



Maura Healey, Governor
Kimberley Driscoll, Lieutenant Governor
Monica Tibbitts-Nutt, Secretary & CEO
Phillip Eng, General Manager & CEO



October 2, 2025

The Honorable Sean P. Duffy
Secretary
United States Department of Transportation
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Via email to FTA Regional Administrator Peter Butler

Dear Secretary Duffy,

Thank you for your letter dated September 19, 2025, regarding public safety on the Massachusetts Bay Transportation Authority's (MBTA) transit network. We share your commitment to the safety of our employees and the public we serve. All riders must be safe – and feel safe – while using any part of our network. We value the strong relationships we have with all our federal partners including USDOT, FTA, FRA working together towards our mutual goals to ensure safety and improve public transit for all. In partnership with FTA Region 1 and with support from the Administration, we have made significant strides in rebuilding our workforce and improving our infrastructure, making the MBTA safer and more reliable. I offer the information below in response to your request. However, I want to emphasize that this is only the beginning of our aggressive approach to accelerate the delivery of projects and service improvements for the riders, communities, and businesses we serve.

The MBTA serves a wide and diverse geographic region in Massachusetts. Our network, which carries nearly 850,000 daily riders, consists of five transit modes: subway, bus, commuter rail, ferry, and paratransit services. We are proud to say that average weekday ridership continues to increase year over year since the pandemic, with a 10% increase between 2024 and 2025. As we make our system safer and more accessible, we are making transit not just an option but the preferred choice. Ridership is increasing, but more importantly, we are supporting quality of life and boosting regional economic vitality. We know that safety is integral to everything we do at the MBTA.

Since I joined the MBTA in April 2023, we have made substantial progress toward improving a transportation system that, in 2022, the FTA had placed under a Safety Management Inspection, noting insufficient staffing and an extensive maintenance backlog. The Administration was committed to addressing these issues quickly and committed to rebuilding our internal capabilities with 1,000 new hires in one year – a target that many believed unachievable, yet one that we exceeded. However, it is not just hiring, but also training, process improvements, and a new culture of accountability that we are embedding to restore safety both internally and externally, thereby delivering a transit system that the public deserves.

Safety is essential for restoring public trust in the use of our system and, in parallel, drives employee morale and pride. We have seen this demonstrated in our workforce, as the MBTA has once again become an attractive employer. From the very beginning, we aimed to foster an organizational culture that values staff input, particularly on safety issues, and to equip our workforce with the training and tools necessary for success. Over time, through transparent communication about the issues we were facing, the trust we built within our workforce extended to our ridership. Throughout this process, our commitment to safety has been paramount. We understood then, as we do now, that if riders do not feel safe and secure on our network, they will not use it.

Massachusetts Bay Transportation Authority
Ten Park Plaza, Boston, MA 02116
mbta.com

Transit Police Department (TPD)

The MBTA's Transit Police Department (TPD) ensures a safe environment throughout the entire system, working to reduce fear and promote confidence among the riding public through community policing. TPD is a civil service police department with full police powers within the cities and towns in the agency's service area. Their fundamental duties are to safeguard lives and property within the system and uphold the constitutional rights of all people by following a core set of values that reflect the finest nature of policing: fairness, truthfulness, professionalism, perseverance, treating all people with dignity and respect, service before self, and integrity. To ensure accountability, the department swiftly addresses any instances of internal misconduct that contradict its values and commitment to integrity.

