

MBTA DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY FIXED ROUTE REPORT – January 26, 2011

BCIL/MBTA SETTLEMENT AGREEMENT UPDATE MEETING

Independent Monitor Judge Patrick King provided an assessment of the MBTA's progress towards compliance with the MBTA/BCIL Settlement Agreement at a public meeting held on 12/6/10 at the State Transportation Building. Participants viewed a presentation on the T's Wayfinding Project and then shared concerns, comments and questions regarding numerous fixed-route transit topics including: accessible faregates, bridge plates, stop announcements, customer service/assistance, diversions and vehicle/facility maintenance.

Mark your calendars. The next public meeting with Judge King is scheduled for Monday, June 20, 2011; State Transportation Building, 2nd Floor, Conference Rooms 2-3.

KEY BUS ROUTE IMPROVEMENTS CONTINUE

A series of community workshops/public meetings is under way to involve MBTA customers, community representatives and municipalities in the effort to improve the overall quality of service for customers on key MBTA bus routes. As mentioned in past AACT meetings, the MBTA has designated 15 of its busiest bus routes as "Key": 23, 39, 1, 57, 66, 15, 22, 28, 32, 111, 116/117, 71, 73, and 77. Each of these routes operates at a high frequency, 7 days a week to meet customer demand in high-density corridors.

Among the goals of the Key Bus Route Improvement Program is to enhance bus stop accessibility for seniors and people with disabilities and to provide better customer amenities: shelters, benches, signage, etc. The next public meeting will be February 16, 6 – 8 pm, at the Erie Ellington House, 31 Eire Street, Dorchester, MA, to discuss improvements to Bus Route 23.

Future public meetings can be found at www.mbta.com.

COMMUTER RAIL TO T.F. GREEN STATION UNDERWAY

On December 6, 2010 passenger service to T.F. Green Station began, a milestone in the expansion of commuter rail service in Rhode Island south of Providence. A further expansion to Wickford Junction in North Kingston is expected by 2012. In addition to the expansion of service, as part of a Rhode Island Department of Transportation (RIDOT)/MBTA partnership, the MBTA has received much-needed capital improvements, including a layover facility in Pawtucket, additional bi-level coaches and other maintenance upgrades along the Providence/Stoughton line.

MBTA BUS OPERATIONS RECERTIFICATION TRAINING

Bus Operations continues to hold monthly recertification training classes at the Charlestown Bus Garage for Operators and other Bus personnel. The training classes include modules and videos illustrating the MBTA's policies on assisting customers with disabilities, service animals, use of ramps and lifts, and other accessibility-related topics. The next class will be on Wednesday, February 9. Please contact Robin Howard in the MBTA's System-Wide Accessibility Department at 617-222-1666 voice; 617-222-5045 TTY; rhoward@mbta.com, if you are interested in attending this or future classes.

SWA- BACK BAY CHARLIECARD OUTREACH PROGRAM

No outreach events at Senior Centers and other facilities, to take customer photos for the Senior, TAP or Blind Access CharlieCards, are being scheduled during the winter months.