



For Immediate Release
January 4, 2012

Contact: Andrea Wheeler
Mills & Company
(617) 350-6200

MBCR Ends 2011 With Best Performance Since '09

Close partnership with MBTA and new management team yields significant improvements for commuter rail customers

(Boston, MA) – The Massachusetts Bay Commuter Railroad (MBCR) posted its best single-month of performance since June of 2009 in December 2011 with an on time percentage of 92.8%. The improvements resulted from a renewed spirit of collaboration with the MBTA, a new senior management team at MBCR, and significant investments into service improvement initiatives.

“MBCR worked relentlessly in partnership with the MBTA to improve every aspect of our performance, especially after the tough start to the year,” said Hugh J. Kiley Jr., MBCR General Manager. “Both organizations are pleased that the hard work has translated into excellent results for customers.”

Accounting for factors beyond MBCR's control, the commuter rail company posted a 96.1% “adjusted” on-time rate in December. For the year, MBCR posted an adjusted on-time percentage of 95.1%, meeting its contractual goal of 95% adjusted. MBCR has reached that mark in six of the past eight years, including the past three years. The company reported a 96% or better performance seven months during 2011.

The improved on-time performance in December 2011 compared with December 2010 is the highest single year-over-year gain for on-time percentage since 2008. MBCR and the MBTA attribute the success to the renewed partnership between the two organizations in 2011 and MBCR's new senior management team, which includes General Manager Kiley along with a new Chief Mechanical Officer and new Chief Transportation Officer. The intense focus of the new management team resulted in hiring 25 new conductors and 13 new engineers and the purchase of over \$500,000 worth of equipment for winter weather months. In addition, Kiley introduced a new management plan whereby 6 managers were appointed to directly oversee each commuter rail line.

MBCR plans to build on its success in the coming year, with a particular focus on a new mechanical department initiative funded by the MBTA. This program allows MBCR crews to repair chassis structures on coach cars an average of nine days

(more)

faster than before. This new “Truck Shop” allows more reliable equipment to return to service promptly. MBCR will also continue with planned track work, such as construction of a second track along the Haverhill line to permit greater maneuverability of trains, which reduce residual delays.

About MBCR

The Massachusetts Bay Commuter Railroad Company, LLC (MBCR) is a partnership of Veolia Transportation, the largest private sector operator of multiple modes of transit in North America and 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 firm. 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.

###