



**Massachusetts Bay
Transportation Authority**

Accessibility at the MBTA

Update on the MBTA's path towards compliance with the *Daniels-Finegold v. MBTA* settlement agreement.

December 7, 2022

Diversity and Civil Rights

English

- All MBTA activities, including public meetings, are free of discrimination. The MBTA complies with all federal and state civil rights requirements preventing discrimination on the basis of race, color, national origin, disability, limited English proficiency, and additional protected characteristics. We welcome the diversity from across our entire service area. If you have any questions or concerns, please visit www.mbta.com/titlevi to reach the Office of Diversity and Civil Rights.

Spanish

- Todas las actividades de la MBTA, incluyendo las reuniones públicas, están libres de discriminación. La MBTA cumple con todos los requisitos de derechos civiles federales y estatales que impiden la discriminación por motivos de raza, color, origen nacional, discapacidades, dominio limitado del inglés y características protegidas adicionales. Damos la bienvenida a la diversidad de toda nuestras áreas de servicio. Si tiene alguna pregunta o preocupaciones, visite www.mbta.com/titlevi para comunicarse con la Oficina de Diversidad y Derechos Civiles.



ASL Interpreters

Our ASL interpreters are: **Denise Martinez** and **James Wiggins**

To view their videos:

- 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.
- When the interpreters switch, follow the same steps to pin the other's video.



CART Captioning

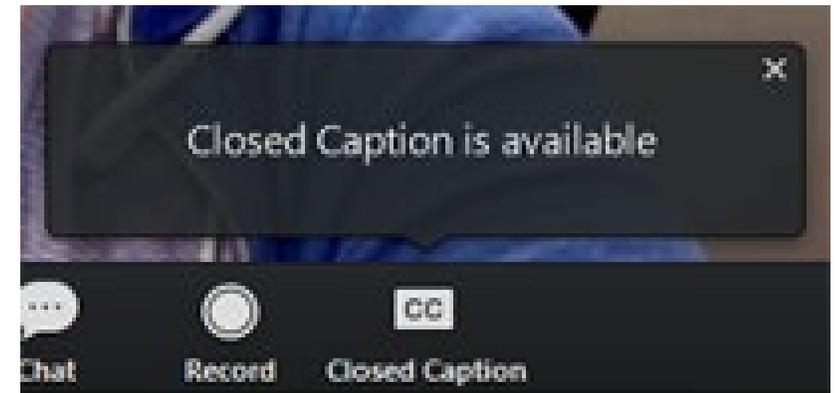
Our CART Captioner is **Denise Gracia**

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



Closed Caption

Closed Caption Font Size:

Normal

Medium

Large



Language Accessibility

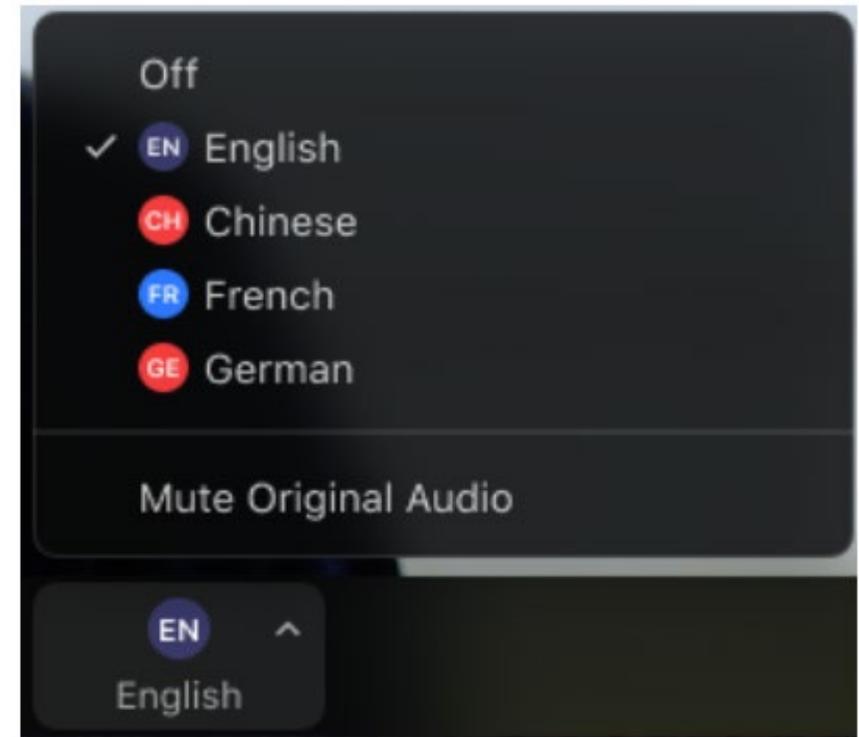
Our Spanish Interpreter for the meeting today is **Enrica Ardemagni**

English

- We offer interpretation during this meeting. In your meeting controls, click Interpretation (the small globe icon) and click the language that you would like to hear.

