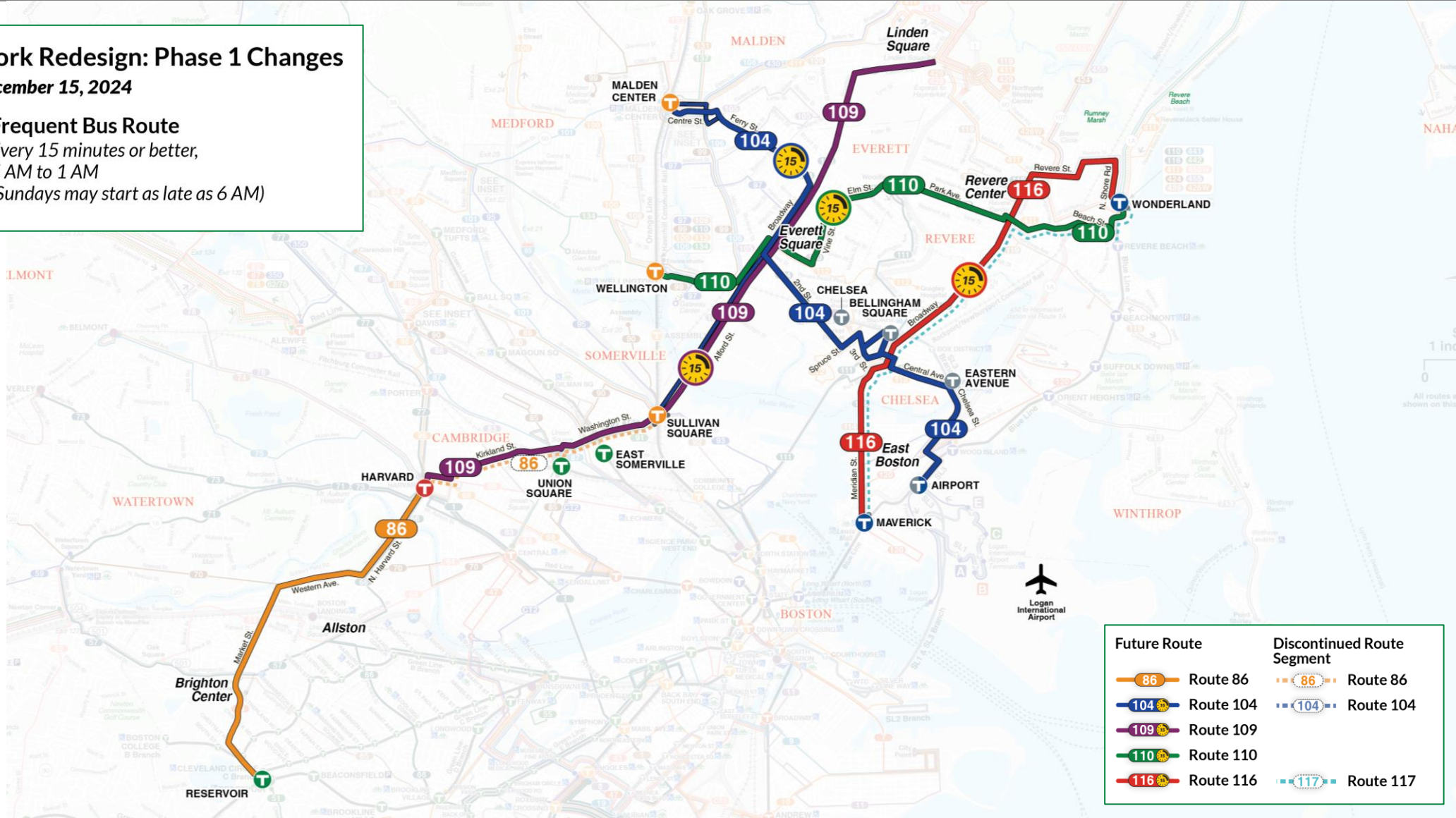
### Bus Network Redesign: Phase 1 Changes

