1. Massachusetts Bay Transportation Authority (MBTA) Fixed-Route Subway System: Communications about How to Report

In our Needs Assessment, the Massachusetts Bay Transportation Authority (MBTA) fixed-route subway customers who identify as survivors/victims of sexual violence shared their concerns about the MBTA’s sexual violence reporting processes. Specifically, survivors/victims shared concerns about the ways in which information about how to report sexual violence was communicated to the public. Survivors/victims with and without disabilities shared this concern.

In this section, we review three major sexual violence public awareness campaigns that take place in the MBTA environment:

1. The See Something Say Something crime reporting campaign
2. The Boston Area Rape Crisis Center (BARCC)-Transit Police Department anti-sexual harassment Campaign, and
3. The South Station Clothesline Project sexual assault awareness campaign.

In this section, we also review information about how the public is currently able and encouraged to report sexual assault on the
MBTA. Specifically, we will assess the accessibility and safety of these public communication methods around reporting.

A. The See Something, Say Something Campaign

1. Through the following communication methods, do the messages (including language and visuals) for this campaign avoid victim blaming?

   a) On the App:

   1) Focus on the offender’s behavior rather than the victim’s?

      Circle: Yes  No

   2) Offer additional options for survivors/victims (not only “call the police” but also referrals to rape crisis centers or counseling services)?

      Circle: Yes  No

   3) Reflect offender’s/target’s diverse lifestyles and identities through words and/or visual cues?

      Circle: Yes  No

   4) Explicitly affirm survivors/victims’ experiences?

      Circle: Yes  No

   5) Remind survivors/victims of their rights?

      Circle: Yes  No
b) In written messaging at stations:

1) Focus on the offender’s behavior rather than the victim’s?

   Circle: Yes  No

2) Offer additional options for survivors/victims (not only “call the police” but also referrals to rape crisis centers or counseling services)?

   Circle: Yes  No

3) Reflect offender’s/target’s diverse lifestyles and identities through words and/or visual cues?

   Circle: Yes  No

4) Explicitly affirm survivors/victims’ experiences?

   Circle: Yes  No

5) Remind survivors/victims of their rights?

   Circle: Yes  No

c) In audio announcements at stations:

1) Focus on the offender’s behavior rather than the victim’s?

   Circle: Yes  No
2) Offer additional options for survivors/victims (not only “call the police” but also referrals to rape crisis centers or counseling services)?

Circle: Yes  No

3) Reflect offender’s/target’s diverse lifestyles and identities through words and/or visual cues?

Circle: Yes  No

4) Explicitly affirm survivors/victims’ experiences?

Circle: Yes  No

5) Remind survivors/victims of their rights?

Circle: Yes  No

d) On the MBTA website:

1) Focus on the offender’s behavior rather than the victim’s?

Circle: Yes  No

2) Offer additional options for survivors/victims (not only “call the police” but also referrals to rape crisis centers or counseling services)?

Circle: Yes  No
3) Reflect offender’s/target’s diverse lifestyles and identities through words and/or visual cues?

Circle: Yes No

4) Explicitly affirm survivors/victims’ experiences?

Circle: Yes No

5) Remind survivors/victims of their rights?

Circle: Yes No

e) On car cards:

1) Focus on the offender’s behavior rather than the victim’s?

Circle: Yes No

2) Offer additional options for survivors/victims (not only “call the police” but also referrals to rape crisis centers or counseling services)?

Circle: Yes No

3) Reflect offender’s/target’s diverse lifestyles and identities through words and/or visual cues?

Circle: Yes No

4) Explicitly affirm survivors/victims’ experiences?

Circle: Yes No
5) Remind survivors/victims of their rights?

Circle: Yes No

f) In handouts at stations:

1) Focus on the offender’s behavior rather than the victim’s?

Circle: Yes No N/A

2) Offer additional options for survivors/victims (not only “call the police” but also referrals to rape crisis centers or counseling services)?

Circle: Yes No N/A

3) Reflect offender’s/target’s diverse lifestyles and identities through words and/or visual cues?

Circle: Yes No N/A

4) Explicitly affirm survivors/victims’ experiences?

Circle: Yes No N/A

5) Remind survivors/victims of their rights?

Circle: Yes No N/A

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2. For the following communication methods, are survivors/victims and perpetrators with disabilities represented in messages (including language and visuals)?

a) On the App?  
   Circle: Yes  No

b) In written messaging at stations?  
   Circle: Yes  No

c) In audio announcements at stations?  
   Circle: Yes  No

d) On the MBTA website?  
   Circle: Yes  No

e) On car cards?  
   Circle: Yes  No

f) In handouts at stations?  
   Circle: Yes  No
3. For the following communication methods, do messages (including language and visuals) include person-first language?

a) On the App?
   Circle: Yes  No

b) In written messaging at stations?
   Circle: Yes  No

c) In audio announcements at stations?
   Circle: Yes  No

d) On the MBTA website?
   Circle: Yes  No

e) On car cards?
4. For the following communication methods (including language and visuals), are representations of survivors and perpetrators as inclusive as possible to counter myths and stereotypes?²

a) On the App?

Circle: Yes No

b) In written messaging at stations?

