



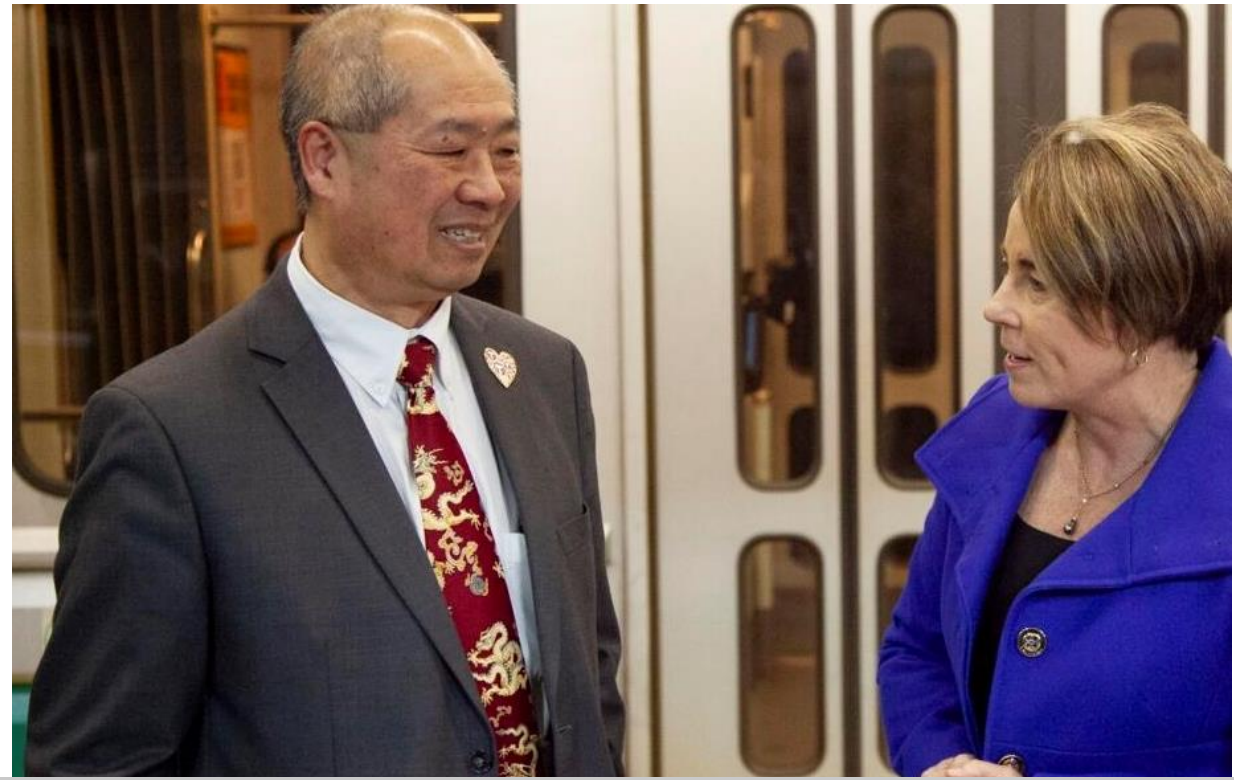
Massachusetts Bay Transportation Authority

GM's Report to the Board

Phil Eng, MBTA General Manager and CEO

February 25, 2025





Our commitment: A new way of doing business.

Deliver meaningful results.

Invest in workforce.

Increase efficiencies.





Delivering meaningful results.

SCR on track for March 2025 start. Enhancing regional connectivity.



Opened Feb. 17, 2025



W Medford: 3/10/25
Franklin: 3/10/25
Walpole: 3/31/25

Wellesley Square Station's accessible rail platform.
Realizing equity and serving the needs of everyone.





North of Haymarket Station



Brattle Loop, outside Haymarket Station

Green Line train protection system.

Leveraging schedules to accelerate installation.





Green Line train protection system.

Testing the Operator audio and visual cues.





Improved customer experience.

Increased OTP. Ridership increased 7% from Jan. 2024 to Jan. 2025.