Beginning **December 15, 2024**



#### Frequent Bus Route

Every 15 minutes or better,  
5 AM to 1 AM  
(Sundays may start as late as 6 AM)

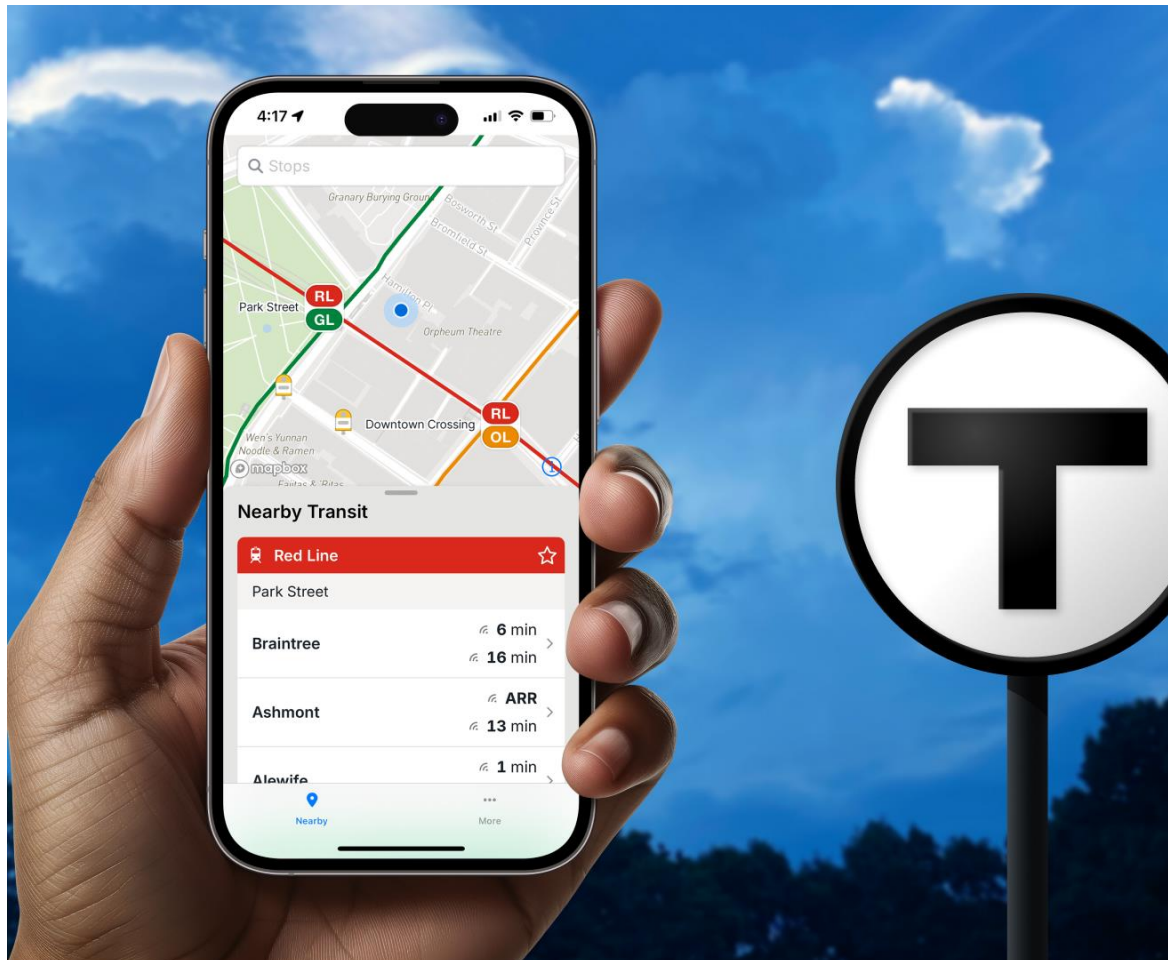


Future Route	Discontinued Route Segment
Route 86	Route 86
Route 104	Route 104
Route 109	
Route 110	
Route 116	Route 117












