

# Title VI Report

MBTA *September 2008*





# Massachusetts Bay Transportation Authority

Deval L. Patrick  
Governor

Timothy P. Murray  
Lt. Governor

Bernard Cohen  
Secretary and MBTA Chairman

Daniel A. Grabauskas  
General Manager

September 30<sup>th</sup>, 2008

Ms. Margaret Griffin  
Region 1 Civil Rights Officer  
Federal Transit Administration  
Transportation Systems Center, Suite 920  
Kendall Square  
55 Broadway St.  
Cambridge, MA 02142-1093

BY HAND DELIVERY

Re: Submission of MBTA Title VI Compliance Plan

Dear Ms. Griffin:

Enclosed please find for your review the MBTA 2008 Title VI Compliance Plan. This report is the product of an interdepartmental Title VI program planning process initiated with Federal Transit Administration (FTA) guidance to ensure that our services are delivered equitably in accord with federal requirements.

This Report has been prepared in a format based on the FTA's 2007 revised Circular on Title VI compliance.

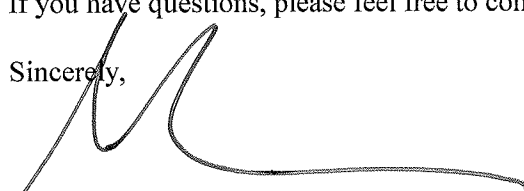
Among issues addressed by the MBTA since the 2005 report and referenced in this filing are:

- Centralized system implemented for processing of civil rights complaints and monitoring of agency responses;
- Policies and procedures formalized for promoting participation outreach and elimination of service barriers by people with limited English proficiency;
- Communications technologies installed to expand customer information delivery and enhance operations management capacity;
- Major organization commitment made in partnership with Boston Center for Independent Living to act on system-wide accessibility priorities;
- Significant service reliability improvements enacted including Key Route bus program and revenue fleet upgrade initiatives;
- Capital spending program focused on maintaining the core system infrastructure with 95% of the MBTA most recent capital budget funding dedicated to State of Good Repair projects.

On behalf of the Authority, I again want to thank you for the assistance you and your office have provided in helping to streamline maintenance of our Title VI planning and monitoring process.

If you have questions, please feel free to contact me @ (617) 222-3106.

Sincerely,



Daniel A. Grabauskas  
General Manager

***Driven by Customer Service***

Massachusetts Bay Transportation Authority, Ten Park Plaza, Boston, MA 02116-3974



# **MBTA Title VI Report September 2008**

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## **Prepared for the Massachusetts Bay Transportation Authority by the Central Transportation Planning Staff**

CTPS is directed by the Boston Metropolitan Planning Organization. The MPO is composed of state and regional agencies and authorities, and local governments.



# **MBTA Title VI Report September 2008**

## **MBTA Title VI Mission Statement**

The MBTA is committed to providing a level and quality of service to minority and low-income individuals and communities that is equivalent to the services provided to nonminority and non-low-income individuals and communities.

## **MBTA Title VI Report Purpose**

To document the steps the MBTA has taken and will take to ensure that, for all programs and activities receiving federal financial assistance, the MBTA provides services without excluding or discriminating against minority and low-income individuals and communities, or creating additional barriers to their use of the MBTA transit system.

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# Chapter One

## *Introduction*



Title VI of the Civil Rights Act of 1964 provides that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.” To fulfill this basic civil rights mandate, each federal agency that provides financial assistance for any program is authorized and directed by the United States Department of Justice to apply provisions of Title VI to each program by issuing applicable rules, regulations, or requirements. The Federal Transit Administration (FTA) of the United States Department of Transportation issued guidelines on May 26, 1988, FTA C 4702.1, describing the contents of Title VI compliance programs to be adopted and maintained by recipients of FTA-administered funds for transit programs. On May 13, 2007, these guidelines were updated with the publication of FTA C 4702.1A, which now requires that Title VI compliance programs include income status in addition to minority status.