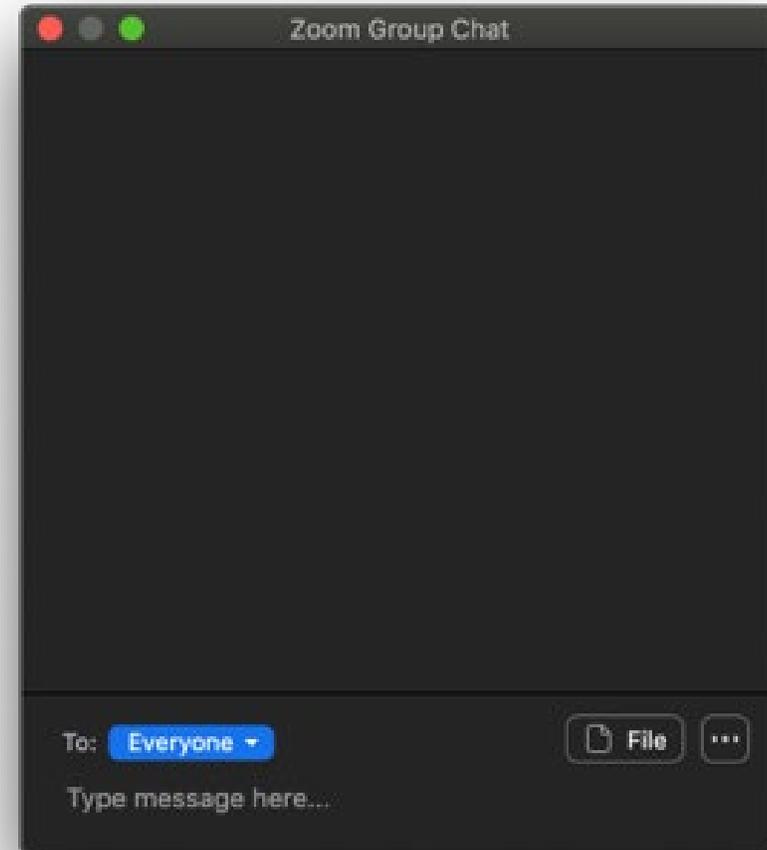
Spanish

- Ofrecemos interpretación en español durante esta junta. Para escoger el audio en Inglés o en Español tendrá que picar el botón de interpretación, el cual tiene un imagen de un mundo. Cuando le pique la interpretación por favor de escoger el idioma cual le gustaria oír



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 and Noteworthy Updates** – Steve Poftak, General Manager
- **Status of Settlement Agreement** – Hon. Patrick King
- **Updates on Key Accessibility Initiatives**
 - Station Staffing & Transit Ambassadors
 - Mobility Center
 - Online Applications for Reduced Fare Cards
 - Design Guidelines for Accessibility
 - Status of Internal Access Monitoring Program
- **Statement from Riders' Transportation Access Group**
- **Statement from Plaintiffs**
- **Feedback and Q&A**



Updates on Key Accessibility Initiatives

Laura Brelsford, AGM System-Wide Accessibility



To Learn More

- **Accessibility at the MBTA:** MBTA.com/accessibility
- **Complete Initiatives Report:** MBTA.com/swa-initiatives
- **<https://www.mbta.com/swa-initiatives>**
- **Questions, Complaints & Commendations?**
 - 617-222-3200
 - MBTA.com, click on "Support"
 - Tweet @MBTA
- **Upcoming R-TAG Meeting:** Thursday, Dec. 15th at 5:30 PM
- **Judge King Semi-Annual Settlement Update Meeting:** Wednesday, June 7th from 1 PM – 3 PM



In-Station Staffing Scale-up

Rob Sampson, Director of System-Wide Accessibility

Noemi Christman, Deputy Director of In-Station Customer Service Operations



Transit Ambassadors Responsibilities

- Customer assistance in stations is predominantly provided by Transit Ambassadors
- Responsibilities of Transit Ambassadors includes:
 - Honoring all reasonable accommodation requests for assistance
 - Mobile bridgeplate deployment
 - Sighted guide or orientation assistance
 - Locating platforms, elevators or exits
 - Navigating through large crowds
 - Restroom access



Transit Ambassador Responsibilities

- Remove/report obstructions to paths of travel, elevators, accessible faregates
- Report tripping hazards
- Check elevators for operability and cleanliness
- Check automatic door openers to ensure they are functioning properly
- Provide support during service diversions



Development of Staffing Coverage Standard

- Implemented in 2021
- Identified all key locations requiring staffing coverage
 - A system-wide assessment of all potential staffing locations identified 98 locations
- Prioritized staffing locations using criteria predictive of customer assistance needs (e.g., ridership, elevator cleanliness issues, platform gaps, etc.)
 - Tier I (higher priority), Tier II, and Tier III (lower priority)
- Identified critical hours of coverage



In-Station Staffing Coverage Standard

- MBTA In-Station Staffing Coverage Standard:
 - Full coverage at all Tier I and Tier II locations (68 locations)
 - Partial coverage at select Tier III locations (30 locations)
- Standard is designed to ensure all higher priority stations are covered during core service hours
 - Monday through Saturday, 6:00 AM-12:00 AM
 - Sunday, 7:00 AM-12:00 AM
- Standard does not provide coverage of all 98 locations during all hours of service
- Reviewed with Plaintiffs and R-TAG Executive Board in July 2021



Current In-Station Staffing Levels

- Today, Transit Ambassadors provide partial coverage at 71 locations during most weekdays and all weekend days
 - CSAs solely responsible for staffing 7 additional locations
- Most locations are covered from 6:00 AM to 12:00 AM
- Staff typically positioned fare lobbies or station entryways



Overview of New Transit Ambassador Contract

- The original contract with Block By Block expired this past summer
- On September 29, the MBTA Board of Directors unanimously approved a five-year contract with three one-year options with Block By Block's parent company (Mydatt Services) for \$102 million.
- **Highlights of new contract:**
 - Requirement for a scale-up of additional staffing over the contract term
 - Enabled the MBTA to increase staffing levels in this fall, and allows for additional increases on an annual basis to conform with Staffing Standard and potentially expand staffing to even more locations



Overview of New Transit Ambassador Contract

- Additional Human Resources personnel to support extra recruitment and hiring needs
- Requirement for all existing staff to attend newly revised accessibility training
- Hiring of new Deputy Director to manage day-to-day operations oversight of the program
- Supervisory coverage increased from 15 full-time supervisors to 27
 - Increases Transit Ambassador oversight and enhances responsiveness to emergencies
- Service Level Agreement with financial penalties for violations of contract requirements including, but not limited to:
 - Failure to honor a reasonable request for assistance made by a customer
 - Failure to investigate and resolve an accessibility customer complaint on time



Plan & Timeline for Increasing Coverage

- Despite the recent staffing increases gained through the new contract and the significant amount of coverage overall, additional coverage is required for the MBTA to reach minimum levels required in Staffing Standard
- To address key gaps in coverage and comply with the staffing standard, the MBTA plans to:
 - Reallocate Tier III location coverage to Tier I & Tier II locations in the winter of 2023
 - Moderately increase staffing to fill remaining gaps at Tier II locations in the winter/spring of 2023
 - Beginning in the fall of 2023, increase staffing to fill remaining gaps at Tier III locations
- Will need to build in extra budget for FY24 and beyond to fund additional staffing needs created by CSA retirements