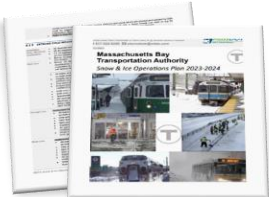
# MBTA Go App

*Live (“right now”) information — train/bus arrivals, vehicle locations & service disruptions*



- Built on **research and feedback** from MBTA riders.
- **Accessibility-first** design — VoiceOver, Switch & Voice Control, multilingual support.
- Early iOS release **November 2024**.
- Android release & official launch **February 2025**.
- **Feature roadmap** includes CR track assignments, in-app notifications, A-to-B trip planner and more.

# Winter Preparedness 2025

- ✓ Rail Vehicle Prep    
- ✓ Bus & Commuter Rail Prep  
- ✓ Transit Infrastructure & Maintenance Vehicles 
- ✓ Snow Clearing & De-Icing Prep 
- ✓ Public Information Strategy 
- ✓ Storm Management: Ops Plan & Emergency Schedules 

 *Coordinated approach with municipalities.*

 *Focus on accessibility.*

 *Mutual understanding of expectations.*





## Green Line Type 10 Cars | Showcased Oct. 30

- 100% more **accessible**, low floor design.
- Passenger intercoms to **request assistance**.
- **Hearing loop** throughout entire train.
- **4** priority areas for **wheeled mobility devices**.
- The latest generation of **safety technology**.
- **Wider doors** streamline boarding and alighting.
- Screens show **real time information** and line maps.





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# **Hyundai Rotem Thirty-Nine (39) Bi-Level Coach Option Procurement**

November 21, 2024

*Sr Director | Vehicle Engineering | William G. Wolfgang*



# FTA SMI Response Summary

*In the last week, FTA has closed 4 additional Findings and their Corrective Action Plans (CAPs)*

*This brings us to 42% findings (18 of 42) now closed and nearly 90% action items submitted;*

*11.21.2024.*



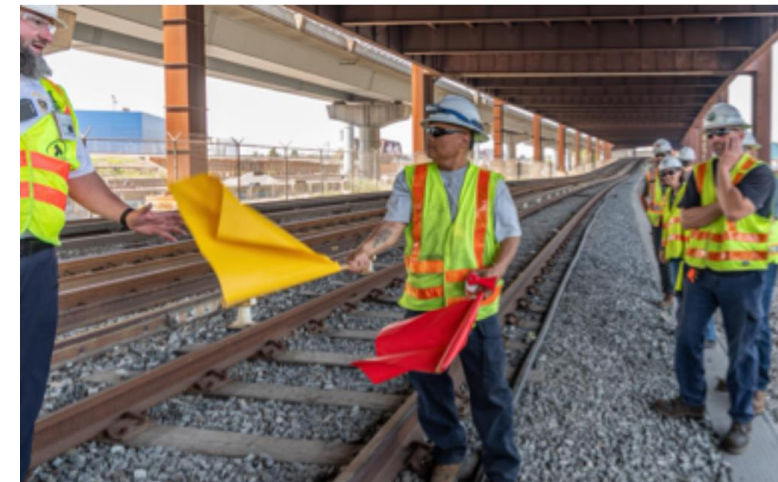
22-9 Finding 3 to Update the Safety Certification Policy



