



The Commonwealth of Massachusetts
MASSACHUSETTS SENATE

SENATOR MARK MONTIGNY
Second Bristol and Plymouth District

STATE HOUSE, ROOM 312C
BOSTON, MA 02133-1053

TEL: (617) 722-1440

FAX: (617) 722-1068

DISTRICT TEL: (508) 984-1474

MARK.MONTIGNY@MASENATE.GOV
WWW.MASENATE.GOV

Chair
SENATE COMMITTEE ON
POST AUDIT AND OVERSIGHT
Chair
SENATE COMMITTEE ON
INTERGOVERNMENTAL AFFAIRS

April 24, 2025

Via Electronic Mail Only

Phillip Eng, General Manager & CEO
Massachusetts Bay Transportation Authority
10 Park Plaza, Suite 4000
Boston, MA 02116

RE: Southcoast Commuter Rail Service

Dear General Manager Eng:

The Senate Committee on Post Audit and Oversight ("Committee") is conducting an investigation involving, among other things, staffing levels on Southcoast Rail, also known as the Fall River/New Bedford commuter rail line. Since the official launch of service on March 24, 2025, there have been service periods marked by significant delays and cancellations. The sudden cancellation of train service stranded passengers, many of them families with children, more than 50 miles from home. Subsequent legislative inquiries triggered a public-relations response from Keolis and the MBTA on April 15, 2025 that lacked specific assurances to riders and the public at-large. Stranding passengers late into the evening hours is an unacceptable error that presents a potential safety issue for older riders, young children, and those with medical conditions in addition to the obvious inconvenience inflicted upon all passengers.

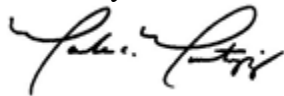
Therefore, pursuant to Section 63 of Chapter 3 of the Massachusetts General Laws, which provides in relevant part, that the Committee "shall have the power to summon witnesses, administer oaths, take testimony and compel the production of books, papers, documents and other evidence in connection with any authorized examination and review," the Committee hereby requests certain information and documents available to, or in the possession, custody or control of the Massachusetts Bay Transportation Authority (MBTA). Any requested information held exclusively held by an MBTA contractor shall be obtained by the MBTA for the purposes of this inquiry.

Document and Information Request to the MBTA
Southcoast Rail Service
April 24, 2025
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Please see Attachment A for a detailed list of requests. All responses, documents, and other information provided should be produced in digital format, either as PDF files or in native format to audra.riding@masenate.gov by **5:00PM on Friday, May 2, 2025**. A copy of Section 63 and 64 of Chapter 3 of the Massachusetts General Laws is attached to this request. Please note that a failure to provide the requested information by the above-stated deadline will compel the committee to take further necessary action.

I appreciate your cooperation in this matter. Should you have any questions, please do not hesitate to contact me, or my staff, at (617)722-1440.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Montigny", written in a cursive style.

Mark Montigny, Chair
Senate Committee on Post Audit and Oversight

Enclosure

Attachment A

For each item below, please provide a responsive narrative:

1. How many conductors and locomotive engineers were trained and fully qualified to safely operate on the Fall River/New Bedford line on March 24, 2025?
2. How many conductors and locomotive engineers are currently being trained to safely operate on the Fall River/New Bedford line as of April 23, 2025?
3. On what date did the above-mentioned staff start their current training and when is said training expected to be completed?
4. How many conductors and locomotive engineers are required to safely operate weekend service on the Fall River/New Bedford line pursuant to the publicly-posted schedule entitled “Spring/Summer Schedule Effective March 24, 2025”?
5. How many conductors and locomotive engineers who are trained and fully qualified to safely operate on the Fall River/New Bedford line were scheduled to operate weekend service on the following dates:

Saturday, March 29, 2025

Sunday, March 30, 2025

Saturday, April 5, 2025

Sunday, April 6, 2025

Saturday, April 12, 2025

Sunday, April 13, 2025

Saturday, April 19, 2025

Sunday, April 20, 2025

6. How many qualified conductors and locomotive engineers were unavailable to operate during the days listed above due to illness or otherwise?
7. What process and incentives, if any, are utilized to fill a vacant shift?
8. When will the weekend commuter rail service fully resume with adequate, qualified staff to safely operate the Fall River/New Bedford line?
9. A listing of every scheduled train on the Fall River/New Bedford line since March 24, 2025 that was either cancelled or incurred a delay of at least 10 minutes or more.
10. An exact count of how many passengers have been left stranded by cancelled service?

11. What is the current emergency plan or procedure for providing passengers with alternative transit following a cancellation?
12. Pursuant to the MBTA's contract with Keolis, how are fines calculated, determined, or otherwise issued to Keolis for service disruptions?
13. Pursuant to the MBTA's contract with Keolis, what level of funding is provided to Keolis to staff the Fall River/New Bedford line and how many staff does said funding support?
14. Pursuant to the MBTA's contract with Keolis, what incentives are in place to ensure adequate staffing and service on the Fall River/New Bedford line?
15. When and how did Keolis confirm its readiness to operate the Fall River/Bedford line, including adequate staff, prior to March 24, 2025?