

The Commonwealth of Massachusetts

HOUSE OF REPRESENTATIVES
STATE HOUSE, BOSTON, MA 02133-1054

CAROLYN C. DYKEMA
STATE REPRESENTATIVE
8TH MIDDLESEX DISTRICT
ROOM 473F, STATE HOUSE
TEL: (617) 722-2210
Carolyn.Dykema@MAhouse.gov

Committees:
Health Care Financing
Environment, Natural Resources & Agriculture
Veterans & Federal Affairs
Public Health

Sept. 20, 2012

Massachusetts Department of Transportation
Board of Directors
10 Park Plaza, Suite 4160
Boston, MA 02116

RE: Framingham/Worcester Line Commuter Rail Contract

Dear Board Members:

We write to you today on behalf of the many Framingham/Worcester commuter rail riders in our districts who have contented with poor service and inadequate maintenance on this line for many years. It is our understanding that the Massachusetts Department of Transportation Board of Directors is currently drafting a Request for Proposals (RFP) relative to the re-contracting of commuter rail services and we request that you include the following provisions in the RFP. We understand that many of these provisions may already be part of the new contract's criteria, but we would like to formally register our recommendations with the board in the hope of improving customer satisfaction and on-time performance for our residents and your customers.

The new commuter rail contract provides a unique opportunity to address a range of concerns that we have heard from our constituents over many years. We believe that the following recommendations will help the Massachusetts Department of Transportation move forward in creating the highest standards of accountability and will help us meet the high expectations that we all have for our public transit systems:

- Define what constitutes on-time performance and articulate specific goals consistent with industry best practices, for example, require a calculation of on-time performance during peak hours separately from overall on-time performance;
- Include provisions that hold management fully responsible for late trains, including substantial financial penalties;
- Require regular reporting of on-time performance that is provided electronically to the public that includes performance comparisons with similarly scaled systems worldwide;

- Provide a toll-free customer service number and an electronic submission process to collect rider feedback;
- Require rider feedback to be tracked, responded to, and managed in a way that facilitates statistical analysis and continuous improvement;
- Require a long-term capital management and maintenance plan that requires regularly scheduled maintenance and predictable, scheduled replacement of trains;
- Require that any changes to the management contract be subject to a public hearing and be ratified with a vote of the full MassDOT Board at a public meeting with adequate public notice;
- Require that a multi-year cost estimate of any proposed contract change be completed and available for public review before contract changes are approved.

Thank you for your consideration and please don't hesitate to contact us if you have any questions.

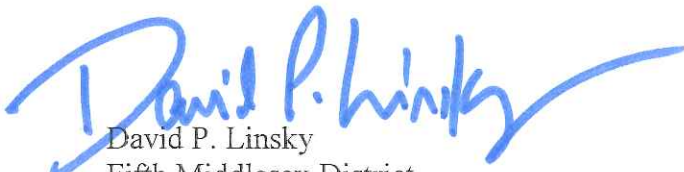
Sincerely,



Carolyn C. Dykema
Eighth Middlesex District



Alice H. Peisch
Fourteenth Norfolk District



David P. Linsky
Fifth Middlesex District



Tom Sannicandro
Seventh Middlesex District

cc: Jonathan Davis, Acting General Manager MBTA