



MBTA ADVISORY BOARD

FULL BOARD MINUTES

March 24, 2025

10:00 AM – 11:00 AM

- A. Call to Order:** The Chair, Hon. Breanna Lungo-Khoen (Medford), called the meeting to order at 10:02 AM via Zoom
- B. Jeffrey S. Shapiro, Inspector General:** IG Shapiro is the fifth Inspector General of the Commonwealth, taking office in 2023. In that time, the Office of Inspector General has spearheaded investigations into many MBTA and transportation-related matters, including MBTA privatized police dispatch, Highway Service Plazas, Commuter Rail Fare Collection, and in numerous other areas. The Inspector General leads an independent, a-political agency charged with mitigating, investigating and preventing fraud, waste and abuse of public dollars and assets across the Commonwealth. In his remarks, the Inspector General Shapiro thanked Advisory Board members and staff for their work and emphasized the importance of municipal leaders holding the MBTA accountable. The Inspector General has embarked on a listening tour recently to meet with leaders in their municipalities and looks forward to continuing this work. The MBTA is a regular topic in the IG's meetings, most frequently in discussions about service, funding needs, and unresponsive leadership. He emphasized the importance of continued communication from organizations

like the Advisory Board with their communities to ensure all members are aware of their resources. In 2009, the Legislature created the Internal Special Audit Unit, a division within the Office of the Inspector General, to focus on transportation, to examine MassDOT and the MBTA's governance, risk management, and internal processes. Some of the issues at the MBTA that the OIG has investigated include time theft, fare collection practices, procurement reviews, and contract management. Inspector General Shapiro applauded Secretary GM Phil Eng for his work at the MBTA. He commented on the necessary work ahead to continue improving and maintaining daily operations and capital plans. With upcoming projects such as Draw One and the Commuter Rail Operations contract, the Inspector General said the MBTA must address recurring issues that the OIG has identified through their review of the privatization contracts. The Inspector General outlined his concerns about the "haphazard" approach to fare collection on the Commuter Rail including the lack of fare gates on the recently opened South Coast Rail and lack of forethought about fare collection on the GLX. The privatization waiver signed by Governor Baker in 2015 allowed the MBTA to forego advanced privatization analysis by the Office of the State Auditor for a period of three years with exemption from the "Pacheco Law." This required the OIG to conduct a review of the privatized contracts only after the last dollar was spent. So far, the OIG has reviewed four of the seven contracts and found a "concerning lack of basic business management practices" such as absent management contracts with

work partners. The Inspector General noted that the MBTA knew these contracts would be reviewed and still lapsed on contract management, begging the question of how they managed contracts that they knew the OIG would not be reviewing. In their reviews, the OIG's office was frustrated by a lack of records, document retention and meeting minutes. In some contracts, the MBTA did not develop performance metrics to drive vendor performance and evaluate the quality of service they were receiving. Additionally, the MBTA lacked a standard invoice review process which resulted in over-payments. The Inspector General encouraged Advisory Board members to review the OIG's reports to supplement their oversight work. He emphasized the important role of Advisory Board members to advocate for their communities of riders and taxpayers. Reducing fraud, waste and abuse is successful when overseers ask questions. OIG investigations for public boards across the Commonwealth have determined that often members are unclear of their roles and responsibilities and the OIG office offers support and resources for public board members. The Inspector General thanked member for their service to the Advisory Board and the Commonwealth.

- a Brian Kane (Executive Director) thanked the Inspector General for his remarks and his work engaging with municipalities and serving the Commonwealth.

- b** Todd Blake (Medford) commented that residents are often confused about the nature of the MBTA Advisory Board's work due to the similarities between its name and other public leadership boards and asked if a change in name might be beneficial. B. Kane agreed that he has received similar feedback and said that while the name is established by MGL Chapter 161A, Section 20, membership could consider the adoption of a new one and an upcoming evaluation of the Advisory Board's strategic plan could be directed to consider a change.
- C. Minutes of the December 16, 2025 meeting:** The draft meeting minutes having previously been distributed, Dan Salvucci (Whitman) moved to approve the minutes as presented. Steven Olanoff (Westwood) seconded the motion. The motion was approved without objection.
- D. State Retirement System:** Following a presentation of the motion to the Board from B. Kane, the Chair requested a motion to accept the provisions of sections 1 through 28 inclusive of the Massachusetts General Lawes Chapter 32 and to authorize the Executive Director to transmit proof of such to the Public Employee Retirement Administrative Commission.
 - a** Steve Olanoff asked how this change will impact the Advisory Board's budget. B. Kane answered that this is currently unknown. The Advisory Board has long made individual contributions to employee retirements accounts which will change following this authorization. B. Kane estimated that this

will result in lower employee costs for the Advisory Board. Treasurer Colette Aufranc (Wellesley) added that when the costs are known, the Budget & Audit committee will report to the full Board.

