



Service Delivery Policy 2024 Update

Vote to Adopt Policy Update
MBTA Board of Directors
December 19, 2024

Vote

WHEREAS the Massachusetts Bay Transportation Authority (“MBTA”) maintains a Service Delivery Policy establishing service quality standards pursuant M.G.L. ch. 161A, § 5(p); and

WHEREAS the MBTA, after public hearing and in consultation with the advisory board has proposed to amend the Service Delivery Policy; and

WHEREAS MBTA staff have briefed the Board of Directors on the proposed changes to the Policy, it is hereby

RESOLVED that the Board of Directors approves the Service Delivery Policy as amended and authorizes the General Manager, or his designee, to take all necessary steps to implement said Policy, in the name and on behalf of the MBTA.