

MBTA

Internal Access Monitoring Program

Massachusetts Community Transportation Coordination Conference
May 2nd 2017

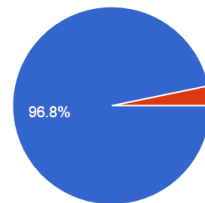


Service Snapshot—2005

- Bus Service

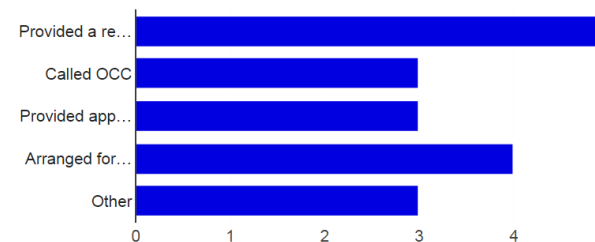
“...a customer with a disability has a 20.5% chance not being able to board the bus for which he/she is waiting.”—2005 Delta Services Study

Did the tester board the bus?



Yes	269	96.8%
No	9	3.2%

If no, operator (Check all that apply)



Improvements to Fixed-Route Bus Service

- **796** new buses purchased since 2007
- Improved focus by Bus Operations on bus inspection and maintenance
 - Increased reliability and availability of accessibility features
- Bus Operators Recertification Programs
 - Developed jointly by Bus Operations and System-Wide Accessibility
 - Classroom and hands-on components
 - Phase 1 (2008) & Phase 2 (2011)
- Internal Access Monitoring Program
 - Created in 2008 and overseen by SWA
 - Over 1000 trips monitored/quarter
- Discipline guidelines established (2013)



Progress to Date: Service Then & Now

	2005*	2015^
Operator denies service to customer with disability	11%	1%
Customer with disability unable to board due to 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 as reported by SWA's Internal Access Monitoring Program, Q4-2016



Monitors: Who are they?

- Testers: Test the system for everyone. Tester's are people with disabilities who test for all accessibility features.
- Observers: Documenting tester's experience & their own observation onto Google Forms.
- Group of 5 observers & 12 testers



Operator Observations – Customer Complaints

- Monitor & customer complaint related complaints follow up trips
- Monitors aren't informed about previous operator issues
- If operators receive discipline, follow-up trips are pushed months out



Bus Accessibility

- Accessibility Issues: Kneeler, Ramp, Securements, Lap/shoulder belts, Reasonable Accommodation
- Specific requests, request until specific denial occurs



Subway Accessibility

- All Bridge Plate trips: Tester is responsible for all interactions
- Observer & tester should remain together the whole trip
- Once the monitors enter station, make sure to record all data
- Every BP trip requires that the tester boards with the BP, unless spacer can't fit in gap



Reporting Serious Accessibility Violations

- Failure to Board
- Bypass
- Reasonable Accommodation
- Priority Seating



Google Forms

- Through Google Forms the IAM Program has individual forms for each kind of trip/observation that is made

Stop Announcement Issue

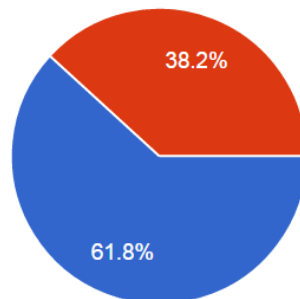
- ☐ External Speaker Broken
- ☐ Front Internal Speaker Broken
- ☐ Rear Internal Speaker Broken
- ☐ VMS Board Broken
- ☐ Stop Request Buttons Broken/Missing
- ☐ Stop Request Strip Broken/Missing
- ☐ Stop Request Button/Underside Priority Seating Broken/Missing
- ☐ Stop Request Chime



Google Forms

External Speaker Broken	14	20%
Front Internal Speaker Broken	17	24.3%
Rear Internal Speaker Broken	28	40%
VMS Board Broken	7	10%
Stop Request Buttons Broken/Missing	1	1.4%
Stop Request Strip Broken/Missing	3	4.3%
Stop Request Button/Underside Priority Seating Broken/Missing	14	20%
Stop Request Chime	1	1.4%

Which side was the WMD tester secured?



Curbside	503	61.8%
Streetside	311	38.2%



Questions?

