



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

June 23, 2010

System-Wide Accessibility Weekly Update For week of Sunday 6/13/10-Saturday 6/19/10

Policy Development:

- Drafted edits to Heavy Rail Rulebook

Design and Engineering:

- The following plans were reviewed and comments submitted
 - Morton Street Bridge (100% Design)
 - Wonderland Plaza (modified drawings)
 - Vending machines at various stations on four lines (revised drawings)
 - Review of prototype Tactile/Braille sign for heat button inside bus shelters
- Site Inspections/Site Visits
 - State Street Station (Blue/Orange Lines)
- Meetings
 - Wood Island meeting with Mass Port Authority
 - Operations and Design/Construction Coordination meeting
 - Morton Street bridge meeting with consultants
 - Codes/Regulations/Specifications review meeting with Design/Construction
 - Wonderland garage and plaza review with Design & Construction and architects
 - Sharon Platform review with representative from "A Better City"

Customer and Employee Complaints:

- Tracked 12 customer complaints; 0 forwarded to ODCR for investigation

Internal Access Monitoring Program:



- 9 Monitors conducted 59 trips throughout all of fixed route system (53 Bus; 6 Subway)
- Verified the content of 121 scanned monitoring forms
- Scanned 180 completed monitoring forms
- Continued to developed Monitoring Program database using Microsoft Access

Reduced Fare CharlieCard Program Activity

- Issued 1381 Reduced-fare CharlieCards:
 - 892 Senior CharlieCards
 - 451 Transportation Access Pass (TAP) CharlieCards
 - 26 Blind Access CharlieCards
 - 12 "THE RIDE" CharlieCards
- Reviewed 270 Transportation Access Pass CharlieCard applications
- Processed 154 account deposits for customers of the MBTA Paratransit program THE RIDE
- Responded to 400 customer phone inquiries
- Conducted one outreach event at the Cohasset Senior Center, 27 Senior CharlieCard and 1 TAP CharlieCard customers served

Miscellaneous:

- Meeting with General Manager and AACT Board
- Meeting with ADA 20th Anniversary Celebration planning group
- Meeting with Judge King to discuss Public Meeting scheduled for June 21