

MBTA Updates on Accessibility Initiatives



December 4, 2019

WELCOME

- Overview
- Station, Bus Stop & Elevator Upgrades
- Improvements in Handling Access-Related Customer Complaints
- Elevator Cleanliness
- Bus Evacuation Drills



Overview

System-Wide Accessibility Initiatives

- 60+ major accessibility projects
- Recruiting Volunteers

SWA@mbta.com



Station, Bus Stop & Elevator Upgrades

Tom Nee, Deputy AGM, Capital Delivery



Wollaston Station

- Last inaccessible Red Line Station
- Reopened August 16, 2019
- Fully accessible—redundant elevators, automatic sliding doors, and more



Upcoming Station Work

Station	Status
Babcock, Pleasant St, BU West, and St. Paul	Bid in Winter 2019-20, Opens Spring 2021
Brookline Hills	Construction 2019-21, Opens Fall 2021
Newton Highlands	100% Design Spring 2021, 2yr Construction
Symphony	Design ongoing, Construction to begin in 2021
Hynes CR	Designer selection completed. Award in December 2019
Chelsea CR	Construction ongoing 2019-21, Opens Fall 2021
Natick CR	Construction NTP December 2019, Opens 2022
Winchester CR	100% Design 2019-20, Construction 2020-23
Auburndale, West Newton, Newtonville CR	100% design Spring 2021, Construction TBD, pending funding



Recently Completed Elevators

- New DTX elevators connecting Oak Grove-bound platform and Alewife-bound platform opened in June
- Alewife (813) opened in July.
- Andrew (857, 858, 859) opened in October
- Harvard (821) opened in October



Upcoming Elevator Work

Station/Units	Status
Central Sq Inbound	Construction to be complete in March
Alewife, 3 Replacements	In construction with completion by Summer 2020
Kendall (Design/Build by MIT & Boston Properties), 2 Replacements & 2 Additional Units	Inbound is in construction until 2021, outbound design nearly complete, construction 2020-21
Oak Grove, 2 Replacements & 3 Additional Units	In construction with completion by Spring 2021
Quincy Adams, 2 Replacements & 1 Additional Unit	In construction until Spring 2021, New unit opens in May 2020
40+ additional units under design	4 consultant teams selected to design 40 +/- elevators in 9 stations. Design duration 1.5 to 2 years.



Bus Stop Upgrades

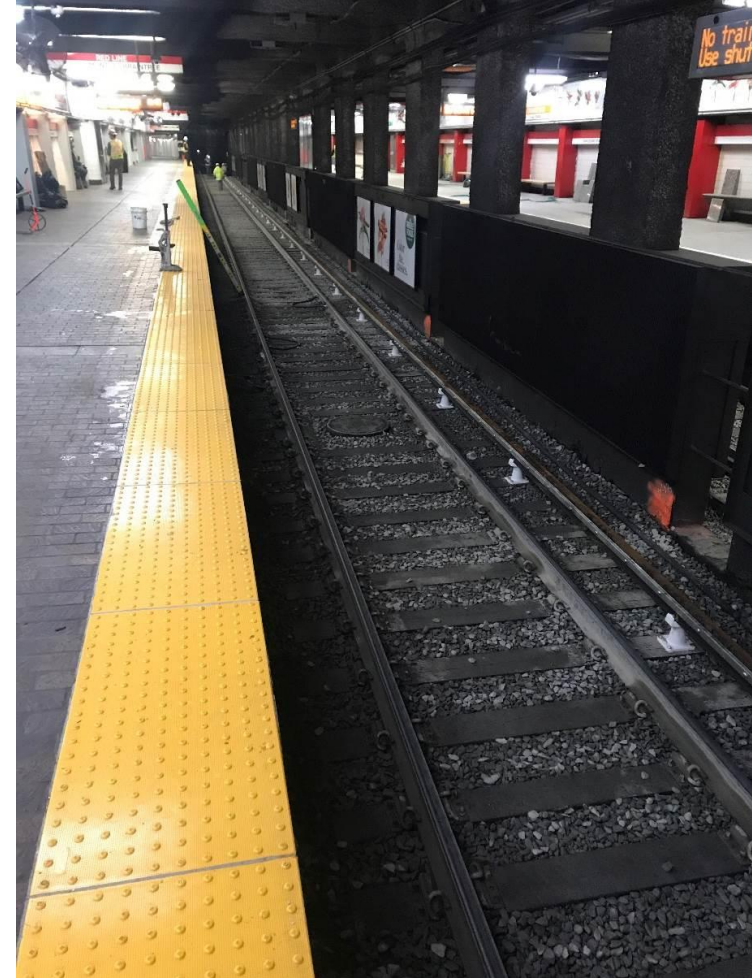
For the 130 critical stops being reconstructed:

- 63 stops have been completed to date
- 67 will be constructed by Spring 2020



Station Wayfinding & Brightening

- During recent weekend station shut downs, a number of accessibility improvements have been made:
 - New detectable warnings
 - Improved lighting
 - New wayfinding signage
 - Replacement of elevator flooring at key units



Improvements in Handling Access-Related Customer Complaints

Jennifer Ross, Customer Engagement Coord., SWA

Jeffrey Gorman, Superintendent, Bus Operations



Tracking Accessibility Related Customer Complaints

- Based on the settlement agreement, our goal has been to maintain a system for receiving complaints and providing prompt responses and, where complaints are found to be valid, effective remedies for persons with disabilities
- Overview of the current complaint resolution and reporting process



How to File a Complaint

- You may file a complaint through the call center at 617-222-3200 or through the MBTA website:

<https://www.mbta.com/customer-support>

- Customers should provide detailed information to assist with the investigation.
- IRIS is the database used to catalog all complaint information & disseminate to departments responsible for performing corrective action



Evolution of Complaint Resolution Process

- Institution of the SWA Accessibility Complaint Spreadsheet
- Implementation of Bus and subway Discipline guidelines
- Creation of complaint investigation/resolution guidelines



New SWA Investigation Portal

- In October of 2018, conversation began to construct a new employee facing portal for handling Accessibility related customer complaints
- Many departments were involved in creating this new workspace including SWA, OCC, IT, Bus & Subway operations and Customer Experience
- The common goal was to create a “one stop shopping workspace” for a SWA Customer Complaint Investigation



The Launch of a New Process

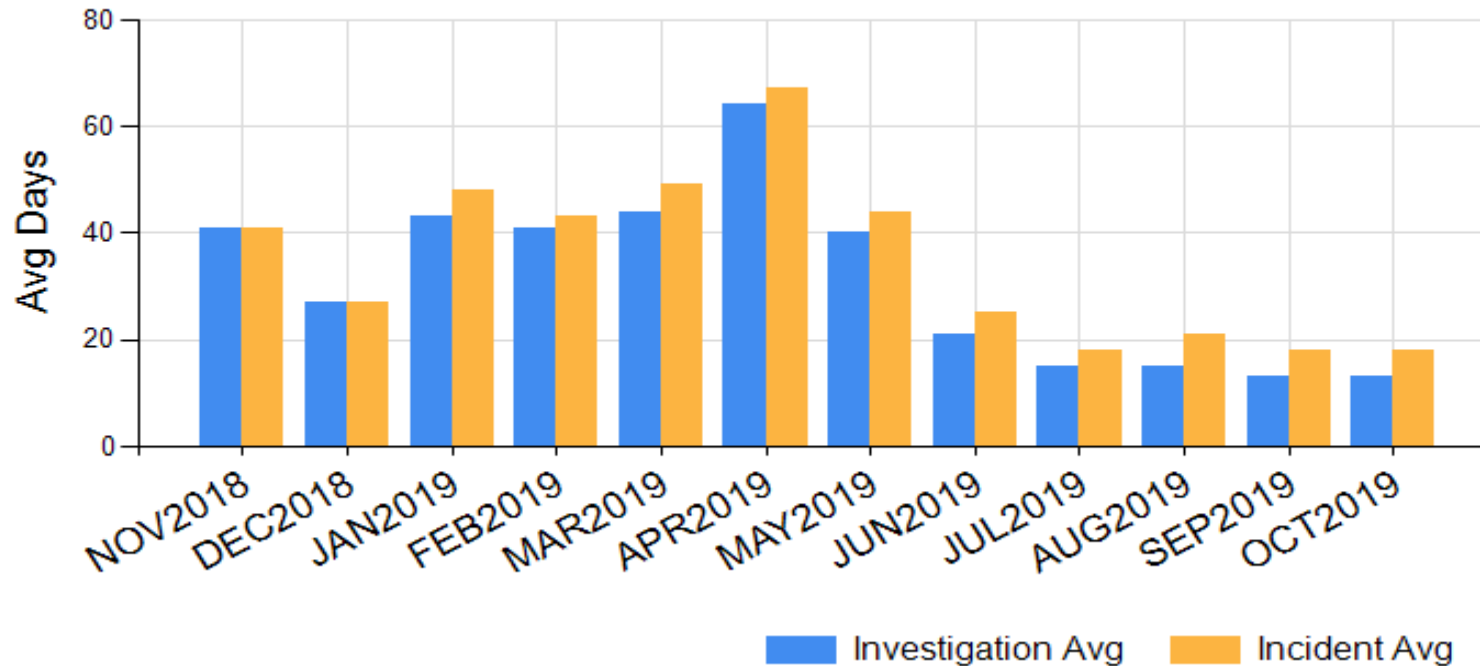
- In June 2019, the new SWA Investigation Screen went live
- Leading up to the launch, SWA held training classes for bus, subway and various other areas that conducted SWA investigations
- The impact this new process had on the overall complaint system was immediately realized
- Easier collaboration and information sharing between departments
- More timely and comprehensive information to assist Operations Management
- Ability to generate quarterly reports more quickly



