

Massachusetts Bay Transportation Authority

DGM Remarks

Fiscal & Management Control Board

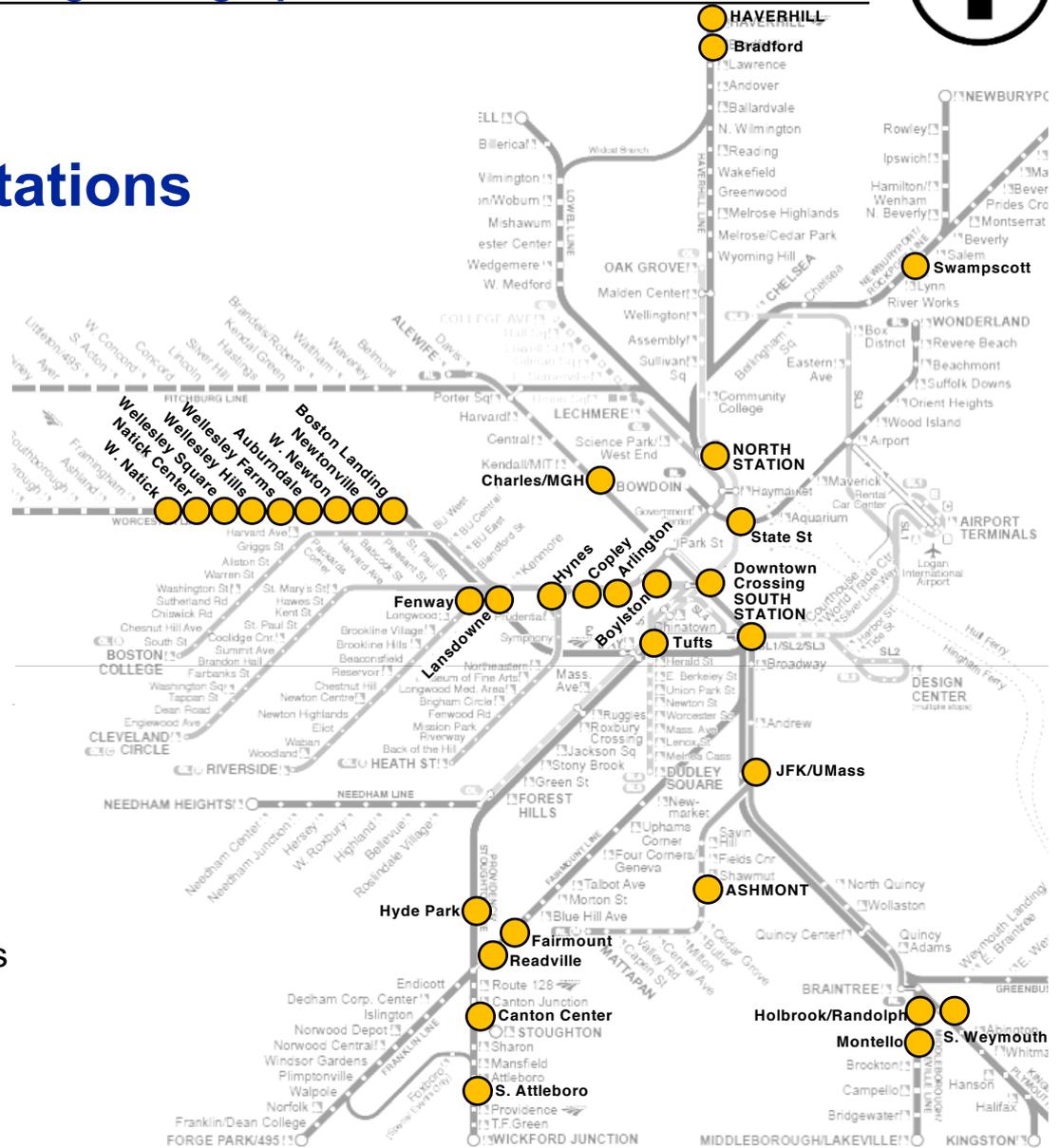
April 8, 2019



Week 1 April 1-5th

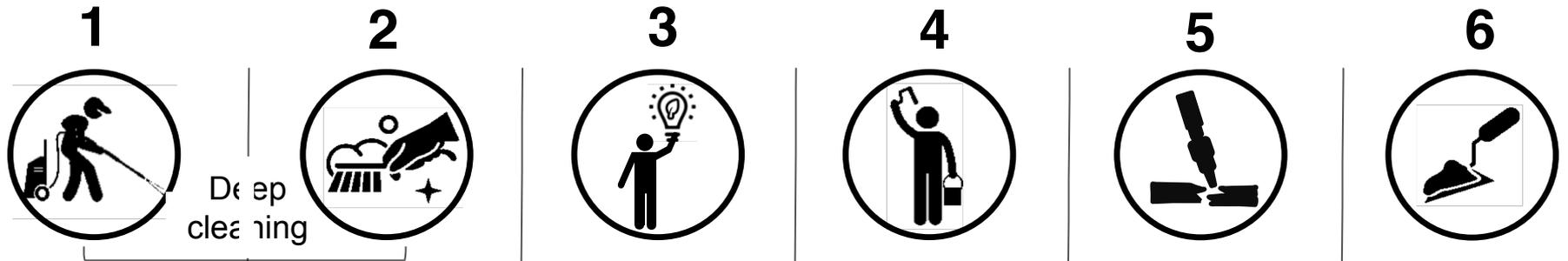
Improvements at 34 stations

- | | |
|-----------------------|---------------------|
| 1. Arlington | 18. Lansdowne |
| 2. Ashmont | 19. Montello |
| 3. Auburndale | 20. Natick Center |
| 4. Boston Landing | 21. Newtonville |
| 5. Boylston | 22. North |
| 6. Bradford | 23. Readville |
| 7. Canton Center | 24. South |
| 8. Charles/MGH | 25. S. Attleboro |
| 9. Copley | 26. S. Weymouth |
| 10. DTX | 27. State |
| 11. Fairmount | 28. Swampscott |
| 12. Fenway | 29. Tufts Medical |
| 13. Haverhill | 30. Wellesley Farms |
| 14. Holbrook/Randolph | 31. Wellesley Hills |
| 15. Hyde Park | 32. Wellesley Sq. |
| 16. Hynes | 33. W. Natick |
| 17. JFK/UMass | 34. W. Newton |





Improvement Work



1 Power washing	2 Scrubbing	3 LED wiring & bulb replacing	4 Painting	5 Crack filling	6 Cement repairing
Arlington Ashmont Charles/MGH DTX JFK/UMass North South State Tufts Medical Center	Arlington Ashmont Charles/MGH DTX JFK/UMass North South State Tufts Medical	Arlington Ashmont Bradford Charles/MGH DTX Haverhill Holbrook/ Randolph JFK/UMass Montello North South State Tufts Medical	Arlington Boylston Copley Fenway Hynes	Swampscott South Attleboro	Canton Center