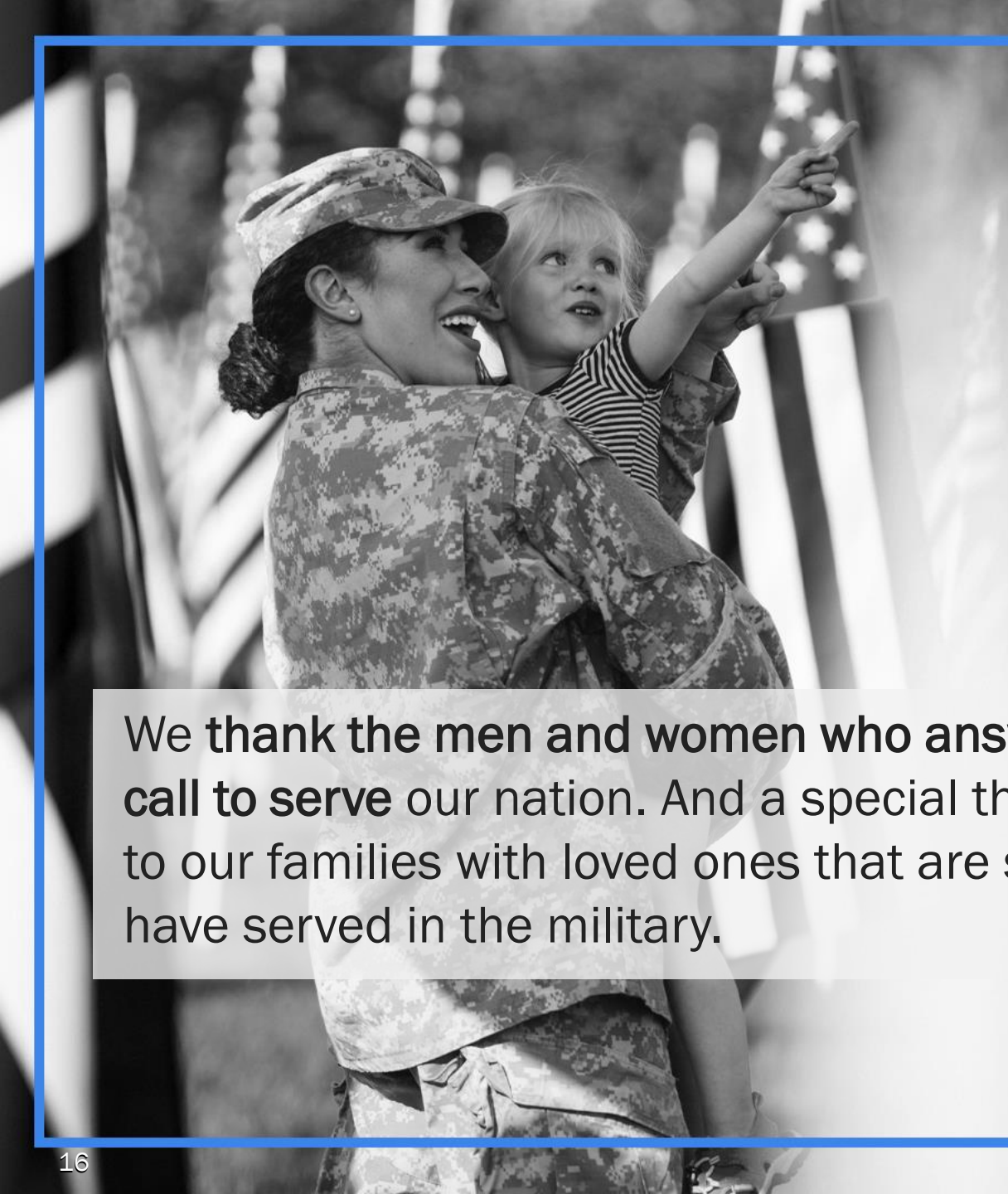
22-11 Finding 3 to Improve our Safety Hotline practices and performance