This document constitutes the Massachusetts Bay Transportation Authority’s Title VI Program, adopted in September 2008 with the approval of General Manager Daniel A. Grabauskas. It is the first Title VI program prepared in accordance with FTA C 4702.1A, and incorporates the new reporting requirements set forth therein. Table 1-1 summarizes the reporting requirements as they relate to the chapters in this report. As can be seen in this table, Chapter 2 addresses the MBTA’s general reporting requirements under the circular, including a description of the procedures for filing civil rights complaints; a list of Title VI investigations, complaints, and lawsuits; the agency’s plan for providing meaningful access to persons with limited English proficiency; a copy of the notice to the public regarding protection under Title VI; a list of construction projects currently under National Environmental Policy Act (NEPA) review; and a summary of public-outreach activities for involving minority and low-income populations. Chapter 3 includes several maps that show the MBTA’s extensive transit service network and the location of minority and low-income areas. Chapter 4 describes the service policies and standards under which the Authority operates to ensure high-quality and safe levels of service to the public. Chapter 5 evaluates the effects of major service changes and fare increases. Finally, Chapter 6 analyzes in depth the extent to which the MBTA has met its service standards and compares the levels and quality of service provided to the various communities served by the MBTA.

This report was developed by the MBTA with technical support for data collection and analysis from the Central Transportation Planning Staff (CTPS) of the Boston Region Metropolitan Planning Organization. CTPS was also responsible for the layout and production of the document. Questions or comments about the content of this program may be addressed to Joe Cosgrove, Director of Planning and Development, MBTA, Room 5750, 10 Park Plaza, Boston, MA 02116, or to Jeanne Morrison, AGM for Diversity and Civil Rights, MBTA, Room 5720, 10 Park Plaza, Boston, MA 02116.

**Table 1-1: 2008 MBTA Triennial Title VI Report**

| Report Chapter                 | Provisions  | Circular Reference | Reporting Requirement  |
|--------------------------------|---|--------------------|--|
| Introduction                   |   |                    |  |
| General Reporting Requirements | Develop Title VI complaint procedures                                 | IV. 2.             | A copy of procedures for filing a Title VI complaint.  |
|                                | Record Title VI investigations, complaints, and lawsuits              | IV. 3.             | A list of any Title VI investigations, complaints, or lawsuits filed with the agency since the time of the last submittal.   |
|                                | Provide meaningful access to persons with limited English proficiency | IV. 4.             | A copy of the agency's plan for providing access to meaningful activities and programs for persons with limited English proficiency.   |
|                                | Notify beneficiaries of protection under Title VI                     | IV. 5.             | A notice that the agency complies with Title VI and a list of the procedures the public may follow to file a discrimination complaint.   |
|                                | Analyze construction projects for environmental justice               | IV. 8.             | Although the new guidance does not require that the MBTA report on this topic in this document, a summary of the status of current construction projects receiving federal funding is included.          |
|                                | Promote inclusive public participation                                | IV. 9.             | A summary of public outreach and involvement activities undertaken since the last submission and a description of steps taken to ensure that minority persons had meaningful access to these activities. |
| Demographic Data and Maps      | Collect and map demographic data                                      | V. 1. a.           | Option A: Demographic maps and charts prepared since the most recent decennial census.   |
| Service Standards and Policies | Set systemwide service standards                                      | V. 2. a.           | Systemwide service standards for vehicle load, vehicle headway, on-time performance, distribution of transit amenities, and service availability.  |
|                                | Set systemwide service policies                                       | V. 3. a.           | Systemwide policies for vehicle assignment and transit security.   |
| Service and Fare Changes       | Evaluate service and fare changes                                     | V. 4.              | Option A: An analysis of the impacts on minority and low-income populations of any significant service and fare changes that occurred since the previous report was submitted.                           |
| Service Monitoring             | Monitor transit service   | V. 5.              | Option A: The results of Level of Service monitoring.<br>Option B: The results of Quality of Service monitoring.   |









### **Procedures for Filing a Civil Rights Complaint IFTA C4702.1A, IV. 2.1**

#### **MBTA Policy and Procedures for Filing Discrimination Complaints under Title VI and Related Statutes**

##### *Policy*

It is the policy of the Massachusetts Bay Transportation Authority (MBTA) to utilize its best efforts to ensure that all programs, services, activities, and benefits are implemented without discrimination and with the inclusion of minority and protected-class interests through its civil rights policies and procedures. The MBTA's Title VI policy, in accordance with Title VI of the Civil Rights Act of 1964, assures that no person or groups of persons shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by its departments. Additionally, other laws provide similar protection on account of a person's gender, religion, age, disability, sexual orientation, or other protected status.

