

**From:** [Jorden Van Emmerik](#)  
**To:** [FOIA Metra](#)  
**Subject:** Metra Rail Service Delivery Policy  
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Hello,

My name is Jorden van Emmerik and I am a student at Northeastern University in Boston, Massachusetts. I am doing a homework assignment where I am comparing commuter rail systems. The MBTA has a document called "Service Delivery Policy" where it outlines services, schedules, frequencies, and expected passenger comfort for each of its modes.

Does Metra Rail have a similar document?

Thanks!  
Jorden