Accessibility and the MBTA
Path to Integration and Inclusion

MBTA Board of Directors
MBTA/BCIL Settlement Update

July 10, 2008
Agenda

• Accessibility History and Background
  – A Work in Progress
• MBTA/BCIL Settlement
  – Key Settlement Commitments
  – Progress to Date
• Office for Transportation Access (OTA)
  – Fixed Route Reorganization
• Future Efforts to Improve Accessibility System-Wide
• Wrap-up
History and Background of Accessibility Rules and Laws

- **1958 Building Design Standards Conference**
  - Called for voluntary standards for design of accessible buildings

- **1961 ANSI Design Guidelines**
  - First scientifically developed design guidelines in the world

- **1965 Rehabilitation Act Amendment**
  - National Commission on Architectural Barriers established

- **1968 Architectural Barriers Act**
  - Congress passes Architectural Barriers Act (ABA)
    - Barrier removal in Federal buildings
History and Background of Accessibility Rules and Laws

• 1973 Rehabilitation Act: Section 504
  – Design standards and enforcement for federal fund recipients; includes agencies such as the MBTA
  – First Official Focus on Transportation Access

• 1990 Americans with Disabilities Act (ADA)
  – Full equality and integration into American society
    • Includes access to all modes of MBTA transportation; bus, rail, boat

• 2002 BCIL Class Action Law Suit
Past Elevator Contract Performance

- **Contract Type:** Repair Contract
- **Contractor:** Kone
- **Contract Period:** 2001-2005

<table>
<thead>
<tr>
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<th>Elevator</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
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Table Reference: Civil Action No. 2 CV 11504 MEL – Analysis of Elevator Incident Data
Current Elevator Contract

- **Contract Type:** Preventative Maintenance, managed by MBTA Operations (SMI)
  - Major emphasis on maintaining elevators in good working order to ensure optimum accessibility
  - Increase in elevator support staff
  - Reduction in elevator repair response time
- **Contractors:** Kone, Lerch Bates, Vertical Transportation Excellence (VTX)
- **Contract Period:** 2005-2010
MBTA/BCIL Settlement Agreement

“This agreement is based on a shared vision between plaintiffs and the MBTA to make the MBTA a model transit system accessible to all. There is a mutual commitment and desire to comply not only with the letter but also the spirit of the Americans with Disabilities Act, with the complete understanding that all people with disabilities must have every opportunity to be fully participating members of our community and that fundamental to this opportunity is the right and ability to use public transportation in an equal, effective, and dignified manner.”

Reference: C.A. No. 02 CV 11504 MEL, preamble, dated April 10, 2006
Creation of Department of System-Wide Accessibility (SWA)

- Under the direction of an AGM
- Clearinghouse of information and subject matter expertise regarding access-related projects and initiatives
- Settlement Compliance Tracking (Matrix)
  - MBTA personnel assigned to implement settlement commitments
- Compliance performance shared within the MBTA, with the Federal Court appointed Monitor, Plaintiffs and Plaintiff Attorneys
Additional Key MBTA/BCIL Settlement Commitments

- **Vertical access improvements (elevators)**
  - Performance, replacement/redundant
- **Bus service**
  - 60 individual commitments
    - Improved service, new vehicles, improved maintenance
- **Customer complaint investigation**
- **Internal performance monitoring**
- **Subway operations**
  - Reduction in platform gaps
- **Improved future vehicle designs**
Positive Impact of New Contract on Elevator Performance

System-Wide Elevator Performance

Month

Uptime Percent

CY2006
Positive Impact of New Contract on Elevator Performance

System-Wide Elevator Performance

- Uptime Percent for CY2007:
  - JAN: 90.0%
  - FEB: 92.0%
  - MAR: 94.0%
  - APR: 96.0%
  - MAY: 98.0%
  - JUN: 100.0%
  - JUL: 98.0%
  - AUG: 98.0%
  - SEP: 98.0%
  - OCT: 98.0%
  - NOV: 98.0%
  - DEC: 98.0%

- Uptime Percent for CY2006:
  - JAN: 90.0%
  - FEB: 92.0%
  - MAR: 94.0%
  - APR: 96.0%
  - MAY: 98.0%
  - JUN: 90.0%
  - JUL: 90.0%
  - AUG: 92.0%
  - SEP: 90.0%
  - OCT: 92.0%
  - NOV: 90.0%
  - DEC: 90.0%

MBTA
System-Wide Accessibility
Positive Impact of New Contract on Elevator Performance

System-Wide Elevator Performance

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<tr>
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<td>98.0%</td>
<td>100.0%</td>
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<td>92.0%</td>
<td>98.0%</td>
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<td>MAY</td>
<td>94.0%</td>
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<td>JUL</td>
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<tr>
<td>DEC</td>
<td>92.0%</td>
<td>98.0%</td>
<td>100.0%</td>
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Bus Service

• **Bus fleet became 100% accessible in 2006**
  – Procurement of new low-floor buses
    • 155 buses received to date
    • Additional 155 buses to be received by October 2008

