



For Immediate Release
August 26, 2009

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Survey Says Commuter Rail Customer Satisfaction On Rise Due To Fare Collection and Cleanliness of Trains

June/July survey of random customers found 91% satisfaction rate

(Boston, MA) – As part of an ongoing effort to engage customers and provide high quality commuter rail service, the Massachusetts Bay Commuter Railroad Company recently invited customers to participate in an online survey. Results from more than 3,000 responses show that fare collection, clean coaches and conductor announcements were the primary reasons for a 91% overall performance approval for commuter rail service.

Importantly, 98% of passengers responded that their fares were collected or passes were examined, with a 99% rate on the Haverhill, Lowell, Needham, Newburyport/Rockport and Worcester lines.

“MBCR is encouraged by the results of this survey,” said Richard A. Davey, General Manager of the company. “These responses from an array of customers from across Massachusetts show we are making good progress on key customer service issues.”

Davey noted that the positive feedback in the areas of fare collection, cleanliness and announcements reflected the company’s efforts to address these areas of customer service. This effort has continued through a number of initiatives, including a recent crackdown on fare evaders who provide counterfeit commuter rail passes and forthcoming coach cleaning and automated trip information programs.

For five consecutive days during weeks commencing June 22nd and July 13th, MBCR offered customers the opportunity to participate in a survey through an online system. Riders were asked about different customer-service related topics, including fare collection, onboard announcements and train cleanliness. A total of 612 people submitted more than 3,059 responses, with customers encouraged to respond daily for five consecutive days in order to determine the ongoing frequency of service performance.

Participation was strongest on the Providence, Newburyport/Rockport, Franklin and Lowell lines. Two lucky participants received a free monthly pass for participating.

(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.

For further information, please visit www.MBCR.net.

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