Circle: Yes No

c) In audio announcements at stations?
Circle: Yes No
d) On the MBTA website?
Circle: Yes No
e) On car cards?
Circle: Yes No
f) In handouts at stations?
Circle: Yes No

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Picture/Attachment Description:

5. For the following communication methods, do messages (including language and visuals) include gender-neutral pronouns (“they” or “them” rather than “he” or “she”)?

a) On the App?
Circle: Yes No
b) In written messaging at stations?
   Circle: Yes No

c) In audio announcements at stations?
   Circle: Yes No

d) On the MBTA website?
   Circle: Yes No

e) On car cards?
   Circle: Yes No

f) In handouts at stations?
   Circle: Yes No

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Picture/Attachment Description:
6. For the following communication methods, do the messages (audio and visual) use plain language (detailed in each question)?

a) Does the App:

1) Use short sentences, with one idea per sentence?
   Circle: Yes No

2) Use active voice?
   Circle: Yes No

3) Speak directly to the person (use, “you”)?
   Circle: Yes No

4) Use common vocabulary?
   Circle: Yes No

5) Use brief, repetitive messaging?
   Circle: Yes No

6) Use pictures to communicate how to report a crime?
   Circle: Yes No

b) Do written messaging at stations:

1) Use short sentences, with one idea per sentence?
Circle: Yes No

2) Use active voice?
Circle: Yes No

3) Speak directly to the person (use, “you”)?
Circle: Yes No

4) Use common vocabulary?
Circle: Yes No

5) Use brief, repetitive messaging?
Circle: Yes No

6) Use pictures to communicate how to report a crime?
Circle: Yes No

c) Do audio announcements at stations:

1) Use short, sentences with one idea per sentence?
Circle: Yes No

2) Use active voice?
Circle: Yes No

3) Speak directly to the person (use, “you”)?
4) Use common vocabulary?
   Circle: Yes No

5) Use brief, repetitive messaging?
   Circle: Yes No

6) Include a visual component?
   Circle: Yes No

d) Does the MBTA website:

1) Use short sentences, with one idea per sentence?
   Circle: Yes No

2) Use active voice?
   Circle: Yes No

3) Speak directly to the person (use, “you”)?
   Circle: Yes No

4) Use common vocabulary?
   Circle: Yes No

5) Use brief, repetitive messaging?
   Circle: Yes No
6) Use pictures to communicate how to report a crime?
   Circle:   Yes       No

e) Do car cards:
   1) Use short sentences, with one idea per sentence?
      Circle:   Yes       No
   2) Use active voice?
      Circle:   Yes       No
   3) Speak directly to the person (use, “you”)?
      Circle:   Yes       No
   4) Use common vocabulary?
      Circle:   Yes       No
   5) Use brief, repetitive messaging?
      Circle:   Yes       No
   6) Use pictures to communicate how to report a crime?
      Circle:   Yes       No

f) Do handouts at stations:
   1) Use short sentences, with one idea per sentence?
Circle: Yes  No

2) Use active voice?
   Circle: Yes  No

3) Speak directly to the person (use, “you”)?
   Circle: Yes  No

4) Use common vocabulary?
   Circle: Yes  No

5) Use brief, repetitive messaging?
   Circle: Yes  No

6) Use pictures to communicate how to report a crime?
   Circle: Yes  No

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Picture/Attachment Description:
7. Are the following communication methods accessible for people with vision-related disabilities, in terms of: ³

a) On the App:

1) Screen-reader capability?
   Circle: Yes  No

2) Adequate color contrast (dark text/images on light background or light text/images on dark background)?
   Circle: Yes  No

3) Minimalism (avoiding busy-ness of color, text, and noise)?
   Circle: Yes  No

4) Appropriate font (Sans-serif, like Arial or Helvetica)?
   Circle: Yes  No

5) Adequate font size (at least 5/8 inch)?
   Circle: Yes  No

6) Adequate text spacing (1.25 spaces)?
   Circle: Yes  No

7) Captioned pictures?
   Circle: Yes  No  N/A
b) In written messaging at stations:

1) Adequate color contrast (dark text/images on light background or light text/images on dark background)?

   Circle: Yes   No

2) Minimalism (avoiding busy-ness of color, text)?

   Circle: Yes   No

3) Appropriate font (Sans-serif, like Arial or Helvetica)?

   Circle: Yes   No

4) Adequate font size (at least 5/8 inch)?

   Circle: Yes   No

5) Adequate text spacing (1.25 spaces)?

   Circle: Yes   No

6) Braille or tactile characters when appropriate?

   Circle: Yes   No

c) Do audio announcements at stations:

1) Include a visual component?

   Circle: Yes   No
2) Use short sentences with one idea per sentence?
   Circle: Yes  No

3) Use active voice?
   Circle: Yes  No

4) Speak directly to the person (use, "you")?
   Circle: Yes  No

5) Use common language?
   Circle: Yes  No

6) Use brief, repetitive messaging?
   Circle: Yes  No

d) On the MBTA website:

1) Screen-reader capability?
   Circle: Yes  No

2) Adequate color contrast (dark text/images on light background or light text/images on dark background)?
   Circle: Yes  No
3) Minimalism (avoiding busy-ness of color, text, and noise)?

Circle: Yes  No

4) Appropriate font (Sans-serif, like Arial or Helvetica)?

Circle: Yes  No

5) Adequate font size (at least 5/8 inch)?

Circle: Yes  No

6) Adequate text spacing (1.25 spaces)?

Circle: Yes  No

7) Captioned pictures?

Circle: Yes  No  N/A

e) On car cards:

1) Adequate color contrast (dark text/images on light background or light text/images on dark background)?

Circle: Yes  No

2) Minimalism (avoiding busy-ness of color, text)?

