



Massachusetts Bay Transportation Authority

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July 28, 2010

System-Wide Accessibility Weekly Update For week of Sunday 7/18/10-Saturday 7/24/10

General:

- Reviewed text for MBTA pre-meeting announcement/emergency preparedness posters
- Attended training for MassDOT employees serving as ambassadors to ADA 20th Anniversary celebration
- Facilitated full-day DiversiTy training
- Presented information on accessibility at the T to class of newly hired employees
- Update meeting with Judge King and David Rishel to review draft Management Study.
- Attended Paratransit working group meeting.
- Attended Join the GM and ParkMobile debut at West Natick Station
- Participated in Chief Safety Officer Interviews.
- Was interviewed by Phil Rosenbaum of CNN.com.
- Attended Phase 3 of the Wayfinding Project meeting with Judge King and Operations Department to discuss potentially expanding the scope to include emergency exits.
- Conference call with Boston Self Help Center.

Design and Engineering:

- The following plans were reviewed and comments submitted
 - Hynes Station: proposed ramp at 348 Newbury St over Green Line tunnel
 - Service Advisory sign changes and improvements for route diversions
 - Architectural drawings of proposed ramp for access to proposed MBTA elevator at 53 State Street Office Building
 - Presenter's Guidelines for Access Advisory Committee to the "T" (AACT) meetings are reissued with few changes on Design/Construction project presentations



- Site Inspections/Site Visits
 - Charles/MGH Station – platform gap measurements with personnel from the System-Wide Modernization and Improvements (SMI)
 - State Street Station – elevator/escalators inspections
 - 53 State Street – ramp inspection for access to proposed MBTA elevator
 - Custom House – curb ramps and sidewalk are partially blocked by numerous vehicles parked on sidewalks in front of Custom House
 - Aquarium Station – platform inspection
 - Maverick Station – elevators/escalators/stairs inspections, including platform gap measurements along with exterior inspections such as curb ramps, work areas (repair damaged glass canopies), drainage, etc.

- Meetings
 - Operations/Design & Construction Coordination meeting
 - Meeting with Design & Construction team on Orient Heights Station for proposal changes of Train Operations Building
 - Attended PMOC meeting for the Green Line Extension Project - topic: Level Boarding.
 - Meet with Design & Construction at MGH to view and discuss vertical gap and MGH/Charles station.
 - Attended Orient Heights Station-Train Operations meeting.

Customer and Employee Complaints:

- Tracked 1 commendation and 16 customer complaints; 4 forwarded to ODCR for investigation

Internal Access Monitoring Program:

- 9 Monitors conducted 45 trips throughout all of fixed route system (39 Bus; 6 Subway)
- Reviewed 65 completed monitoring forms
- Verified the Pg. 1 content of 256 scanned monitoring forms
- Issued 1 report concerning serious violations committed against monitors
- Continued generating text for 2009 External Monitoring Report
- Began creating templates for newly revised bus survey forms
- Conducted interview with monitor candidate
- Met with Delta Services, Inc. to discuss 2009 external study and future studies

Reduced Fare CharlieCard Program Activity

- Issued 1279 reduced-fare CharlieCards:
 - 826 Senior CharlieCards
 - 404 Transportation Access Pass (TAP) CharlieCards
 - 24 Blind Access CharlieCards
 - 25 “THE RIDE” CharlieCards

- Reviewed 214 Transportation Access Pass CharlieCard applications
- Processed 189 account deposits for customers of the MBTA Paratransit program THE RIDE
- Responded to 375 customer phone inquiries
- Conducted one outreach event at the Salem Senior Center, 188 Senior CharlieCard, 13 TAP CharlieCard and 2 Blind Access CharlieCard customers served