



**Massachusetts Bay
Transportation Authority**

GM's Report to the Board

Phil Eng, MBTA General Manager and CEO

December 19, 2024



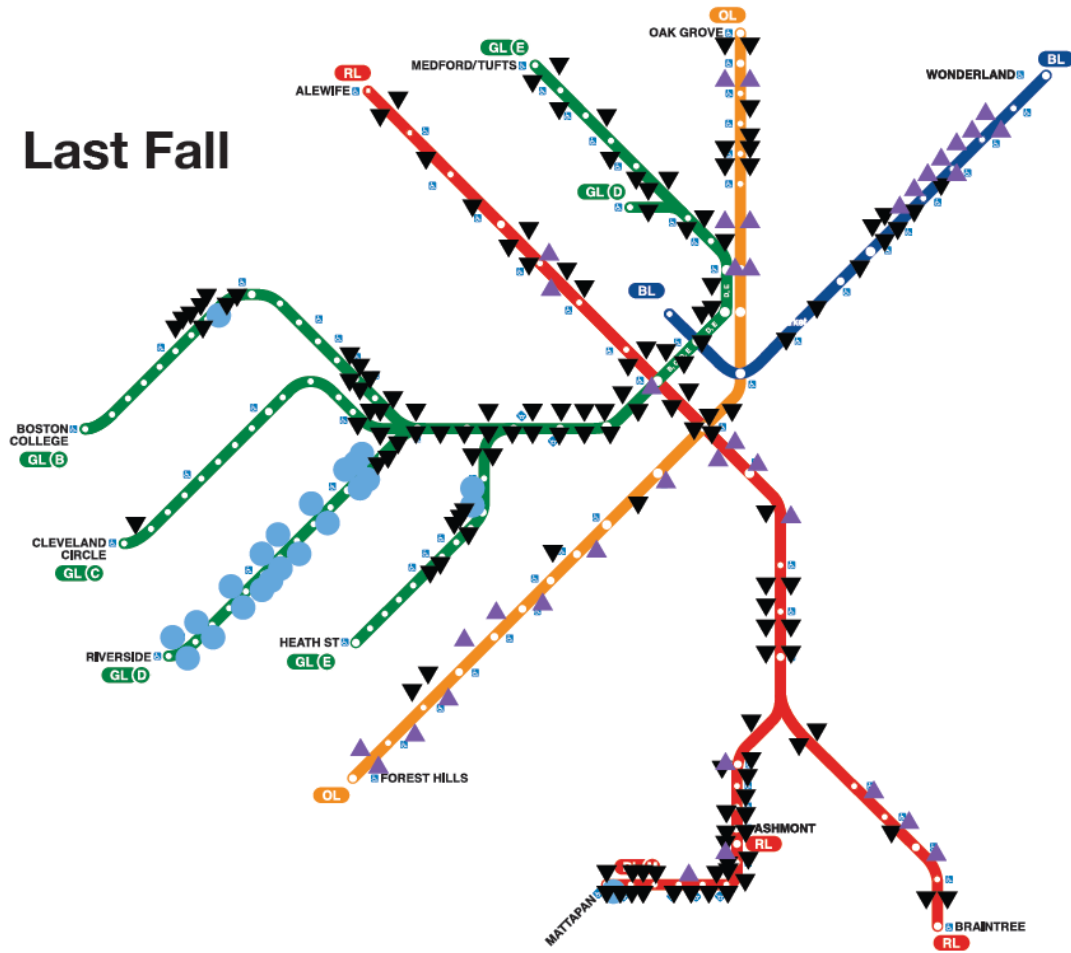


Choose Transit: Full  Ahead



Choose Transit: Full Ahead

Last Fall



Dec. 21, 2024



So many reasons to
Get on Board.



