



**Massachusetts Bay
Transportation Authority**

GM remarks

FMCB

10/17/2016



SEPTA shared lessons learned from Positive Train Control (“PTC”) implementation process with MBTA

- Installing integrated hardware and software system very challenging
- Focus on core functionality; avoid mission creep
- Dual process: design PTC system while installing necessary infrastructure
- Integrate MBTA and Keolis staff with contractor for training and component-level experience
- Regular access to the right-of-way during the week and on weekend; risk of service impact (delays) highest during change over periods between signal systems
- Actively engage the riding public and Federal Railroad Administration to discuss process



Massachusetts Bay Transportation Authority

Absenteeism and Overtime Update FMCB

Data as of 9/30/2016



Overtime Strategy - Update

➤ Overtime Monitoring

- OPS Standard Operating Procedures in place
- Transit Police Patrol Plan in place

➤ Standard Operating Procedures Included

- OT Procedures / Monitoring
- Approval and hiring process
- Hand Scanning (where applicable)
- Required supervisor signatures

➤ Employee Workday

- Cap on daily, weekly OT
- 16 hours within 24 hour period.
- Max limit applies to regular shift, overtime and authorized swaps
- No more consecutive 16 hour work days per week (including regular shifts, vacation, personal time, overtime and swaps)

➤ All Operations dept managers receive weekly and monthly OT reports

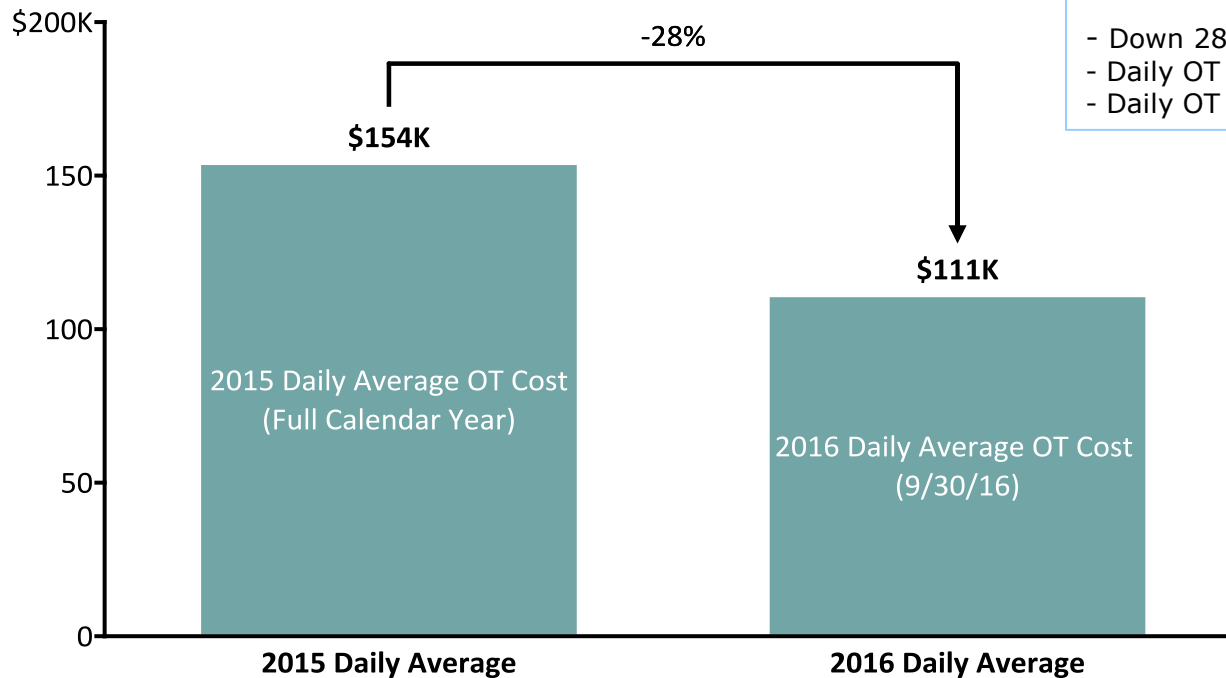




Early Results Positive:

Overtime expense down 28% and OT hours now running below 2013/14 levels

Average Actual Overtime Expense per Day (Operating)



Overtime Trend

- Down 28% YTD16 (9/30/16)
- Daily OT hours down 15% from CY14 avg
- Daily OT hours down 18% from CY13 avg

