



Massachusetts Bay Transportation Authority

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Richard A. Davey
General Manager and
Rail & Transit Administrator

June 2, 2010

System-Wide Accessibility Weekly Update For week of Sunday 5/22/10-Saturday 5/29/10

Policy Development:

- Reviewed BCIL plaintiffs' comments on Heavy Rail Rulebook

Design and Engineering:

- The following plans were reviewed and comments submitted
 - Dudley Station Improvement Project (100% Design)
 - Silver Line Improvement Project on Washington Street (100% Design)
 - Jackson Square Infrastructure Project – Phase 1A (final review)
- Meetings
 - MBTA Elevator Standard Review meeting
 - Meeting with D & C Dept to discuss Maverick and Kenmore Stations
 - Key Bus Enhancement Project meeting with Operations
 - Dudley Station Improvement meeting with Operations
 - Way-Finding executive meeting with GM
 - Green Line Extension Project meeting
 - MBTA and MassDot Roundtable Meeting
 - Design Review Meeting with Chris Iwerks
 - Transition Plan Follow-up Meeting
 - Ashmont Review Meeting

Customer and Employee Complaints:

- Tracked 16 customer complaints; 1 forwarded to ODCR for investigation

Internal Access Monitoring Program:

- 10 Monitors conducted 59 trips throughout all of fixed route system (47 Bus; 6 Subway; 5 Commuter Rail; 1 Ferry)
- Continued to developed Monitoring Program database using Microsoft Access



- Verified the content of 176 scanned monitoring survey forms

Reduced Fare CharlieCard Program Activity

- Issued 1196 Reduced-fare CharlieCards:
 - 784 Senior CharlieCards
 - 365 Transportation Access Pass (TAP) CharlieCards
 - 45 Blind Access CharlieCards
 - 2 “THE RIDE” CharlieCards
- Reviewed 205 Transportation Access Pass CharlieCard applications
- Processed 146 account deposits for customers of the MBTA Paratransit program THE RIDE
- Responded to 450 customer phone inquiries
- Conducted one outreach event at the Milton Senior Center, 89 Senior CharlieCard and 1 TAP CharlieCard customers served

Miscellaneous:

- David Rishel management studies conducted
- Profile Interview with Liz Flynn and Scott Sutherland of the NFPA
- Worked with Operations to coordinate placement of 2 Stryker evacuation chairs at 10 Park Pl
- Science Park Ground-Breaking Ceremony