- b** The Chair requested a roll call vote, which was completed via the Zoom chat. The motion passed with 16 Ayes from North Reading, Newburyport, Natick, Wellesley, Norfolk, Hingham, Medford, Canton, Lexington, New Bedford, Needham, Worcester, Westwood, Arlington, Manchester-By-The-Sea, and Whitman.
- E. Committees:** B. Kane reported that the Passenger/Regional Rail, Rapid Transit & Bus and Ferry committees have met twice in 2026 and the Climate & Clean Energy, Capital Budget Oversight and Operating Budget Oversight committees have met once since the new year.
- F. Next Meeting:** Tuesday, April 28, 2026, 10AM via Zoom.
- G. Adjourn:** With all business discussed, the Chair called for a motion to adjourn which Duncan Allen (Needham) made and D. Salvucci seconded. The motion was approved unanimously, and the meeting adjourned at 10:45 AM.

These minutes were approved by vote of the Board at their April 28, 2026.

Attendees

Abington		Lowell		Tyngsborough	
Acton	David Martin	Lunenburg		Upton	
Amesbury		Lynn		Wakefield	
Andover		Lynnfield		Walpole	
Arlington	Lenard Diggins	Malden		Waltham	
Ashburnham		Manchester	Cathy Bilotta	Wareham	
Ashby		Mansfield		Watertown	
Ashland		Marblehead		Wayland	
Attleboro		Marlborough		Wellesley	Colette Aufranc Sheila Page
Auburn		Marshfield		Wenham	
Ayer		Maynard		West Boylston	
Bedford		Medfield		West Bridgewater	
Bellingham		Medford	Hon. Breanna Lungo-Khoen Todd Blake	West Newbury	
Belmont		Medway		Westborough	
Berkley		Melrose		Westford	
Beverly		Merrimac		Westminster	
Billerica		Methuen		Weston	
Boston		Middleborough		Westwood	Steve Olanoff
Bourne	Marlene McCollem	Middleton		Weymouth	
Boxborough		Millbury		Whitman	Daniel Salvucci
Boxford		Millis		Wilmington	
Braintree		Milton		Winchester	
Bridgewater		Nahant		Winthrop	
Brockton	Alan Castaline	Natick	Morgan Griffiths	Woburn	
Brookline	Erin Chute	Needham	Duncan Allen	Worcester	Todd Kirrane
Burlington		New Bedford	Jennifer Carloni	Wrentham	
Cambridge		Newbury			

Canton	Chris Podgurski	Newburyport	Hon. Sean Reardon	Office of the Inspector General	General Jeffrey Shapiro
Carlisle		Newton		Office of the Inspector General	Kim Stanley
Carver		Norfolk	Rob Garrity		
Chelmsford		North Andover		MBTA Advisory Board	Brian Kane
Chelsea		N. Attleborough		MBTA Advisory Board	Hanna Switekowski
Cohasset		North Reading	Lillian Hartman	MBTA Advisory Board	Isabella MacKinnon
Concord		Northborough			
Danvers		Northbridge			
Dedham		Norton			
Dover		Norwell			
Dracut		Norwood			
Duxbury		Paxton			
E. Bridgewater		Peabody			
Easton		Pembroke			
Essex		Plymouth			
Everett		Plympton			
Fall River		Princeton			
Fitchburg	Hon. Sam Squailia	Quincy			
Foxborough		Randolph			
Framingham		Raynham			
Franklin		Reading	Jayne Wellman		
Freetown		Rehoboth			
Georgetown		Revere			
Gloucester		Rochester			

Grafton		Rockland			
Groton		Rockport			
Groveland		Rowley			
Halifax		Salem	Bill McHugh		
Hamilton		Salisbury			
Hanover		Saugus			
Hanson		Scituate			
Harvard		Seekonk			
Haverhill		Sharon			
Hingham	Joe Fisher	Sherborn			
Holbrook		Shirley			
Holden		Shrewsbury			
Holliston		Somerville			
Hopkinton		Southborough			
Hull		Sterling			
Ipswich		Stoneham			
Kingston		Stoughton			
Lakeville		Stow			
Lancaster		Sudbury			
Lawrence		Sutton			
Leicester		Swampscott			
Leominster		Taunton			
Lexington	Meghan Roche	Tewksbury			
Lincoln		Topsfield			
Littleton		Townsend			