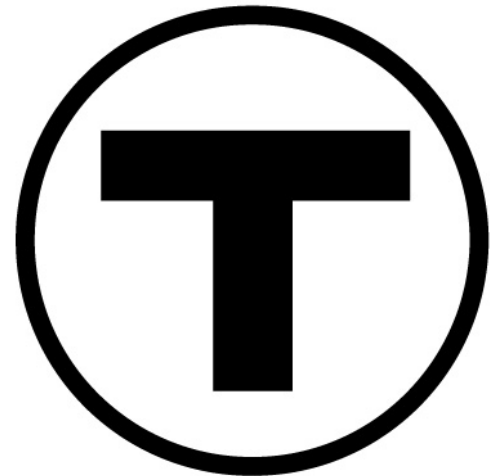

Service Delivery Policy



MBTA Board of Directors approved
September 1996 and revised
December 2002 & September 2004

MBTA Service Delivery Policy

Contents

Chapters 1 – 3: Adopted September 1996; Revised December 2002 and September 2004

<i>Chapter 1</i>	<i>Introduction</i>	
	Purpose	1
	Background	1
	Revisions to the Service Delivery Policy	2
<i>Chapter 2</i>	<i>Services & Service Objectives</i>	
	Services	3
	Service Objectives	4
	Service Standards	4
<i>Chapter 3</i>	<i>Service Standards</i>	
	Accessibility Service Standards	6
	Reliability Service Standards	9
	Safety & Comfort Service Standard	13
	Cost Effectiveness Service Standard	15
	Key Bus Route Addendum	17

Chapters 4 – 7: Adopted September 1996; Revised December 2002

<i>Chapter 4</i>	<i>Service Evaluation Process</i>	
	Biennial Review of Existing Services	19
	Definition of Minor, Moderate, and Major Changes	20
	Evaluation Criteria	22
	Comparative Evaluation Process	24
	Evaluation of Service Change Requests and New Service Proposals	24
<i>Chapter 5</i>	<i>Development of a Biennial Service Plan</i>	26
<i>Chapter 6</i>	<i>Implementation of Service Changes</i>	
	Review and Approval Process	27
	Service Planning Committee	27
	Executive Service Oversight Committee	28
	Schedule for Implementation of Service Changes	29
<i>Chapter 7</i>	<i>Public Process</i>	
	Outreach to Customers	30
	Outreach to the Public, communities and elected officials	30
	Public meetings and hearings on the proposed Biennial Service Plan	30