- **Crime Data:** Across the MBTA system, the TPD recorded a total of 745 Part 1 crimes in 2022, 742 in 2023, and 821 in 2024 or 3.34 Part 1 crimes per 1 million trips. At the same time, the MBTA observed a 10% increase in daily ridership between 2022 and 2023, and a 12% increase between 2023 and 2024. Year to date, between January 1, 2025, and September 24, 2025, we have observed a 16% reduction in recorded crime across the system (632 recorded crimes in 2024 vs. 528 recorded crimes in 2025) or 2.63 crimes per million trips. In 2023, 26 Part 1 crimes were recorded at South Station, followed by 30 recorded crimes in 2024. In 2025, TPD has recorded 22 crimes at South Station – also a 16% reduction year to date. Nearly 50% of all Part 1 crimes across the system, including at South Station, are larcenies.
- **Hiring, Training, and Partnerships:** As of September 30, 2025, TPD employs 228 sworn officers. In August 2025, changes to Massachusetts state law led to the largest civil service reform in decades, allowing the TPD to have significant flexibility in hiring more officers outside of the traditional hiring process. With these changes, TPD can supplement civil service candidate lists when there are limited candidates. With this new capability, TPD will actively seek and recruit between 20-30 officers who are expected to start Academy training in early 2026, which would be the largest recruiting class in over a decade. We are committed to bringing our TPD workforce up to a total of 276 officers by the end of our FY27. The department has seen an increase in sworn police officers from 195 in FY22 to 217 in FY24 and to the 228 sworn officers in TPD today. In 2023, the MBTA approved a four-year contract with the MBTA Police Association, the union representing TPD. The new contract has signaled improved retention and support for frontline patrol officers within TPD, providing wage increases, retention and longevity bonuses, and expanded leave benefits. The operating budget for TPD was increased by 10.5% between FY25 and FY26. TPD works closely with law enforcement agencies across our service network, including Massachusetts State Police, local police departments, and college campus police forces.
- **Integration into Operations:** Operations has recently completed a 100% design on a new integrated Operations Control Center in Quincy, MA. This integrated control center was designed to bring TPD dispatch directly into the same theater as our Light Rail, Heavy Rail, Bus, and Paratransit operations are dispatched from, thus allowing for better sharing of real-time information and providing for a more effective response. We anticipate that it will be completed by the end of 2026.
- **Assaults on Transit Workers:** TPD views the safety and security of MBTA employees, with a focus on our frontline employees, as a top priority. In 2023, 20 major assaults and 367 non-major assaults (those not requiring medical attention) on transit workers were reported. In 2024, 12 major assaults and 560 non-major assaults on transit workers were reported. These figures include both physical

and verbal assaults. To prevent assaults on transit workers, TPD utilizes predictive policing strategies to deploy resources at specific times and locations. TPD, in partnership with the various district attorneys' offices, vigorously pursues criminal prosecutions in all assaults involving MBTA employees. TPD will also seek court orders to protect and prevent MBTA employees from being victimized by known offenders who have engaged in such conduct directed at MBTA employees. TPD conducts high-visibility patrols as a means of prevention and to provide security assurances to MBTA employees as they perform their duties. Additionally, the MBTA leads the Employee Assault Task Force with support from the Massachusetts Department of Transportation (MassDOT). This management group convenes monthly to plan and implement strategies aimed at mitigating assaults. Many of the mitigations overseen or tracked by this group have provided tangible safety benefits for patrons, members of the public, and MBTA employees.

- **Crime Suppression Initiatives:** The TPD takes a multi-layered approach to crime suppression. The department utilizes a high-visibility uniform patrol strategy at high-volume stations during peak ridership times. TPD deploys plainclothes officers to address specific issues best suited for that type of policing. TPD also has dedicated, actively monitored CCTV live feeds across our system, which further enhances our crime prevention mission. Each new Orange and Red Line train car and our Type 9 Green Line cars have 5-6 security cameras each. We have developed a plan to equip our legacy light rail vehicles with an inward/outward-facing camera system. Each bus has 9-15 cameras, depending on the bus model. In addition, TPD has several specialty assignments, including but not limited to K9s, detectives, MOP officers, and plainclothes officers, to address specific challenges, such as illicit narcotics, larceny, loitering, and other quality of life issues.
- **Suicide and Harm Prevention:** TPD partners with the Samaritans and other suicide prevention groups to bring awareness and resources to those in need. TPD works in collaboration with the MBTA's Safety Department and MassDOT to prevent trespassing through the use of enhanced technology, alarms, CCTV, physical barriers, environmental design, signage, and aggressive enforcement and prosecution when appropriate. These efforts complement public education campaigns such as Operation Lifesaver and the installation of 988 signs across our network.
- **Threat and Vulnerability Assessments:** The times and locations of patrols are guided by the MBTA's Threat and Vulnerability Assessments (TVAs) to yield maximum effectiveness in anti-terrorism efforts. The MBTA has used these teams as a visible deterrent, with the highly visible presence of TPD officers on the system encouraging patrons to report activity as part of the "See Something, Say Something" rider education campaign.

