



For Immediate Release
June 25, 2009

Contact: Katie Canavan
Mills & Company
(617) 886-0400

What Do You Think About Commuter Rail Service?

MBCR launches initiative to solicit input and to, better inform commuters about performance

(Boston, MA) - In an effort to be more responsive to customers, the Massachusetts Bay Commuter Railroad (MBCR) today introduced a program to solicit feedback from customers and to better inform management on all areas of performance including fare collection, cleanliness and on-time performance.

"Our riders' experience is of the utmost importance to us," said Richard A. Davey, General Manager of the MBCR. "It is critical that we hear from customers about our performance and that we remain accountable through providing accessible performance statistics are to riders. By putting our on-time performance on the internet and in stations, we will ensure riders have every opportunity to know about our efforts to provide safe and reliable commuter rail service."

MBCR will use the program to ask customers to grade performance, by signing up to take part in a week-long electronic survey about the service they have experienced on their train. Customers completing this survey will be entered into a drawing to win a free monthly pass. As part of its customer information efforts, MBCR will post monthly on-time performance numbers online at www.mbcrrail.com and at South, Back Bay and North stations.

This is the latest MBCR effort to better understand the service their customers receive and to provide customers with easily accessible performance records for all commuter rail trains operated by MBCR on behalf of the Massachusetts Bay Transportation Authority (MBTA).

The program is part of MBCR's ongoing effort to raise awareness of the company's goal to achieve at least 95 percent on-time average performance throughout the system and to improve the traveling experience.

(more)

About MBCR

The Massachusetts Bay Commuter Railroad Company, LLC (MBCR) is a partnership of Veolia Transportation, one of Europe's largest passenger transportation companies; Bombardier Transportation, the world's leader in the manufacture and maintenance of passenger rail vehicles; and Alternate Concepts, a Boston-based transportation operations and consulting firm with expertise in the design, operation and maintenance of rail transit systems. MBCR operates and maintains the fifth largest commuter rail network in the United States under a contract with the Massachusetts Bay Transportation Authority. MBCR provides service to 40 million passengers a year in nearly 80 cities and towns in Massachusetts, as well as Providence, RI.

###