Complaint Resolution Time Reduction

A significant reduction in the amount of time between a complaint being filed and an appropriate resolution delivered to the customer

Investigation and Incident Avg Days to Respond



Operations Role in the New Process

- There were deficiencies within the prior spreadsheet process
- Areas are promptly alerted of an Accessibility complaint
- SWA Investigation screen in IRIS database requires all relevant fields to be completed
- The investigation process and requirements are very clear

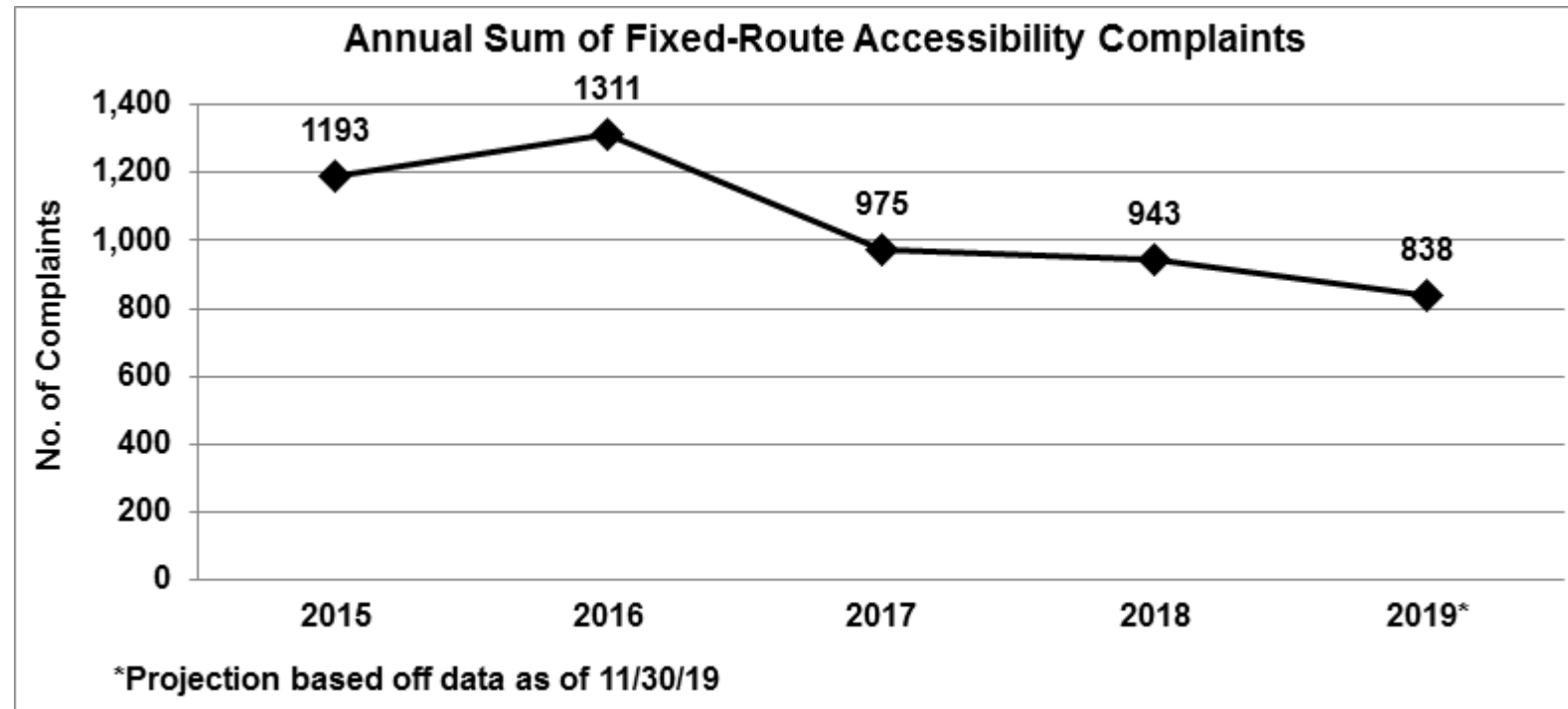


Benefits of New SWA Portal for Operations

- Able to quickly resolve complaints
- Areas can identify any concerns regarding operators with multiple complaints
- Reports can be generated highlighting specific concerns
- Operations can focus more on systemic issues and address these



Trend in Accessibility Complaints



Elevator Cleanliness

Joe Cheever, AGM, Engineering & Maintenance

Jesse Biroscak, Product Manager, Customer Technology

Jennifer Ross, Customer Engagement Coord., SWA



Interdepartmental Task Force

- Consistently maintaining clean elevators has been a source of frustration for customers and management alike.
- Many departments within the MBTA have joined forces to collaborate on elevator cleanliness:
 - Engineering & Maintenance
 - Rail Operations
 - Customer Experience-Ambassador Management
 - Customer Technology
 - Transit Police
 - System-Wide Accessibility



Settlement Commitment

“

With respect to elevator cleanliness, the MBTA shall develop and implement a plan for elevator cleanliness, and shall include adequate funding for that plan, with best-in-class standards in the transit industry for maintaining elevator cleanliness and shall include adequate funding for the plan...

”



New Cleaning Contract: Keys to Success

- Executing a strong, performance-based contract.
- Building and training an exceptional management team.
- Hiring the support of professional industry experts.
- Going beyond janitorial services for a higher level of cleanliness.



Re-structuring and Re-training

MBTA staff hiring

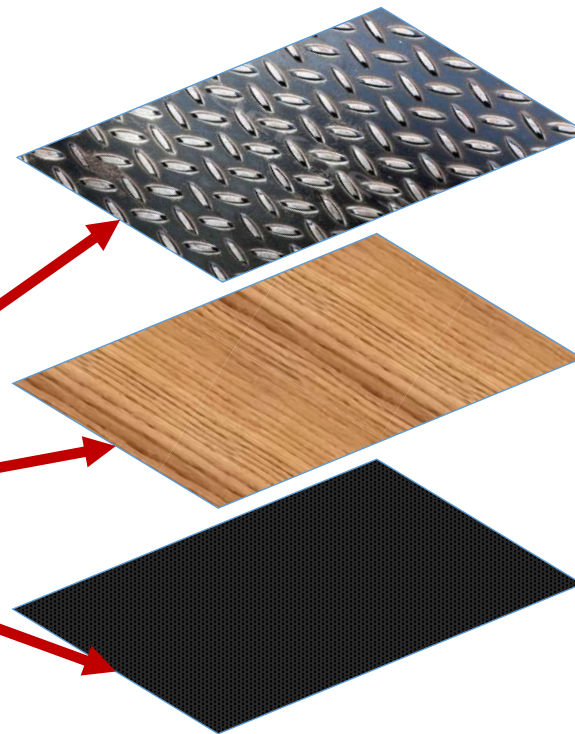
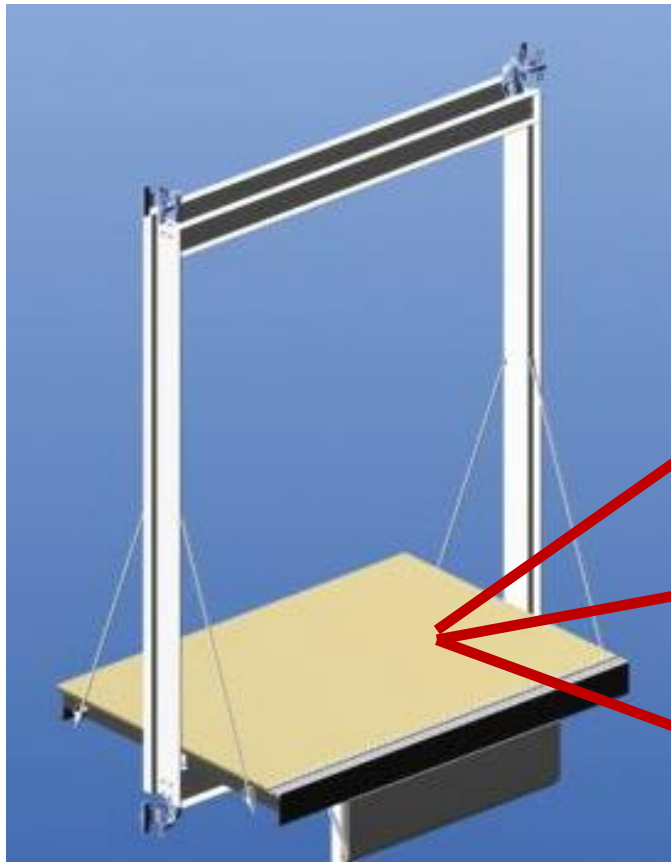
- Dir. of Transit Facilities Maint. (TFM) (hired July 2019)
- Deputy Director of TFM (position posted)
- Three Facility Managers (interviewing)