Choose Transit: Full Ahead



WEEKDAY SCHEDULED TRIPS

↑ 53%

WAIT TIME/HEADWAYS

↓ 31%



↑ 36%

↓ 15%



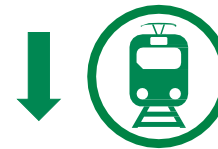
↑ 18%

↓ 21%



↑ 12%

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



Track Improvement
Program Benefits:
Improved Service
Delivering Results

December 2024 vs.
December 2023



Choose Transit: Full Ahead

Green Line | Tackling Root Causes



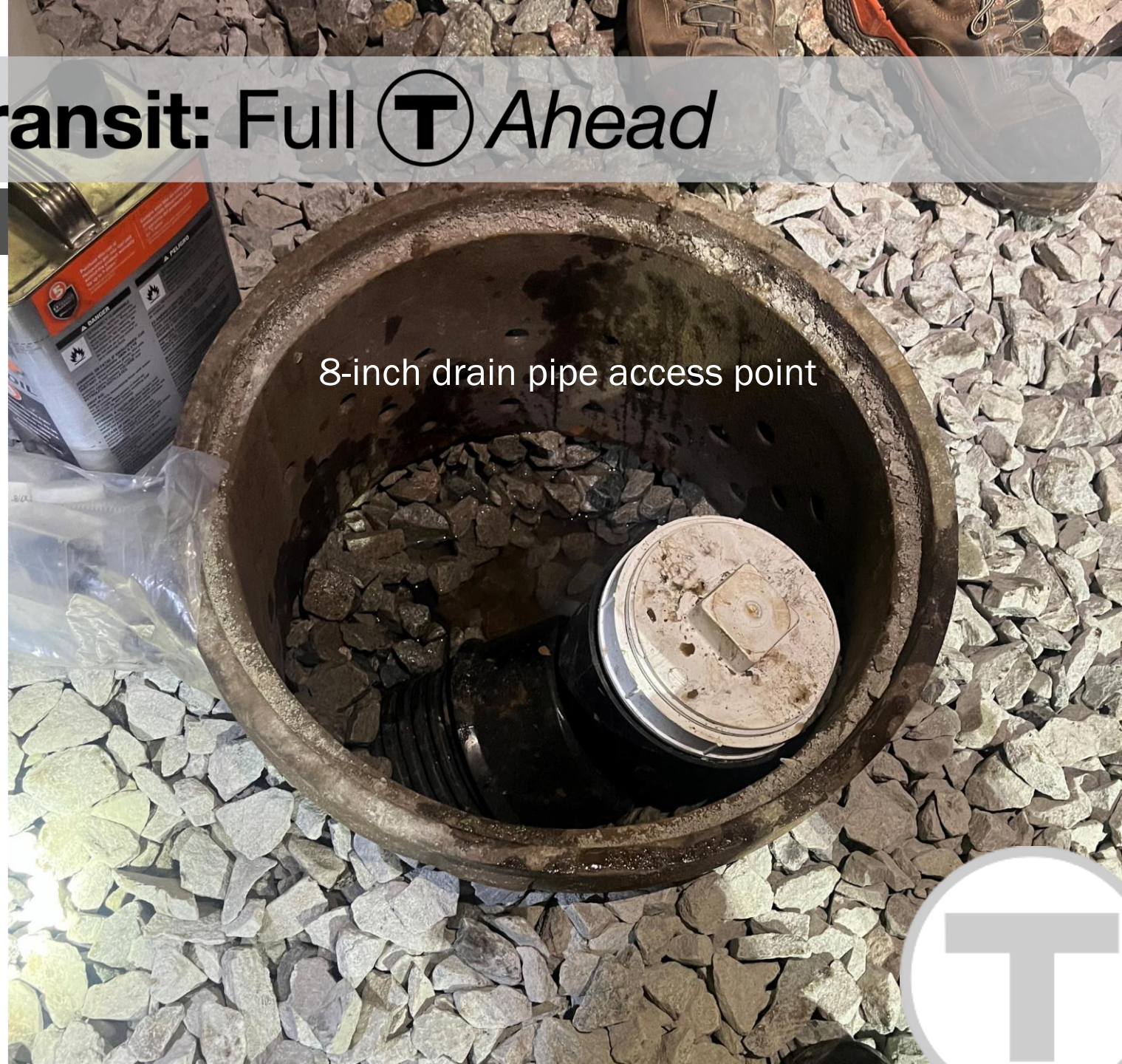
Choose Transit: Full Ahead

Green Line | Tackling Root Causes



Choose Transit: Full Ahead

Green Line | New Drain



8-inch drain pipe access point



Choose Transit: Full Ahead

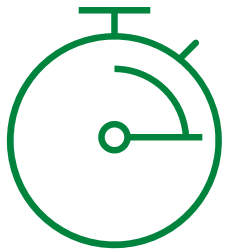
Prepping for new technology

*Green Line | GLTPS Anchor &
Power Source*

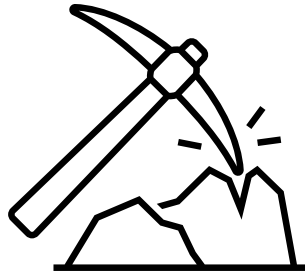


Choose Transit: Full Ahead

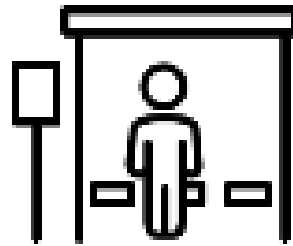
People moving people. Delivering meaningful results.



Robust,
Reliable,
all-day,
frequent
service



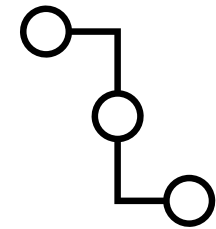
Timely and
appropriate
maintenance
with less rider
impact



Accessible,
safe,
modernized,
multimodal
system



Real-time
information
and
communication



Transit
network that
serves the
changing
needs of today
and builds for
the future



Choose Transit: Full Ahead

Build on our successes.

