



Massachusetts Bay Transportation Authority

Deval L. Patrick
Governor

Timothy P. Murray
Lt. Governor

Jeffrey B. Mullan
MassDOT
Secretary & CEO

John R. Jenkins
MassDOT
Board Chair

Richard A. Davey
General Manager and
Rail & Transit Administrator

April 28, 2010

System-Wide Accessibility Weekly Update For week of Sunday 4/18/10-Saturday 4/24/10

Design and Engineering:

- The following plans were reviewed and comments submitted
 - MHD Bridge over railroad tracks on Route 1A (High Street) in Ipswich
 - New sliding doors for North Station
 - Tactile/Braille signs for bus stops
 - Tombstone signs with revisions for bus stops
- Site Inspections
 - Park Street Elevator Lobby

Customer and Employee Complaints:

- Tracked 7 customer complaints; 0 forwarded to ODCR for investigation

Internal Access Monitoring Program:

- 12 Monitors conducted 53 trips throughout all of fixed route system (39 Bus; 12 Subway; 2 Commuter Rail)
- Approximately 39 completed monitoring forms reviewed
- Continued to developed Monitoring Program database using Microsoft Access
- Created 35 reports consisting of results from the IAM program's Q4-2009

Reduced Fare CharlieCard Program Activity for period 4/18/10 – 4/24/10:

- Issued 772 reduced-fare CharlieCards:
 - 395 Senior CharlieCards
 - 313 Transportation Access Pass (TAP) CharlieCards
 - 57 Blind Access CharlieCards
 - 7 "THE RIDE" CharlieCards
- Reviewed 188 Transportation Access Pass CharlieCard applications
- Processed 131 account deposits for customers of the MBTA Paratransit program THE RIDE
- Responded to 375 customer phone inquiries



Miscellaneous:

- Developed draft Introduction and Methodology for 2009 External Fixed Route Bus Study
- Created new webpage detailing information related to snow/ice removal at MBTA bus stops:
http://www.mbta.com/riding_the_t/accessible_services/default.asp?id=19281
- Evaluated and rated applications for MassDOT Roundtable as part of selection committee
- Worked with Boston Center for Independent Living (BCIL) to select date and draft agenda for an evacuation chair demonstration
- Participated in Bus Stop Summit meeting organized by the Access Advisory Committee (AACT) Chair Ben Haynes to inform law enforcement officials about the importance of enforcing the Bus Stop Bill that prohibits vehicles from parking in bus stops.
- Attended T Marketing Department's kick-off meeting for the re-birth of Team Works, the MBTA's now monthly employee newsletter, which will feature short articles on department activities, including System-Wide Accessibility, on a rotating basis
- Met with MBTA Legal Department to discuss code requirements regarding alterations to bus stops when using ARRA funding
- Met with Operations Support to review specifications for automatic sliding door at North Station