

Providing Customer Assistance in Stations

June 2, 2021



Employees Responsible for Providing Customer Assistance

- Employees charged with providing assistance:
 - Transit Ambassadors
 - Customer Service Agents
 - Subway Inspectors
 - Platform Attendants
 - Motorpersons



Common Types of In-Station Customer Assistance

- Reasonable accommodation requests for assistance. For example:
 - Deploy mobile bridgeplates for customers boarding/alighting heavy rail trains
 - Sighted guide for customers who are blind or have low vision
 - Locating station platforms, elevators or exits
 - Navigating through large crowds
 - Directions to the nearest alternative elevator



Common Types of In-Station Customer Assistance *continued*

- Remove/report obstructions to paths of travel, elevators, accessible faregates
- Remove/report tripping hazards (e.g. water, ice, broken tiles)
- Check elevators for operability and cleanliness
- Check automatic door openers to ensure they are functioning properly



Ensuring Customer Assistance is Available When In-Station Staff are not Present

- The MBTA operates a system that enables customers to obtain in-station assistance when Transit Ambassadors or CSAs are unavailable
- Requests for assistance can be submitted to the OCC via station call boxes or directly to train motorpersons during all hours of service
 - Call boxes are located on each level of all heavy rail stations and non-surface level light rail stations
- OCC staff then dispatch to the customer's location the in-station staff member capable of responding the quickest



Overview of Current In-Station Staffing Levels

- Today, Transit Ambassadors provide partial coverage at 54 locations during most weekdays and some weekend days
 - Days and hours of coverage vary by location
 - Most locations are partially covered from 6:00 AM to 10:00 PM
- CSAs are assigned to 29 locations
- Staffing locations primarily exist in the main lobby or entryway of stations



Upcoming Increase to Staffing Levels

- Transit Ambassadors assigned to 12 new locations beginning July 31
 - Green Street
 - Kenmore
 - North Station (Valenti Way)
 - Park Street (Red)
 - Porter
 - Roxbury Crossing
 - Stony Brook
- Gaps in coverage during daytime hours will be filled at most locations
- Hours of coverage extended to 12:00 AM during weekdays and Saturdays



Thank You!