22-9 Finding 4 to Improve our Contractor Oversight



22-12 Finding 7 to Improve our Systemwide Radio Performance



# Veterans Day

November 11, 2024

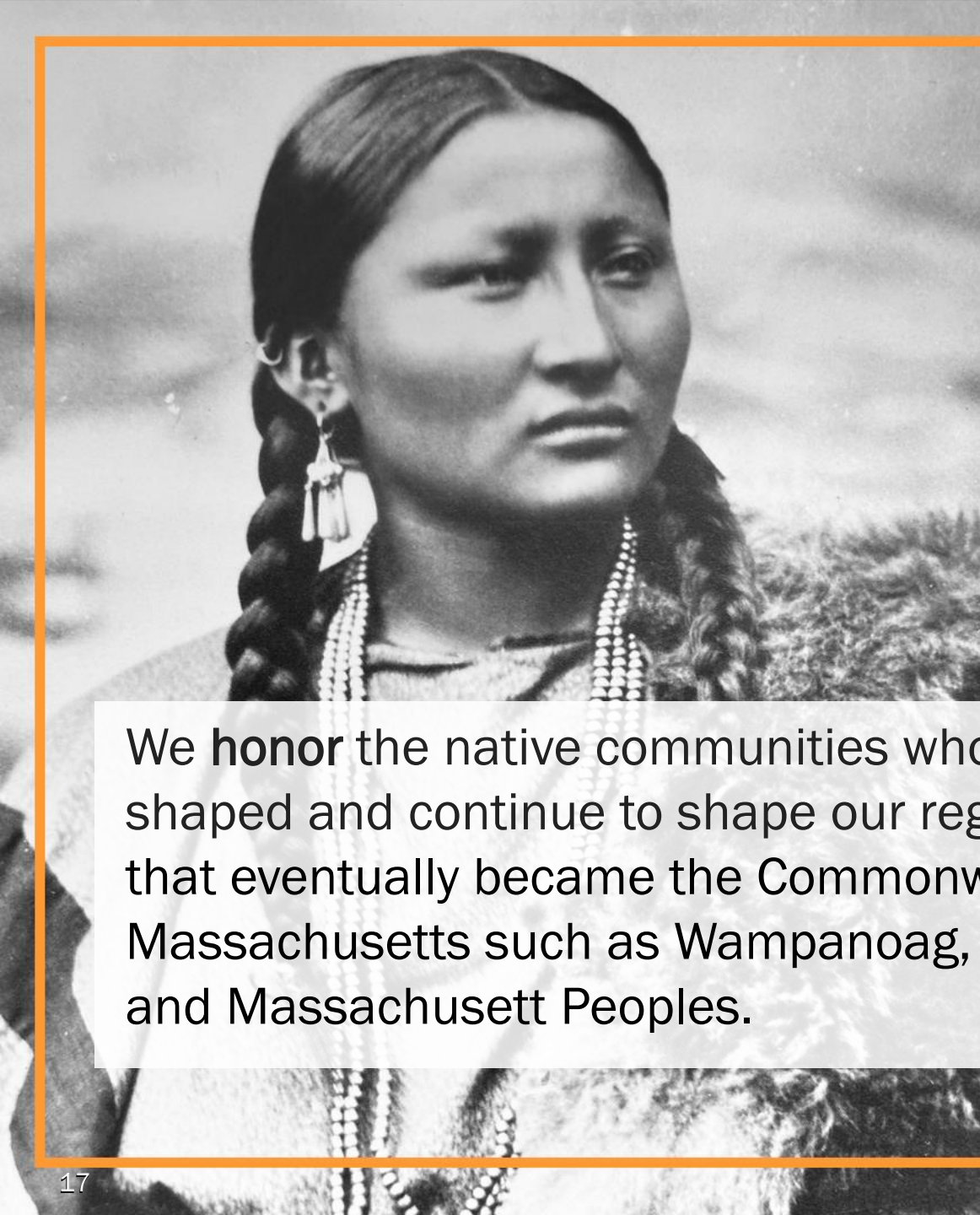
We thank the men and women who answered the call to serve our nation. And a special thank you to our families with loved ones that are serving or have served in the military.



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# Native American Heritage Month

November 2024

We honor the native communities who have shaped and continue to shape our region – lands that eventually became the Commonwealth of Massachusetts such as Wampanoag, Nipmuc and Massachusett Peoples.



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Thank You

**Building a better T.**