The Authority has a zero-tolerance policy prohibiting any form of unlawful discrimination against our customers. It prohibits discrimination, harassment, or retaliation against our customers as outlined in the policies on antidiscrimination and the prevention of harassment, which are distributed to all MBTA employees.

Toward this end, it is the objective of the MBTA to:

1. Ensure that the level and quality of transportation service is provided without regard to race, color, national origin, and other protected characteristics
2. Identify and address issues of environmental justice based on income status
3. Promote the full and fair participation of all affected populations in transportation decision making
4. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations
5. Ensure meaningful access to programs and activities by persons with limited English proficiency, disability, and veteran status.

The General Manager, as Chief Executive Officer of the Authority, has overall responsibility for carrying out the MBTA's commitment to the Title VI program. The Office of Diversity and Civil Rights (ODCR) has been delegated the responsibility of coordinating program procedures, overseeing implementation, and monitoring and reporting on the progress attained. The Title VI program is an Authority-wide initiative, and all managers, supervisors, and employees share the responsibility of identifying and reporting civil rights violators. Appropriate training is provided to customer support representatives, supervisors, superintendents, and other employees. Area superintendents and supervisors (or their designees) are responsible for receiving and investigating complaints, which come through various intake venues, including the Customer Support Services (CSS) department.

The MBTA has developed a complaint procedure related to Title VI and other civil rights customer complaints. However, it does not deny the complainant the right to file formal complaints with the

Massachusetts Commission Against Discrimination (MCAD) or the Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation, or retaliation, of any kind that is prohibited by law.

## *Procedure*

The following is a summary of the internal procedures that the MBTA uses for investigation and resolution of Title VI and other civil rights customer complaints. These procedures are employed for all complaints received by the departments that are responsible for complaint intake, investigation, and processing.

1. Any person or groups of persons who believe that they have been aggrieved by unlawful harassment, retaliation, or other discriminatory practice under Title VI or other statutes or have been excluded from participation in, denied the benefits of, or subjected to harassment, retaliation, or other forms of discrimination based on race, color, or national origin, under the program of transit service delivery or related benefits, may file a complaint with the MBTA. Complaints may be filed by contacting Customer Support Services, writing to "Write to the Top," or reporting to the officer on duty.

Allegations received do not have to use the key words "complaint," "civil rights," or "discrimination," or their near equivalents. It is sufficient if such allegations imply any form of harassment, retaliation, or unequal treatment in one or more of the Authority's programs or services to be considered and processed as an allegation of a discriminatory practice.

2. All complaints, written or verbal, shall be accepted. In the event a complainant sets forth allegations verbally and refuses to reduce such allegations to writing, the person to whom the complaint is made shall reduce the complaint to writing. Complaints should include the following information:
  - Name, address, and telephone number of the complainant, if provided.
  - Basis of the complaint: race, color, national origin, sex, age, or disability.
  - Date on which the alleged discriminatory event occurred.
  - Nature of the incident that led the complainant to believe that discrimination was a factor.
  - Location, date, time, and other identifying information, including the transit mode (if the incident occurred on the bus, rapid transit, commuter train, or boat; employee badge number; and number of vehicle, if known).
  - Names, addresses, and telephone numbers of persons (witnesses) who may have knowledge of the event.
  - Other agencies or courts where complaint may also be filed and a contact name for each.

All civil rights complaints received by any department should be forwarded to CSS and copied to ODCR; disability complaints should also be sent to the Department of System-Wide Accessibility (SWA). Complaints will then be transmitted to the appropriate area superintendent or supervisor to be jointly investigated.

