



Massachusetts Bay Transportation Authority

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MassDOT
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Richard A. Davey
General Manager and
Rail & Transit Administrator

June 9, 2010

System-Wide Accessibility Weekly Update For week of Sunday 5/30/10-Saturday 6/5/10

Design and Engineering:

- The following plans were reviewed and comments submitted
 - Wonderland Plaza Development (TOD)
 - Jackson Square Infrastructure Project – lay-down work and temp parking
 - Review of Elevator Design Standards
- Site Inspections/Site Visits
 - Longwood Station
 - Fenway Station
 - North Station
- Meetings
 - Wonderland meeting with Planning & Development
 - Rowes Wharf meeting with Commuter Boat & Railroad Operations

Customer and Employee Complaints:

- Tracked 14 customer complaints; 3 forwarded to ODCR for investigation

Internal Access Monitoring Program:

- 10 Monitors conducted 59 trips throughout all of fixed route system (49 Bus; 9 Subway; 1 Commuter Rail)
- 54 completed monitoring forms reviewed
- Continued to developed Monitoring Program database using Microsoft Access

Reduced Fare CharlieCard Program Activity



- Issued 1159 Reduced-fare CharlieCards:
 - 687 Senior CharlieCards
 - 428 Transportation Access Pass (TAP) CharlieCards
 - 34 Blind Access CharlieCards
 - 10 “THE RIDE” CharlieCards
- Reviewed 227 Transportation Access Pass CharlieCard applications
- Processed 236 account deposits for customers of the MBTA Paratransit program THE RIDE
- Responded to 375 customer phone inquiries

Miscellaneous:

- Meeting with Rich Nolan of Lerch Bates, Inc.
- Participated in MassDOT Transportation Roundtable
- Finalized MBTA/BCIL Joint Assessment