



Charles D. Baker, Governor  
Karyn E. Polito, Lieutenant Governor  
Stephanie Pollack, MassDOT Secretary & CEO  
Frank DePaola, General Manager  
Brian Shortsleeve, Chief Administrator



## **DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY UPDATES**

### **AACT MEETING – February 24, 2016**

#### **NOTEWORTHY NEWS**

#### **Plan for Accessible Transit Infrastructure (PATI) External Engagement Committee Kick-Off Meeting**

On February 17, System-Wide Accessibility hosted the PATI External Engagement Committee Kick-Off Meeting in the Transportation Library on Wednesday, February 17<sup>th</sup>, 2016. This meeting brought together Secretary Stephanie Pollack, General Manager Frank DePaola and committee members to discuss outlining capital funding limitations, prioritization criteria and supporting analytics that will inform the near and long-term plans for accessibility infrastructure spending. This effort has been established to focus on high-impact improvements for greater system accessibility.

The External Engagement Committee is made up of a varied set of stake holders to offer the greatest opportunity for a wide array of feedback perspectives on determining what prioritization criteria should be established for 100% access. The group will work to foster support of the PATI process, offer input on long-term barrier removal plans and be a conduit to the larger access minded community. Future meetings will be held on a quarterly basis as associated data is gathered.

## **MassDOT Accessibility Subcommittee to Hold Information Session for Employees**

The MassDOT IT Web and Electronic Communication Accessibility Subcommittee will be holding an information session about the importance of building accessibility into physical and virtual infrastructure, within MassDOT and across the state. Representatives from MassDOT, MBTA SWA, the Massachusetts Office on Disability (MOD), and the Massachusetts Office of Information Technology (MassIT) will be presenting on a range of accessibility topics specific to their agencies.

Comprised of representatives from MassDOT and the MBTA, The MassDOT IT Web and Electronic Communication Accessibility Subcommittee is an internal body with a focus on the accessibility of websites and digital materials. Their one-hour information session is

for employees only, and is currently being planned for the beginning of March.

## **OVERVIEW OF MONITORING AND COMPLAINTS**

### **SWA's Internal Access Monitoring Data – January 2016**

In January, the Internal Access Monitoring (IAM) Program completed a total of 27 Ambulatory (AMB) bus trips and 35 Wheeled Mobility Device (WMD) bus trips.

In addition, there were 45 Heavy Rail trips (Red, Orange, and Blue Lines) that monitored the quality of audible station stop announcements and 5 trips that tested bridgeplate deployments when boarding and alighting.

On Light Rail (Green Line and Mattapan Trolley), there were 6 trips to monitor audible stop announcements. On Commuter Rail, the IAM Program monitored a total of 4 trips for audible stop announcements.

### **Fixed-Route Accessibility Complaints – January 2016**

The following data is comprised solely of complaints submitted to MBTA Customer Communications. The aggregate complaints are divided into complaints by transportation mode and complaint type for bus and subway service.

## **Complaint Mode:**

- Bus: 68
- Subway: 21
- Commuter Rail: 8
- Other: 22
  - Engineering & Maintenance: 7
  - Marketing: 1
  - Parking: 1
  - Service Planning: 3
  - SWA: 1
  - The RIDE: 1
  - TPD: 8

**Total: 119**

## **Bus Complaint Type:**

- Failure to Provide Reasonable Accommodation Request: 11
  - Repositioning bus to facilitate boarding/alighting: 2
  - Use of ramp/lift/kneeler – ambulatory: 5
  - Other: 4
- Pass-by/Failure to Board: 18
  - Ambulatory: 12
  - Service animal: 1
  - Wheeled Mobility Device: 2
  - Type of disability is unknown: 3

- Pulling to the curb: 7
- Pre-boarding: 0
- Bus failed to serve customer's intended bus stop: 1
- Obstructed bus stop: 1
- Operator departs bus stop before the customer is secure: 2
- Rude or offensive behavior: 10
- Stroller(s) obstructing priority seating area: 1
- Vehicle Engineering & Maintenance: 4
- Other: 12
- Multiple: 1