Calendar Year

Source: MBTA Internal Data. Operating OT hours/ day: CY16 – 2,025; CY15 – 2,817; CY14 – 2,378; CY13 – 2,458

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Absenteeism Strategy - Update

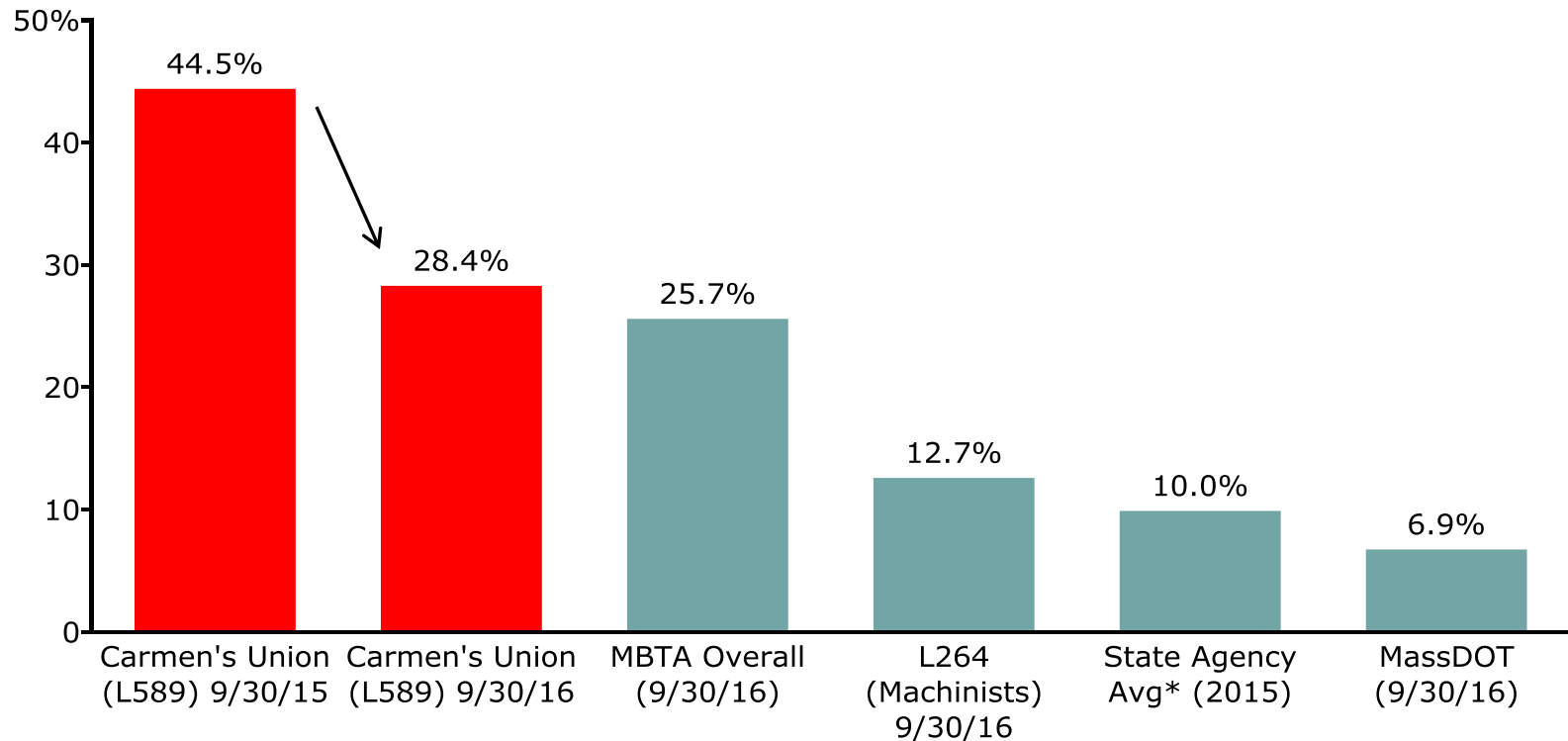
New Attendance Policy in Place – January 2016

- ✓ Require employees to adhere to MBTA call-in procedures
- ✓ Identify Pattern Absenteeism and FMLA absences in excess of approved frequency and duration
- ✓ Run leaves concurrently and recertify FMLA, where appropriate
- ✓ Use official US Department of Labor Forms for FMLA Administration
- ✓ Fully review medical certifications for validity, and seek second opinions, where appropriate
- ✓ Launch third-party call center (TPA) for leave management (in pilot phase as of September 2016)