Public Safety/Cleanliness Efforts

- **Cleanliness and Maintenance:** In 2023, the MBTA created a new Chief of Stations position, the first of its kind for the agency. The role has since evolved to include responsibility for all MBTA facilities and structures in addition to stations. This includes implementing strategies to ensure the safety, security, and cleanliness of stations, facilities, and structures, as well as aligning operations to ensure a state of good repair. The Stations, Facilities, and Structures Department has recently created and employed Branch Line Manager positions, dedicated to individual rapid transit lines, thereby creating accountability and reporting streams. The increased headcount in the department has enabled extensive improvements to MBTA facilities throughout our system in a more efficient manner. Coordinating efforts during planned track construction and station closures across the

Blue, Green, Red, and Orange lines in 2024, the department performed work to improve customer safety and station cleanliness and aesthetics, including:

- Repairing stairs, stair treads, and railings,
 - Removing trip hazards,
 - Re-finishing safety lines and crosswalks,
 - Platform shoring and replacing platform tiles,
 - Ceiling repairs and tile replacement,
 - Debris clearing and deep cleaning,
 - Repairing escalators and elevators, as necessary,
 - Improving visibility decals, emergency assistance signs and other wayfinding signage,
 - Fencing and gate repairs and replacement along the right of way, and
 - Pedestrian bridge inspections.
- The MBTA maintains 143 active commuter rail stations, 153 active subway stations, 125 light rail/rapid bus stations, and over 7,000 bus stops. Over the past two fiscal years, the MBTA has accelerated station brightening and maintenance efforts to ensure riders have a clean and well-lit environment, thereby reducing safety incidents.
 - **Facilities Inspections:** Operations, Maintenance, and Safety Division staff perform regular inspections of stations and public facilities, documenting and proactively managing issues with the potential to affect personal safety and security, including lighting, emergency communications equipment, signage, and access control technology. Since 2023, the agency has been working to address inadequate facility inspections across the system. We have built in-house capabilities for facilities inspections and have continuously updated inspection protocols and operating procedures, while holding third-party contractors accountable for any failures. In 2024 and 2025, Safety Division staff performed more than 3,360 field observations for Transit Rail and Bus and more than 2,240 for Commuter Rail. Each field activity contributes to a visible MBTA staff presence on the transit system and provides a chance for employees to identify and report security and personal safety issues. Security, trespasser issues, and homeless encampments are reported to the TPD for investigation and resolution. The MBTA often works alongside our municipal partners and community organizations to address homelessness issues on MBTA property, including humane evictions and cleanups. In some locations, surveillance trailers are placed to monitor areas near the MBTA's right-of-way, helping to mitigate the re-occupation of encampments. Between September 2023 and September 2025, the Security & Emergency Management department resolved 998 support/maintenance issues related to security equipment that originated from MBTA field inspections.
 - **South Station Safety and Improvements:** As the busiest transit hub in our system, the agency is committed to maintaining a safe, secure, and comfortable environment for riders utilizing the many modes operating through South Station: Red Line, Silver Line, Commuter Rail, Amtrak, and coach buses.
 - **Current Management:** The MBTA-owned headhouse of the historic 1899 South Station was leased to a third-party real estate company in the late 1980s to improve operations and maintenance by leveraging private sector capital and management expertise. The current master lessee maintains a comprehensive cleaning and maintenance regimen across the facility's service, office, and common areas. This includes multiple daily cleanings in customer-facing areas. Additionally, the lessee has invested over \$10 million in maintenance and capital projects in the last year, resulting in the following public-facing improvements:

- **Customer Experience Improvements:**
 - Public restrooms are undergoing complete renovations – Summer/Fall 2025 (\$1 million investment).
 - Strong emphasis on improving the general appearance, maintenance, and cleaning of the headhouse with enhanced cleaning and routine maintenance.
 - Installation of new escalators to connect the MBTA Red and Silver Line Station with the train concourse in late 2024 (\$1.75 million investment).
 - Two full elevator modernization projects in 2024 for office tenants (\$1.9 million investment).
 - Headhouse HVAC improvements and replacements (\$1 million investment).
 - Invested almost \$1 million for a complete renovation of the concourse's food court (new lighting, paint, seating, flooring), with an expected completion at the end of 2025. This will result in new food offerings for customers and the first major investment in the food court in over three decades. These efforts are expected to result in the food court's first full occupancy since the pandemic.

- **Safety & Security Improvements:**
 - The current lessee recently completed approximately \$3.5 million in upgrades to the building's fire protection system, including the purchase of a new fire pump, upgrades to firestopping and fireproofing through the headhouse basement, and other improvements to the system.

- **South Station Air Rights Project:** In late September, construction was completed on a \$1.5 billion private investment project – a deal with the MBTA and City of Boston, to build a 51-story mixed-use tower above South Station. The project includes over \$180 million in private capital improvements to the South Station headhouse, as well as upgrades and expansions to the South Station Bus Terminal for transit users. This includes:
 - **Customer Experience Improvements:**
 - 13 additional Bus Terminal bays to be leased to private bus carriers that will improve regional connectivity.
 - 3 new Bus Terminal retail spaces to improve customer experience.
 - New permanent wayfinding graphics have been installed in both the original Bus Terminal and the Bus Terminal Expansion areas.
 - Stairs and vertical transportation elements (elevators and escalators) and associated vestibules were installed to provide access between the South Station Headhouse train platform and the expanded Bus Terminal.
 - Storefront and Headhouse doors were replaced, and architectural finishes were added to the tower foundation.
 - New information displays have been added to the train platform, the original Bus Terminal area, and the Bus Terminal Expansion area.
 - Hardscape, landscape, and lighting improvements along station entrances.

- **Safety & Security Improvements:**
 - New platform security cameras with additional locations for improved coverage are being installed, including cameras in the new bus terminals, as well as the new headhouse.
 - New public address system, fire alarm, security/CCTV, exit signage, backup power and lighting (including emergency lighting) in the train platform areas and the new Bus Terminal Expansion.
 - Complete Track Ventilation Control System turnkey installation for the new and existing ventilation systems over the rail yard.
 - Installation of fare gates started in August 2025 and will be completed this year.
 - Updates to Bus Terminal Building Management and Control System (BMCS).
 - Paving of the emergency egress paths at the south end of the platforms.
 - New mechanical equipment installed (HVAC, exhaust fans, fuel storage tanks) for Bus Terminal Expansion.
- **Transit-Oriented Development (TOD):** The MBTA views development around transit as both a means to reduce the cost of housing in our communities and a strategy to improve safety and security near stations. The MBTA has encouraged and facilitated increased development and housing density around its transit stations. In Fiscal Year 2025, the MBTA supported 262 projects across more than 40 municipalities in our service area. These active projects include 17,274 housing units, either permitted or under construction, with 1,893 units located on MBTA property.
- **Bus Lane Enforcement:** In early 2025, changes to Massachusetts state law allowed the MBTA and regional transit authorities to implement automated camera enforcement at bus stops and bus lanes. Accessibility and safety at bus stops depend on a clear path for both buses and passengers, as obstacles that force riders to step into active roadways increase the risk of collisions and can block riders with disabilities from using the service. New regulations will enable the MBTA to use technology to automatically issue warnings and fines to vehicle operators who block bus lanes and bus stops.
- **Customer Communications:** Maintaining consistent and timely communication with our riders is an integral part of the agency's public safety effort. This includes a robust traditional and social media presence, along with high-visibility and accessible in-station announcements and educational campaigns. The MBTA employs Transit Ambassadors throughout the system, who regularly engage with riders to assist with special events, system outages, and service disruptions. Additionally, our MBTA See Say App enables riders to submit anonymous reports 24/7, with responses received within minutes, allowing them to quickly and safely raise issues with the appropriate parties. Riders may also submit their information via a direct text message line or an online form.