Mobility Center

Aniko Laszlo, Director of Coordinated Mobility System-Wide Accessibility

Elizabeth Wiesner, Deputy Director of Innovation and Analysis, The Ride



Re-envisioning Mobility Services

Customer-facing services have been offered in the past

- Office of Transportation Access (THE RIDE) oversaw the Eligibility Center (TREC)
- SWA oversaw travel training

We were in communication, but not in close coordination with each other

Challenges with previous structure:

- Continued lack of awareness about service accessibility on the T
- Ongoing assumption that the RIDE was the default service
- Not enough travel trainers



Opportunities for a New Approach

- Seamlessly sharing information about fixed route, paratransit, and community resources
- Highlighting accessibility improvements made to the fixed route in recent years to customers
- Expanding outreach and education activities to underserved communities:
 - Libraries
 - Health care facilities
 - Colleges
 - Disability commissions
 - Advocacy organizations
- Developing innovative trainings on an expanding set of technology tools



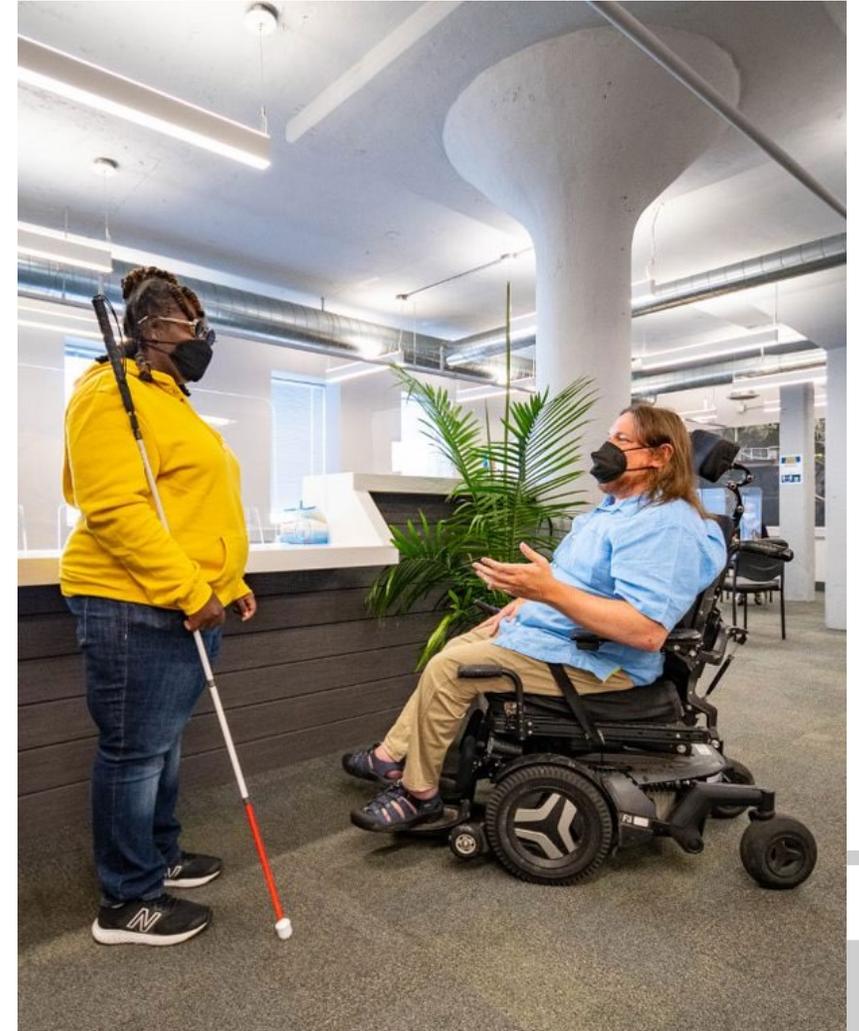
Pillars of the New Mobility Center

- One-stop shop for easy access to information and services
- Singular customer intake process - holistic approach to understanding customer needs
- Empower customers to make decisions through education and training
- Community relationship building in underserved cities/towns
- Piloting new services and analyzing impact of innovative solutions



Mobility Center Launch

- The MTBA procured a Mobility Center contractor in late 2021 and began working on mobilization in January 2022
- The new Mobility Center launched July 1, 2022
- Over the last six months, the MBTA has worked with the Mobility Center to steadily ramp up the number and types of services



Menu of Mobility Center Services

RIDE eligibility	Travel training	Trip planning	Reduced fares pass assistance	Technology training
<ul style="list-style-type: none">• Interview and assessment process	<ul style="list-style-type: none">• One-on-one, customized training• Transit Access 101• Custom small group trainings	<ul style="list-style-type: none">• Assistance with navigating the T through an accessibility lens	<ul style="list-style-type: none">• Support filling out the forms, taking photos, etc.	<ul style="list-style-type: none">• One-on-one support with using Transit app, downloading TNC apps, navigating online schedules, etc.



Mobility Center Personas

Reason for accessing Mobility Center

Experience at Mobility Center



Uses fixed route all the time but wants to learn more about new accessible features and tools

Uses trip planning service and gets training on Transit app, learns about new digital screens in station lobbies that display elevator outage info.



