



R-TAG/SWA - Listening Session

March 31, 2022

3:00 PM – 4:30 PM

Zoom Directions: ASL Interpreter

- Our **ASL Interpreters** are Linda Gregorio and Sandy Lygren
- **To view their video:**
 - Find the interpreter's video in the gallery
 - In the top right corner of the interpreter's video, click the ellipses.
 - Then, click the "Pin Video" option. This will keep the interpreter's video on your screen.

Zoom Directions: CART Captioning

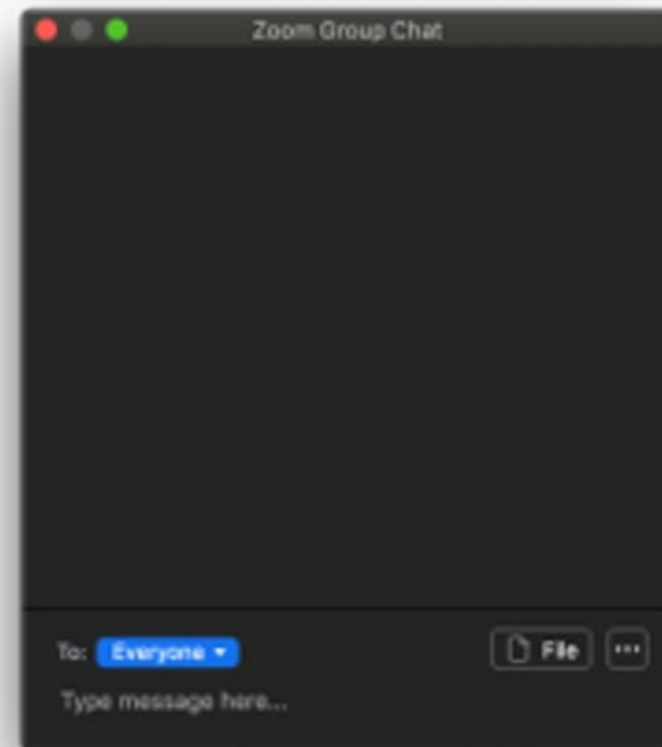
- Our CART Captioner tonight is Denise Gracia
- To start viewing closed captioning click **Closed Caption** with the **CC** icon
- **Tip:** Click and drag the closed captioning to move its positioning in the meeting window.

To adjust the caption size:

- Click the upward arrow next to **Start Video / Stop Video**
- Click **Video Settings** then **Accessibility**
- Move the slider to adjust the caption size

Zoom Directions: Use Chat for Technical Questions

- If you have a technical question about Zoom or the features of the meeting, please use the chat function.
- Our technical assistant will attempt to troubleshoot your problem and get back to you.



Agenda

- **Welcome & Zoom Directions**
- **Welcome from R-TAG E Board:** Nora Nagle
- **Setting Priorities & Areas of Focus:** Customer Engagement Coordinator SWA, Jennifer Ross
- **Customer Technology Updates:** Accessible Technology Project Manager, Meg Collins
- **Real Time Tracking:** Director of Transit Technology, Logan Nash
- **Feedback Session**

Setting Priorities & Areas of Focus

Jennifer Ross

Customer Engagement Coordinator

System-Wide Accessibility

Department of System-Wide Accessibility

Mission: Drive the MBTA to be the model for accessible public transportation

- Review all project plans/infrastructure designs and proposed service changes
- Assist in developing employee trainings
- Oversee undercover monitoring program
- Track customer feedback and make sure complaints are handled appropriately
- Set priorities for future investments and new policies

Priorities are largely set by listening to customers' concerns and suggestions



Ongoing Priorities

With focus on experience of customers who are Blind/low vision:

- Stop Announcements
- Navigating Stations
- Platform safety/detectable warnings
- Locating Bus Stops
- Locating Call Boxes – being able to secure assistance
- Accessing information on digital screens
- Station staffing levels and employee trainings
- Snow removal
- Service animal awareness
- Accessibility of website and apps
- Improving communication/awareness of changes and improvements



Most Recent Initiatives

- Additional Ambassadors at Stations
- Fully refreshed accessibility training for bus operators and Subway motorpersons
- MCB Town Hall Meeting
- Information sharing with agencies who serve people who are blind and low vision
- Partner with Customer Technology to ensure Accessibility is included in all initiatives



