



# Massachusetts Bay Transportation Authority

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May 5, 2010

## System-Wide Accessibility Weekly Update For week of Sunday 4/24/10-Saturday 5/1/10

### Design and Engineering:

- Attended Operations/Design & Construction Coordination meeting
- The following plans were reviewed and comments submitted
  - Jackson Square Infrastructure Improvements (Phase #1)
  - Park Mobile signs for MBTA parking lots
  - Park Street Elevator Lobby
- Site Inspections
  - Dudley Station
  - Charles/MGH Station
  - Maverick Station

### Customer and Employee Complaints:

- Tracked 9 customer complaints; 2 forwarded to ODCR for investigation
- Met with Director of Customer Support Services Center to discuss customer issue

### Internal Access Monitoring Program:

- 12 Monitors conducted 42 trips throughout all of fixed route system (30 Bus; 12 Subway)
- Reviewed 68 completed monitoring forms
- Scanned 143 completed monitoring forms
- Verified the content of 144 scanned monitoring forms
- Continued to develop Monitoring Program database using Microsoft Access
- Conducted a 2 hr training session for monitoring staff

### Reduced Fare CharlieCard Program Activity



- Issued 1060 Reduced-fare CharlieCards:
  - 628 Senior CharlieCards
  - 362 Transportation Access Pass (TAP) CharlieCards
  - 67 Blind Access CharlieCards
  - 3 “THE RIDE” CharlieCards
- Reviewed 271 Transportation Access Pass CharlieCard Applications
- Processed 184 account deposits for customers of the MBTA paratransit program THE RIDE
- Responded to 450 customer phone inquiries
- Conducted one outreach event at the Wellesley Community Center; 165 Senior CharlieCard and 2 TAP CharlieCard customers served

Miscellaneous:

- Met with MassDOT’s Civil Rights Office and Planning Office to discuss coordinating accessibility initiatives
- Co-facilitated DiversiTy training for MBTA managers
- Attended Mid-term Planning Conference for 6/27 Emergency Evacuation Drill on Red Line
- Held meeting with Operations and Safety Department to discuss 5/14 demonstration of evacuation chairs with BCIL plaintiffs
- Participated in MassDOT Roundtable selection committee
- Teleconference with BCIL attorneys to finalize Joint Assessment
- Represented SWA at monthly Access Advisory Committee to the MBTA (AACT) public meeting
- Dudley Station meeting with Operations regarding accessibility improvements
- Attended meeting with Operations to review Tactile/Braille requirements at MBTA bus stops