



# Massachusetts Bay Transportation Authority

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General Manager and  
Rail & Transit Administrator

May 19, 2010

## **System-Wide Accessibility Weekly Update**

*For week of Sunday 5/9/10-Saturday 5/15/10*

### Policy Development

- Signed Accessibility Sign-off Policy to be issued by General Manager
- Drafted "Accessible Public Meetings" Policy

### Design and Engineering:

- The following plans were reviewed and comments submitted
  - Jackson Square Infrastructure Project – Phase #1
- Site Inspections
  - Marina Bay Ferry Terminal
- Meetings
  - Yawkey Way Project meeting
  - Redundant/Replacement elevator status update

### Customer Complaints

- Tracked 14 customer complaints; 4 forwarded to ODCR for investigation

### Internal Access Monitoring Program

- 10 Monitors conducted 56 trips throughout all of fixed route system (46 Bus; 8 Subway; 2 Commuter Rail)
- Reviewed 96 completed monitoring survey forms
- Continued to developed Monitoring Program database using Microsoft Access
- Created 77 reports consisting of results from the IAM program's Q4-2009
- Scanned 99 completed monitoring survey forms
- Verified the content of 205 scanned monitoring survey forms



### Reduced Fare CharlieCard Program Activity

- Issued 1214 reduced-fare CharlieCards:
  - 761 Senior CharlieCards
  - 408 Transportation Access Pass (TAP) CharlieCards
  - 43 Blind Access CharlieCards
  - 2 “THE RIDE” CharlieCards
- Reviewed 269 Transportation Access Pass CharlieCard applications
- Processed 165 account deposits for customers of the MBTA Paratransit program THE RIDE
- Responded to 450 customer phone inquiries
- Conducted one outreach event at the Saugus Senior Center; 210 Senior CharlieCard and 5 TAP CharlieCard customers served

### Miscellaneous:

- Worked with David Rishel, management consultant contracted by Judge King, to conduct 2<sup>nd</sup> Round of Management Study Reviews
- Hosted demonstration of evacuation chairs for members of disability community with Boston Fire Department and MBTA Operations
- Interviewed potential Summer intern
- Researched emergency callbox market to identify a model that would be accessible to those who are Deaf/hard of hearing