



**Massachusetts Bay
Transportation Authority**

GM Remarks

FMCB

3/6/2017



On Feb 28th, MBTA announces 10,000th pilot trip and expansion of pilot to all RIDE customers



Governor Baker

Spaulding Rehabilitation Center
February 28, 2017

Pilot offers RIDE customers:

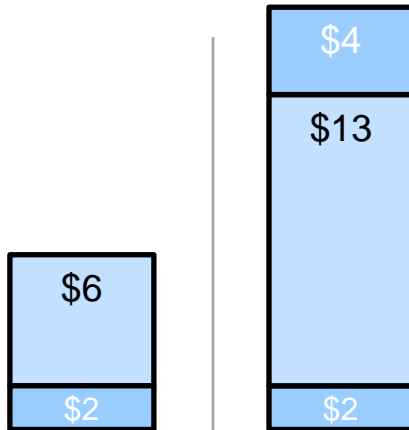
- Reduced Fares
- Lower Wait Times
- Same-Day Booking
- Faster Trips
- No Need to Share Rides
- Access to wheelchair accessible vehicles
- Options for customers without access to smartphones



Modernizing The RIDE: Uber/Lyft Service has been available to Paratransit customers since October

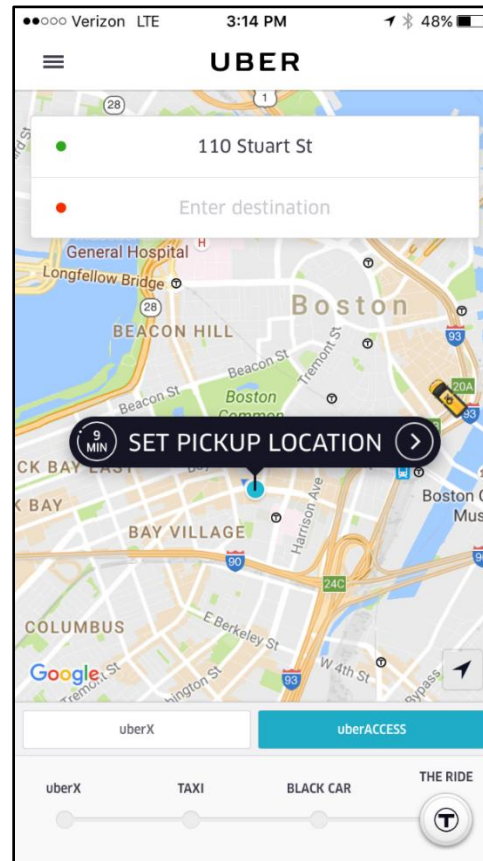
Pricing

Customer pays first \$2, the MBTA pays next \$13, and the customer pays remainder of the trip's cost



