# Title Slide – MBTA Internal Access Monitoring Program

Massachusetts Community Tranposrtation Coordination Conference

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## Slide One – 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%

Images: Piechart representing the answers to the question “Did the tester board the bus?”. Yes is represented in blue at 96.8%. No is represented in red at 3.2%. Below that is a line graph representing the answers to the question “If no, operator (check all that apply). Note, the reasons are not displayed in full.

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## Slide Two – 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)

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## Slide Three – 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 | 19%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

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## Slide Four – Monitors: Who are they?

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

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## Slide Five – 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

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## Slide Six – Bus Accessibility

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

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## Slide Seven – 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

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## Slide Eight – Reporting Serious Accessibility Violations

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

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## Slide Nine – 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
    - Font Internal Speaker Broken
    - Rear Internal Speaker Broken
    - VMX Board Broken
    - Stop Request Buttons Broken/Missing
    - Stop Request Strip Broken/Missing
    - Stop Request Button/Underside Priority Seating Broken/Missing
    - Stop request Chime

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## Slide Ten – Google Forms

* External Speaker Broken – 14, 20%
* Font Internal Speaker Broken – 17, 24.3%
* Rear Internal Speaker Broken – 28, 40%
* VMX 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%

Image: Pie chart representing the percentage of WMD tester secured either curbside or streetside. Streetside is represented in blue at 61.8%. Curbside is represented in red at 38.2%

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## Slide 11 – Questions?

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