



# APTA Rail Conference

June 15, 2011

9:45 AM – 11:15 AM

## **Development of a Quality Assurance Program to ensure ADA and Settlement compliant fixed route bus service**

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AGM System-wide Accessibility  
MBTA

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# MBTA SWA Quality Assurance Program

## Agenda

- Evaluation of the existing system
  - Test the system
    - 2 person teams
    - Survey Instrument
    - Report Development
    - Evaluating the Results
    - Drive Change where Necessary to Improve the System
- Question and Answer