

MBTA DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY FIXED ROUTE REPORT – September 28, 2011

Science Park Station to Re-Open in November

Science Park Station on the Green Line is scheduled to re-open in November upon completion of a major accessibility project. The station is located on a bridge above Leverett Circle near the Museum of Science at the intersection of O'Brien Highway and Nashua Street. Among the accessibility features the station will have elevators, raised platforms, mini-high platforms, accessible fare gates, and way-finding signs, including Braille/Tactile signs throughout the station.

MBTA Senior Leadership Attends Mobility Summit

On August 25, 2011 MBTA managers attended an all-day workshop sponsored by the Department of System-Wide Accessibility. The 8-hour event included words by newly appointed Secretary of Transportation Richard Davey; a presentation on accessibility milestones and future goals; and several brainstorming sessions on resolving customer complaints, how to have accessibility as an everyday mindset, and effective communication across disabilities. Representatives from the Boston Center for Independent Living/BCIL, Greater Boston Legal Services/GBLS and the plaintiffs participated in a portion of the Summit, offering suggestions on the most important changes to make, and low/no cost steps to take, to improve accessibility.

Vision 2021 – MBTA Accessibility Goal

In conjunction with the August 25, 2011 Mobility Summit, the MBTA General Manager's office and the Department of System-Wide Accessibility introduced "Vision 2021", a goal to reach full accessibility system wide by 2021. As the MBTA continues its efforts to implement the 200+ items in the MBTA/BCIL Settlement Agreement, senior management has made the commitment to begin the effort to develop a plan to address issues such as the expansion of light and commuter rail accessibility.

Interim SWA Team Leader Named

With the departure of Gary Talbot, Assistant General Manager for System-Wide Accessibility (SWA), Kathy Cox has been asked to serve as SWA Team Leader while a search is conducted for the next AGM. Gary Talbot has joined the National Railroad Passenger Corporation Amtrak as Program Director, ADA, working out of Philadelphia to improve accessibility on Amtrak nationwide. In her interim capacity, Kathy met with the MBTA/BCIL Settlement Agreement Independent Monitor Judge Patrick King on September 23, 2011 and with Bill Henning, Director, Boston Center for Independent Living.

MBTA Interdepartmental Meetings

Staff from SWA are participating in a number of interdepartmental meetings designed to share information between MBTA departments and improve accessibility, including monthly meetings with Operations/ Engineering & Maintenance; Bus Operations staff meetings; and Design & Construction/Operations meetings. In addition, a special series of interdepartmental meetings is taking place to examine the process for investigating and responding to accessibility-related complaints.

Reduced Fare Charlie Card Outreach

Seniors (65+), people with disabilities approved for the Transportation Access Pass (TAP) CharlieCard, and people who are registered for the MA Commission for the Blind ID Card will have an opportunity to have their photo taken for a Senior, TAP or Blind Access CharlieCard in Watertown on October 19, 10:00 am – 12:30 pm, at the Council on Aging/Senior Center, 31 Marshall Street.

MBTA Operations Training Programs – Bus

The Bus Training School has two ongoing classes for operators and other bus personnel at the Charlestown Garage training facility. Contact Robin Howard in the MBTA's System-Wide Accessibility Department, at least one week in advance, to attend either program at 617-222-1666 voice; 617-222-5045 TTY; rhoward@mbta.com

Phase 1 Bus Recertification: 8-hour monthly class with modules and videos on assisting customers with disabilities, service animals, use of ramps and lifts, and other accessibility-related topics. Classroom and hands-on instruction onboard the bus.

Next class: Tuesday, October 11.

Phase 2 Bus Recertification Training: 2-hour ADA Refresher Training Module with both classroom and hands-on instruction onboard the bus. Includes state-of-the-art bus simulator. Due to space restrictions maximum class size 6 students; 1 observer (and Personal Care Assistant, if applicable).

Mon – Fri (days vary; no holidays), approx. 12:30 pm – 2:30 pm.