



# **Massachusetts Bay Transportation Authority**

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## **General Manager's Remarks**

**Fiscal and Management Control Board Meeting**

**December 18, 2017**



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## Agenda

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- FMCB's third Annual Report
- Winter resiliency update
- Orange Line pilot vehicles
- RIDE update
- Bus service update
- Going forward



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## Third Annual Report

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- While challenges still lie ahead, steady fiscal discipline, proven leadership have brought Authority to a turning point
- Transformation process turning the corner and gaining speed; but still a ways to go to show customers that improvements are meaningful, lasting, and for the long term



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## Third Annual Report

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- Thanks to this Board, which held more than 115 public meetings since July 2015
- And to staff for their contributions



MBTA Fiscal and Management  
Control Board

Third Annual Report

December 15, 2017

Joseph Aiello, Chair  
Steve Poftak  
Brian Lang  
Brian Shortsleeve  
Monica Tibbits-Nutt



## Winter Resiliency Update

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- \$101 million invested in system and equipment upgrades
- Lessons learned, more coordination, new and better game plans





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## Orange Line Pilot Vehicles

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- Arrived at Port Authority of New York and New Jersey on Friday
- Expected to be in Boston area this week to start testing





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## The RIDE Access Center (TRAC) Update

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- The MBTA has improved RIDE performance in recent weeks by working with GCS and bringing in new resources
  - Nonetheless, The MBTA has decided to transition The RIDE Access Center to a new vendor, with a new procurement to begin in the coming weeks
  - The MBTA and GCS will work cooperatively to ensure that recent and ongoing improvements are maintained during the transition period
  - The MBTA expects to select a new vendor in March and transition all operations to the new vendor by June
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## The RIDE Access Center (TRAC) Update

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- Customers will see **no change** to the way they book trips or use The RIDE
- Employees will be given positions with the new vendor and a retention plan will be announced to employees by year end
- This important decision was made with RIDE customers in mind and included thoughtful input from The RIDE Taskforce and other key stakeholders





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## Bus Service

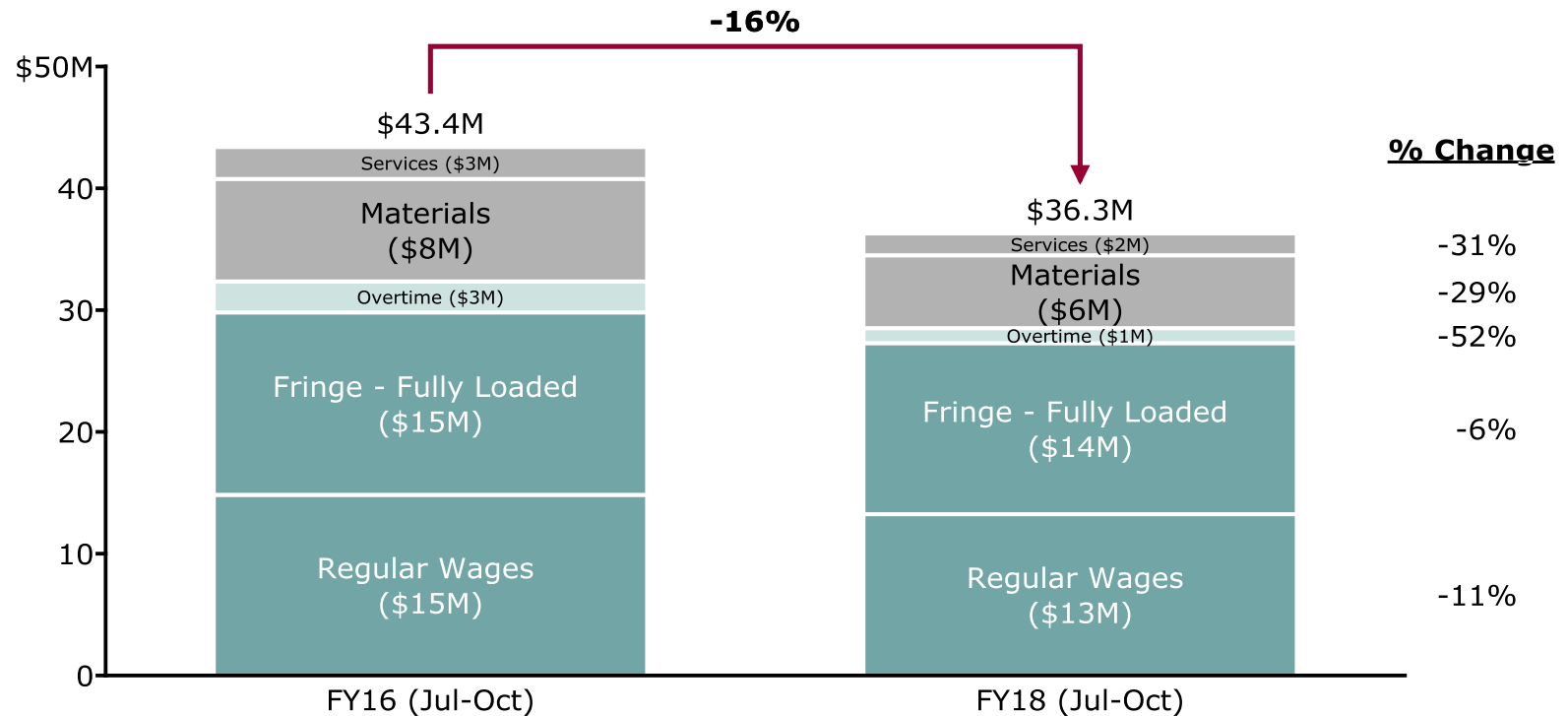
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- Continue to focus on three prongs of our strategy
  - Management initiatives
  - Negotiations with labor unions
  - Testing the market through flexible contracting



## MBTA's bus maintenance costs have declined 16% July thru October this year compared to the same period in FY16

### Bus Maintenance Costs (Jul-Oct Comparison)



Note: costs include Everett Bus Shop, exclude Non-Revenue Shop, and exclude fuel; fully loaded fringe benefits costs include pension costs if funded at 5.00% discount rate instead of 7.75% and retiree health (OPEB) costs if fully funded



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## Going Forward

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- Priorities: safety, investing in people, delivery of capital projects, digital future, stay committed to fiscal sustainability
- Implementation will require T to be lean, more efficient, smarter, fixated on execution
- Learn from experiences, continue on path to improved services for customers
- Always think about execution and follow through