



# Massachusetts Bay Transportation Authority

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Rail & Transit Administrator

June 16, 2010

## System-Wide Accessibility Weekly Update For week of Sunday 6/6/10-Saturday 6/12/10

### Policy Development:

- Finalized draft of MBTA Public Meeting Policy
- Reviewed and edited Heavy Rail Rulebook Draft

### Design and Engineering:

- The following plans were reviewed and comments submitted
  - Assembly Square Station (75% Design)
  - Yawkey Commuter Rail Station (60% Design)
  - Wonderland Plaza
  - Tactile/Braille sign prototype review for bus shelters
- Site Inspections/Site Visits
  - Rowes Wharf Ferry Terminal
  - Maverick Station
  - State Street Station (Orange Line)
  - Haymarket Station (Orange Line)
  - Chinatown Station
- Meetings
  - Off-site meeting with Railroad Operations and Design & Construction at Rowe's Wharf

### Customer and Employee Complaints:

- Tracked 6 customer complaints; 1 forwarded to ODCR for investigation
- Researched AACT Complaint Regarding Lap Belt

### Internal Access Monitoring Program:

- 10 Monitors conducted 60 trips throughout all of fixed route system (50 Bus; 9 Subway; 1 Commuter Rail)



- Reviewed 111 completed monitoring forms
- Issued 1 report concerning a serious violation committed against monitors
- Continued to developed Monitoring Program database using Microsoft Access

#### Reduced Fare CharlieCard Program Activity

- Issued 1377 Reduced-fare CharlieCards:
  - 897 Senior CharlieCards
  - 439 Transportation Access Pass (TAP) CharlieCards
  - 32 Blind Access CharlieCards
  - 9 "THE RIDE" CharlieCards
- Reviewed 256 Transportation Access Pass CharlieCard applications
- Processed 193 account deposits for customers of the MBTA Paratransit program THE RIDE
- Responded to 400 customer phone inquiries

#### Miscellaneous:

- Meeting with Judge King in preparation for the June 21 Public Meeting.
- Attended The RIDE Study group meeting.
- Discussions with Parkmobile regarding ADA signage proposal
- Discussion with Operations re. SL4 Chinatown Stop Location and Bus Stop Sign
- Signed MBTA/BCIL Joint Assessment
- "Join the GM" and fare gate modification event – North Station