Has used The RIDE for 20 years and needs to recertify eligibility

Completes RIDE eligibility interview, learns about new accessibility features on the fixed route, and signs up for reduced fare pass



Recently became disabled and learned about The RIDE from doctor

Learns more about The RIDE and the rest of the services, and chooses to pursue travel training for the time being



New to public transit overall and wants to know their options

Learns about all accessible transit options, completes RIDE eligibility interview



Contact the Mobility Center

Address

1000 Mass Ave, Boston

Website

www.mbta.com/mobilitycenter

Phone

617-337-2727



Online Applications for Reduced Fare Cards

Emily Balkam, Sr. Technical Product Manager, Reduced Fare Tech Team



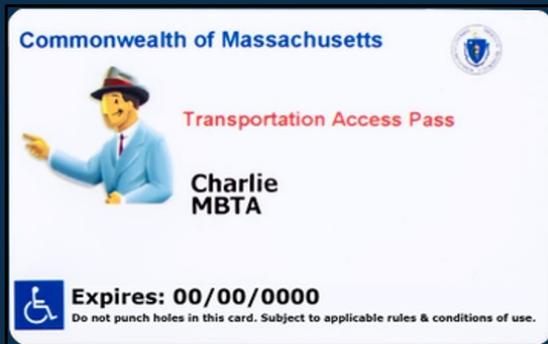
Reduced Fare Media



Senior
50% reduced one-way fares
\$10 7-Day LinkPasses
\$30 monthly LinkPasses



Blind Access
Free



Transportation Access Pass
50% reduced one-way fares
\$10 7-Day LinkPasses
\$30 monthly LinkPasses



Youth Pass
50% reduced one-way fares
\$10 7-Day LinkPasses
\$30 monthly LinkPasses

Apply for Reduced Fare Programs

In Person for Senior, Blind and TAP:

- CharlieCard Store: 7 Chauncy St, Boston, MA 02111
- Mobility Center: 1000 Massachusetts Ave, Boston, MA 20118

In Person for Youth Pass:

- Visit [mbta.com/fares/reduced/youth-pass](https://www.mbta.com/fares/reduced/youth-pass) for participating city or towns.

On-Line (fully accessible):

- Senior: [mbta.com/senior/apply](https://www.mbta.com/senior/apply)
- Blind: [mbta.com/blindaccess/apply](https://www.mbta.com/blindaccess/apply)
- TAP: [mbta.com/tap/apply](https://www.mbta.com/tap/apply)
- Youth: [mbta.com/youthpass/apply](https://www.mbta.com/youthpass/apply)

Selecting a Language

Select a language, and all copy will translate automatically.

Supported languages:

- English
- Spanish
- Portuguese
- Chinese



The screenshot shows the Massachusetts Bay Transportation Authority logo at the top left. Below it, the text reads "Apply for a Transportation Access Pass (TAP) CharlieCard". Underneath, there is a section titled "Select a language (required) *" with four radio button options: English (selected), Español, Português, and 中文简体.

Starting the Application

If you are applying for the first time, you will see instructions so you can prepare supporting documentation.

Before You Begin

This application is for people who are **legally blind**.

You will need to upload the following items:

1. A **Massachusetts Commission for the Blind ID or Certificate of Blindness**, or out-of-state blindness certification.
2. If you do not have a Massachusetts Commission for the Blind ID, you will need a **government-issued photo ID**, such as a passport or state ID. Expired IDs will not be accepted.
3. A recent **color photo of yourself** from the neck up in front of a solid, light-colored background. You cannot wear a hat, face covering, or sunglasses.

What Would You Like to Do?

Select an option (required) *

- Apply for a new Blind Access CharlieCard
- Renew my current or expired card
- Replace my missing or damaged card

Required Personal Information

All required fields must be completed including:

- Date of birth
- First name
- Last name

Age Requirements:

Senior: 65+

Youth: 12-25

T Massachusetts Bay Transportation Authority

Personal Information

Date of birth (required) *
Use the format (MM/DD/YYYY)

03/14/1960

! **The date of birth entered is not covered by the Senior CharlieCard Program**
You must be at least 65 years old to apply for a Senior CharlieCard. Learn more about the [Senior CharlieCard Program](#) requirements.

First name (required) *

Sally

Last name (required) *

Smith

Back Next

Upload a Photo ID

You are required to upload a photo ID to verify your identify.

- Click on the blue **Select files** button to upload from a desktop or phone
- You only need to upload the front of your card

Upload Photo ID

Upload a government-issued photo ID, such as a passport, state ID, or Massachusetts Commission for the Blind ID. Expired IDs, photocopies, and edited photos with blurred information will not be accepted.



Upload a photo ID (required) *

.gif, .jpeg, .jpg, .pdf and .png file formats are accepted

Select files...

✓ Done

 Sample Photo ID.png ✕

File(s) uploaded successfully.

Upload a Photo of Yourself

You are required to upload a photo for fraud prevention purposes.

Your picture must be a recent color photo of yourself from the neck up in front of a solid, light-colored background. You cannot wear a hat, face covering, or sunglasses.

Upload a Photo of Yourself

Upload a recent color picture of yourself from the neck up in front of a solid, light-colored background. You cannot wear a hat, face covering, or sunglasses.

Guidelines:

- Submit a color photo, taken in last 6 months.
- Use a clear image of your face. Do not use filters commonly used on social media.
- Use a solid, light-colored background with no background objects.

How your photo should look



Mistakes to avoid



If uploading a photo isn't a good option for you, we recommend applying in person at the [CharlieCard Store](#).

Upload a photo of yourself (required) *
.gif, .jpeg, .jpg, and .png file formats are accepted

Select files...

Back

Next

Proof of Blindness

If you have an MCB ID, you can upload it as both proof of blindness and proof of identity.

If you don't have an MCB ID, you can upload a blindness certification instead.

You will also be asked to upload a photo ID.

Do You Have a MCB ID?

A Massachusetts Commission for the Blind (MCB) ID verifies registration as an individual who is legally blind in Massachusetts.

If you don't have a MCB ID or Certificate of Blindness, or out-of-state blindness certification, you may be eligible for a [Transportation Access Pass \(TAP\) CharlieCard](#).



The image shows a sample MCB ID card. At the top, it says 'MASSACHUSETTS Commission for the Blind'. Below that, there is a table with the following information: MCB Reg: 123456, Expires: 04/22/2027, Height: 5'10", Sex: M, Date of Birth: 01/22/1950. The cardholder's name is 'SAMPLE, JAMES' and their address is '600 WASHINGTON ST BOSTON, MA 02111'. There is a 'SIGNATURE' line and a photo of a person in a suit. The word 'SAMPLE' is written in large, semi-transparent letters across the card.

If you need help applying for a Blind Access CharlieCard, we recommend visiting the [Mobility Center](#) or the [CharlieCard Store](#).

Do you have a MCB ID? (required) *

Yes

No, I have a MCB Certificate of Blindness or out-of-state blindness certification.

Upload MCB ID (required) *

.gif, .jpeg, .jpg, .pdf and .png file formats are accepted

Select files...

✓ Done

Sample MCB ID.png
File(s) uploaded successfully.

TAP Proof of Disability

New and **Renewing** applicants are required to show documentation of disability.

Choose **one** of the following options:

1. Upload Proof of Disability
2. Enter RIDE ID
3. Upload a completed, signed Health Care Professional Certification form

Select Your Disability Documentation

How will you show documentation of your disability? (required) *
You'll be asked for this information later in this application.

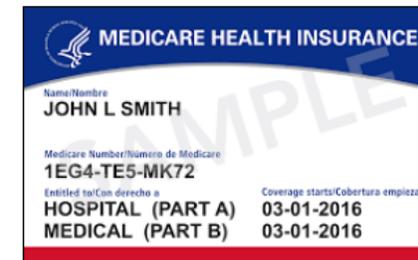
- Option 1: Upload proof of disability
- Option 2: Enter an active RIDE ID number
- Option 3: Upload the Health Care Professional Certification form signed by a health care provider

Upload Proof of Disability

Documentation type (required) *

When you select a documentation type, an example picture may display below.

- Medicare, One Care, or Tufts Health Unify card
- Disability placard from the Registry of Motor Vehicles (RMV)
- Signed letter from your Travel Trainer on MBTA letterhead
- Veteran benefits summary letter on VA letterhead specifying a disability rating of 70% or greater
- Current non-MBTA reduced fare card with an expiration date
- Department of Mental Health (DMH) signed verification letter
- Department of Developmental Services (DDS) signed verification letter
- Massachusetts Rehabilitation Commission (MRC) signed verification letter



Sample Medicare card

Upload a photo of your document (required) *

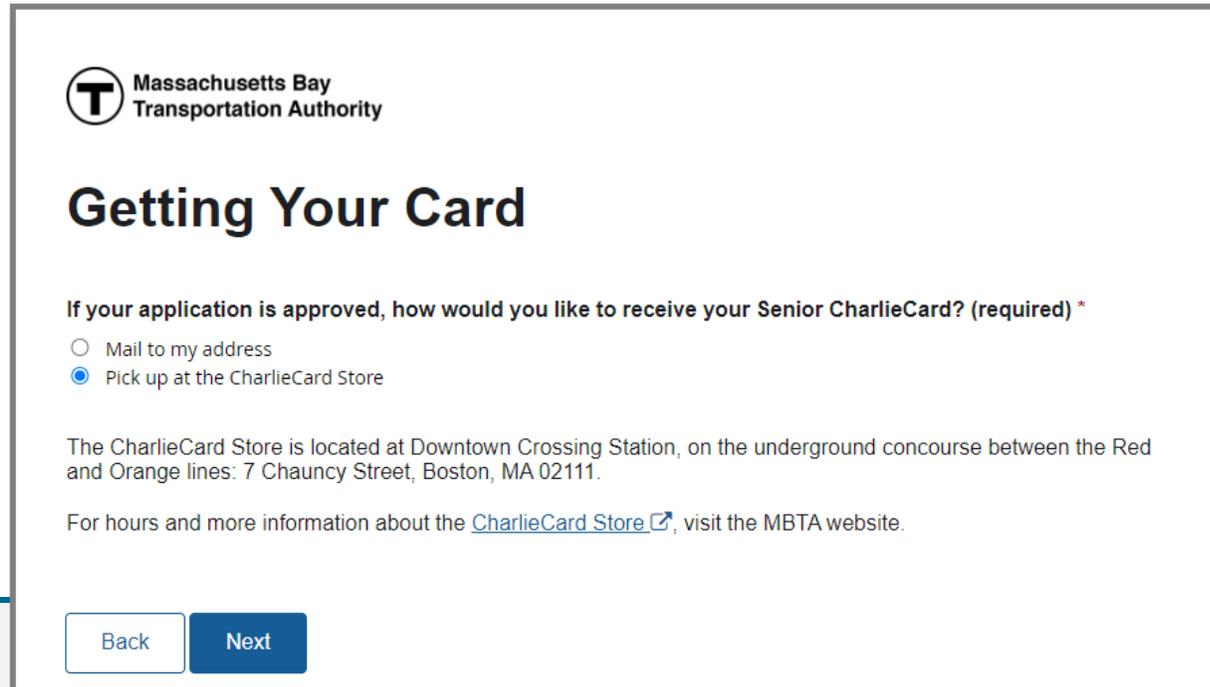
.gif, .jpeg, .jpg, .pdf and .png file formats are accepted

Select files...

Getting Your Card

You can choose to have your card **mailed** to you, or you can **pick up** your card at the CharlieCard Store.

You will receive email or mailed notifications in your preferred language as your application progresses.



The screenshot shows a web form from the Massachusetts Bay Transportation Authority. At the top left is the MBTA logo and name. The main heading is 'Getting Your Card'. Below this is a question: 'If your application is approved, how would you like to receive your Senior CharlieCard? (required) *'. There are two radio button options: 'Mail to my address' and 'Pick up at the CharlieCard Store', with the second option selected. Below the options is a paragraph of text: 'The CharlieCard Store is located at Downtown Crossing Station, on the underground concourse between the Red and Orange lines: 7 Chauncy Street, Boston, MA 02111.' This is followed by another paragraph: 'For hours and more information about the [CharlieCard Store](#), visit the MBTA website.' At the bottom of the form are two buttons: 'Back' and 'Next'.

Design Guidelines for Accessibility

Kathryn Quigley, Deputy Director, System-Wide Accessibility



Design Guidelines for Access

Purpose

- The guidelines aim to provide clarity and easy to find guidance on expectations, standards and best practices in universal and inclusive design, system-wide.
- To be a resource for a variety of users including MBTA staff in CD, E&M, OCE, Safety, contractors, municipalities and even MBTA riders.