FMLA certification in MBTA's largest union has dropped by nearly 40% but MBTA still well above other state agencies

% of Employees with Active FMLA Certification



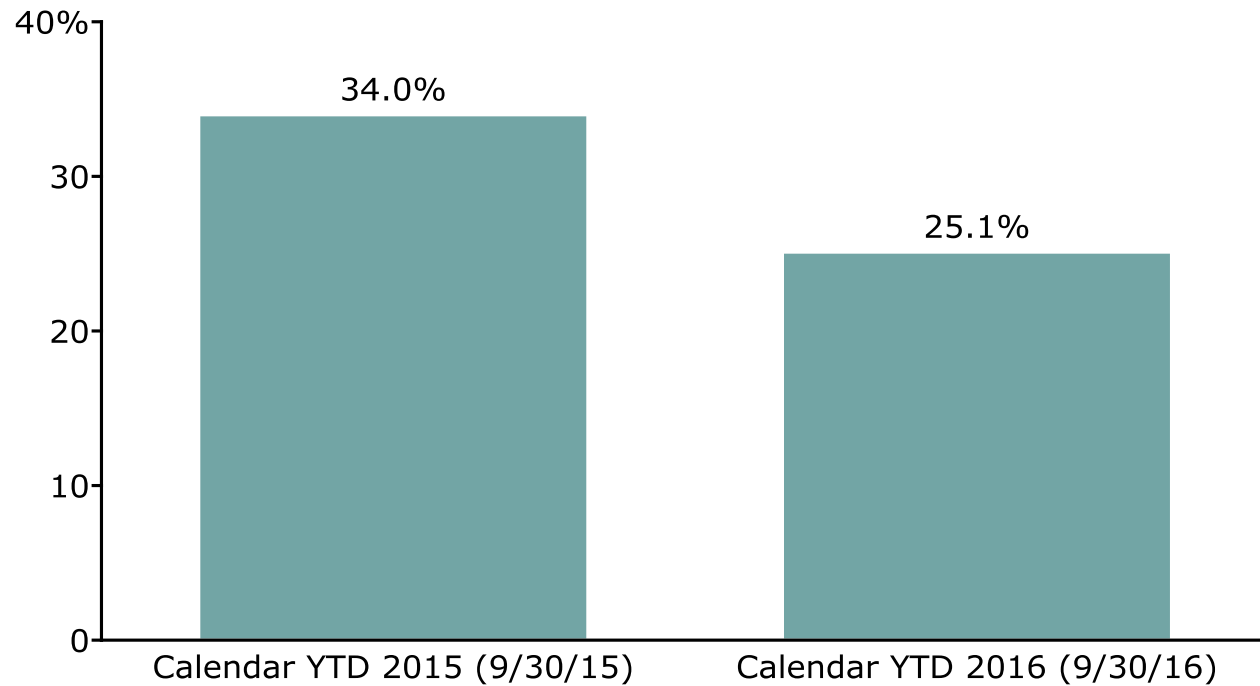
Source: Internal MBTA data

*Note: This State Agency Average represents the average for 4 state agencies and authorities contacted by the MBTA in Sep 2015



