



**Massachusetts Bay
Transportation Authority**

Women at the MBTA

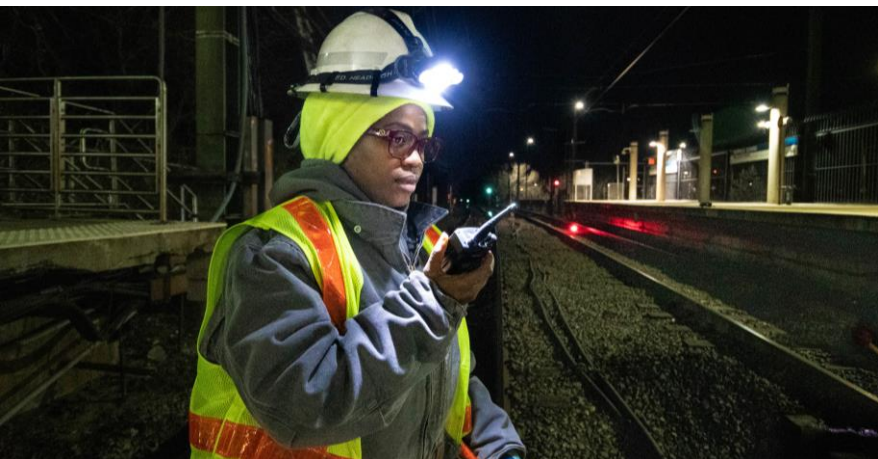
Katie Choe, MBTA Chief of Staff

Ahmad Barnes, MBTA Chief Workforce Officer

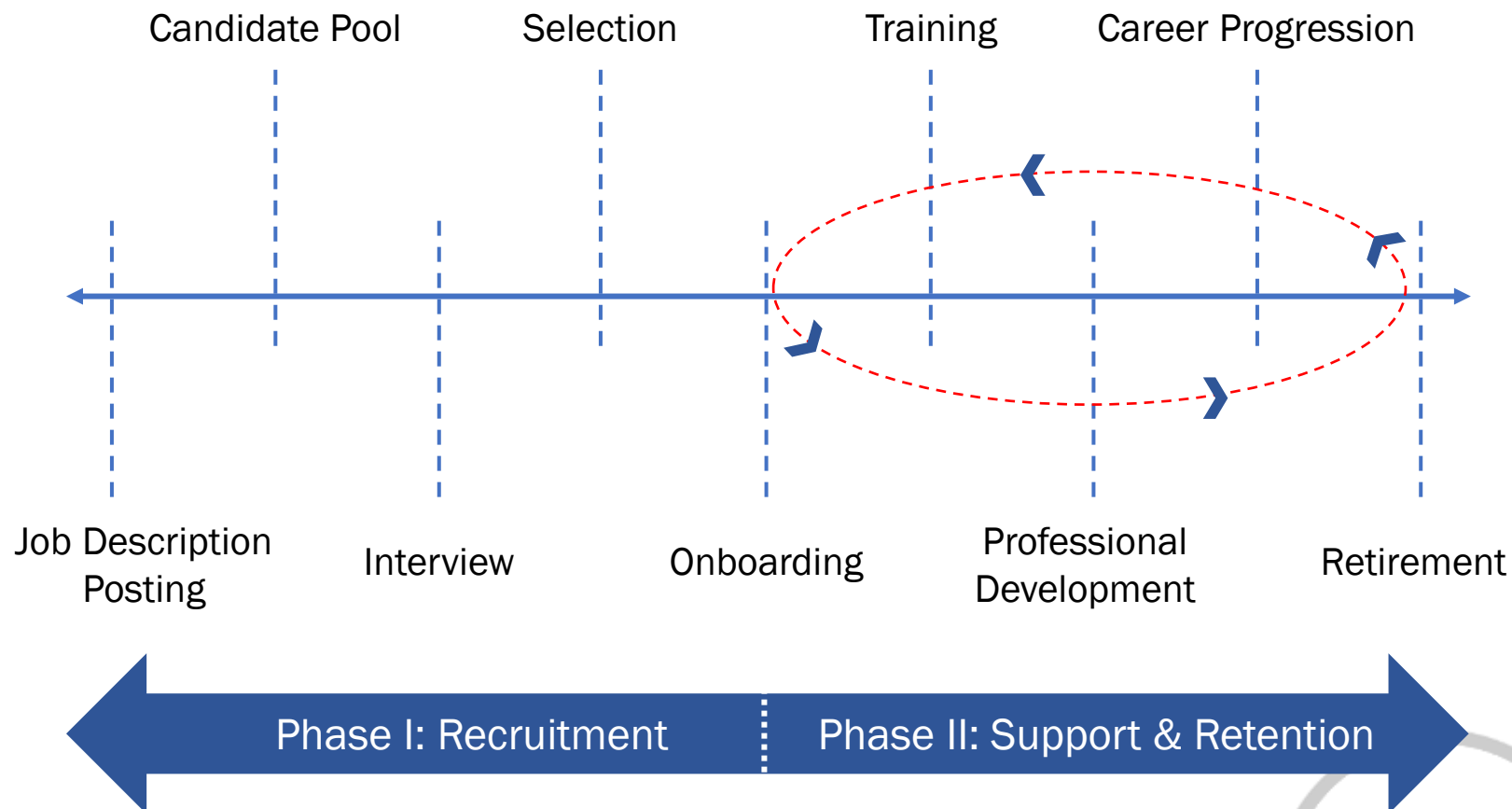
Jabes Rojas, MBTA AGM of DEI

April 24, 2025





Employee Lifecycle



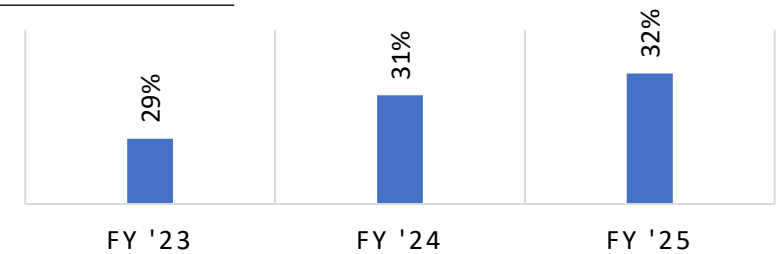


Recruitment

Changes & Impacts

- Expanded Outreach Activities
 - ✓ *Girls in Trades*
 - ✓ *Keene State*
 - ✓ *Building Pathways*
- Increased Workforce Development Team

Applicant Pool



Hires



Promotions vs. % Employees





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Support & Retention

Challenges

- Reporting of Concerns.
- Management and Bias training.
- Support Network.
- Compensation Structure.
- Facilities.
- PPE & Uniforms.
- Working Mothers.
- Skills and Professional Development.
- Career Advancement.



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Women in Operations Working Group



ALESSANDRA BOUCHARD
Director of Administration and Business Processes, Office of the COO



ALICIA GOMES
Executive Director, Light Rail Operations



LYNN KENNARD
Division Chief of Bus Operations



SOPHIA CAPONE
Director of Administration and Business Processes, Office of the COO



