



For Immediate Release
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Massachusetts Bay Commuter Railroad Company Graduates 18 from Assistant Conductor Training Program

New conductors join proud tradition of providing safe, reliable service

(Boston, MA) – Massachusetts Bay Commuter Railroad Company (MBCR) today announced that 18 men and women have completed training to serve as an Assistant Conductor, second-in-command to the Conductor while working on commuter rail trains in Eastern Massachusetts.

The graduates join the ranks of a select group that works directly with customers and transportation managers to provide safe, reliable service. The new Assistant Conductors were formally inducted on August 31st during a ceremony at MBCR's training facility in Somerville.

MBCR General Manager Hugh J. Kiley, Jr. was a featured speaker at the event. He focused on the importance of safety and customer service on the commuter rail.

Assistant Conductors play an essential role in commuter rail operations by staffing entrances and exits to ensure customer safety, working with customers to ensure their well-being, and checking trains for any onboard issues. They also collect revenue, tickets, and check passes.

All Assistant Conductors are required to complete an extensive training program, including classroom and field experience with safety, federal rules and regulations, revenue collection, and customer interaction.

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, the leading transportation operation provider in the United States. 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.

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