Focus on actionable items.

Restore public trust.

Increase ridership and mode shift.

Drive to accomplish our priorities, innovatively.

Deliver meaningful results for our riders.



Choose Transit: Full Ahead

Reliable, all-day, frequent service

*Red Line moving at 50 mph
Giving back 3 minutes RT to
riders*

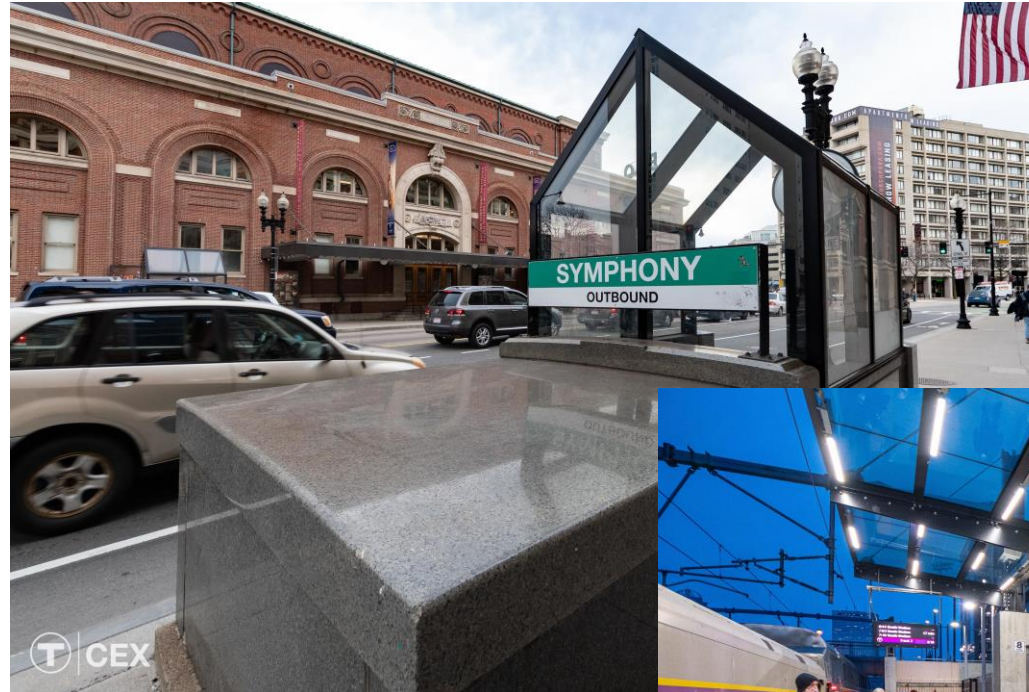


Choose Transit: Full Ahead

Accessible, safe, modernized system



Newtonville



 CEX



 CEX

Ruggles



Choose Transit: Full Ahead

Accessible, safe, modernized system.



Choose Transit: Full Ahead

Modernizing and expanding the network.



All images are renderings

*First step in electrified **regional** rail system. Beginning the process of **modernizing and decarbonizing.***



South Coast Rail
Delivering results
and more trips

*30% More Weekdays |
100% More Weekends*



Choose Transit: Full Ahead

Improved transit network

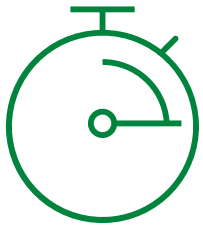


Bus Network Redesign Launch. Route #104.

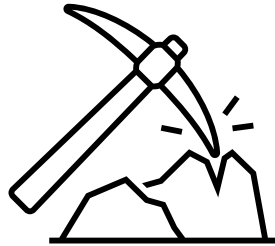


Choose Transit: Full Ahead

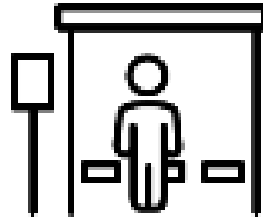
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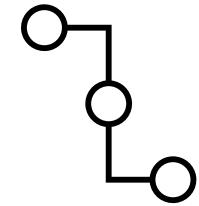
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People moving people.



Choose Transit: Full Ahead



Massachusetts Society for the Prevention of Cruelty to Children



Boys and Girls Club of Boston



Heading Home

Employees donated 2,651 gifts – the highest-ever!
Proud to be part of the community.

People moving people.

MBTA & MassDOT sponsored.



24th Annual Fill-a-Bus Event



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Winter Wonderland

*Celebrating our employees
and their families.*

Saturday, Dec. 7

People moving people.



Choose Transit: Full Ahead

People moving people.



Choose Transit: Full Ahead

Thank you