3. The superintendent or supervisor for the area (or the designee) shall investigate regular civil rights complaints and assist ODCR or SWA in investigations of more serious and egregious complaints. Investigations may include identifying and interviewing persons with knowledge of the Title VI violation (e.g., the person making the complaint, witnesses, or anyone identified by the complainant) or anyone with relevant information. The person who has been accused of discriminating or committing a prohibited act will be notified and will be permitted to respond to the allegation. If necessary, additional information may be requested from the complainant and witnesses.
4. If warranted, meetings may also be held with the complainant to resolve the complaint. The investigator may request guidance from ODCR or from the Legal department, as deemed necessary.

5. Upon completion of the interviews and investigation, the investigator will develop a final report based on the facts and submit it to CSS. The report will contain the investigation team's findings and conclusions concerning the complaint and recommendations for corrective action and discipline, if necessary. If a civil rights violation is found to exist, appropriate action will be taken, monitored, and reported. Any actions taken as a result of the investigation team's findings and conclusions are the responsibility of the concerned department and other officials involved. If no violation is found and the complainant is not satisfied, complaints may be filed with MCAD or FTA's Office of Civil Rights.
6. The complainant will receive a letter from the MBTA (CSS, the General Manager's Office, or the department involved) that details the findings, conclusion, and any corrective action taken.
7. CSS will maintain a log of complaints, including those pertaining to Title VI, accessibility, and other customer complaints of discrimination, harassment, or retaliation; the date the complaint was filed; a summary of the allegation(s); the status of the complaint; and the actions taken in response to the complaint.
8. Should the MBTA receive a Title VI complaint in the form of a formal charge or lawsuit, the Office of the General Counsel will be responsible for the investigation and for maintaining the log as described herein.

ODCR, in collaboration with CSS, will be responsible for providing reports and analyses of civil rights customer complaints.

## **Title VI Investigations, Complaints, and Lawsuits [FTA C4702.1A, IV. 3.]**

Table 2-1 lists all Title VI investigations, complaints, and lawsuits filed with the agency since the MBTA's 2005 submittal to FTA.

**Table 2-1: MBTA Title VI Complaints, Lawsuits, and Investigations**

| <b>#</b> | <b>Forum</b> | <b>Date Filed</b> | <b>Summary of Allegations</b>  | <b>Status/Action Taken</b>      |
|----------|--------------|-------------------|--|---------------------------------|
| 1        | MCAD         | 8/3/2005          | Complainant alleged that he was being harassed for behavior that was accepted from other customers who were of a different color.          | Lack of Probable Cause Finding. |
| 2        | MCAD         | 12/20/2005        | Complainant alleged that he was asked to pay additional fare despite having TAP card. Claimed discrimination based on race and disability. | Lack of Probable Cause Finding. |
| 3        | MCAD         | 2/16/2006         | Complainant alleged that operator directed her to move to the back of the bus in a manner that was racially and gender bias.               | Voluntary Settlement.           |
| 4        | MCAD         | 4/24/2006         | Complainant claims that the validity of his transfer was questioned because of his race.   | Lack of Probable Cause Finding. |
| 5        | MCAD         | 11/8/2006         | Complainant alleged that he received different treatment based on his race after an assault on a Green Line train.                         | Lack of Probable Cause Finding. |