Circle: Yes  No

3) Appropriate font (Sans-serif, like Arial or Helvetica)?
Circle: Yes   No

4) Adequate font size (at least 5/8 inch)?
Circle: Yes   No

5) Adequate text spacing (1.25 spaces)?
Circle: Yes   No

f) In handouts at stations:

1) Adequate color contrast (dark text/images on light background or light text/images on dark background)?
Circle: Yes   No

2) Minimalism (avoiding busy-ness of color, text)?
Circle: Yes   No

3) Appropriate font (Sans-serif, like Arial or Helvetica)?
Circle: Yes   No

4) Adequate font size (at least 5/8 inch)?
Circle: Yes   No

5) Adequate text spacing (1.25 spaces)?
Circle: Yes   No

6) Braille or tactile characters when appropriate?
8. Is the information provided on the campaign kept up-to-date?

   Circle: Yes No

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   Picture/Attachment Description:

9. Is the See Something, Say Something App an anonymous method of reporting a crime?
a) How is information around anonymity communicated to the public?

Circle: Yes  No

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Picture/Attachment Description:

B. The Boston Area Rape Crisis Center (BARCC)-Transit Police Anti-Sexual Harassment Campaign

1. Through the following communication methods, do the messages (including language and visuals) for this campaign avoid victim blaming?

   a) In written messaging in Stations?
1) Focus on the offender’s behavior rather than the victim’s?
   Circle: Yes No

2) Offer additional options for survivors/victims (not only “call the police” but also referrals to rape crisis centers or counseling services)?
   Circle: Yes No

3) Reflect offender’s/target’s diverse lifestyles and identities through words and/or visual cues?
   Circle: Yes No

4) Explicitly affirm survivors/victims’ experiences?
   Circle: Yes No

5) Remind survivors/victims of their rights?
   Circle: Yes No

b) In audio announcements at stations:

1) Focus on the offender’s behavior rather than the victim’s?
   Circle: Yes No

2) Offer additional options for survivors/victims (not only “call the police” but also referrals to rape crisis centers or counseling services)?
3) Reflect offender’s/target’s diverse lifestyles and identities through words and/or visual cues?
   Circle: Yes  No

4) Explicitly affirm survivors/victims’ experiences?
   Circle: Yes  No

5) Remind survivors/victims of their rights?
   Circle: Yes  No

c) On the MBTA website:

1) Focus on the offender’s behavior rather than the victim’s?
   Circle: Yes  No

2) Offer additional options for survivors/victims (not only “call the police” but also referrals to rape crisis centers or counseling services)?
   Circle: Yes  No

3) Reflect offender’s/target’s diverse lifestyles and identities through words and/or visual cues?
   Circle: Yes  No
4) Explicitly affirm survivors/victims’ experiences?
   Circle: Yes No

5) Remind survivors/victims of their rights?
   Circle: Yes No

d) On car cards:

1) Focus on the offender’s behavior rather than the victim’s?
   Circle: Yes No

2) Offer additional options for survivors/victims (not only “call the police” but also referrals to rape crisis centers or counseling services)?
   Circle: Yes No

3) Reflect offender’s/target’s diverse lifestyles and identities through words and/or visual cues?
   Circle: Yes No

4) Explicitly affirm survivors/victims’ experiences?
   Circle: Yes No

5) Remind survivors/victims of their rights?
   Circle: Yes No
e) In handouts at stations:

1) Focus on the offender’s behavior rather than the victim’s?

   Circle: Yes   No

2) Offer additional options for survivors/victims (not only “call the police” but also referrals to rape crisis centers or counseling services)?

   Circle: Yes   No

3) Reflect offender’s/target’s diverse lifestyles and identities through words and/or visual cues?

   Circle: Yes   No

4) Explicitly affirm survivors/victims’ experiences?

   Circle: Yes   No

5) Remind survivors/victims of their rights?

   Circle: Yes   No

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2. For the following communication methods, are survivors/victims and perpetrators with disabilities represented in messages (including language and visuals)?

a) In written messaging at stations?
   Circle:  Yes  No

b) In audio announcements at stations?
   Circle:  Yes  No

c) On the MBTA website?
   Circle:  Yes  No

d) On car cards?
   Circle:  Yes  No

e) In handouts at stations?
   Circle:  Yes  No

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3. For the following communication methods, do messages (including language and visuals) include person-first language?

   a) In written messaging at stations?
      Circle: Yes  No

   b) In audio announcements at stations?
      Circle: Yes  No

   c) On the MBTA website?
      Circle: Yes  No

   d) On car cards?
      Circle: Yes  No

   e) In handouts at stations?
      Circle: Yes  No

Notes:
4. For the following communication methods (including language and visuals), are representations of survivors and perpetrators as inclusive as possible to counter myths and stereotypes?

a) In written messaging at stations?
   Circle: Yes  No

b) In audio announcements at stations?
   Circle: Yes  No

c) On the MBTA website?
   Circle: Yes  No

d) On car cards?
   Circle: Yes  No

e) In handouts at stations?
   Circle: Yes  No

Notes:
5. For the following communication methods, do messages (including language and visuals) include gender-neutral pronouns (“they” or “them” rather than “he” or “she”)?

a) In written messaging at stations?
   Circle: Yes No

b) In audio announcements at stations?
   Circle: Yes No

c) On the MBTA website?
   Circle: Yes No

d) On car cards?
   Circle: Yes No

e) In handouts at stations?
   Circle: Yes No
6. For the following communication methods, do the messages (audio and visual) use plain language (detailed in each question)?

   a) Do written messaging at stations:

      1) Use short sentences, with one idea per sentence?
         Circle: Yes  No

      2) Use active voice?
         Circle: Yes  No

      3) Speak directly to the person (use, “you”)?
         Circle: Yes  No

      4) Use common vocabulary?
5) Use brief, repetitive messaging?

