

**Massachusetts Bay
Transportation Authority**

The Impact of the Daniels-Finegold v. MBTA Agreement

Celebrating Progress, Sustaining Accessibility

December 18, 2025

Presentation to MBTA Board of Directors

History



- 2022: Class action lawsuit filed
 - 11 named plaintiffs and BCIL
 - Represented by Greater Boston Legal Services
- 2006: Settlement reached
 - Included over 200 commitments
- 2007: Independent Monitor Judge Patrick King appointed
- 2007: System-Wide Accessibility created
- 2018: Settlement amended
- December 2025: Substantial compliance achieved and Next Generation Accessibility Agreement signed



Progress to Date: Service Then & Now

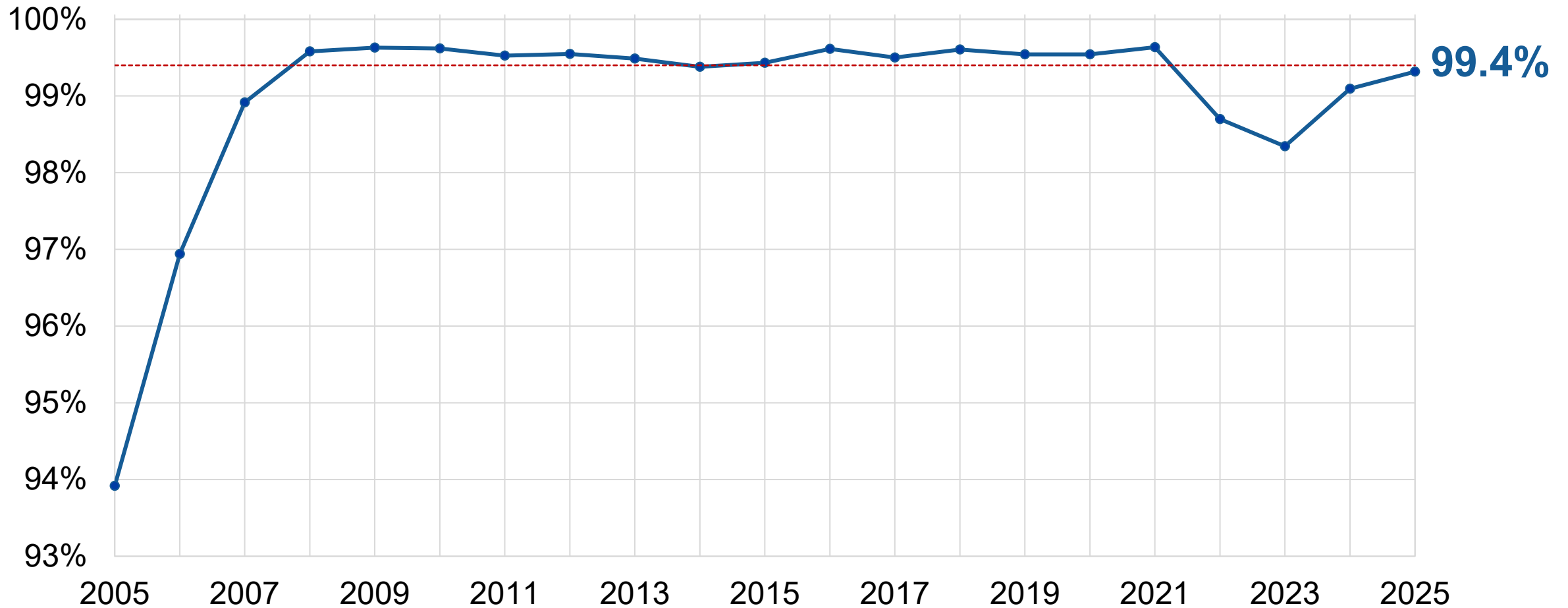


Accessibility Barrier	2005*	2025^
Operator denies service to customer with disability	11%	.5%
Customer with disability is unable to board due to a broken lift/ramp	19%	0%
Operator refuses to use kneeler/lower bus	11%	0%
Destination Signage Missing	15%	1%
Wheeled mobility device not properly secured (Using 4 straps)	91%	8%

