



# Massachusetts Bay Transportation Authority

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June 30, 2010

## System-Wide Accessibility Weekly Update For week of Sunday 6/20/10-Saturday 6/26/10

### Policy Development

- Reviewed and revised special order on mobile bridgeplates

### Design and Engineering

- The following plans were reviewed and comments submitted
  - Morton St. Bridge (sidewalk profile of all existing & proposed elevations)
  - Review of large signs and Tactile/Braille signs for Park Mobile, Inc.
- Site Inspections/Site Visits
  - State Street Station – verification of construction changes
  - Lechmere Station
  - Stoughton Commuter Rail Station
- Meetings
  - BCIL elevator updates

### Customer and Employee Complaints

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

### Internal Access Monitoring Program

- 9 Monitors conducted 61 trips throughout all of fixed route system (55 Bus; 5 Subway; 1 Ferry)
- Reviewed 69 completed monitoring forms
- Scanned 30 completed monitoring forms
- Revised the Ambulatory and WMD Internal Monitoring forms
- Continued to developed Monitoring Program database using Microsoft Access



### Reduced Fare CharlieCard Program Activity

- Issued 1207 reduced-fare CharlieCards:
  - 790 Senior CharlieCards
  - 380 Transportation Access Pass (TAP) CharlieCards
  - 25 Blind Access CharlieCards
  - 12 “THE RIDE” CharlieCards
- Reviewed 272 Transportation Access Pass CharlieCard applications
- Processed 175 account deposits for customers of the MBTA Paratransit program THE RIDE
- Responded to 400 customer phone inquiries
- Conducted two outreach events at the Newton Senior Center and U-Mass Boston Senior Expo, 124 Senior CharlieCard and 9 TAP CharlieCard customers served

### Miscellaneous

- Public Meeting run by Judge King on accessibility at the T
- Kone Contract Technical Specification/RFP
- Participated in MassDot Roundtable Meetings
- Access Advisory Committee to the MBTA meeting
- Finalized list of invitees to 6/27 emergency evacuation drill