Circle: Yes  No

6) Use pictures?

Circle: Yes  No

b) Do audio announcements at stations:

1) Use short, sentences with one idea per sentence?

Circle: Yes  No

2) Use active voice?

Circle: Yes  No

3) Speak directly to the person (use, “you”)?

Circle: Yes  No

4) Use common vocabulary?

Circle: Yes  No

5) Use brief, repetitive messaging?

Circle: Yes  No

6) Include a visual component?
c) Does the MBTA website:

1) Use short sentences, with one idea per sentence?
   Circle: Yes  No

2) Use active voice?
   Circle: Yes  No

3) Speak directly to the person (use, “you”)?
   Circle: Yes  No

4) Use common vocabulary?
   Circle: Yes  No

5) Use brief, repetitive messaging?
   Circle: Yes  No

6) Use pictures?
   Circle: Yes  No

d) Do car cards:

1) Use short sentences, with one idea per sentence?
   Circle: Yes  No

2) Use active voice?
Circle: Yes No

3) Speak directly to the person (use, “you”)?
Circle: Yes No

4) Use common vocabulary?
Circle: Yes No

5) Use brief, repetitive messaging?
Circle: Yes No

6) Use pictures?
Circle: Yes No

e) Do handouts at stations:

1) Use short sentences, with one idea per sentence?
Circle: Yes No

2) Use active voice?
Circle: Yes No

3) Speak directly to the person (use, “you”)?
Circle: Yes No

4) Use common vocabulary?
5) Use brief, repetitive messaging?
Circle: Yes  No

6) Use pictures?
Circle: Yes  No

Notes:

Picture/Attachment Description:

7. Are the following communication methods accessible for people with vision-related disabilities, in terms of:  

a) In written messaging at stations:

1) Adequate color contrast (dark text/images on light background or light text/images on dark background)?

Circle: Yes  No

2) Minimalism (avoiding busy-ness of color, text)?
3) Appropriate font (Sans-serif, like Arial or Helvetica)?
   Circle: Yes No

4) Adequate font size (at least 5/8 inch)?
   Circle: Yes No

5) Adequate text spacing (1.25 spaces)?
   Circle: Yes No

6) Accessible Variable Messaging System (VAS) signage?
   Circle: Yes No

7) Braille or tactile characters when appropriate?
   Circle: Yes No

b) In audio announcements at stations:

1) Include a visual component?
   Circle: Yes No

2) Minimalism (avoiding busy-ness of color, text, and noise)?
   Circle: Yes No
c) On the MBTA website:

1) Screen-reader capability?
   Circle: Yes No

2) Adequate color contrast (dark text/images on light background or light text/images on dark background)?
   Circle: Yes No

3) Minimalism (avoiding busy-ness of color, text, and noise)?
   Circle: Yes No

4) Appropriate font (Sans-serif, like Arial or Helvetica)?
   Circle: Yes No

5) Adequate font size (at least 5/8 inch)?
   Circle: Yes No

6) Adequate text spacing (1.25 spaces)?
   Circle: Yes No

7) Captioned pictures?
   Circle: Yes No N/A

d) On car cards:
1) Adequate color contrast (dark text/images on light background or light text/images on dark background)?

Circle: Yes   No

2) Minimalism (avoiding busy-ness of color, text)?

Circle: Yes   No

3) Appropriate font (Sans-serif, like Arial or Helvetica)?

Circle: Yes   No

4) Adequate font size (at least 5/8 inch)?

Circle: Yes   No

5) Adequate text spacing (1.25 spaces)?

Circle: Yes   No

e) In handouts at stations:

1) Adequate color contrast (dark text/images on light background or light text/images on dark background)?

Circle: Yes   No

2) Minimalism (avoiding busy-ness of color, text)?

Circle: Yes   No

3) Appropriate font (Sans-serif, like Arial or Helvetica)?

Circle: Yes   No
4) Adequate font size (at least 5/8 inch)?
   Circle:  Yes    No

5) Adequate text spacing (1.25 spaces)?
   Circle:  Yes    No

6) Braille or tactile characters when appropriate?
   Circle:  Yes    No

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Picture/Attachment Description:

8. Is the information provided on the campaign kept up-to-date?
   Circle:  Yes    No

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C. The Boston Area Rape Crisis Center (BARCC) South Station Clothesline Event

1. Are communications used to market this event:

   a) Not victim blaming?

      1) Focused on the offender’s behavior rather than the victim’s?

         Circle: Yes    No

      2) Reflecting offender’s/target’s diverse lifestyles and identities through words and/or visual cues?

         Circle: Yes    No

      3) Explicitly affirming survivors/victims’ experiences?

         Circle: Yes    No

      4) Reminding survivors/victims of their rights?

         Circle: Yes    No
b) Representative of people with disabilities (as survivors/victims and perpetrators)?

Circle: Yes  No

c) Inclusive of person-first language?

Circle: Yes  No

d) As inclusive as possible to counter myths and stereotypes?