*(continued)*

**Table 2-1 (continued)**

| #  | Forum | Date Filed | Summary of Allegations  | Status/Action Taken  |
|----|-------|------------|---|--|
| 6  | MCAD  | 4/24/2006  | Complainant alleged treatment based on race when directed to fold up a fully-expanded double-wide baby carriage on a bus.   | Lack of Probable Cause Finding.                                |
| 7  | MCAD  | 9/13/2007  | While on the bus, two passengers referred to complainant using racial language; Complainant called the Chelsea Police.  | Pending.   |
| 8  | MBTA  | 6/5/2008   | Customer accused the CSA of being verbally abusive and giving preferential treatment to Brazilians and blacks.  | Closed. Information from complainant inadequate.               |
| 9  | MBTA  | 2/28/2007  | An African-American customer alleges that employee referred to him as "your kind" in a racially sensitive manner and an altercation ensued.   | Open.  |
| 10 | MBTA  | 6/11/2008  | Customer reported that his 16-year-old sister was trying to board bus route 108 with other African-American students near Malden High School when the white male driver made a racial slur, shut the doors, and left.   | Open.  |
| 11 | MBTA  | 6/4/2008   | Customer states that bus operator grabbed her and made verbally abusive comments.   | Closed. Operators directed to attend anti-harassment training. |
| 12 | MBTA  | 6/19/2008  | Customer accused bus operator of making racially insensitive statements about school-aged passengers.   | No finding.  |
| 13 | MBTA  | 5/2/2008   | Customer accused operator of treating him unfairly due to his race.   | Open.  |
| 14 | MBTA  | 6/16/2008  | Customer's bus was rerouted because of shooting in the Ashmont area. During conversation with a bus inspector, a bus driver interjected "Tell them to stop the shootings." Customer took comment as a racial insult.  | Closed. Employee re-instructed on non-discrimination policy.   |
| 15 | MBTA  | 4/25/2008  | Customer called to support driver's action when the driver asked two African-American females to let other passengers ahead of them to upload money to their cards. The two women took his action as discriminatory and had unpleasant words with the driver. | Closed. No finding against Operator.                           |
| 16 | MBTA  | 5/4/2008   | Customers with LEP complained that bus operator ignored their request for help based on their national origin.  | Closed. Information given by complainant inadequate.           |

*(continued)*

**Table 2-1 (continued)**

| #  | Forum | Date Filed | Summary of Allegations  | Status/Action Taken  |
|----|-------|------------|---|--|
| 17 | MBTA  | 2/5/2008   | Customer with LEP alleges that bus operator repeatedly refused to stop and, as a consequence, has been late for work.   | Open.  |
| 18 | MBTA  | 3/11/2008  | Customer with a TAP ID card was asked to produced additional ID allegedly based on her race.  | Closed. Apology made to customer. Operator re-instructed and sent to training. |
| 19 | MBTA  | 2/27/2008  | Customer complained that she was made to fold up her baby carriage when she has never been asked to do so before. She believes she is being discriminated against because she is Hispanic.  | Open.  |
| 20 | MBTA  | 5/10/2007  | Customer complained that his wife was trying to add money to her CharlieCard and the driver did not let her do it because of her race.  | No finding.  |
| 21 | MBTA  | 1/23/2008  | Customer alleged that he offered to pay for two young female customers and that as a result he was harassed and threatened because the customers were African American.   | Open. Matter referred to MBTA Police.  |
| 22 | MBTA  | 10/4/2007  | Customer claimed that bus operator was making racial slurs to customer.   | Closed. Operator requested to attend diversity training.                       |
| 23 | MBTA  | 10/24/2007 | Customer claims that her mother who is elderly, does not speak English, and was and wearing her Islamic headwrap, was forced off the bus, physically assaulted, and verbally abused by the bus operator.  | Open. Referred to the Legal Department and MBTA police.                        |
| 24 | MBTA  | 11/7/2007  | Customer with LEP requested assistance and was refused. Bus operator allegedly stated "Don't you speak English? You are in America. You should be speaking English."  | Closed. Operator re-instructed on Rule No. 4 - Courtesy.                       |
| 25 | MBTA  | 12/17/2007 | Customer observed altercation and overheard the bus operator saying "shut up and get off the bus and go back to Brazil." Allegedly, after this customer got off the bus, the driver told another passenger "They come here and think they have all the answers" also "welcome to the welfare line." | Open.  |
| 26 | MBTA  | 9/27/2007  | Bus operator allegedly made racial slurs to customer.   | Closed. No finding.  |
| 27 | MBTA  | 10/1/2007  | Driver asked the customer to move to the back of the bus. The customer refused and the driver allegedly made a comment about the customer's ethnic group  | Closed. Customer was called and matter resolved.                               |

