

1.258J/11.541J/ESD.226J
Public Transportation Systems
Spring 2009

Assignment #1

Out: February 10

Due: February 25

For this assignment you will need the following documents, which are posted to the course web site:

MBTA Service Delivery Policy 2009

MBTA Service Plan

TCRP Synthesis 10

You will also need the Dawson publication, “Service Standards Process Technical Background Paper No. 1: Ridership Forecasting Methods.”

You are the President of the MBTA Transit Riders Association and you are responding to a call for input from the MBTA management to revise their Service Delivery Policy, which was first issued in 1996. Since then, ridership has grown steadily system-wide, the Silver Line has begun service, and new fare media, updated automatic passenger counters, AVL, and a revised fare structure have been introduced into the MBTA system.

Your task is to craft a concise statement (max 350 words) to be published as an “Op Ed” article in the Boston Globe. This article should summarize your call for the most critical changes and/or addition/deletions to the Service Delivery Policies, as well as your “call to arms” in advance of a large public meeting on the issue. In addition, the article should reference a revised Table of Contents of the 2009 Service Delivery Policy that you must also prepare, annotating any changes that you would propose, as well as any deletions or new sections that you would recommend adding. The annotated Table of Contents should list any recommended changes, along with a one-sentence justification from the perspective of the Riders Association. You are limited to, at most, 15 specific annotated changes in this assignment, including each in outline form where they would fall within the Table of Contents.

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