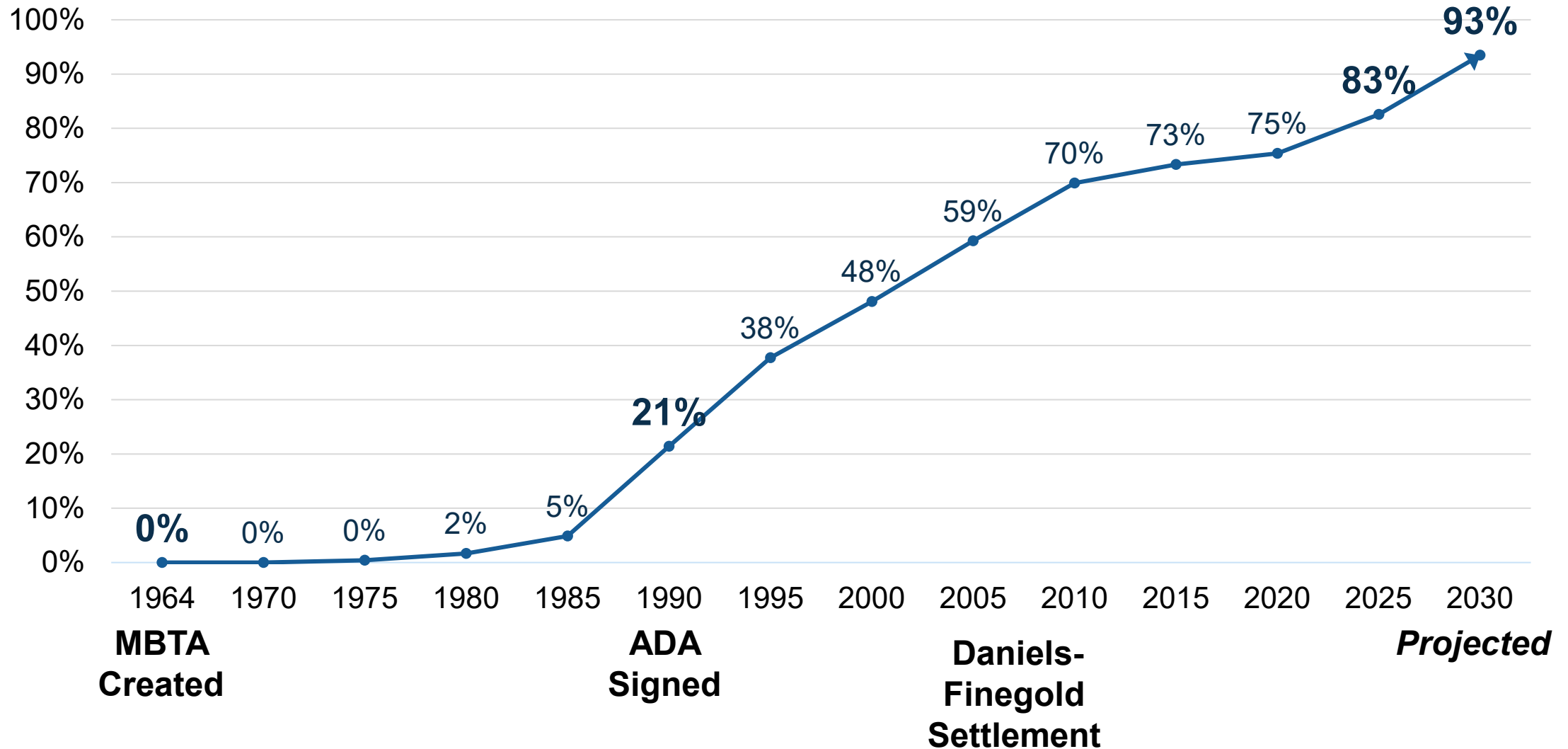
* = Data as reported by Delta Services Inc., August 2005

^ = Data reported by SWA's Internal Access Monitoring Program, To Date as of 12/4/2025

Elevator Reliability (FY 2005-2025)



Percent of Accessible Stations: Past to Future



Shaping the Future: What's Next



**Green Line
Station and
Downtown
Crossing
Upgrades**



**Automatic
Bus Lane
and Bus
Stop
Enforcement**



**Transit
Police
Accessibility
Training**

Gratitude and Acknowledgements



Accessibility Now a Core Value



Our (new) ecosystem

Mission — We serve the public by providing safe, reliable, and accessible transportation

Vision — We envision a thriving region enabled by a best-in-class transit system.

Values —



Safety: We put safety at the forefront of our work.



Service: We endeavor to deliver superior service connecting people and communities.



Equity: We commit to prioritizing the needs of our transit-dependent riders, our employees, and the economic regions we service in decision-making processes to eliminate unjust and unintentional consequences.



Sustainability: We invest resources wisely in solutions for our team, our communities, and our environment.



Culture: We aspire to transform our culture into one that keeps people's well-being and safety at the center of everything we do.



Accessibility: We commit to removing physical, operational, and informational barriers so riders of all abilities can travel with independence and confidence.

Station Staffing Background



- Presence of in-station customer service staff was one term in the Daniels-Finegold Settlement
- In 2021, to fulfill this term, MBTA established:
 - **Station Staffing Standards**
 - Minimum hours of staffing coverage by dedicated customer service personnel
 - **Staffing Plan**
 - Designated locations, in stations, staffed with these personnel
 - Determined by anticipating customer service needs at each location
 - Ridership, station features such as elevators, and feedback from Operations, CEX, Safety, SWA, and riders
 - Many stations have multiple staffed locations
- The standard has largely been met since FY24 when in-station staffing was increased

Measuring Accessibility via Service Delivery Policy



- The MBTA's Service Delivery Policy was last update in 2024 by this Board.
- Accessibility metrics in Service Delivery Policy today:
 - Station Accessibility
 - Bus Stop Accessibility
 - Dock Accessibility
 - Elevator Uptime & Platform Access
 - Vehicle Accessibility
- To enhance accountability & transparency in a post-settlement environment the MBTA staff proposed to:
 - **Add a “Station Staffing” metric to the Service Delivery Policy**

New Service Delivery Policy Metric



- MBTA Staffing Plan designates locations in stations for dedicated customer service staff
 - NOT measuring presence of other types of staff (station officials, platform attendants, etc.)
 - 98 locations are staffed today
 - Each location is assigned a Tier by its priority for staffing
 - Tiers dictate minimum staffing standards:
 - **Tier I locations:** staffed 6:00 AM – 12:00 AM Monday to Saturday; 7:00 AM – 12:00 AM on Sunday
 - **50% of Tier II locations:** staffed 7:00 AM – 7:00 PM every day

- New SDP Metric:

The MBTA will measure the percentage of location-hours staffed by dedicated, in-station customer service personnel in accordance with Station Staffing Standards detailed in the Station Staffing Plan.

- The Annual SDP Performance Report will include this metric starting in Fall 2026 Annual Report (published early 2027)

Vote on Update to Service Delivery Policy



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 has proposed to amend the Service Delivery Policy to incorporate an accessibility metric relative to station staffing; 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.