Design Guidelines for Access

Goals

- Resolve confusion between various regulations (ADA, MAAB, etc.)
- Go beyond nuts & bolts requirements--visuals and explanatory notes.
- Provide guidance on scoping—when work may trigger additional accessibility upgrades
- Clarify roles and responsibilities within the design and construction process
- Incorporate inclusive design principles into internal MBTA standards



Design Guidelines for Access

Inclusive Design Principles

- Equitable Use
- Flexibility in Use
- Simple, Intuitive Use
- Perceptible Information
- Tolerance for Error
- Low Physical Effort
- Size and Space for Approach & Use

Principle 1



Equitable Use

The design does not disadvantage or stigmatize any group of users.

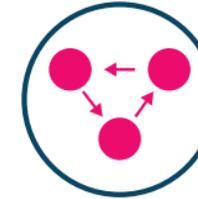
Principle 2



Flexibility in Use

The design accommodates a wide range of individual preferences and abilities.

Principle 3



Simple, Intuitive Use

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

Principle 4



Perceptible Information

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

Principle 5



Tolerance for Error

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

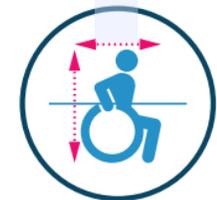
Principle 6



Low Physical Effort

The design can be used efficiently and comfortably, and with a minimum of fatigue.

Principle 7



Size and Space for Approach & Use

Appropriate size and space is provided for approach, reach, manipulation, and use, regardless of the user's body size, posture, or mobility



Design Guidelines for Access

Overview of Development

- Element based content developed and drafted
- Internal Stakeholder Working Group – Review and Comment
 - SWA, OCE, Capital Delivery, Safety
- Frequently Asked Questions outlined
- Graphics developed



Design Guidelines for Access

Format – Frequently Asked Questions by Topic

- Organize information to directly address frequently asked questions (FAQs)
- Better support existing guidance (OCE – Design Directives)
- Ability to change/update guidelines
- Ability to create new FAQs



Charles D. Baker, Governor
Scott D. Shapiro, Lieutenant Governor
Stephanie Pollack, MassDOT Secretary & CEO
Steve Pappalardo, General Manager



massDOT
Massachusetts Department of Transportation

DESIGN DIRECTIVE

To: Distribution

From: Erik Stoochhoff, P.E., Chief Engineer

Date: April 17, 2019

RE: Ramps, Stairs and Walkways

This design directive is intended to consolidate, reiterate, supplement, and clarify the MBTA's ramp, stair and walkway design approach, preferences, and requirements.

Design Consultants shall design to standards as prescribed by Code. MBTA Standards shall apply only where Code does not address a topic or the MBTA requires a standard above and beyond Code. The more stringent shall always apply.

- When the end points for all vertical circulation elements are not coincident, then preference shall be given to designing the end closest to the public way as coincident.
- All stairs shall incorporate yellow nosing.
- All stair railings shall be surface mounted.
- Disimilar metals shall be isolated.
- All stairs shall be manufactured with cast aluminum or embedded carbonadium with unless demonstrated infeasible or as directed by the MBTA.
- Concrete filled metal stairs will not be allowed.
- Walkways shall be covered for a minimum of 5 feet leading to and from stairs, ramps and elevator thresholds.
- All interior station flooring surfaces shall be terrazzo epoxy.
- Walking surfaces shall provide a minimum coefficient of friction consistent with ADA guidelines. Coefficient of friction for walking surfaces shall be considered for both wet and dry surfaces.
- Stairs shall be designed to accommodate for reasonable construction tolerances and design consultant shall be required to demonstrate how these construction tolerances were accommodated.
- Tile, brick, granite, or unit pavers will not be permitted to be incorporated as walking surfaces unless specifically directed to do so by the MBTA.
- Exterior ramps shall provide canopies.
- Ramps shall provide leading areas that are 6-foot or more wide, whichever is greater.
- Ramp Alignment with stairs.

In the event that conditions warrant deviation from this directive, a design waiver signed by the Chief Engineer and the department owning the scope of work will be required of the project.

OCE



Charles D. Baker, Governor
Scott D. Shapiro, Lieutenant Governor
Stephanie Pollack, MassDOT Secretary & CEO
Steve Pappalardo, General Manager



massDOT
Massachusetts Department of Transportation

DESIGN DIRECTIVE

To: Distribution

From: Erik J. Stoochhoff, P.E., Chief Engineer

Date: 5/6/2020

RE: Benches

This design directive is intended to consolidate, reiterate, supplement, and clarify the MBTA's bench design approach, preferences, and requirements.

In the event that conditions warrant deviation from this directive, a design waiver signed by the Chief Engineer and department owning the scope of work will be required of the project.

Design Consultants shall design to standards as prescribed by Code. MBTA Standards shall apply only where Code does not address a topic or the MBTA requires a standard above and beyond Code. The more stringent shall always apply.

OBJECTIVE:

Design for Benches for all new construction, repair or replacement projects shall follow standards that are consistent with MBTA's priorities to the safety and accessibility of our passengers. As such, design shall prioritize safety, functionality and ease of maintenance over time.

CODES, STANDARDS AND POLICIES

- 780 CMR – Massachusetts State Building Code
- 521 CMR – Massachusetts Architectural Access Board
- USDOJ ADA Regulations and Standards

DESIGN PRINCIPLES

Where freestanding benches are determined to be the best solution, MBTA Standard Bench shall be a solid steel slat bench and meet the following requirements for selection and installation:

- General dimensions and sizes, +/- 1/4"
 - Seat and back – horizontal steel slats made from 1/4" x 1-1/2" solid steel bars.
 - 1-5/16" tubular steel welded cross-members.
 - 1/4" x 2" solid steel support braces for additional support.
 - 1/2" x 2" solid steel finished end units.