Circle: Yes  No

e) Inclusive of gender-neutral pronouns (using “they” or “them” rather than “he” or “she”)?

Circle: Yes  No

f) In plain language (detailed below):

1) Using short sentences, with one idea per sentence?

Circle: Yes  No

2) Using active voice?

Circle: Yes  No

3) Speaking directly to the person (use, “you”)?

Circle: Yes  No

4) Using common vocabulary?
Circle: Yes  No

5) Using brief, repetitive messaging?

Circle: Yes  No

6) Using pictures to accompany text in visual messages?

Circle: Yes  No

g) Accessible for customers with vision-related disabilities, in terms of:

1) Screen-reader capability for visual digital messaging?

Circle: Yes  No

2) Adequate color contrast (dark text/images on light background or light text/images on dark background) for visual messaging?

Circle: Yes  No

3) Minimalism (avoiding busy-ness of color, text, and noise)?

Circle: Yes  No

4) Appropriate font (Sans-serif, like Arial or Helvetica) for visual messaging?

Circle: Yes  No
5) Adequate font size (at least 5/8 inch) for visual messaging?

   Circle: Yes  No

6) Adequate text spacing (1.25 spaces) for visual messaging?

   Circle: Yes  No

7) Loud and clear voice, for audio messaging?

   Circle: Yes  No

8) Braille or tactile characters on signs for visual messaging?

   Circle: Yes  No

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Picture/Attachment Description:

2. Is the BARCC clothesline display used in the South Station event accessible for people with disabilities?
a) Are the T-Shirts located at accessible heights (between 48-60 inches from the ground)?

   Circle:    Yes    No

b) Is there a plan for conveying messages from the clothesline display to people with vision-related disabilities?

   Circle:    Yes    No

c) If yes, what does the plan include?

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d) Are the activities that accompany the clothesline display accessible for:

   1) People with mobility disabilities (e.g., display material heights, display material reach, adequate floor space around display, level ground around display)?

      Circle:    Yes    No

   2) People with vision-related disabilities (e.g., is a staff person explaining the display audibly)?

      Circle:    Yes    No
3) People who are deaf or hard of hearing (e.g., includes visual activities, adequate voice/audio volume)?

Circle: Yes No

4) People with cognitive disabilities (e.g., plain language)?

Circle: Yes No

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Picture/Attachment Description:

3. Do media communications related to the event use language that is:

a) Not victim blaming (detailed below):

1) Focused on the offender’s behavior rather than the victim’s?

Circle: Yes No
2) Reflecting offender’s/target’s diverse lifestyles and identities through words and/or visual cues?

Circle: Yes No

3) Explicitly affirming survivors/victims’ experiences?

Circle: Yes No

4) Reminding survivors/victims of their rights?

Circle: Yes No

b) Representative of people with disabilities (as survivors/victims and perpetrators)?

Circle: Yes No

c) Inclusive of person-first language?

Circle: Yes No

d) As inclusive as possible to counter myths and stereotypes?

Circle: Yes No

e) Inclusive of gender-neutral pronouns (using “they” or “them” rather than “he” or “she”)?

Circle: Yes No

f) Plain language, which includes:

1) Short sentences, with one idea per sentence?
Circle: Yes  No

2) Active voice?
Circle: Yes  No

3) Words spoken directly to the person (use, “you”)?
Circle: Yes  No

4) Common vocabulary?
Circle: Yes  No

5) Brief, repetitive messaging?
Circle: Yes  No

6) Pictures?
Circle: Yes  No

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Picture/Attachment Description:
D. Reporting

1. Are there written communications about how people can report crimes and violence:

   a) Within subway stations?
      Circle: Yes  No

   b) If so, where?
      _______________________________________________________
      _______________________________________________________
      _______________________________________________________
      _______________________________________________________
      1) In subway station elevators?
         Circle:  Yes  No
      2) On the MBTA website?
         Circle:  Yes  No
      3) On the subway trains?
         Circle:  Yes  No
      4) On Charlie Cards?
         Circle:  Yes  No
2. Are there audio communications about how people can report crimes and violence within subway stations?

Circle: Yes    No

a) If yes, are these communications accessible for people who are deaf or hard or hearing (e.g., including a visual component, excluding extra background noise)?

Circle: Yes    No
3. Are signs about how to report within subway stations:

   a) Placed in consistent locations across stations?

      Circle:  Yes  No

   b) Located at accessible heights (between 48-60 inches from the ground)?

      Circle:  Yes  No

   c) Accessible to someone with a vision-related disability through the use of:

      1) Adequate color contrast (dark text/images on light background or light text/images on dark background)?

         Circle:  Yes  No

      2) Minimalism (avoiding busy-ness of color and text)?

         Circle:  Yes  No

      3) Appropriate font (Sans-serif, like Arial or Helvetica)?

         Circle:  Yes  No

      4) Adequate font size (at least 5/8 inch)?

         Circle:  Yes  No

      5) Adequate text spacing (1.25 spaces)?
6) Braille or tactile characters?
Circle: Yes  No

d) Using plain language, which includes:

1) Short sentences, with one idea per sentence?
Circle: Yes  No

2) Active voice?
Circle: Yes  No

3) Words spoken directly to the person (use, “you”)?
Circle: Yes  No

4) Common vocabulary?
Circle: Yes  No

5) Brief, repetitive messaging?
Circle: Yes  No

6) Pictures?
Circle: Yes  No

Notes:
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4. Is the language around reporting non victim blaming? Does it…

a) Focus on the offender’s behavior rather than the victim’s?
   
