



Massachusetts Bay Transportation Authority

GM Remarks

Fiscal and Management Control Board

September 25, 2017



Agenda

- Rail Safety Week
- Chief Customer Experience Officer
- Capital Delivery/Procurement Acceleration Efforts



Rail Safety Week

- See tracks? Think train
- Enhance efforts to prevent and deter trespassing
- Education and awareness
- Safety first for our employees, customers, and general public
- Thanks to Keolis, Operation Lifesaver, Samaritans, Volpe Center, and DPH



Chief Customer Experience Officer

- Job will be posted today
- Senior-level position charged with working across all departments to implement improvement plan for all customers and all modes
- Successful candidate will be regular rider of MBTA system
- Will ensure voices of customers are represented in policy and investment decisions



Capital Delivery and Procurement

- New, clear, simplified process to accelerate capital delivery
- Using LEAN, analytics, and intellectual capital of both groups
- Hone the MBTA's focus on execution for both short- and long-term
- Position the organization for success, delivering the best possible service for our customers