SWA



MBTA Design Guidelines for Accessibility



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Accessible Parking & Passenger Loading Zones

The option to drive to and park at an MBTA station is an important component of public transit access for many riders. To ensure access for all riders, federal and state law, as well as the MBTA's own standards, require that accessible parking spaces be available, identifiable, and optimally located for use by people with disabilities, including people who use wheelchairs or other mobility aids.

Additionally, Passenger Loading Zones, frequently referred to as "pick up/drop off areas" are critical features for many riders who may rely on others for transportation to their station of choice. Key considerations related to them are covered below.

Contents

1. What is an accessible parking space and what are the key specifications?
2. What are the identification/signing requirements for accessible parking spaces?
3. Why are accessible parking spots (outside of the MBTA) often signed as "handicapped parking"?
4. How are accessible parking counts determined if there are multiple parking facilities serving a particular station?
5. Where should accessible parking spaces be located?
6. When there are multiple accessible entrances, where should accessible parking spaces be located?
7. Where should accessible parking spaces be located in multi-level parking garages?
8. What if there are multiple parking lots/garages serving the station? Is accessible parking required to be located in each lot?
9. How are accessible electric-vehicle parking spaces determined?
10. How are accessible electric-vehicle parking spaces determined?
11. What is different about accessible electric-vehicle parking spaces?
12. Is resurfacing a parking lot considered an alterat group ion that triggers the need to ensure these guidelines are met?

Passenger Loading Zones

System-Wide Accessibility



MBTA Design Guidelines for Accessibility



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Frequently Asked Questions and MBTA Requirements

What is an accessible parking space and what are the key specifications?

Accessible parking space allows people with disabilities—including people who use wheelchairs or other mobility aids—to park, enter, and exit their vehicle, as well as navigate between their vehicle and their destination station, in a safe, convenient, and accessible manner. Accessible parking spaces must be located on the shortest accessible route to an accessible entrance (relative to other spaces in the parking facility).

Accessible parking space must be 8 ft. wide, with an access aisle that is 5 ft. wide (See Figure 1). A van-accessible parking space, intended to accommodate vans equipped with ramps (that must be 8 ft. wide with an 8 ft. wide access aisle (See Figure 2). A vertical clearance of 8 ft. must be provided for the van-accessible space itself.

Access aisles must be at least as long as the accessible space, which itself must be at least as wide as the accessible space.



System-Wide Accessibility

Design Guidelines for Access

Question Sample: Parking

Is resurfacing a parking lot considered an alteration that triggers the need to ensure these guidelines are met?

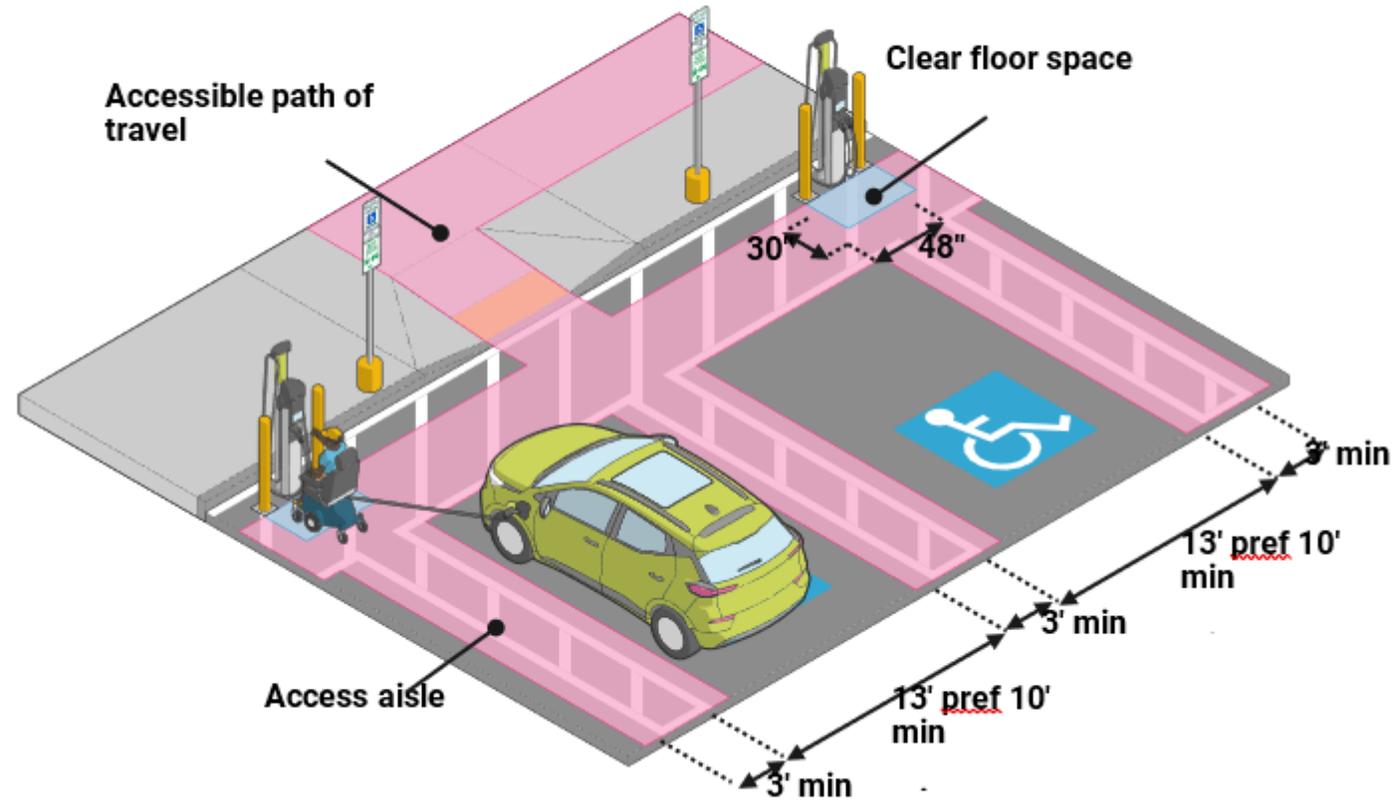
Yes. If the lot is resurfaced or reconfigured, accessible spaces must be provided and meet all applicable MBTA standards laid out in this chapter of the Design Guidelines for Accessibility. However, limited maintenance work such as service patching is permissible. Regardless of what work occurs at a particular lot project teams should ensure compliance with these guidelines as generally these improvements are considered reasonable barriers that must be removed.