   Circle:  Yes   No

b) Offer additional options for survivors/victims (not only “call the police” but also referrals to rape crisis centers or counseling services)?
   
   Circle:  Yes   No

c) Reflect offender’s/target’s diverse lifestyles and identities through words and/or visual cues?
   
   Circle:  Yes   No

d) Explicitly affirm survivors/victims’ experiences?
   
   Circle:  Yes   No

e) Remind survivors/victims of their rights?
5. It this reporting process non victim blaming? Does staff...

a) Focus on the offender’s behavior rather than the victim’s?

Circle: Yes  No

b) Offer additional options for survivors/victims (not only “call the police” but also referrals to rape crisis centers or counseling services)?

Circle: Yes  No

c) Reflect offender’s/target’s diverse lifestyles and identities through words and/or visual cues?

Circle: Yes  No

d) Explicitly affirm survivors/victims’ experiences?

Circle: Yes  No

e) Remind survivors/victims of their rights?

Circle: Yes  No

6. How does the MBTA communicate that people can call the Complaint Line to report a crime?
a) Are these methods of communication in plain language, which:

1) Uses short sentences, with one idea per sentence?
   Circle: Yes  No

2) Uses active voice?
   Circle: Yes  No

3) Speaks directly to the person (use, “you”)?
   Circle: Yes  No

4) Uses common vocabulary?
   Circle: Yes  No

5) Uses brief, repetitive messaging?
   Circle: Yes  No

6) Uses pictures?
   Circle: Yes  No

b) Are these methods of communication accessible to people with vision-related disabilities through the use of:
1) Adequate color contrast (dark text/images on light background or light text/images on dark background)?

Circle: Yes  No

2) Minimalism (avoiding busy-ness of color, text, and noise)?

Circle: Yes  No

3) Appropriate font (Sans-serif, like Arial or Helvetica) for visual messaging?

Circle: Yes  No

4) Adequate font size (at least 5/8 inch) for visual messaging?

Circle: Yes  No

5) Adequate text spacing (1.25 spaces) for visual messaging?

Circle: Yes  No

6) Braille or tactile characters for visual messaging when appropriate?

Circle: Yes  No  N/A

c) Is the TTY number advertised?

Circle: Yes  No
d) Is staff familiar with MassRelay?

   Circle:  Yes      No

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Picture/Attachment Description:

7. Does staff that answer the Complaint Line know:

   a) How to use the TTY?
      Circle:  Yes      No

   b) How to communicate with someone using MassRelay?
      Circle:  Yes      No

   c) What to do if staff receive a report of sexual violence?
      Circle:  Yes      No

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2. MBTA FIXED-ROUTE SUBWAY: MAKING THE REPORT
In this section, we review the accessibility and safety of the sexual assault reporting mechanisms at the MBTA. In addition to the See Something, Say Something mobile phone application (assessed in the previous section), there are two primary formats for reporting a crime on the MBTA: through call boxes in stations and on trains, and by reporting directly to an MBTA employee. We assess the accessibility and safety of communication policies and modes in this section.

1. Are station call boxes:
   a) Easy to identify?
      
      Circle: Yes  No
   
   b) Placed in consistent locations across stations?
      
      Circle: Yes  No
   
   c) Placed at accessible heights (between 48-60 inches from the ground)?
d) Mapped at each station?

Circle: Yes  No

1) If yes, are the maps available to all customers in accessible formats (e.g., large print, Braille, audio, pictorial)?

Circle: Yes  No  N/A

e) Accessible to someone with a vision-related disability through the use of:

1) Adequate color contrast (dark text/images on light background or light text/images on dark background) for visual messaging?

Circle: Yes  No

2) Minimalism (avoiding busy-ness of color, text, and noise)?

Circle: Yes  No

3) Appropriate font (Sans-serif, like Arial or Helvetica) for visual messaging?

Circle: Yes  No

4) Adequate font size (at least 5/8 inch) for visual messaging?
5) Adequate text spacing (1.25 spaces) for visual messaging?

Circle: Yes  No

6) Braille or tactile characters for visual messaging when appropriate?

Circle: Yes  No  N/A

Notes:

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Picture/Attachment Description:

2. Are there employees staffing the station?

Circle: Yes  No

a) Is there information about how to reach an employee for assistance?

Circle: Yes  No

1) If yes, is this information easy to locate?
b) Is this information provided in plain language, which:

1) Uses short sentences, with one idea per sentence?
   Circle: Yes  No

2) Uses active voice?
   Circle: Yes  No

3) Speaks directly to the person (use, “you”)?
   Circle: Yes  No

4) Uses common vocabulary?
   Circle: Yes  No

5) Uses brief, repetitive messaging?
   Circle: Yes  No

6) Uses pictures?
   Circle: Yes  No

c) Is this information accessible to someone with a vision-related disability through the use of:

1) Adequate color contrast (dark text/images on light background or light text/images on dark background) for visual messaging?
Circle: Yes No

2) Minimalism (avoiding busy-ness of color, text, and noise)?
Circle: Yes No

3) Appropriate font (Sans-serif, like Arial or Helvetica) for visual messaging?
Circle: Yes No

4) Adequate font size (at least 5/8 inch) for visual messaging?
Circle: Yes No

5) Adequate text spacing (1.25 spaces) for visual messaging?
Circle: Yes No

6) Braille or tactile characters for visual messaging when appropriate?
Circle: Yes No N/A

7) Including an audio component?
Circle: Yes No

d) Are there policies or expectations around how many employees should be staffing each station?
3. SUBWAY COMMUNICATION: EMERGENCY ANNOUNCEMENTS
Survivors/victims with and without disabilities shared that they feel unsafe when a train stops in transit without an explanation. It is helpful for the MBTA to communicate clearly to customers in emergency situations.
In this section, we will review emergency communications that the MBTA shares with customers. Specifically, we will assess the accessibility and safety of emergency announcements on the MBTA fixed-route subway.