Contact Us & Learn More

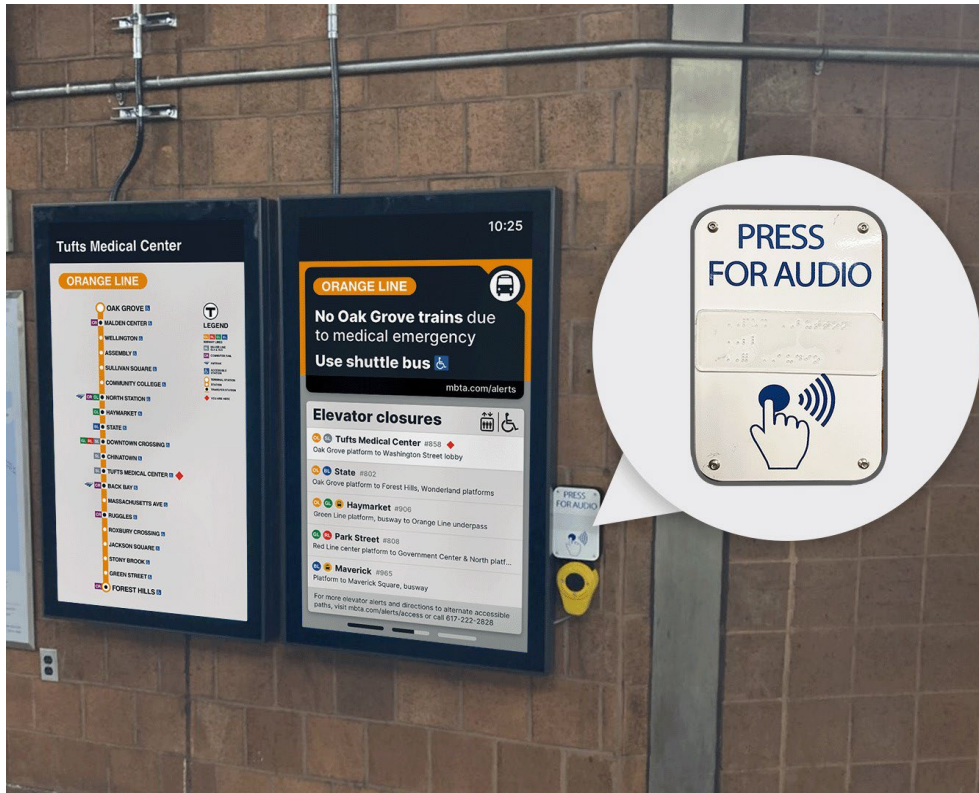
- Complete Initiatives Report – [mbta.com/accessibility](https://www.mbta.com/accessibility)
- Questions, Complaints or Commendations
 - 617-222-3200
 - www.mbta.com click on "Support"
 - Tweet @MBTA

