



Massachusetts Bay Transportation Authority

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Richard A. Davey
General Manager and
Rail & Transit Administrator

May 25, 2010

System-Wide Accessibility Weekly Update
For week of Sunday 5/16/10-Saturday 5/21/10

Design and Engineering:

- The following plans were reviewed and comments submitted
 - Vending and ATM Canvass system-wide
 - Riverside Station – environmental review
 - Tactile/Braille signs for Silver Line bus shelters

- Site Inspections
 - Needham Center (Commuter Rail)
 - Hersey Station (Commuter Rail)
 - Forest Hills
 - South Station (Red/Silver)
 - Government Center (Green)
 - Wellington
 - Downtown Crossing (Red/Orange)
 - Chinatown
 - New England Medical Center
 - Stony Brook
 - Pemberton Point Ferry Terminal (Hull)

- Meetings
 - Wayfinding meeting with lead consultant to prepare for upcoming presentation
 - VMS/Wayfinding meeting with SMI/Operations
 - Operations/Design & Construction Coordination meeting
 - Assembly Square update meeting
 - Revising the Current Kone Maintenance Contract
 - New Vehicle Accessibility Meeting
 - Tactile Braille review

Customer Complaints:



- Tracked 13 customer complaints; 1 forwarded to ODCR for investigation

Internal Access Monitoring Program:

- 10 Monitors conducted 56 trips throughout all of fixed route system (50 Bus; 6 Subway)
- Reviewed 50 completed monitoring survey forms
- Continued to developed Monitoring Program database using Microsoft Access
- Scanned 34 completed monitoring survey forms
- Verified the content of 176 scanned monitoring survey forms

Reduced Fare CharlieCard Program Activity

- Issued 1028 reduced-fare CharlieCards:
 - 549 Senior CharlieCards
 - 435 Transportation Access Pass (TAP) CharlieCards
 - 39 Blind Access CharlieCards
 - 5 "THE RIDE" CharlieCards
- Reviewed 238 Transportation Access Pass CharlieCard applications
- Processed 171 account deposits for customers of the MBTA Paratransit program THE RIDE
- Responded to 450 customer phone inquiries

Miscellaneous:

- Attended FTA/MBTA Quarterly Progress Review Meeting
- Developed draft distribution list of key local disability organizations