5 day+ FMLA usage in MBTA's largest union has dropped significantly

% of L589 (Carmen's Union) Employees Using 5+ days FMLA



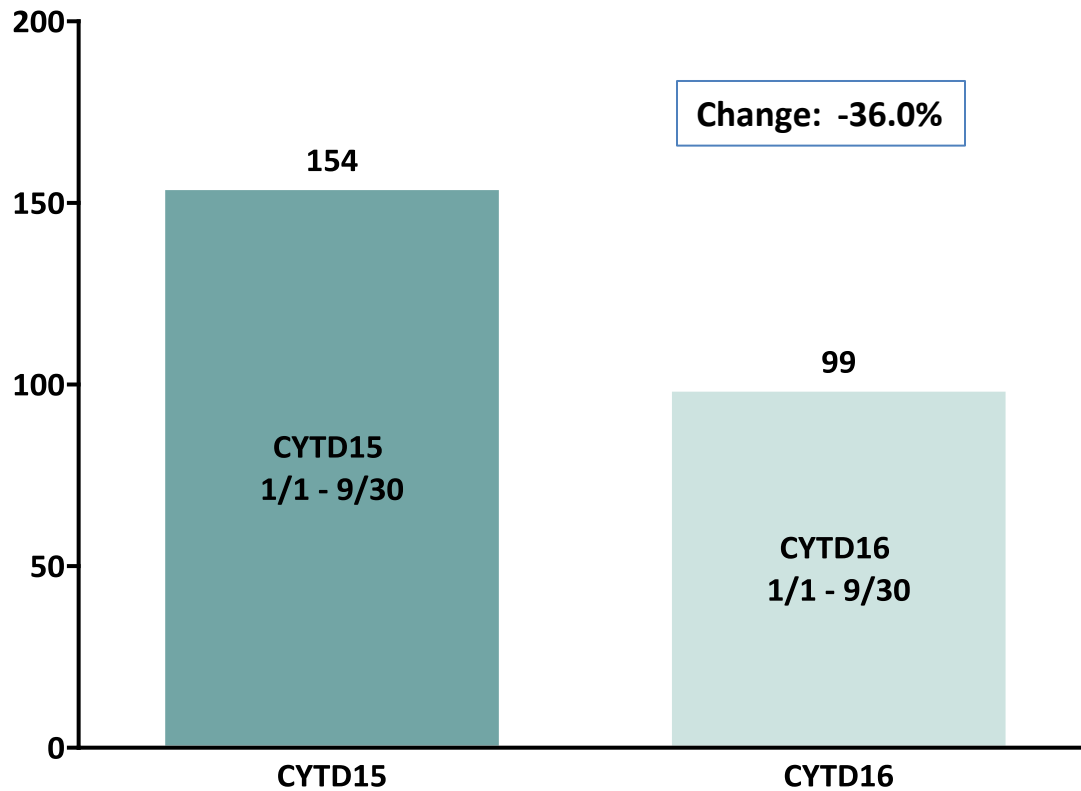
Employee Count	3,537	3,582
# Employees Using 5 day+FMLA	1,202	898

Source: Internal MBTA data



Daily dropped down significantly over past 9 months

MBTA Bus Weekday Average
Dropped Trips Per Day



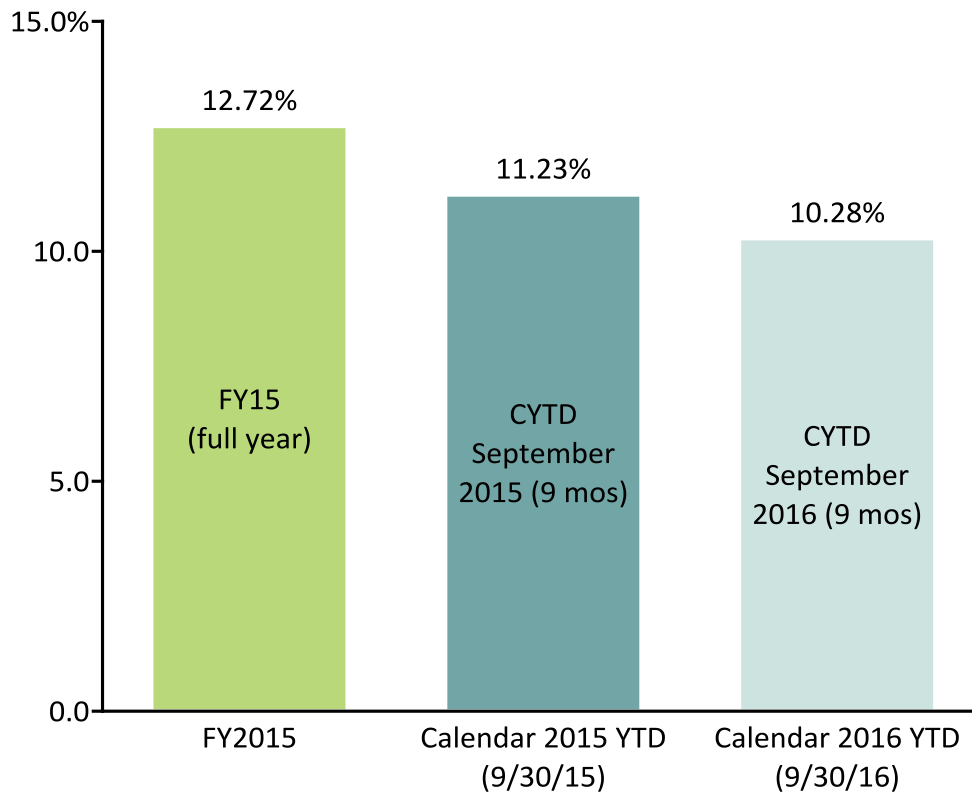
Average Total Weekday
Scheduled Trips
7,014