Customer Technology Updates

Meg Collins

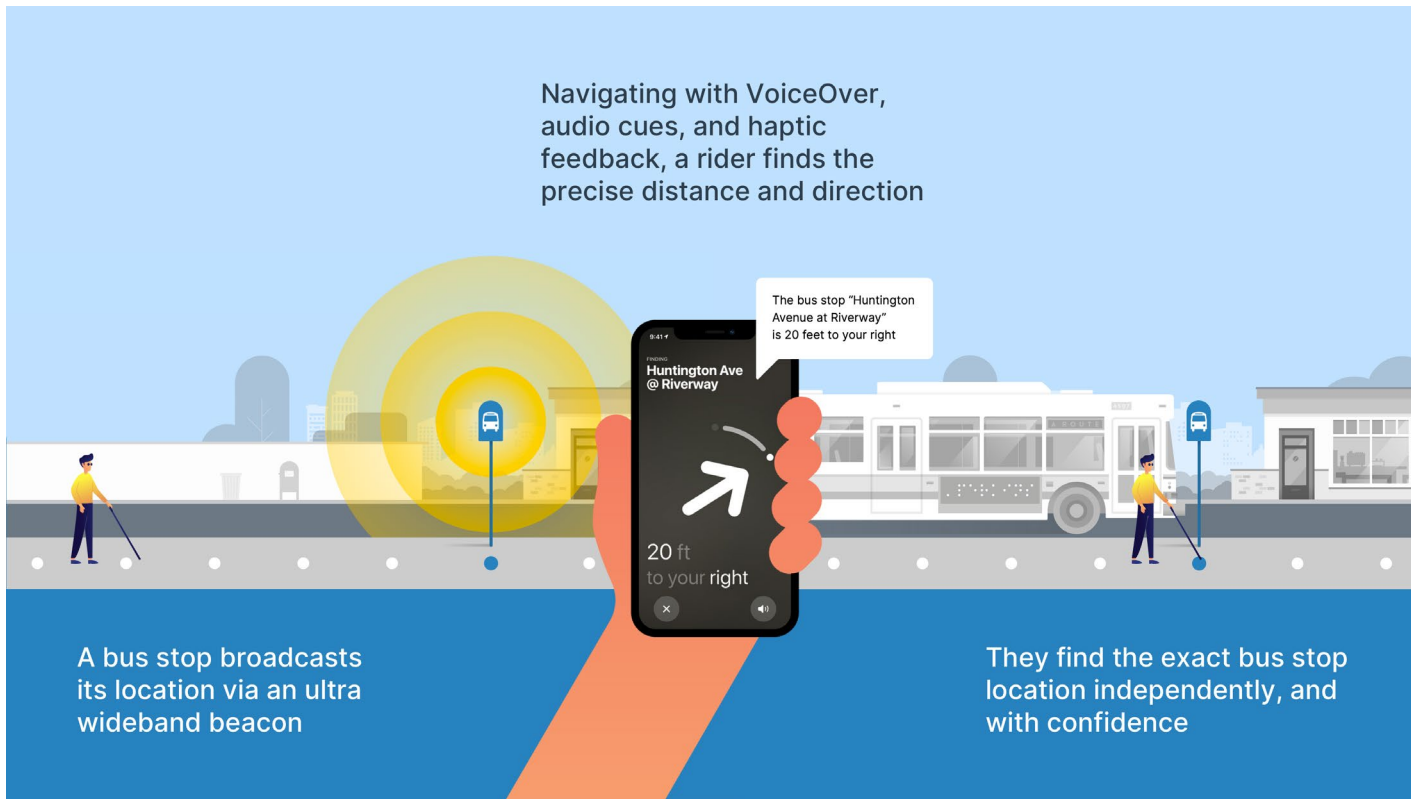
Accessible Technology Project Manager

New Station Lobby Digital Screens



- Digital screens dedicated solely to service information will be rolling out at several stations over the next few weeks
 - Currently installed at Tufts & Maverick
- Soon to be arriving at Government Center, Back Bay, Porter, Ashmont & Forest Hills
- Will include real-time service alerts and system-wide elevator uptime information
- Push-button at each array to activate audio feature

Finding A Bus Stop With Confidence



- New radio technology, called ultra-wideband (UWB), is now commercially available
- Currently used in products like Apple Airtags that use a cell phone and a small device to find things like keys, wallet etc.
- Actively working on a request for information to see if this is the solution to help solve the "last 30 ft" problem in finding a bus stop pole

Indoor Wayfinding in Stations

Some of the indoor wayfinding technologies we are researching:

GoodMaps

NaviLens

Okeenea

- Commencing research effort in spring of 2022 for indoor wayfinding technologies
- Will analyze research insights and conduct a pilot in 4 MBTA stations
- If successful, will scale indoor wayfinding technology to more stations

Feedback On Existing Technology

Logan Nash, Director of Transit Technology
Customer Technology Department

Existing On-Vehicle Announcements

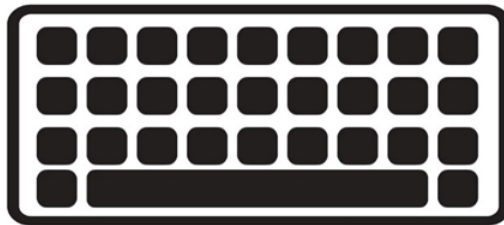
- Onboard bus stop announcements (Transit Master)
 - Announcement volume that responds to time-of-day
- In-station countdown signs and PA system
 - Investigating "lag" in some announcements
- Onboard subway stop announcements

Questions

- To indicate that you have a question, please use Zoom's "Raise Hand" feature located at the bottom of the screen.
- When you raise your hand, it alerts the moderator that you'd like to speak. The moderator will unmute attendees to ask questions in the order that they raised their hands.



To speak, click
"Reactions" then
"Raise Hand"



Alt + Y



*9 to Raise Hand