• **Improved bus inspection and maintenance by Bus Operations**

• **Operators Recertification Program**
  – Developed jointly between Bus Operations and System-Wide Accessibility
    • Procedure based
    • Video illustrating procedures
    • Hands-on opportunities
    • Feedback from Federal Monitor and Plaintiffs
Additional Initiatives

• **Customer Complaint Investigations**
  – Collaboration between Customer Support Services Center, System-Wide Accessibility, and all other MBTA departments
    • Root cause analysis, corrective action recommendation and trend analysis

• **Internal Access Monitoring Program**
  – Evaluate accessibility compliance on all modes
  – Paid monitors with and without disabilities
  – Development of the new survey processing system
    • Available to all MBTA departments
OTA Fixed Route Services
Transferred from Operations to System-Wide Accessibility

• Office for Transportation Access (OTA) fixed-route functions divided into two separate offices
  – SWA at 10 Park Plaza
    • Accessibility-related MBTA training
    • Customer accessibility complaint investigations
    • Internal accessibility monitoring
  – SWA at Back Bay
    • Dedicated reduced-fare CharlieCard program
System-Wide Accessibility Office
Established at Back Bay

• **Exclusive focus on customer care and service**
  – Reduced-fare CharlieCards for Persons with Disabilities and Seniors
    • Transportation Access Pass (TAP)
    • Senior
    • Blind Access

• **Exclusive walk-in location for “THE RIDE” account deposits**
Customer Service Enhancements

• **Benefits of CharlieCard’s smart card technology**
  – Reduced-fare CharlieCards are registered to each customer
    • Funds are recoverable to the customer
  – Cards can be deactivated if lost or stolen

• **Greater reduced-fare convenience**
  – Additional reduced-fare service center at Downtown Crossing
  – Reduced-fare CharlieCards issued state wide through Regional Transit Authorities (RTA)
MBTA Elevator Standard

- Technical document that defines elevator best practice and incorporates all requirements from the Settlement Agreement
- Establishes minimum technical requirements for elevator design to ensure compliance with all applicable accessibility requirements (ADA, ABA, MAAB, etc) and the Settlement Agreement

<table>
<thead>
<tr>
<th>Examples of Key Elevator Design Requirements</th>
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</thead>
<tbody>
<tr>
<td>Cab Door</td>
</tr>
<tr>
<td>Glass used to maximum extent allowable</td>
</tr>
</tbody>
</table>

Flooring Material: Sealed Epoxy
Redundant Elevator Update

- Elevator is available even when other elevator is out of service for repairs or maintenance
- Quantity of elevators is increased in busy and more critical stations establishing alternate paths of travel for vertical access
- MBTA/BCIL Settlement Agreement requires the creation of the redundant elevator program

<table>
<thead>
<tr>
<th>Station</th>
<th>Elevators</th>
<th>Design Status</th>
<th>Completion Date</th>
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<tbody>
<tr>
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<td>State</td>
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<tr>
<td>Park</td>
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<td>Spring 2011</td>
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<tr>
<td>Porter</td>
<td>2</td>
<td>90%</td>
<td>Summer 2011</td>
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<tr>
<td>Downtown</td>
<td>4</td>
<td>100%</td>
<td>Fall 2012</td>
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Replacement Elevator Update

- **Strategic plan to identify elevators with the highest priority for replacement and upgrade**
  - Entire system mapped out for future replacement and upgrade
    - Cost and timing targets under development

- **MBTA Elevator Standard is implemented with each elevator to the greatest extent feasible**

- **MBTA/BCIL Settlement Agreement requires the creation of the replacement elevator program**
  - First 17 replacement elevators identified
  - Design and Construction to manage the project
Accessible Subway Stations in 1990
Platform Gap Reduction Initiative

- Measurements of horizontal and vertical gaps between rail cars and platforms are taken at each heavy rail station on a quarterly basis.
- System-Wide Maintenance Improvements (SMI) are realigning tracks and platforms as necessary to reduce the gaps.
- Once track and platform work is complete, rail cars will be evaluated for potential repair (wheels, suspensions, etc.) to minimize the remaining gap.
Future Accessibility Enhancements

- **Facility Improvements**
  - Several stations under construction for renovation, enhancement, etc.
  - Several stations currently under design

- **Future Vehicle Enhancements**
  - Vehicle design opportunities to enhance accessibility
    - Red Line; Replacement of Series 1 rail car
    - Orange Line; Replacement of Series 12 rail car
    - Green Line; Type 9 rail car
Wrap-up

• Continue to pursue the goal of making the MBTA the global benchmark for accessible and inclusive public transportation
  – Influence and leverage both the Capital Investment Plan (CIP, 5 year plan) and Transportation Improvement Program (TIP, 25 year plan)
• Continue the compliance oversight and external monitoring per the Settlement Agreement
  – Monitor the results received and make changes necessary to improve system-wide accessibility for all customers
• Questions?