Security and Emergency Management

The MBTA's Security and Emergency Management (S&EM) department understands that threats are constantly evolving. The S&EM department is responsible for planning, operating, and upgrading the MBTA's existing security measures as technology, threats, and emergency management practices continue to evolve. Every day, this team works on solutions that mitigate risk, help the MBTA establish operational insight into incidents before they happen, and offer critical situational awareness during events.

- **Enhancing Safety and Security with Modernized Video Surveillance:** Between 2023 to 2025, the MBTA has undertaken a significant capital and Federal investment to expand, maintain, and modernize its Integrated Enterprise Video Surveillance (IEVS) systems. These investments are a critical part of the agency's commitment to enhancing the safety and security of its riders, employees, and assets across the entire transit network. The funds are directed to strategic improvements that positively impact the operational capabilities of both TPD and MBTA Operations teams, while also providing vital support to first responders and surrounding communities. This modernization effort focuses on several key areas:
 - **Upgrading On-Board Systems:** S&EM is in the process of replacing outdated video surveillance equipment on MBTA buses, trains, and other vehicles. This includes installing high-resolution, high-definition cameras that provide clearer footage and greater coverage, both inside and outside the vehicles. The new systems are often integrated with real-time cellular connections, allowing the Security Operations Center (SOC) and police partners to access live video feeds during an incident, which is crucial for rapid response and situational awareness. The bus fleet is currently undergoing network upgrades, which is 61% complete. Once all network devices are completed, camera upgrades will commence in Spring of 2026, with an expected full project completion by 2028.
 - **Modernizing Station Infrastructure:** The MBTA is systematically upgrading camera systems at transit hubs, stations, and other properties. This includes replacing older analog cameras with a network of high-resolution IP cameras that can be remotely monitored and managed. These upgrades are designed to eliminate blind spots, improve video quality, and provide comprehensive coverage of platforms, entrances, ticket areas, and other critical locations. During the Track Improvement Program, 876 legacy cameras were replaced at stations across the system.
 - **Investing in Centralized Monitoring and AI Analytics:** The MBTA is investing in software and infrastructure that allows for centralized monitoring of all video feeds. This includes advanced video analytics that can help detect unusual activity, such as crowd density changes, intrusion or loitering near critical areas or abandoned packages, and automatically alert the SOC. This proactive capability allows security personnel to identify and respond to potential threats before they escalate.
 - **IP-Connected Emergency Telephones:** As part of a holistic approach to security, the MBTA has deployed IP-based emergency telephones. These "help points" are strategically placed throughout stations and other facilities, allowing riders to connect with the MBTA Police or Information services instantly. The emergency systems provide high-quality audio, even in noisy environments, ensuring that users can be clearly heard and understood. These phones are integrated into the IP network, providing a direct, reliable communication link that enhances the agency's ability to assist passengers in distress or during an emergency quickly.
 - **Improving Data Management and Accessibility:** S&EM also focuses on enhancing the way video data is stored, retrieved, and shared. This includes building more resilient and reliable data storage systems and creating secure access portals for authorized personnel. This

ensures that video evidence can be quickly and efficiently accessed for criminal investigations and incident analysis, providing critical support to MBTA partners, including local police departments and emergency services.

- **MBTA's 24/7/365 Security Operations Center (SOC):** In 2012, the MassDOT & MBTA established its inaugural Security Operations Center (SOC), a centralized hub designed to provide continuous, year-round support to TPD and Operations teams. This center operates 24 hours a day, 7 days a week, 365 days a year, serving as a critical resource for maintaining safety and security across the transit system. The SOC's primary functions include:
 - **Live Situational Awareness:** The center monitors the MBTA system in real time, gathering and analyzing data to provide a comprehensive and up-to-the-minute understanding of conditions. This live awareness allows teams to anticipate potential issues and respond proactively.
 - **Incident Response Coordination:** When an incident occurs, the SOC acts as a central command point. Staff are responsible for coordinating the response efforts of various teams, ensuring a fast, organized, and effective reaction to emergencies.
 - **Live Event Monitoring:** The SOC provides dedicated monitoring for both planned and unplanned events, from large-scale public gatherings to unexpected service disruptions. This focused oversight helps ensure the safety of passengers and staff during high-traffic or unusual circumstances.
 - **Integrated Security:** The SOC utilizes integrated security technologies from the MBTA system, as well as from MassDOT, Mass Highway, Registry of Motor Vehicles (RMV), and City of Boston, to CCTV, monitor alarms, duress buttons, chemical sensors, and tunnel intrusion systems. The system notifies TPD and public safety in real time and is able to provide continuous details about developing conditions during an incident. This aids in locating individuals and alerting responders to nearby hazards, enables faster response times to incidents, and enhances officer and worker safety.
- **Security Infrastructure Investments:** Since 2012, Security & Emergency Management has built over \$512 million in security infrastructure at the MBTA, in addition to the systems that are included in designs for capital projects and new stations, all of which follow our Unified Security Specifications. Our specifications are updated annually to ensure that the most up-to-date technologies are being utilized. In close collaboration with Operations and TPD, the Security model has been carefully balanced to offer operational support and safety, while also providing tools necessary for mitigating, responding to, and managing crime. The MBTA and MassDOT's joint safety and security capital investment plan includes, but is not limited to, some of the following projects:
 - TPD headquarters security upgrades.
 - Upgrades to all 40 Silver Line Tunnel security cameras.
 - Audio/Video buildouts for the Joint Operations Center and Emergency Operations Center.
 - Build outs at South Station for bus training school, ferry operations, and railroad operations.
 - Security repairs to fencing and camera systems at priority train yards.
 - Security checkpoint hardening at administrative offices.

Fare Enforcement

The MBTA has been working for several years to roll out a comprehensive fare engagement program, which consists of strategies aimed at increasing both fare compliance and overall ridership. In 2021, the Massachusetts General Court passed legislation to allow the MBTA to promulgate regulations on fare

enforcement. Since 2023, the agency has prioritized fare engagement and enforcement under new leadership. The agency has worked diligently to establish programs that make fares both more affordable and easier to pay for. Our Income-Eligible Reduced Fare program and our Tap to Ride technology, both of which rolled out in 2024, are crucial components of this effort. The MBTA has increased the budget for the fare revenue department by 12% in FY26 to further efforts to reduce fare evasion, and to increase payment compliance at parking facilities.

- **Fare Evasion Warnings and Citations:** On September 8, 2025, the MBTA commenced with the administration of warnings and citations for fare evasion. As of September 30, 2025, our fare engagement team has administered 87 warnings, with no major issues to report. All members of our fare engagement team hired in 2024 have received de-escalation training for their customer-facing work.
- **Fare Gates:** In the Fall of 2022, Fare gates were installed at North Station – our commuter rail network’s northern hub, leading to a 23% increase in ticket activations on the northern portion of our commuter rail network. Construction of fare gates at South Station is currently underway and will be completed by the end of this year. Designs for fare gates at Back Bay and Ruggles are being finalized, and construction is expected to begin early next year, with an expected completion in 2026. In addition to installing fare gates, our Commuter Rail operator, Keolis Commuter Services LLC, has increased its manual inspections of passenger tickets both on board and at major Commuter Rail stations.

Budget and Funding

In compliance with 49 U.S.C 5329(d) and FTA Circular 9050.1A, the MBTA is committed to using not less than 0.75% of its Section 5307 funding for safety-related projects.

MA-2024-027 – 2024 Formula Funds Grant

- **Safety Set Aside:** Many projects that are a part of MA-2024-027 have safety improvements within their scope, but the project that highlights this priority is North Cambridge Bus Facility Retrofits. The retrofit of North Cambridge Bus Facility includes significant investment into furnishing life safety systems (fire alarm, fire suppression, etc.) with an investment greater than \$2M, which exceeds the 0.75% requirement.

MA-2024-002 – Green Line Type 10 Rail Fleet Replacement

- **Safety Set Aside:** Many projects that are part of MA-2024-002 have safety improvements within their scope, but the project that highlights this priority is Green Line Type 10 Vehicle Replacement. The new GL Type 10s will have improved safety features, including crash prevention technology. The \$43 million in Section 5307 funds we are obligating under this grant exceeds the 0.75% requirement.

MA-2024-020 – Additional Project Funding – BIL Grant

- **Safety Set Aside:** Many projects that are part of MA-2024-020 have safety improvements within their scope, but the project that highlights this priority is the Signal Replacement Program for Red Line and Orange Line. This project replaces analog signal assets with digital ones, enabling the MBTA to

enhance the signaling and control of railcars on the Orange and Red Lines. The \$42M of obligated funds within this grant exceeds the 0.75% requirement.

Security

- In compliance with 49 U.S.C 5307(c) and FTA Circular 9050.1A, the Boston Urbanized Area (UZA) has averaged \$210.06 million in annual Section 5307 funding over the last three fiscal years, of which 1% would be \$2.1 million per year. In coordination with using Section 5307 funding, the MBTA funds a wide range of security-related projects through discretionary grants from the Transit Security Grant Program (TSGP), awarded by the U.S. Department of Homeland Security. During FFY 2025, the MBTA has expended over \$6 million of federal TSGP funds for transit security projects. In FFY 2024, the MBTA utilized \$3.8 million in awarded TSGP funding for three projects: upgrades to cameras at select stations, upgrades to 70 end-of-life network switching devices on the Security Network, and Enhanced Law Enforcement Patrols (TPD OPAKS). Additionally, the MBTA has allocated over \$3.6 million this year for end-of-life cameras and other equipment on our bus fleet – an effort that is critical to keeping bus fleet cameras online and remotely available for monitoring and responding to crime.

Non – FTA Funds (other Federal)

- Combined with the above federal funds, the MBTA has over 30 capital projects planned and funded, supporting either safety or security on the MBTA transit network. These projects include: Emergency Management Coordination and Support; Bus Fleet and Platform Security Camera Upgrades; specific security upgrades at numerous stations; camera upgrades at warehouses, train yards and garages; Green and Blue Line camera installations; Access Control Devices at specific locations; and personnel training, reporting, and updates to enhance safety inspections.
- The MBTA applies for and receives TSGP funds on an annual basis. The MBTA's requests for TSGP funding include station hardening measures and physical security upgrades for transit stations, such as surveillance upgrades and perimeter fortification; deployment-ready operational packages for the Transit Police force; and enhancements to the advanced cybersecurity posture.

Infrastructure Improvements

- **Track Improvement Program (TIP):** In 2023, we inherited a system suffering from decades of deferred maintenance and, as a result, hundreds of speed restrictions impacting our ability to deliver timely, safe, and reliable service for our riders. We set a goal to eliminate all restrictions by the end of the following year, and the agency met that goal by completing the Track Improvement Program in December 2024, replacing more than 250,000 feet of rail and removing more than 220 speed restrictions. Unlike previous methods that performed track maintenance only during revenue service, the agency closed sections of the transit system to enable 24/7 work, maximizing productivity. Under the TIP, the agency addressed four decades' worth of deferred track maintenance in just 14 months. Data shows that one day of work during the TIP was equivalent to four months of routine maintenance in the past. This resulted in 2.4 million minutes of service being restored to our riders every weekday. We also made less visible safety upgrades, such as installing fire safety systems. This safer, more reliable infrastructure allowed us to increase speeds from 40 miles per hour on the Red Line to 50 miles per hour for the first time in decades and on Orange Lines up to 55 miles per hour for the first time ever. The progress we've made exemplifies

continuous improvement as it wasn't just enough to eliminate speed restrictions but our commitment to the public to be efficient and innovative as we deliver safe, reliable and improved service.

