

## Going the extra mile

MBCR receives a great deal of customer correspondence daily. Fortunately, not only do our customers take time to write in commenting on our service, but also write to credit our crews when it is deserved. Therefore, a letter offering thanks or praise for a job well done, is a reminder that the service our staff provides is appreciated by our customers. Here are four conductors who receive an extraordinary amount of commendations from our passengers.



Gordon & Jack

**Gordon-** began his railroad career in 1968 in the Track Department. He transferred to On Board Services in 1990 and he has since received many commendations from passengers. The following are some excerpts from letters praising Gordon's service: "...He is really great at his job and I can tell that he loves what he does...He is ever ready to lighten the mood of commuters who might have had a long day.... It was a very hot day and Gordon showed his concern toward all his passengers before his own comfort, even when an unruly passenger threatened him."

**Jack-** joined the railroad in 1989 and had always wanted to be a conductor. He too has received many complimentary letters: "At Back Bay one of the boys boarded the wrong train...the conductor was wonderful. He found my son a seat on the train and kept an eye on him for the entire ride. The boy arranged to have an adult meet him at the station and the conductor insisted on checking the ID of the adult before allowing him to go with him...Thank you Jack!"

Both Gordon and Jack agree that they love their jobs, the camaraderie and interaction with the public. They also credit their fellow crewmembers as part of what makes their jobs successful and enjoyable.



Brian

**Brian-** He was hired onto the railroad in 1994. Brian likes "the non-confinement" of the job as well as working with and meeting different people. Brian receives many letters commending his patience and kindness towards his passengers, who certainly await his return to work. They appreciate the way he "never allows difficult passengers to get to him, is always polite and keeps everyone informed.... He is a wonderful, kind and helpful person."

**Stacy-** By an unexpected opportunity, Stacy joined the railroad in 1990. She likes the interaction with the public and has met a lot of nice people. Although situations are often challenging, she tries her best to take everything in stride. Letters written about Stacy speak mostly of her kindness, compassion and assistance. "Stacy has consistently been extremely kind, holding doors for me, etc.... she is always cheerful, helpful and very professional to all riders that she comes in contact with." Recently, Stacy along with her fellow crewmembers took the time to assist an elderly woman who was wandering the tracks, stopping to help her to the train safely, and waiting for the police to take her back to her nursing home.



Stacy

**The integrity of its employees is one of the greatest assets that a company can enjoy- Well done Gordon, Jack, Brian & Stacy!**

# MBCR

## Commuter Express

The MBCR Customer Newsletter

Spring 2009 Issue 8

### Be TrainSafe

MBCR's top goals are ensuring the safety of our customers and our employees and the delivery of reliable, on-time service. YOU can help us achieve these goals by following some basic safety rules:

- 1) It is recommended that all passengers arrive a minimum of 5 minutes prior to departure time. We don't want to leave anyone behind, but once the conductor has given the signal to proceed, a train is considered in motion and absolutely no passengers can be allowed to board or exit the train.
- 2) We ask that customers do not open doors or traps, but should board or exit at a location staffed by a conductor.
- 3) Customers are no longer allowed to enter or exit from the operating end of the control car unless in the event of an emergency. The engineer operates the train from this location on inbound trips and upon arrival in Boston he/she has mandatory safety duties to complete. New signage will be placed on the end coach door reminding customers of this rule. Look for a door that is attended by a crewmember to board or exit.

Over the course of the last three months we have introduced the boarding/exiting of all non-rush hour trains at disability accessible stations to the high level platforms ONLY on the Needham and Newburyport lines. This pilot program has been successful and we will be rolling out the new boarding procedures on the Worcester line in June with all other stations and lines to follow by the end of the year.

Following basic safety rules is very important. We ask that passengers board and exit trains both carefully and responsibly and we need everyone's cooperation to ensure that we all have a safe, pleasant and efficient commute.

### Please have Your Pass Ready

While the conductor on your commute may know that you have a pass because you ride his/her trains everyday, not all your fellow passengers are aware of this fact. Many customers write to us in the belief that some customers are riding for free because they are a "friend" of the crew. We ask that all passengers please have your tickets or monthly passes readily available. Please remove them from your wallet with both the zone and month visible to the conductor when he/she comes to you.



Thank you in advance for your support of just one of our efforts to ensure the proper collection of revenue.



www.mbta.com

MBTA Commuter Rail is proudly operated by  
Massachusetts Bay Commuter Railroad Company  
Driven by Customer Service



www.mbcr.net

## South Side Schedule Changes to take effect May 18, 2009

We are always striving to get you to your destination on time. These changes will be executed in order to provide a more seamless and timely commute. Please visit [www.mbta.com](http://www.mbta.com) or [www.mbcrc.net](http://www.mbcrc.net) for more detailed schedule information. Schedules will be available at South and Back Bay Stations beginning Thursday, May 14th, 2009.

### Worcester/Framingham Line: Saturday and Sunday only

Train 553 will leave Boston 10 minutes earlier arriving in Worcester 10 minutes earlier.  
Train 552 will leave 10 minutes earlier arriving in Boston 10 minutes earlier.

### Needham Line: Weekdays

Train 602 will leave 3 minutes earlier and arrive in Boston 1 minute earlier.  
Train 604 will leave 2 minutes earlier and arrive at South Station 1 minute earlier.  
Train 616 will leave West Roxbury 4 minutes later and arrive in Boston 5 minutes later.  
Train 626 will leave Needham Heights 3 minutes later and arrive in Boston 3 minutes later.

### Franklin Line: Weekdays

Train 720 will leave Forge Park at the same time but arrive in Boston 8 minutes later.  
Train 794 will leave Norwood Central at the same time but arrive in Boston 5 minutes earlier.

### Providence Line: Saturday and Sunday only

Train 1811/2811 will leave South Station 5 minutes earlier and arrive in Providence 5 minutes earlier.  
Train 1818/2818 will leave Providence 10 minutes later and arrive in South Station 10 minutes later.

### Middleborough Line: Weekdays

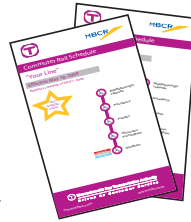
Train 022 will leave Middleborough 3 minutes later and arrive in Boston 15 minutes later.

## Commuter Tax Benefits

### Did you know?

...that an Emergency Economic Recovery Act was signed into law by President Obama providing significant tax savings of up to \$1,000 or more a year for working Americans who commute by public transportation? This is according to TransitCenter Inc., a nonprofit that promotes mass transit use in order to reduce traffic congestion and improve air quality.

This Act increases the amount of pretax income that workers enrolled in employer-sponsored commuter benefits programs can use to pay for mass transit from \$120 per month to \$230 per month. Each employee can deduct this amount per month from their gross income to pay for their commute. In addition, employees are allowed to deduct up to \$230.00 per month for eligible commuter parking expenses. Employers offering transportation benefits can save up to an additional \$100 per employee in payroll taxes per year. Check with your Human Resources Department for more information.



## Solari Metamorphosis

The old Solari board was trucked from South Station to Miami and is undergoing a rebirth as a piece of art.



Artist George Sánchez-Calderón purchased the board from the MBTA, with the intention of repainting all the flappers inside the board different colors, shades and shapes. He is working with an original software company so they can write an application that will allow the artist to call up a different piece of art and display it using a PC.

George Sánchez-Calderón was born in New York City in 1967, the son of Cuban exiles. His family re-located to Miami. His work has been described as "context-driven public installations and architectural re-interpretations that confront the viewer due to their social and political content." To learn more about the artist and his progress on this piece log on to his website at: [www.sanchezcalderon.com](http://www.sanchezcalderon.com)



We hope to show a completed metamorphosis of the old Solari board in a future newsletter.

## Win a Monthly Pass!



### How are we doing?

We strive to improve the service we offer our customers every day. To do this we want to receive timely feedback, and are looking for customers from all lines to take a quick 20 second On-Line Survey every day for one week.

If you are interested in providing us feedback on your commuter rail experience, and the opportunity to win a monthly pass, please visit our information desks for more information or email us your name, commuter rail line and email address to: [customer.service@mbcr.net](mailto:customer.service@mbcr.net).

All customers completing a week's worth of surveys will be entered into a drawing for a free monthly pass.

#### CONFIDENTIALITY NOTICE:

All information received will be used only by MBCR and not shared with other parties. Monthly Pass Drawing: No cash value for the monthly pass that is awarded, pass must be used for travel and is not refundable. Winner will be notified by email.

## Commuter Rail Gives Back: Walk for Hunger



The demand for emergency food supplies has never been greater for both food pantries and meals programs. On Sunday, May 3rd some 30 MBCR employees joined Project Bread's annual Walk for Hunger. Our team's goal was to walk 20 miles in support of local food pantries and soup kitchens. MBCR is pleased to be able to support this important effort to help combat hunger in Massachusetts and was able to raise over \$6,000.

For more information about Project Bread please log onto [www.projectbread.org](http://www.projectbread.org)

### Rosie's Place

On April 14th Rosie's Place held a Women's Craft Cooperative Event on the South Station concourse. This was sponsored by MBCR with the cooperation of Equity Office. The ladies raised a very impressive \$1,677 in a very short time that afternoon Rosie's Place was the first shelter for women in the United States and 100% of the proceeds from this craft fair benefited the shelter. Also on board for this event was the Mihoko Trio who performed jazz standards for everyone's listening pleasure.

We would like to take this opportunity to thank all those who supported this effort.



## Meet the Managers

Meet members of the Commuter Rail Management team and have your questions answered!

Do you...  
have comments or questions about your Commuter Rail service?

Do you...  
have opinions or ideas you would like to share?

A team of Managers from MBCR will be at the following stations between 4:00 p.m. and 6:00 p.m. to listen to what you have to say.

South Station	Tuesday	May 12, 2009
North Station	Thursday	May 14, 2009
Back Bay Station	Wednesday	May 20, 2009

We look forward to seeing you there!