

- The New England Transportation Consortium is based at the Massachusetts Institute of Technology in Cambridge, MA. One of their recent projects was a rail study of the region completed in April 1992. The study, entitled "Rail Service in New England," was prepared by the Massachusetts Institute of Technology in cooperation with the U.S. Department of Transportation, and Federal Highway Administration, under a contract administered by the American Association of State Highway and Transportation Officials.

C. MAJOR MASSACHUSETTS TRANSPORTATION ENTITIES

1. Massachusetts Bay Transportation Authority (MBTA)

The Massachusetts Bay Transportation Authority (MBTA), often referred to as the "T," represents an extremely important segment in transportation planning and procurement in Massachusetts, as well as other New England states. This section will discuss important MBTA information that will not be mentioned at length in any of the transportation categories in which the MBTA is involved (bus, commuter rail, rapid transit, light rail/trackless trolleys and water transit).

The MBTA service area includes 78 cities and towns. The MBTA also serves towns outside of its service area via commuter rail and inter-district bus.

At an informal MBTA talk on March 16, 1993, John J. Haley, General Manager of the MBTA, described his organization as a \$7 billion asset and outlined a few of the areas on which management is presently focusing. They are noted below:

- Drastic reorganization at various levels of management:

This reorganization may involve placing one person at the head of each mode of transportation, construction and operations. As with "The Year of the Red Line," one person was put in charge to reduce customer complaints and improve on-time service.

- Revenue management reorganization: Plans for a rapid conversion of revenue handling are occurring. In April 1993 bids will be sent out for new automatic fare collection equipment. Equipment that is similar to what is used in the Washington, D.C. METRO is being seriously considered. Mr. Haley said that he plans to have equipment installed by the end of 1994. In essence, there will no longer be a need for revenue collectors in buses or subways. Collectors will serve instead in a customer service capacity.