Design Guidelines for Access

Graphic Sample: Parking

Figure 6: Accessible Electric Vehicle Parking Spaces



Design Guidelines for Access

Question Sample: Benches

Why are armrests and their spacing important?

Armrests are an important feature for many riders, especially for people who have back, joint, and/or balance issues that may make it difficult to sit down or rise up. These types of mobility-related conditions are among the most common disabilities; ten times the number of people who use wheeled mobility have difficulty in walking.

The provision of an intermediate armrest, in particular, is essential to accommodate people who require the use of both arms to rise from a seated position. Additionally, people who may rely on one arm over another to help them rise will have the option to sit on either side of an intermediate armrest, depending on what best suits their situation.

Finally, the MBTA's requirement to place the intermediate armrest **28 in.** from the end of a bench ensures that the vast majority of riders, including people who are larger in size and/or stature, can sit comfortably in between.



Design Guidelines for Access

Graphic Sample: Benches

Figure 7: Bench In Use



Design Guidelines for Access

Chapters Under Development

- Overview and Purpose
- Scoping
- Accessible Paths of Travel
- Temporary Paths of Travel
- Parking
- Seating
- Curb Ramps
- Protruding Objects
- Entrances and Doors
- Accessible Emergency Egress
- Walkways and Ramps
- Platforms



Design Guidelines for Access

Coming Soon:

- Final revisions
- Accessible documents
- Four (4) chapters posted to MBTA website in early 2023



Status of Internal Access Monitoring Program

Glenda Campbell, Senior Program Coordinator of the Internal Access
Monitoring Program, System-Wide Accessibility



Internal Access Monitoring Program

- Created in 2008 and overseen by SWA as a direct response to the Daniels-Finegold Settlement of 2006
- Program Mission = Internal evaluation of the T's accessibility. Drive positive change through leveraging comprehensive data to make decisions.



Program Specifics

- Secret shopper program composed of trained individuals who ride the system in pairs
 - Tester (with disabilities) and Observer monitors
- Monitors ride various T systems and document their observations back to the department in real time
 - T Systems include Buses, Subways, Commuter Rail, Ferry, and Contracted Bus Services
 - Onboard the different transit system they look for a large spectrum of accessibility features and services
- All accessibility-related rule violations are investigated by area supervisors
- ~1500 trips are conducted per year on all T modes, except the RIDE.



Progress to Date: Service Then & Now

Accessibility Issue	2005*	2022^
Operator denies service to customer with disability	11%	1.2%
Customer with disability is unable to board due to a broken lift/ramp	19%	0.3%
Operator refuses to use kneeler/lower bus	11%	0%
Destination Signage Missing	15%	4%
Wheeled mobility device not properly secured (Using 4 straps)	91%	16%

* = Data as reported by Delta Services Inc., August 2005

^ = Data reported by SWA's Internal Access Monitoring Program, Combined Q1 – Q4 2022.



Impact of COVID on the Monitoring Program

- COVID-19's and its impact on the Internal Access Monitoring Program
- Previous to the Pandemic, certain trends were already becoming apparent related to accessibility non-compliance
- As the program restarted back again around 2021, we re-focused our monitoring program on two of the more apparent trends
 - Red Line Stop Announcements
 - Contract Shuttle Services



Focused Monitoring: Red Line Stop Announcements

- Red Line Monitoring Data from all of 2019 =
 - Stop announcements were reported missing 10% of the time
 - 13% of stop announcements heard were difficult to understand
- Established Working Group Meetings with Red Line Transportation & Maintenance Team dedicated to data sharing
- Red Line Maintenance Repair Trends:
 - Broken Goosenecks, Microphones & Speakers
- Red Line Monitoring Data from Q3 2022 =
 - Stop announcements were reported missing 4% of the time
 - 7% of stop announcements heard were difficult to understand.



Focused Monitoring: Shuttle Diversions

- Among the shuttle diversion services monitored were:
 - Green Line = B/C/E Branch & Lechmere
 - Commuter Rail – Newbury/Rockport, Fitchburg, & Lynn Sta. Shuttle Van
 - Blue Line Station Closures
 - Orange Line Diversion
- In Q3 2022, 84 shuttle diversion trips were monitored
- Focused monitoring on: Bus Lifts/Ramps, Stop announcements, & Reasonable Requests
- During the Orange Line Surge 15 financial penalties were levied against providers in accessibility non-compliance incidents
- The IAM Program is a powerful tool in gathering objective data and holding contractors accountable



Next Focus

- Expanding the program to begin monitoring the RIDE.
- Continuing to provide guidance on accessibility compliance and training for MBTA Employees
- Assessing new ways to leverage the data we are collecting to make improvements
- The IAM Program continues to serve as a check and balances system, placing the experiences of our customers with disabilities at the forefront of our mission to evaluate the T in an accessibility-informed and objective way.



R-TAG Co-Chair Statement- Elizabeth Foster



Plaintiff Statement- Joanne Daniels-Finegold

Riders Protest Lack of Accessibility on the T

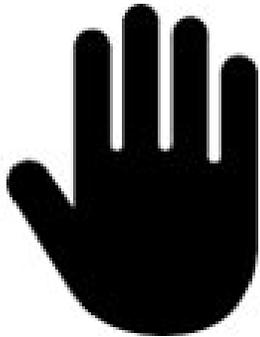


Settlement Signing in 2006

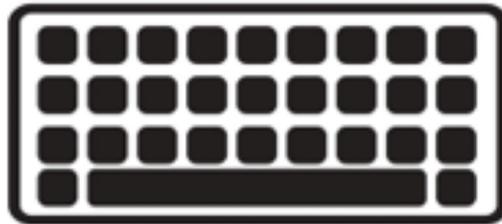


Questions?

- 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 Raise Hand**