Improvement Work

7



8



9



10



11



Removing litter

Removing salt

Leaf blowing

Pruning

Weeding

Arlington
 Ashmont
 Charles/MGH
 DTX
 Fairmount
 Hyde Park
 JFK/UMass
 North
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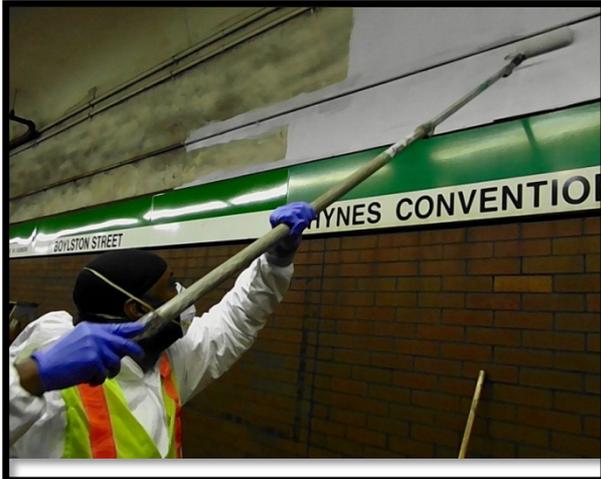
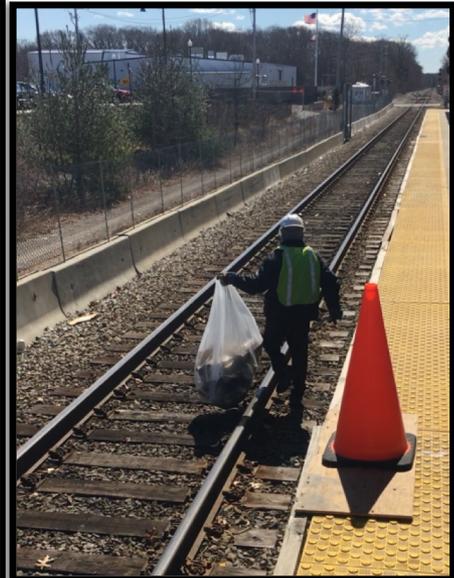


Improvements in Action





Improvements in Action





Coming Up

- Leak repairing
- Pothole filling
- Seal coating
- Mulching
- Planting





DGM Remarks 4/8/2019: RIDE Software Transition Update

Key Activities from Last Week

- Configured 880 vehicle tablets with installation completed by mid-May
- Created training plan for TRAC, MBTA, TREC, Charlie Card Store, EdenRed and Finance for 150+ staff
- Completed on-site data conversion meetings at Routmatch all week

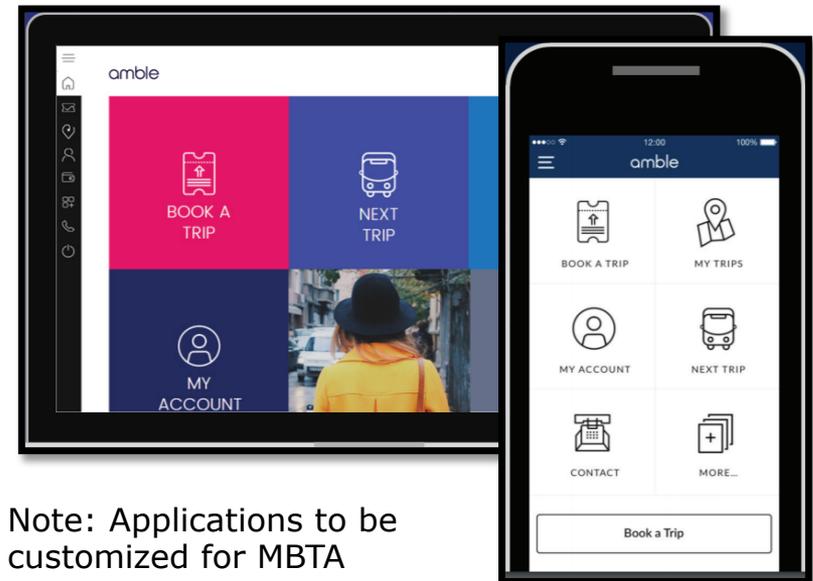
Key Activities This Week

- Onboard change management and communications support team
- Hold on-site visit and design session with Routematch
- Hold customer and advocate engagement session with R-TAG executive board members

Spotlight Facts/Functionality

Customer Self-Service Tools

- A **customer-facing portal** will allow self-service options for scheduling, address changes and payment
- The system will include a **customer smartphone application** for scheduling, notifications, and updates



Note: Applications to be customized for MBTA