3rd party auditor training and management

- 3rd party auditor (interviews complete)
- Auditor training
- E&M contract management
- Support team analyst



Elevator Flooring Replacement



1. Add epoxy sealant over clean platform
2. Replace rotted wood subfloor
3. Rhino-covered metal plate stock

Downtown Crossing: Elevator 869



Before



After

Elevator “Internet of Things”

- Elevator remote monitoring RFP (published 11/27)
- Urine detection system pilot (Jan-May)
- Data and alerts to support:
 - E&M 3rd party auditors
 - Vertical Transportation Department
 - Maintenance Control Center
 - Office of Performance Mgmt. & Innovation



Additional Improvements

The committee is currently reviewing:

- Expanded elevator floor replacement locations,
- More frequent elevator checks by TPD, Transit Ambassadors, and Customer Service Agents,
- Cleaning schedules for elevator shafts and pits,
- New cleaning products for maximum effectiveness,
- Tracking and monitoring locations of elevator clean up requests,
- Piloting other innovative solutions.



Bus Evacuation Drills

Rob Sampson, Director, SWA

John Hynes, Sr. Security and Emergency Management Coordinator,
MassDOT Security & Emergency Management



Exercise Overview

- **Objective:** Conduct four emergency drills based on unique scenarios that required Bus Operators to facilitate an evacuation of passengers with disabilities
- **Date:** October 2, 2019
- **Location:** Bus Training Center, Charlestown
- **Agency participants:** MassDOT Security & Emergency Management, System-Wide Accessibility (SWA), Operations Control Center (OCC), Bus Operations, Bus Training, Safety and Transit Police Department (TPD)
- **Volunteers:** Bus Operators in training, R-TAG members and SWA staff



Drill Scenarios

Scenario #1: Express bus travelling on the Mass Pike makes an emergency stop in the breakdown lane to evacuate 15-20 passengers. One passenger is a manual wheelchair user. Passengers must exit through the front door due to the smoke in the back of the bus. The bus's proximity to a guardrail prevents the Bus Operator from deploying the ramp.

Scenario #2: Same as scenario #1, except involves a person using a motorized wheelchair instead of a manual wheelchair.



Drill Scenarios (cont.)

Scenario #3: Bus collides into the rear of another vehicle on the Charlestown Bridge. Damage to the bus renders the front door inoperable, forcing 15-20 passengers to evacuate through the rear door. Assistance must be provided to a power wheelchair user whose device could not fit down the center aisle, and passenger who is Deaf who sustained minor injuries.

Scenario #4: A physical altercation ensues between two passengers in the back of a bus exiting a busway. 15-20 passengers are able to evacuate from the front and rear doors. A manual wheelchair user and a passenger who is blind required assistance evacuating.



Critical Lessons

Scenarios emphasized the importance of specific emergency procedures, including:

- Notify passengers of the situation and provide explicit evacuation instructions as soon as possible
- Always recruit passengers to help with the evacuation of other passengers
- Promptly remove securements from wheeled mobility devices
- Ask passengers to self-identify if they require assistance



Increasing Preparedness of Bus Operators

Planned initiatives

- New bus evacuation training video
- Updated Bus Operator Accessibility Recertification Training to include emergency preparedness module
- Develop mechanism to provide Bus Operators with informal, accessible refresher training on emergency policies and procedures



Thank You!

