



Emeriti Board



Danny Levy

Chief Customer Service Officer, Massachusetts Bay Transportation Authority

Danny Levy is the Chief Customer Officer at the Massachusetts Bay Transportation Authority where she is responsible for improving the daily experience of MBTA riders. In addition to the customer experience, Danny leads the MBTA's customer communication and marketing efforts, working heavily to ensure that all aspects of MBTA operations put customers first.

Danny has extensive experience in marketing communications and public relations in both the public and private sectors. For 13 years Danny served as Chief Marketing Officer for the Massachusetts Port Authority. In that role Danny headed up a 10-person department responsible for marketing and customer service initiatives at the 1,300-employee, \$800 million agency that owns and operates Logan International Airport, Worcester Regional Airport, the general aviation Hanscom Field in Bedford, as well as the public cruise, cargo, and container terminals in the Port of Boston.

Prior to working at Massport, Danny oversaw social marketing at the United Way of Mass Bay, was a senior media relations manager at Bank of America, and served as a Director of Communications for Boys & Girls Clubs of Boston.

Danny holds a Bachelor of Arts degree from Boston College and a Master of Business Administration from Simmons College. Governor Charlie Baker and Lt. Gov. Karyn Polito appointed Danny to the Plymouth 400 Commission to help plan observances of the 400th anniversary of the founding of the Plymouth Plantation by the Pilgrims in 1620.

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