- **Red Line and Orange Line Signal Improvements:** Signal modernization on the Red and Orange Lines commenced in 2018, but little progress was made until recently. Under new project leadership, this effort advanced at the beginning of 2025, with significant work in May and June on the Red Line's Braintree Branch and in May, June, July, and August on the Orange Line. The MBTA is on track to convert 100% of the Orange Line to the new, modernized digital signal system in March 2026, and the Red Line will be entirely converted to the new signal system by Summer 2026. When complete, the transition to a fully digitized signal system will mean riders experience a safer, more reliable trip with reduced wait times between trains and improved operational efficiency.
- **Green Line Train Protection System (GLTPS):** July 2019, MBTA awarded the GLTPS project, but the project struggled to deliver the system for more than four years. Under new leadership, the agency made a conscious decision to terminate the contract in 2024, and to re-procure and award the contract to an American company in early 2025. The new system will provide three main safety functions: 1) collision avoidance; 2) speeding prevention; and 3) red signal protection. We are prioritizing visual and audio alerts first regarding these functions. The D-branch, the Central Tunnel and the Green Line Extension segments will be completed first. We are pleased to report that significant progress has been made in only a few months. We will implement the first phase of these safety functions on the Type 7 cars by the end of 2025. Future phases of the GLTPS will include enhanced safety features for both operators and work crews when trains are entering work zones. When complete, GLTPS will add an extra level of safety by installing vehicle and wayside equipment that provides alerts, controls speeds, and prevents train-on-train collisions.
- **Accessibility:** The MBTA is committed to ensuring our system is safe and accessible. In 2025 alone, the MBTA has accelerated accessibility upgrades to 11 inaccessible stations across our light rail and Commuter Rail networks. We are currently positioned to address an additional 30 inaccessible stations over the next five years. We have also upgraded over 400 bus stops over the last five years, with 40 additional upgrades planned this year. Over the past decade, we've made thousands of accessibility improvements, including the following:
 - Constructed 75 new station elevators, with another 55 to come.
 - Added 1,000+ accessible buses to our fleet with ramps at every front door, a reconfigured seating layout to provide riders with more space, and clear, reliable stop announcements.
 - Installed automated door openers at every subway station.
 - Launched initiatives to improve operator training, rider resources, community outreach, and design and policy standards.

We at the MBTA are proud of the progress we've made over the last few years to increase the reliability, accessibility, and safety of our system. The MBTA has been engaged in a multi-year effort, in partnership with the FTA, to improve system safety for both riders and staff. We have taken over 399 actions pursuant to the FTA's Safety Management Inspection since FY23 and have committed over \$480 million to the effort through FY25, resulting in dramatic performance improvements across the network and improved worker safety training and practices.

Our commitment to safety and security is reflected in the investments we've made across the system in recent years and is demonstrated by our staff on a daily basis. We promote a culture where every employee

is empowered to speak up, whether they identify a potential hazard or notice an opportunity for improvement. We provide and promote both educational and training opportunities for front-line and administrative staff, equipping all employees with the tools they need to succeed. We collaborate with and draw on our fellow transit agencies to adopt best practices and innovative strategies that address common problems.

We recognize that our work is never done, and we continue to challenge ourselves to deliver a best-in-class transit system that the public deserves and expects – with safety as a core component in everything we do. We're committed to ensuring the well-being of our employees, our riders, and taxpayers in the Commonwealth, using funds effectively, efficiently, and in a timely manner. We sincerely appreciate your interest in and concern for public safety on the MBTA's transit network. We strongly believe in continuous improvement and together in partnership with our colleagues in the federal government, we look forward to jointly progressing toward our common goals. The federal funding received to date has enabled us to advance vital projects that enhance the safety, accessibility, and reliability of our system, and we look forward to future funding opportunities. My team and I are always available to meet with you to discuss this or any other matter.

Sincerely,



Phillip Eng
General Manager & CEO

CC:

FTA Administrator Marcus J. Molinaro
FTA Region I Administrator Peter Butler