



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

May 12, 2010

System-Wide Accessibility Weekly Update For week of Sunday 5/2/10-Saturday 5/8/10

Policy Development:

- Compiled research for “Accessible Public Meetings” policy
- Reviewed and drafted edits to Operations’ General Rulebook (currently under revision)

Design and Engineering:

- The following plans were reviewed and comments submitted
 - Essex Street Improvements for Silver Line
 - Pedestrian Ramp system for Mansfield Station (conceptual stage)
- Site Inspections
 - Arlington Station
- Meetings
 - Way-Finding Manual Status Update
 - Mansfield Pedestrian Ramp System
 - South Weymouth TOD Internal Coordination
 - PDG meeting regarding Green Line extension program
 - Briefing meeting on the redesign of South Acton and Littleton commuter rail stations

Customer Complaints:

- Tracked 18 customer complaints; 1 forwarded to ODCR for investigation

Internal Access Monitoring Program:

- 10 Monitors conducted 64 trips throughout all of fixed route system (49 Bus; 15 Subway)
- Approximately 19 completed monitoring forms reviewed



- Continued to developed Monitoring Program database using Microsoft Access
- Created 93 reports consisting of results from the IAM program's Q4-2009
- Issued 3 reports concerning serious violations committed against monitors

Reduced Fare CharlieCard Program Activity

- Issued 1,140 reduced-fare CharlieCards:
 - 562 Senior CharlieCards
 - 463 Transportation Access Pass (TAP) CharlieCards
 - 109 Blind Access CharlieCards
 - 6 "THE RIDE" CharlieCards
- Reviewed 258 Transportation Access Pass CharlieCard applications
- Processed 238 account deposits for customers of the MBTA Paratransit program THE RIDE
- Responded to 450 customer phone inquiries

Miscellaneous:

- Compiled list of currently inaccessible stations for General Manager
- Compiled list of stations that had been made accessible since 2000
- Met with Judge King and BCIL plaintiffs and attorneys to review final draft of Joint Assessment
- Met with General Manager, Judge King, plaintiffs and attorneys to discuss state of accessibility at the T
- Met with Lerch-Bates (elevator consultant) to discuss how MBTA's elevator maintenance program can be marketed nation-wide