



EMPLOYEE COMMUNICATIONS

GM UPDATE | SPECIAL ANNOUNCEMENT

November 1, 2022

Dear Colleagues,

It is with mixed emotions that I share with you the news that January 3rd, 2023 will be my last day at the MBTA. Serving as MBTA General Manager has been the experience of a lifetime and it has been my honor and privilege to work with all of you.

While we have faced and will continue to face challenges, I believe in the strength and resilience of the MBTA. As I look back on my four years as General Manager, I take great pride in what we have accomplished together.

We kept service going (and made it better) through a global pandemic. In a world where a lot of people stayed home, the MBTA was out there serving our transit dependent customers.

And while we know we have more work to do on safety, we have made great strides as an organization, building staffing, expertise, and above all, commitment to making the system as safe as it can be.

We have also taken the term “Building a Better T” and put it into action – investing billions of dollars into modernizing the system with real results – modernizing the bus fleet, building out commuter rail infrastructure, completing the GLX extension, and major improvements across the core system – just to name a few.

While I will be leaving in January, please know that I will continue to support the MBTA and its workforce.

For the next few months, I will be focused on preparing for the transition to a new administration and to new leadership here at the MBTA. For now, please accept my gratitude for the essential work you do every day here at the MBTA.

With thanks and appreciation,

Steve Poftak
General Manager



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