



Customer Service Notice

Safe Boarding on the MBTA Commuter Rail System

Your Questions Answered

Why are the boarding procedures changing?

The new boarding procedures will enhance customer and employee safety. This is extremely important to the MBTA, the commuter rail operator MBCR, and to the Federal Railroad Administration (FRA).

Does this new boarding procedure apply to all trains?

We are currently implementing this procedure on the Old Colony, Greenbush and Fairmount Lines as well as on all off peak trains. We will be extending this procedure to all trains in the future.

Why do customers have to board where a conductor is present?

Requiring passengers to board and exit the train at doors staffed by conductors enhances the safety of all passengers. Boarding or exiting a moving train is dangerous and is strictly prohibited.

What is the safety issue?

The train crew is trained in the proper movement of doors and traps. For your safety, do not open or close train doors or traps. Boarding or exiting a moving train is dangerous and is strictly prohibited. For your safety, please follow the instructions of the conductor while boarding and exiting and throughout your trip.

What do I do if there is no conductor at the location I want to board or exit?

When boarding and exiting, you should always look for the conductor and move to those doors. For your safety, customers **MUST NOT** open doors or traps.

How are you informing passengers about this change?

Posters and e-mails to passengers provided information about the change in the weeks leading up to February 1st. In addition, safety and operations staff are speaking with customers and crews to address issues as they arise regarding boarding practices.

How can I make my trip safer?

For more information about making your trip safer please visit our website at www.mbc.net

Thank you for riding the commuter rail and for your cooperation as we work to improve passenger safety.