Average Total Weekday
Trips Completed
98.6%



Challenges Ahead: Operator absence trending downward, but still above 10%

MBTA Unscheduled Absence %
All Transportation Operators



Unscheduled absenteeism % calculation methodology:

- In a 4-week month, there are 20 available work days
- Example: 10% unscheduled absence rate means an operators misses 2 days out of 20 work-days in a 4-week month ($2/20 = 10\%$)
- Unscheduled absence does not include vacation, holiday, comp time, personal days, personal leave of absence, military, jury duty, training, union business, parental leave, court-ordered appearance, or suspension

Source: MBTA Internal Data

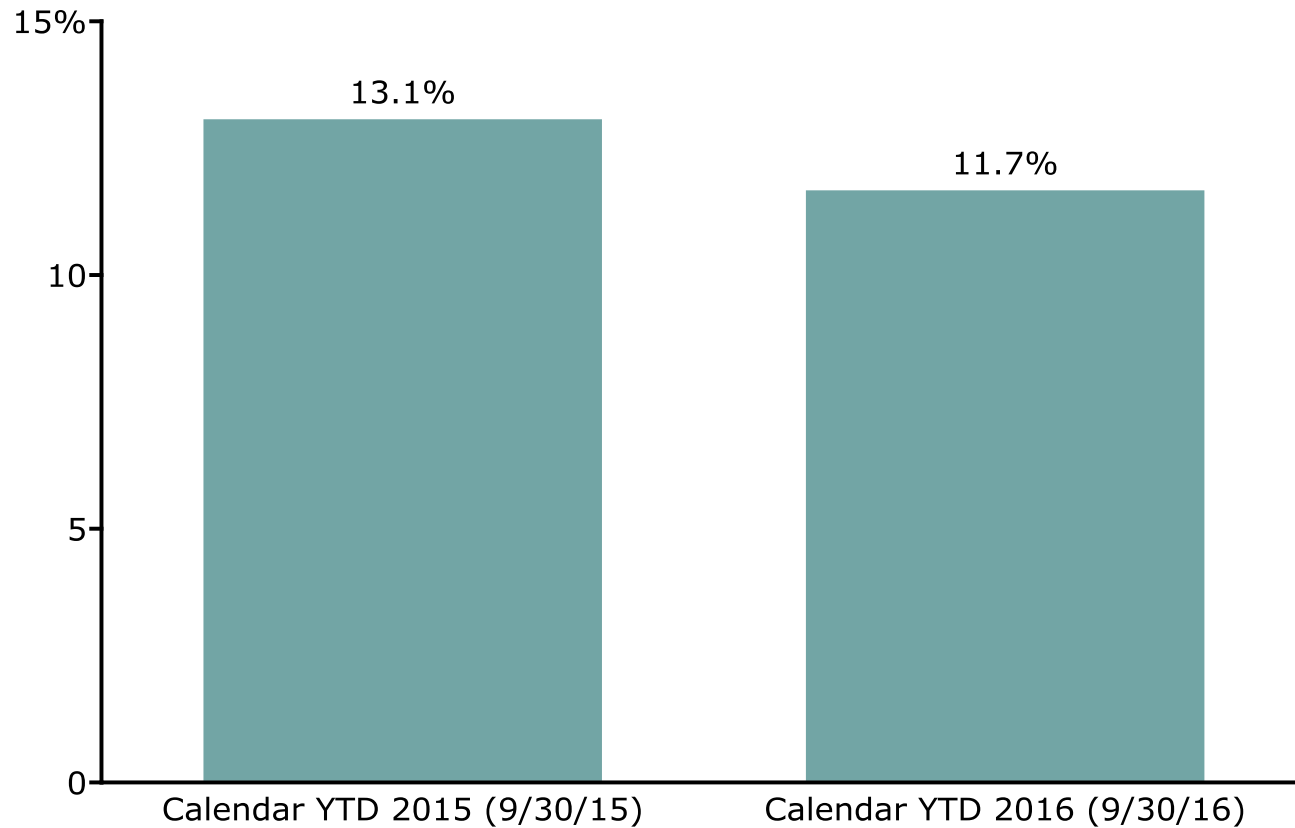
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Challenges Ahead:

Full-Time Bus Operator absence trending downward, but still close to 12%

% Unscheduled absence for Full-Time Bus Operators



Source: Internal MBTA data