1. Are emergency announcements provided in multiple formats (visual and audio)?

   Circle: Yes  No

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   Picture/Attachment Description:

2. If an emergency announcement is made, how often is it communicated?

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3. Do emergency announcements use plain language, which:
a) Uses short sentences, with one idea per sentence?
    Circle: Yes No

b) Uses active voice?
    Circle: Yes No

c) Speaks directly to the person (use, “you”)?
    Circle: Yes No

d) Uses common vocabulary?
    Circle: Yes No

e) Uses brief, repetitive messaging?
    Circle: Yes No

f) Uses pictures in visual messaging?
    Circle: Yes No

Notes:
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65
4) Do emergency announcements use language that is non victim blaming (detailed below)?

   a) Focused on the offender’s behavior rather than the victim’s?

       Circle:   Yes     No

   b) Offering additional options for survivors/victims (not only “call the police”, but also referrals to rape crisis centers or counseling services)?

       Circle:   Yes     No

   c) Reflecting offender’s/target’s diverse lifestyles and identities through words and/or visual cues?

       Circle:   Yes     No

   d) Explicitly affirming survivors/victims’ experiences?

       Circle:   Yes     No

   e) Reminding survivors/victims of their rights?

       Circle:   Yes     No

Notes:

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4. PHYSICAL SAFETY
On the MBTA, customers who identify as survivors/victims with disabilities raised concerns regarding their physical safety on trains and in subway stations. In this section, we review aspects of the physical environment that impact customers’ safety and feelings of safety. In addition to general safety assessment questions, we assess the physical safety of MBTA stations’ accessible features.

1. How many employees are in the station?

2. How many uniformed Transit Police Officers are patrolling the station?
a) Do Transit Police Officers patrol stations in plain clothes as well as in uniform?

<table>
<thead>
<tr>
<th>Circle:</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
</table>

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Picture/Attachment Description:

3. Do employees appear to be pro-actively observing what’s happening in stations?

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<thead>
<tr>
<th>Circle:</th>
<th>Yes</th>
<th>No</th>
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Picture/Attachment Description:
4. Is there a policy around staffing availability (e.g., when staff need to take breaks, when staff call off sick, etc)?

   Circle:   Yes     No

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Picture/Attachment Description:

5. Are stations well-lit?

   Circle:   Yes     No

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Picture/Attachment Description:
6. Are there isolated paths of travel in stations?
   
   Circle:   Yes   No
   
   a) Are there isolated paths of travel to elevators?
   
   Circle:   Yes   No   N/A
   
   b) Do employees know the locations of the isolated paths?
   
   Circle:   Yes   No   N/A
   
   c) Do employees check the isolated areas and paths in stations every 15 minutes?
   
   Circle:   Yes   No   N/A
   
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Picture/Attachment Description:

7. Are there visible cameras located:

   a) Within the stations?
b) In the elevators?

Circle: Yes No N/A

c) Outside the elevators?

Circle: Yes No N/A

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Picture/Attachment Description:

8. How are the cameras monitored?

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a) How frequently are they monitored?
b) How many employees monitor the cameras?

9. Are elevators in stations enclosed in clear glass?

   Circle:  Yes  No  N/A

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Picture/Attachment Description:

5. THE RIDE: COMMUNICATIONS IN REPORTING
On the paratransit service, The MBTA RIDE, customers who identify as survivors/victims of sexual violence identified safety
needs regarding the RIDE’s processes by which they accessibly communicate how to report sexual violence.

In this section, we review the methods by which RIDE employees and the fixed route MBTA communicate to customers about how to report sexual violence on the RIDE. We will specifically assess the accessibility and safety of these communication methods, as the policies and standard operating procedures in place to guide employee communication and follow-up about reporting sexual assault.

1. Is there information about how to report sexual violence?

   a) In the RIDE Guide?
      
      Circle: Yes  No

   b) At the in-person assessment?
      
      Circle: Yes  No

   c) At public meetings?
      
      Circle: Yes  No

   d) On the RIDE website?
      
      Circle: Yes  No

Notes:  

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2. Are the communications about reporting sexual violence:

a) Not victim blaming:

1) Focused on the offender’s behavior rather than the victim’s?

   Circle: Yes No

2) Offering additional options for survivors/victims (not only “call the police”, but also referrals to rape crisis centers or counseling services)?

   Circle: Yes No

3) Reflecting offender’s/target’s diverse lifestyles and identities through words and/or visual cues?

   Circle: Yes No

4) Explicitly affirming survivors/victims’ experiences?

   Circle: Yes No

e) Reminding survivors/victims of their rights?
b) Representative of people with disabilities?

   Circle: Yes   No

c) Using person-first language?

   Circle: Yes   No

d) As inclusive as possible to counter myths and stereotypes?

   Circle: Yes   No

e) Inclusive of gender-neutral pronouns (using “they” or “them” rather than “he” or “she”)?