Schoodic Explorer

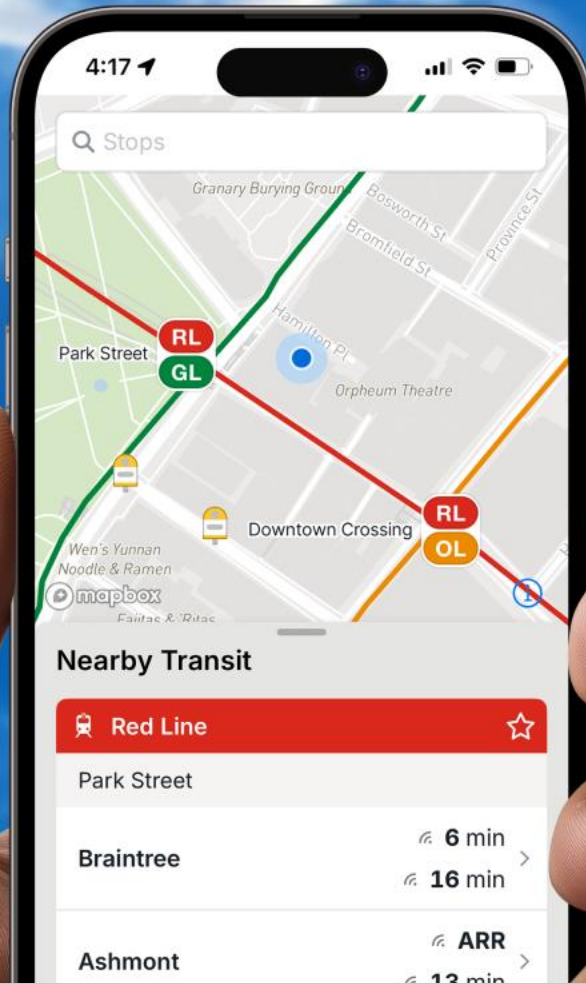


Water Transportation. Ridership up 2% Jan. '24 to Jan. '25.
Separating Quincy and Winthrop services. Pulling in Lynn service.



iOS & Android

- ✓ Real-time notices about out-of-service elevators.
- ✓ Easier ways to see estimated arrival time at your destination.
- ✓ Supports French—7th non-English language.



MBTA Go mobile app—updates since Nov. launch.

Innovating and communicating to improve the rider experience.





Rider Appreciation: “Warm Hands, Warm Hearts.”

MBTA volunteer employees—providing hand warmers during cold, wintery February mornings.



Cabot Bus Garage



Weekday Bus Trips

	<i>Jan-2024</i>	<i>Jan-2025</i>	
	11,893	12,272	↑ 3.2%

Daily Stats

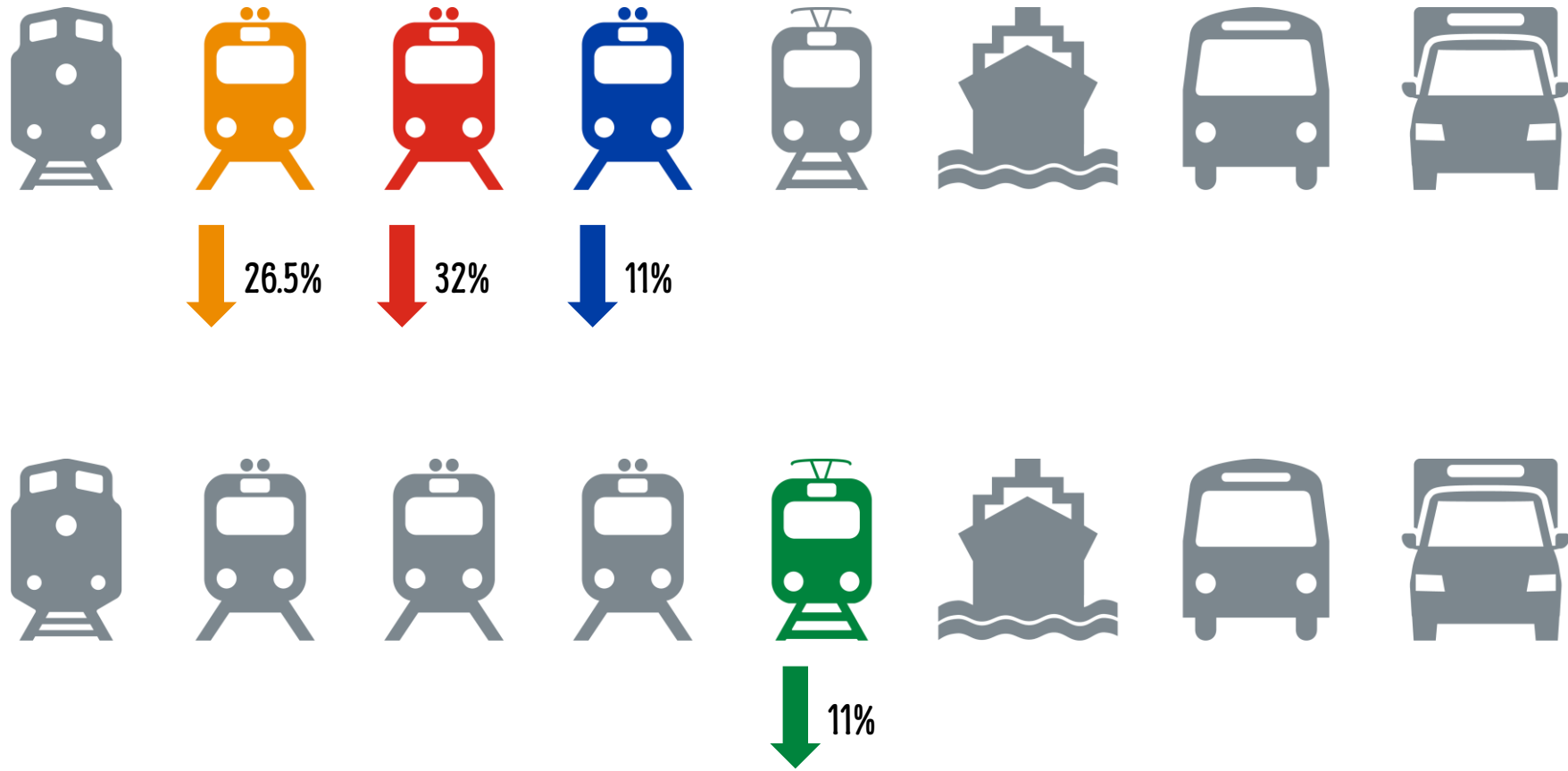
- ✓ 36 bus routes
- ✓ 100,000 riders
- ✓ 0 dropped trips

Recent ratings: Jan. 24, Feb. 14, 2025

Improved bus weekday reliability and service levels.

