



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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Senior Program Coordinator
Fixed Route Access
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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