### **Subway Complaint Type:**

- Failure to Provide Reasonable Accommodation Request: 1
  - Opening rear doors for boarding and/or alighting: 1
- Stop announcements: 3
- Rude or offensive behavior: 1
- Snow removal on MBTA property: 1
- Vehicle Engineering & Maintenance: 2
- Other: 13

### **Commuter Rail Complaint Type:**

- Stop announcements: 7
- Other: 1

**January 2016 Elevator Uptime: 98.7%**

## **UPCOMING TRAINING OPPORTUNITIES**

### **MBTA System Orientation Training**

The System Orientation training program is a course designed to familiarize seniors and customers with disabilities with the accessible services offered by the MBTA. The roughly three-hour course consists of a classroom portion and a hands-on portion. Topics covered in the classroom portion may include:

- Benefits of using transit
- Trip planning
- Reduced fare information
- General accessibility facts
- Safety
- Contacting customer service

The hands-on portion of the training focuses on such topics as:

- Identifying bus stops or train stations
- Finding the right bus or train to board
- Boarding and exiting procedures
- Paying your fare

- Access features on buses and trains including:
  - Automated stop announcement equipment
  - Priority seating
  - Securement area

***Availability: First and third Thursday each month***

***Approximate time: 9:00 a.m. – 1:00 p.m.***

For more information about the training program or to participate, please contact Linda Shepard Salzer, Ways2Go Travel Trainer Door2Door Transportation by SCM.

E-mail: [lsalzer@scmtransportation.org](mailto:lsalzer@scmtransportation.org)

Phone: 857-756-5893

Please leave your name, a phone number, the best time to be contacted, and the purpose of the call. Reasonable accommodations for training may be arranged upon request.

## **MBTA Operations Training Programs – Bus**

The Bus Training School has two ongoing classes for operators and bus personnel at the Charlestown Garage training facility.

### **Phase 1 Bus Recertification Training**

An eight-hour monthly class that utilizes modules and videos on customers with disabilities, service animals, use of ramps and lifts, and other accessibility-related topics. Classroom and hands-on instruction

conducted on board the bus.

**Next scheduled training:**

**Thursday, March 24, 8:00 a.m. – 4:00 p.m.**

**Charlestown Bus Garage, Building #6**

**Phase 2 Bus Recertification Training**

An ADA Refresher Training Module with classroom and hands-on instruction on board the bus. Also includes state-of-the-art bus simulator. Due to space restrictions, classes are limited to one observer (and Personal Care Assistant, if applicable).

**Availability: Varying weekdays, excluding holidays**

**Approximate time: 12:30 p.m. – 2:30 p.m.**

To learn more about scheduling and attendance at either program, please contact:

Kurt Echols, System-Wide Accessibility

Voice: 617-222-5254

TTY: 617-222-5045

[kechols@mbta.com](mailto:kechols@mbta.com)

Please allow at least one week advance notice from the date of the scheduled training you wish to attend.



# **HOW TO FILE A COMPLAINT OR COMMENDATION**

Whether you had a great experience on the MBTA or encountered obstacles, we want to know about it. Contact the Customer Communication Department by calling 617-222-3200 or 617-222-5146 (for TTY users).

## **Office hours:**

**Monday - Friday 6:30am - 8:00pm**

**Saturdays and Sundays 7:30am - 6:00pm**

You may also voice your comments and concerns online at [http://www.mbta.com/customer\\_support/feedback/](http://www.mbta.com/customer_support/feedback/).

If your concern is in reference to a bus operator, train personnel, or other MBTA staff, please try to document the following information:

- Date, time and location of the issue
- Bus route number or train line
- Destination of bus route or train line
- Vehicle number of the bus or train (if possible)
- Badge number of the employee(s) involved (if possible)
- Physical description of the MBTA employee (if possible)
- Boarding and exiting location of the bus or train
- Descriptive summary of the issue or concern

## **REQUESTING THIS REPORT IN ALTERNATE FORMATS**

Upon request, this report will be available in alternate languages or formats (Braille, audio, etc.). To make a request, please contact Kurt Echols in SWA at [kechols@mbta.com](mailto:kechols@mbta.com) or 617-222-5254.