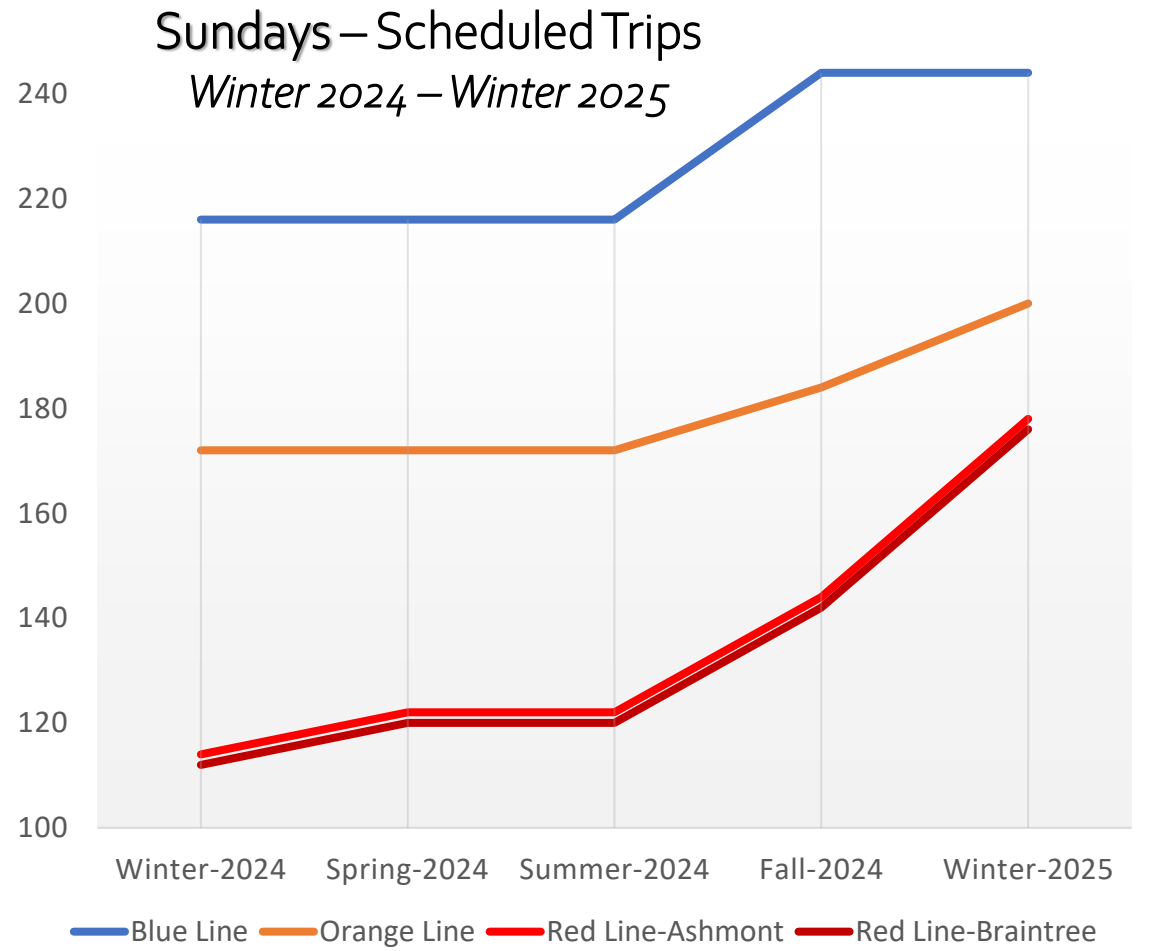
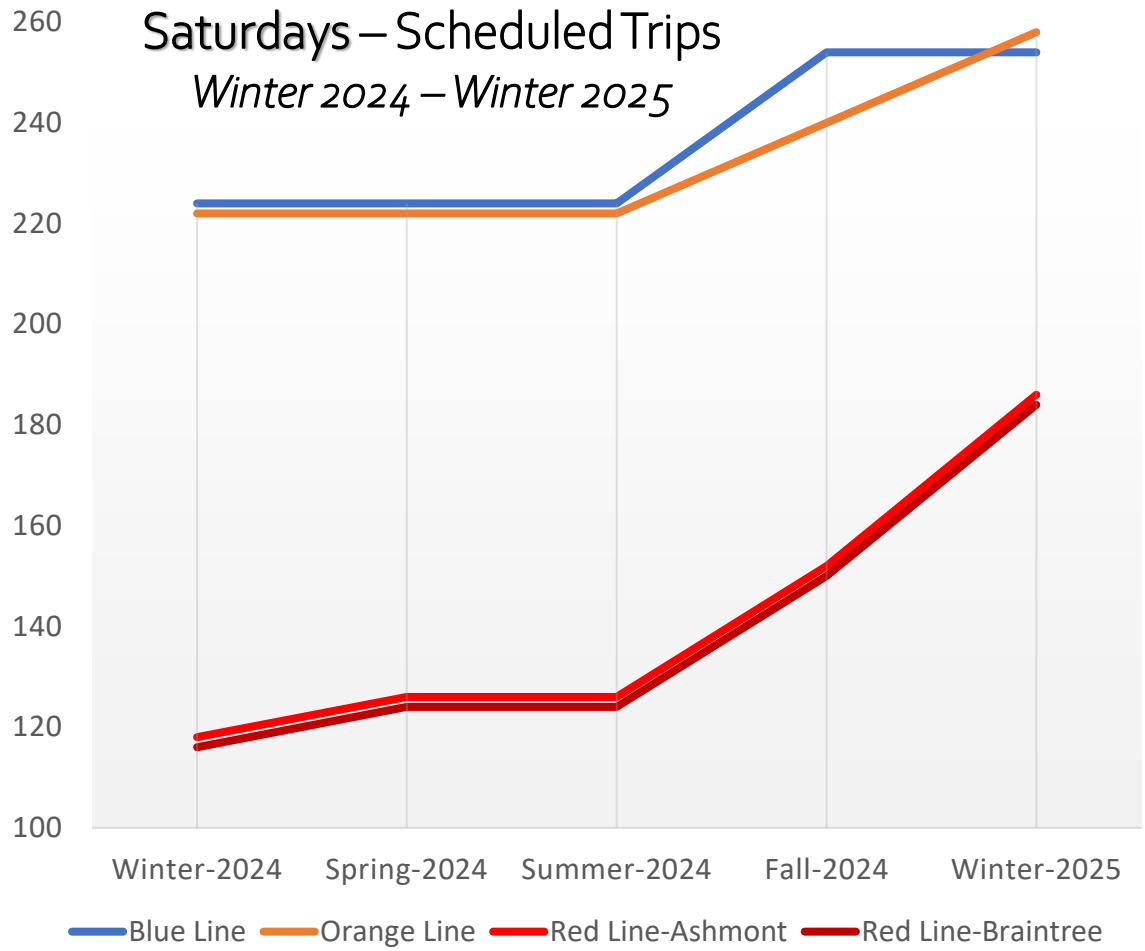
Workforce hiring & training | Service planning | Bus operations | Vehicle maintenance.