   Circle: Yes   No

f) In plain language, which:

   1) Uses short sentences, with one idea per sentence?

      Circle: Yes   No

   2) Uses active voice?

      Circle: Yes   No

   3) Speaks directly to the person (use, “you”)?

      Circle: Yes   No

   4) Uses common vocabulary?
Circle: Yes  No

5) Uses brief, repetitive messaging?
Circle: Yes  No

6) Uses pictures in visual messaging?
Circle: Yes  No

g) Accessible to someone with a vision-related disability through the use of:

1) Adequate color contrast (dark text/images on light background or light text/images on dark background) for visual messaging?
Circle: Yes  No

2) Minimalism (avoiding busy-ness of color, text, and noise)?
Circle: Yes  No

3) Appropriate font (Sans-serif, like Arial or Helvetica) for visual messaging?
Circle: Yes  No

4) Adequate font size (at least 5/8 inch) for visual messaging?
Circle: Yes  No
5) Adequate text spacing (1.25 spaces) for visual messaging?

Circle: Yes No

6) Braille or tactile characters for visual messaging when appropriate?

Circle: Yes No N/A

7) Loud and clear voice for audio messaging?

Circle: Yes No

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Picture/Attachment Description:

3. In the following situations, is there clear a clear process for what happens after a customer reports sexual violence on the RIDE?

a) What is the current process for what happens when a customer reports sexual violence to a RIDE Driver?
1) Is the process confidential?
   Circle: Yes No

2) Is the process non-victim blaming?
   a. Focused on the offender’s behavior rather than the victim’s?
      Circle: Yes No

   b. Offering additional options for survivors/victims (not only “call the police”, but also referrals to rape crisis centers or counseling services)?
      Circle: Yes No

   c. Explicitly affirming survivors/victims’ experiences?
      Circle: Yes No

   d. Reminding survivors/victims of their rights?
      Circle: Yes No
3) Do RIDE Drivers provide referrals to customers who report sexual violence?

Circle:  Yes  No

4) Do RIDE Drivers report the customer’s report to their managers?

Circle:  Yes  No

5) Do RIDE Drivers report the customer’s report to the Disabled Persons Protection Commission (DPPC)?

Circle:  Yes  No

b) What is the current process for what happens when a customer reports sexual violence to a Transit Police Officer?

1) Is the process confidential?

Circle:  Yes  No

2) Is the process non-victim blaming?
a. Focused on the offender’s behavior rather than the victim’s?

Circle:  Yes  No

b. Offering additional options for survivors/victims (e.g., referrals to rape crisis centers or counseling services)?

Circle:  Yes  No

c. Explicitly affirming survivors/victims’ experiences?

Circle:  Yes  No

d. Reminding survivors/victims of their rights?

Circle:  Yes  No

3) Do Transit Police Officers provide referrals to customers who report sexual violence?

Circle:  Yes  No

4) Do Transit Police Officers report the customer’s report to the Disabled Persons Protection Commission (DPPC)?

Circle:  Yes  No

5) Do uniformed Transit Police Officers monitor The RIDE?
6) Do plain clothes Transit Police Officers monitor The RIDE?
   Circle: Yes  No

c) Are these processes accessibly communicated to RIDE customers?
   Circle: Yes  No
   1) If yes, how are they communicated?

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d) Is there a sexual violence reporting policy in place at The RIDE?
   Circle: Yes  No

e) If yes, according to the policy:
   1) Who do drivers tell when they get a report?
_________________________________________________________________________
2) Is there clear information about who would get the report?
   Circle: Yes      No

3) Who decides if it is a crime?

4) Who investigates the report?

5) Who follows-up with the customer after a report is made?

6) Is there recourse for staff who fail to report crimes?
   Circle: Yes      No
7) If yes, what is the recourse?

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Picture/Attachment Description:

4. Does the RIDE Guide include information on expectations around appropriate behaviors for customers and expectations if those guidelines are violated?

Circle: Yes No

a) If yes, what are the customer expectations?

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b) What are the consequences for failing to meet behavioral expectations?

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5. Does the RIDE Guide include information on expectations around appropriate behaviors for employees and consequences if those guidelines are violated?

   Circle: Yes No

a) If yes, what are the employee expectations?

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________________________________________
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b) What are the consequences for failing to meet behavioral expectations?

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c) Are RIDE Employees mandated reporters to the Disabled Persons Protection Commission (DPPC)?

Circle: Yes  No

d) How are RIDE Employee behavior expectations communicated to employees?

6. How often is the RIDE Guide updated?

7. How often is the RIDE Guide distributed to customers?

8. Are RIDE customers informed about the See Something, Say Something mobile App?
a) If yes, how are they informed?

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9. Does The RIDE work with outside agencies (i.e., disabilities agencies) to provide outreach about The RIDE service?

Circle: Yes No

Notes:
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Picture/Attachment Description:

10. Does The RIDE communicate to the public that customers do not have to use Body Belts on the RIDE?
11. Does directly communicate to current and potential customers that they can chose whether or not to use the Body Belt on The RIDE?

   Circle: Yes  No

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   Picture/Attachment Description:

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   Picture/Attachment Description:

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   ________________________________________________________________
Car cards are advertisements located on MBTA train car walls.
Representative and Inclusive of diverse genders, races, ethnicities, sexual orientations, religions, abilities, sizes, socio-economic statuses

ADA Chapter 7: Communication Elements and Features, Section 703 Signs: