

BOSTON, MA., USA

MBTA COMMUTER RAIL

Innovative, technology-driven solutions put in place by Keolis Commuter Services (KCS), have kept both operational performance and patronage high on Boston's commuter rail network.

In July 2014, Keolis Commuter Service (KCS) was awarded an eight-year contract to operate and maintain the MBTA's (Massachusetts Bay Transportation Authority) commuter rail system, the sixth largest commuter rail network in North America. The network is part of a public transport system which also includes bus, metro, trams and ferries. Since the award of the contract, KCS has worked with the MBTA to revitalise an aging fleet, improve track and infrastructure, and increase both revenue and patronage. Since 2014, KCS has been operating 10,000 more train services annually, expanding its workforce 19% and operating on-time services 2% above the previous 10-year average. New technologies are helping the commuter rail to provide precise and useful network information for its passengers.

NETWORK STATS



Public Transport Authority:

Massachusetts Bay Transport Authority



Operating subsidiary:

Keolis Commuter Services
(2,394 employees)
Keolis (60%)
SNCF (40%)



Network scope:

- 640km of double track
- 14 lines
- 141 stations
- 513 train units (coaches and locomotives)
- 35 million passengers per year

KEY ACHIEVEMENTS

19%

increase in the number of our employees since 2014, to better serve passengers

10,000

more train services operated annually since we took over

89%

punctuality (vs. 87%, the previous 10-year average)

ISO14001*

certification obtained in 2015 and maintained ever since. Keolis is the only rail operator in the northeast of the USA to be ISO14001 certified

*International standard that specifies requirements for an effective environmental management system.

CUSTOMER SATISFACTION

A recent MBTA customer survey conducted by SocialSphere recorded a two-fold increase in customer satisfaction in 2016 and 2017, largely thanks to a new passenger information centre and the introduction of real-time passenger information.

PARTNERING WITH THE PTA

In July 2017, we signed with the MBTA a revenue-sharing agreement that incentivises patronage and modernises fare collection practices to reduce fare evasion. This is the first agreement of its kind in the USA.

INNOVATION

In addition to the MBTA Commuter Rail App, which is aimed at reducing overcrowding and providing live service alerts, we put in place an innovative drone system to help our engineers conduct infrastructure inspections, as well as to overcome 'slippery rail' conditions caused by falling leaves.

OPERATIONAL PERFORMANCE

We are performing more repair and capital work than ever before on both the network and rolling-stock. On average, there are 28 more coaches available daily compared to 2014, exceeding the contractual requirement. On-time-performance was 89% in 2017, two points above the previous 10-year average.

PUNCTUALITY

We are operating 10,000 more scheduled trains annually compared to 2014. In the second quarter of 2018, 96% of trains arrived within 10 minutes of their scheduled time, the highest level in the past four years.

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