Improved subway weekday headways (Jan '24-Jan '25).

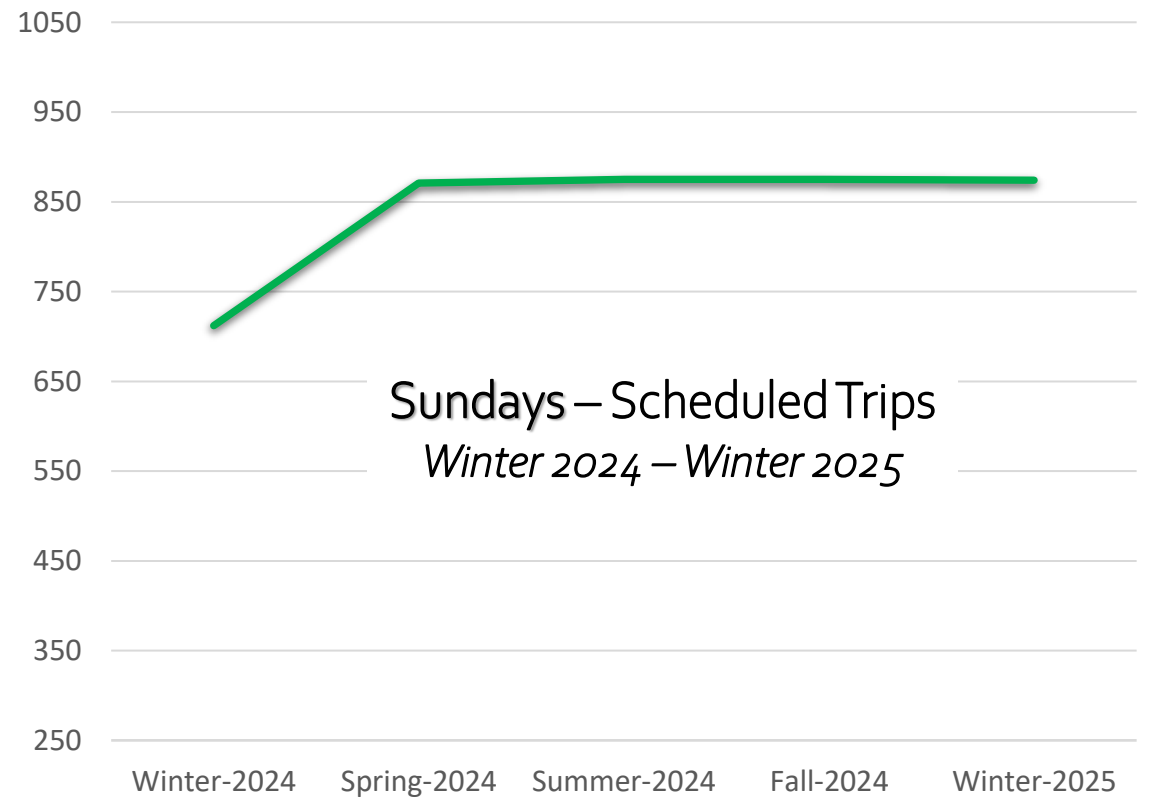
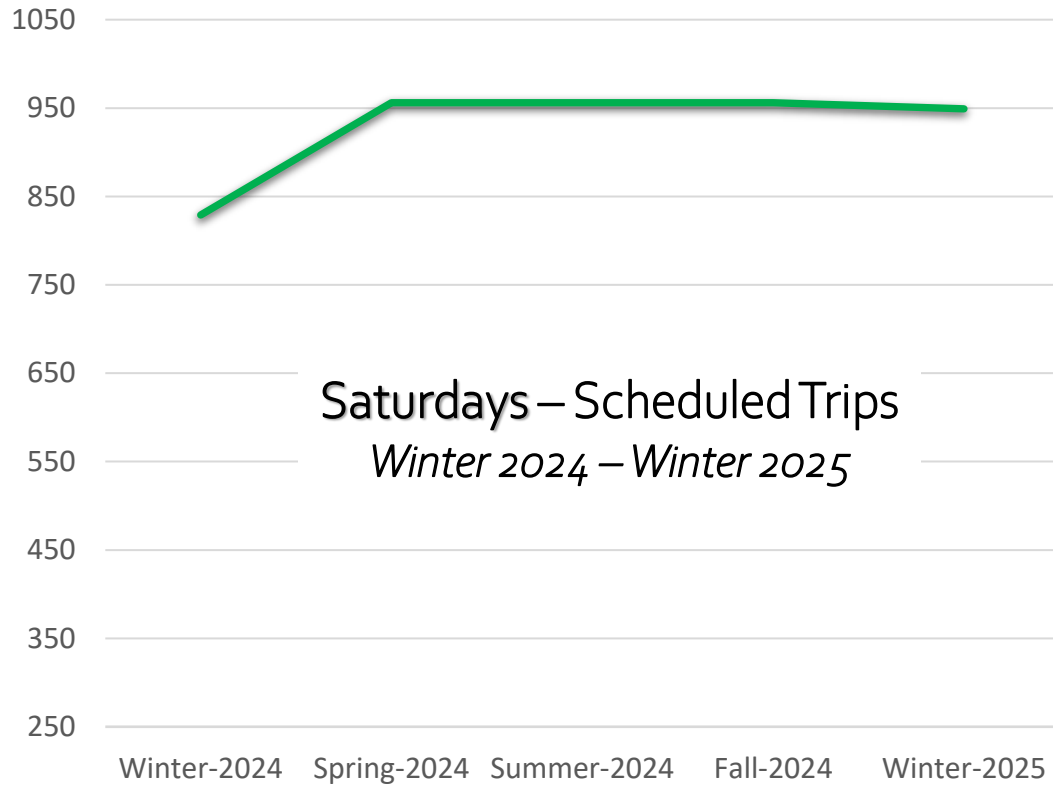




Increased weekend trips – Blue, Orange & Red Lines.
Improved service due to workforce investment and successful track work.



Green Line: B, C, D, E



Increased weekend trips, exceeding pre-pandemic levels.
Improved service due to workforce investment and successful track work.



Mode	Recent Weekday Ridership (January 2025)	Previous Month (December 2024)	Previous Year (January 2024)
Subway	374k	+10%	+25%
Bus	301k	+5%	+9%

Riders are increasingly choosing public transit.

A new way of doing business.





36%

01.2024

69%

01.2025

Rider satisfaction survey: Rebuilding public trust.





The MBTA Capital Investment Plan process.
An annual review and assessment of accomplishments and critical projects.





Greater Boston
Chamber of Commerce

Capturing and communicating the MBTA's benefits.
Improving information sharing with business groups, riders, advocates.





February 2025

Black History Month



Choose Transit: Full Ahead

Questions?