\$6	MBTA	\$13
\$2	Customer	\$6

Apps



Ordering Options



Call-In
Ordering



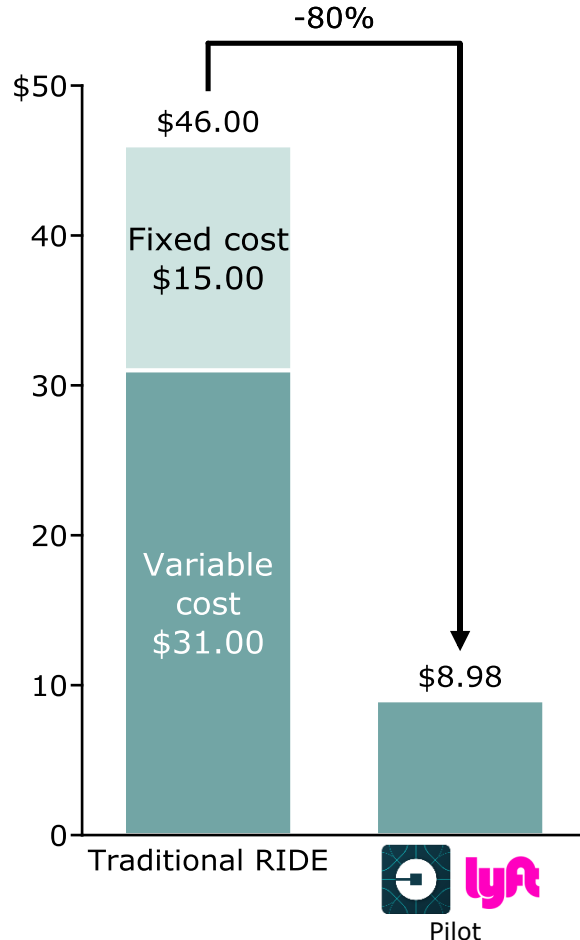
Provided
Smartphones



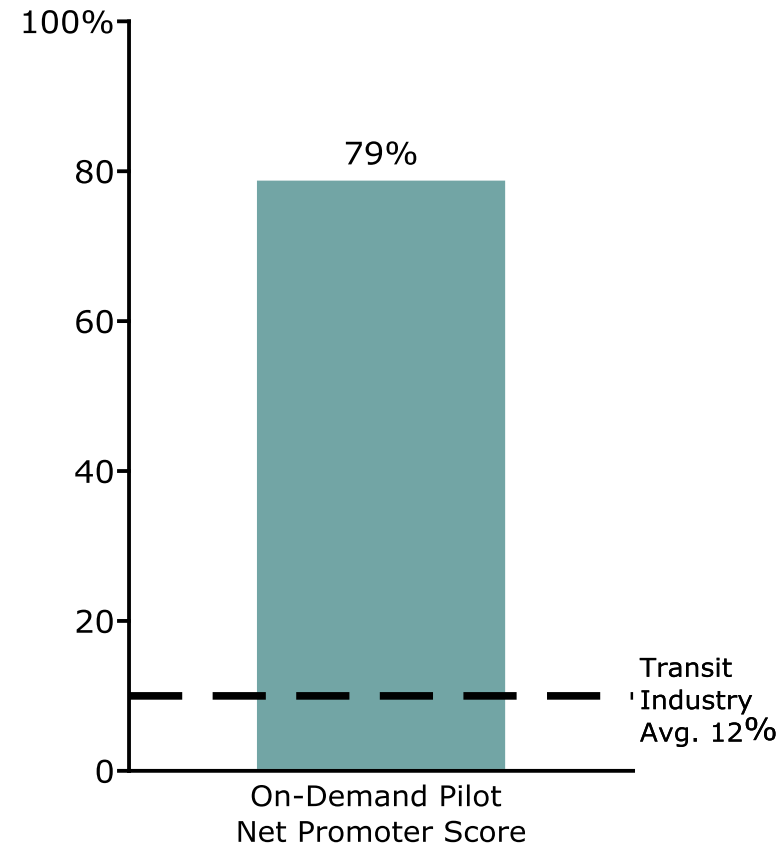


Modernizing The RIDE: Cost per trip is 80% lower, customer satisfaction high

**Average Cost
per Trip**



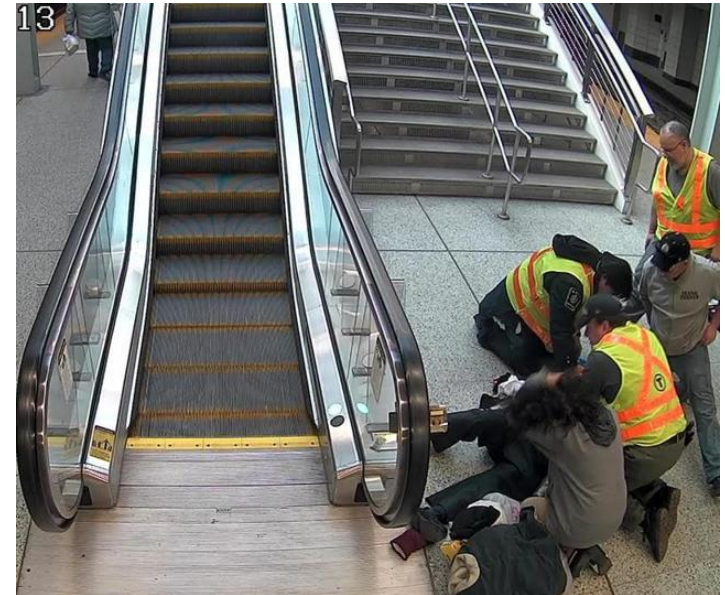
**Customer Satisfaction
(Net Promoter Score)**





On Thursday (3/2), fast thinking and well trained MBTA staff assisted in resuscitating a customer and saving a life. THANK YOU!

- Quick thinking by three MBTA electricians, a Green Line inspector, and a nearby passenger helped save a customer's life
- Great safety training by IBEW103 and MBTA gave the team the skills to help resuscitate a man who collapsed
- Inspectors used an emergency defibrillator to revive the man while the team performed CPR
- Thanks to the fast thinking team:
 - Kevin O'Brien
 - Richard Ryan
 - Ed Reynolds
 - Stephen Nadolna



Government Center Station



Continuing focus on cost and reliability: Bus Maintenance

- As you know, despite the fiscal progress we have made, the T still faces a substantial operating deficit in FY18. We must continue to look at all ways to reduce costs while improving system reliability
- Today we will discuss a proposed bus maintenance savings strategy
- In just a few months, 35% of the entire MBTA bus fleet will be brand new and under warranty, making this the most opportune time to look at new and better bus maintenance models
- We are proposing a hybrid strategy, in which we use private company expertise in some garages, while continuing our existing legacy model in other maintenance garages
- In some garages, we could adopt the successful statewide Regional Transit Authority model of private partnerships for public bus service
- Industry comparisons indicate we could potentially reduce bus maintenance costs by \$25 million if we employ this strategy and that savings could exceed \$50M if we privatized the entire bus maintenance system



Continuing focus on cost and reliability: Bus Maintenance

- Three private companies have submitted innovation proposals. All three typically employ union machinists (IAM or ATU) and would likely seek to employ the majority of our affected machinists. Of the employees potentially affected, the majority have been at the T for less than 2 yrs
- MBTA's fully-loaded bus maintenance costs were \$132 million in FY 2016
- MBTA bus maintenance costs have continue to rise over the past 10 years; costs have risen regardless of fleet age and condition
- Consistent with our flexible contracting strategy on cash handling and warehouse/logistics, this approach will enable us to drive productivity and improve service through partnering with best-in-class companies.
- Testing the market through RFP process enables us to determine market pricing and terms and inform our decision-making process going forward