



**Massachusetts Bay
Transportation Authority**

General Manager's Remarks

Fiscal & Management Control Board

January 28, 2019



Agenda

- General Manager's Safety Awards
- Transportation Research Board Awards
- Mattapan High Speed Line Overview
- Combined Outreach: Better Bus, AFC 2.0, Fare Proposal



General Manager's Safety Awards

- Safety: MBTA's first priority for our customers, employees, contractors, vendors
- Continuous improvement made thanks to our dedicated workforce
- Honored to recognize the employees who go above and beyond and adopt Safety as a fundamental component of the MBTA's culture



TRB: MBTA Awards

- Laurel Paget-Seekins, Director of Fare Policy and Analytics, William M. Millar award co-recipient
- Partnered with MIT Transit Lab to research causes of bus crowding
- Research led to improved accuracy in measuring customer experience of crowding
- Identification of the tools needed to effectively address crowding
- OPMI second award: Innovation in Transit Performance Measurement
- Recognized for OPMI's interactive tool to visualize origin-destination data





Mattapan High Speed Line Overview

- Long-term use of corridor must be centered on safety, accessibility, and reliability
- Exploring six options guided by community feedback
- Three phases of transformation:
 - Near-term investments to extend life of PCCs for 8-10 years
 - Medium-term investments to modernize and improve corridor SGR regardless of future use
 - Future investments based on selected option



Better Bus, AFC 2.0, Fares: Combined Topics, Outreach

- The MBTA continues to work to improve frequency, performance, and reliability
- Even as the T focuses on its five-year, \$8 billion investment plan, the Authority is pursuing more immediate improvements, including:
 - The Better Bus Project to strengthen and improve bus service;
 - AFC 2.0 to modernize fare collection, leading to faster boarding for bus riders and others
- To help support these and other improvements, the T is also proposing a modest fare increase
- Fare proposal and process are consistent with legislative mandate and FMCB fare policy
- In February, the T is launching a series of public meetings to engage with the public



Why tie these together?

The MBTA is rolling out Better Bus Project proposals, AFC 2.0, and a Fare Increase Proposal along the same timeframe

The three are connected:

AFC 2.0: New fare collection system will offer flexibility in fare payment, all-door boarding, and better data to inform future service-planning decisions

Better Bus: Proposed changes to increase frequency, reliability; smarter allocation of existing resources

Fare Increase Proposal:

- T has acted to aggressively control costs and to increase non-fare revenue
To help maintain and accelerate improvements, we are asking for a modest increase in fares
- Proposal is consistent with statute and FMCB Fare Policy

Combined outreach: Will enable public to learn and offer feedback about initiatives and fare proposal



Why raise fares?

- Raising fares helps fund contractually required cost increases (Ferry, Commuter Rail, RIDE)
- Fund contractual obligations for workforce
- Expanded investment in capital projects
- Targeted investment in service expansion