DEIRDRE HABERSHAW
Chief of Staff to the COO



NICOLE MASON
Senior Project Manager, Vehicle Engineering



MEGAN CHANN
Deputy Chief of Engineering and Maintenance



ALICIA HADLEY
Director of Administration and Business Process, Rail Operations



IVY PAYNE
Division Chief of Rail Operations



DEANNA DAVIS
Chief Transportation Officer, Bus Operations



FRENIA HUNTER
Director of Operations Training



MARIE WALKER
Senior Director of Operations Training



KIM DWARIKA
Division Chief of Operations Control Center



KASSANDRA KELLY
Deputy Division Chief of Operations Control Center



GINA WESTWATER
Chief of Night Operations



KIM WOOLLARD
Director of Everett Main Repair





Support & Retention

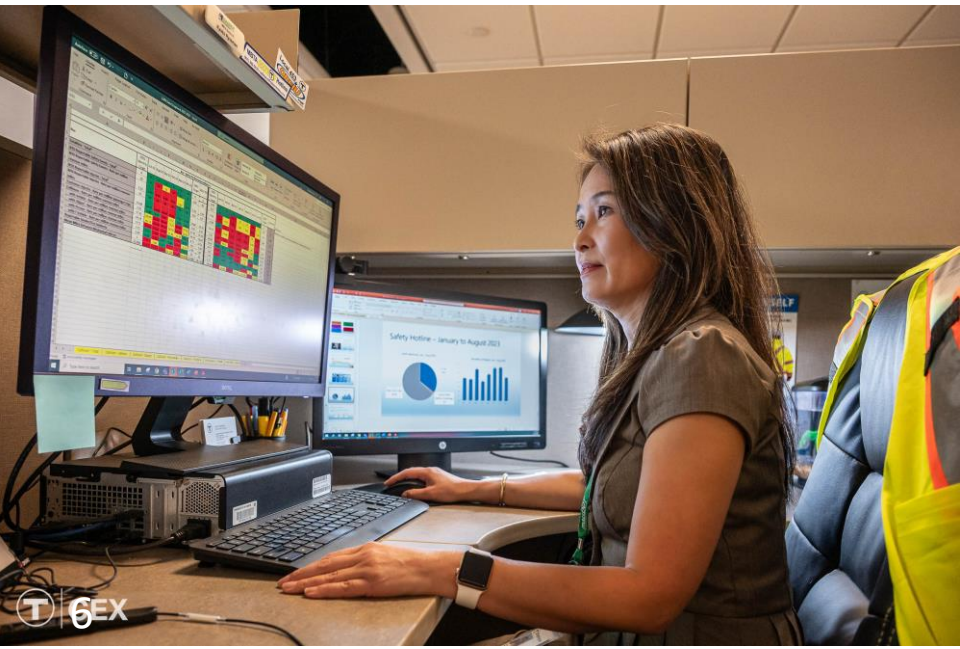
Reporting of Concerns

UNDERWAY

- ODCR investigation investments.
- Case intake and tracking improvements.
- ODCR process improvements.
- New investigation procedures for ODCR and HR.

COMPLETE

- Creation of HR Employee Relations group.





Support & Retention

Management & Bias Training

UNDERWAY

- Creation of new Management/Supervisor training.
- Evaluating existing bias awareness and EEO training.

COMPLETE

- 1800 managers, supervisors and leaders completed Inclusive Leadership training.





Support & Retention

Support Network

COMPLETE

- Launched Women of MBTA Lunch & Networking Series.
- Women's ERG Renewed Programming.
- WTS International and Association memberships.



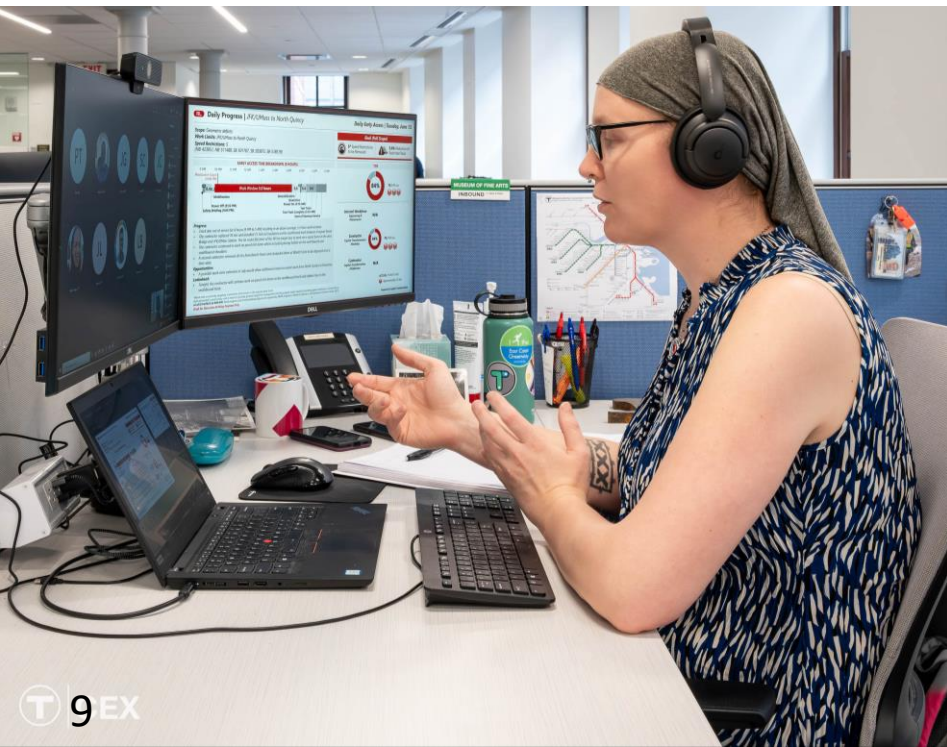


Support & Retention

Other Improvements

UNDERWAY

- Compensation structure.
- Facilities.
- PPE & Uniforms.
- Skills & Professional Development.
- Career Advancement.





Support & Retention

Other Improvements

UNDERWAY: WORKING MOTHERS/PARENTS

- Child Care Support.
- Nursing Mother Policy and Facilities.
- Grateful for the support of the DEI Employee Advisory Council



Thank You & Questions