*(continued)*

**Table 2-1 (continued)**

| #  | Forum | Date Filed | Summary of Allegations   | Status/Action Taken  |
|----|-------|------------|--|--|
| 28 | MBTA  | 10/18/2007 | Bus operator refused to stop after the customer pushed request stop button. Argument ensued and operator referenced the size of customer's daughter.   | Closed.  |
| 29 | MBTA  | 10/12/2007 | Bus operator hurled racial epithet at Chinese customer and remarked "Why can't Chinese ever learn to read?"  | Closed. Operator sent to be retrained.                                     |
| 30 | MBTA  | 10/23/2007 | Customer already on board claimed the bus operator activated "out of service" sign because he was uncomfortable that the customer was the only person on the bus.  | Closed.  |
| 31 | MBTA  | 11/5/2007  | Customer claimed that his Hispanic wife was humiliated by employee because she did not know how to use the AFC machine.  | Closed.  |
| 32 | MBTA  | 11/13/2007 | Employee ignored customer's request for help with CharlieCard and made a racial slur.  | Open. Matter referred to Red Line for further investigation.               |
| 33 | MBTA  | 11/20/2007 | Bus operator allegedly made fun of Chinese customer who was unfamiliar with bus route.   | Closed. Bus operator re-instructed and sent to diversity training.         |
| 34 | MBTA  | 11/27/2007 | Customer claimed that bus operator is racist as he constantly yells at customers of another race.  | Closed. Operator re-instructed on Rule No. 4 and directed to attend class. |
| 35 | MBTA  | 12/6/2007  | Customer claimed that bus operator refused to stop because she was Hispanic.   | Closed.  |
| 36 | MBTA  | 12/20/2007 | Customer claimed that bus operator refused to stop at designated area because customer was Hispanic.   | Closed.  |
| 37 | MBTA  | 12/31/2007 | Customer claimed that bus operator refused to stop because there were numerous black customers in the designated area.   | Closed. Re-instructed on Rule 700 - Notification to Customers.             |
| 38 | MBTA  | 3/19/2008  | White customer claimed that African American bus operator refused to pick him up but picked up African American customers.   | Closed. Operator re-instructed and directed to attend diversity training.  |
| 39 | MBTA  | 2/13/2008  | Customer claimed that a white male bus operator was disrespectful to black customers but was polite to white customers.  | Closed.  |
| 40 | MBTA  | 1/31/2008  | Customer claimed that white bus operator gave preferential treatment to white customers by opening the door where there was a concentration of white customers, thus allowing them the opportunity to board first and get seats. | Closed.  |

*(continued)*

**Table 2-1 (continued)**

| <b>#</b> | <b>Forum</b> | <b>Date Filed</b> | <b>Summary of Allegations</b>   | <b>Status/Action Taken</b>   |
|----------|--------------|-------------------|---|--|
| 41       | MBTA         | 1/2/2008          | Customer claimed that bus operator was disrespectful to Hispanic customers on the route from Union Street to Haymarket Station.   | Closed. Operator retired.  |
| 42       | MBTA         | 2/28/2008         | Customer claimed that African-American bus operator gave preferential treatment to African American customers by allowing them to ride without paying appropriate fare. | Closed. Operator re-instructed on anti-discrimination policy and directed to attend classes. |
| 43       | MBTA         | 1/10/2008         | A disabled African-American customer complained that the driver refused to let him board, with the excuse that the bus was local.                                       | Closed. Apology made to customer. Operator warned and sent for re-training.                  |
| 44       | MBTA         | 3/5/2008          | Customer claimed that bus operator uttered racial slurs at African American customer and African American children at bus stop.   | Closed. Operator given written warning.  |
| 45       | MBTA         | 1/15/2008         | An African-American customer experienced difficulty with LINK pass and the bus operator stated "You people are always trying to get over . . ."                         | Closed. Operator re-instructed and directed to attend public relations class.                |
| 46       | MBTA         | 1/2/2008          | Customer claimed that the conductor and a passenger were verbally abusive and gave him a hand gesture.  | Closed.  |
| 47       | MBTA         | 1/8/2008          | Customer accused Spanish-speaking employee of being prejudice and that the employee refused to help customer with card.   | Closed. Insufficient information to pursue investigations.                                   |
| 48       | MBTA         | 2/4/2008          | Customer with a problem felt treated differently by employee who was courteous to a customer of another race.   | Closed.  |
| 49       | MBTA         | 4/4/2008          | Customer claimed operator on Green Line took her student pass and refused her entry because she was Asian.  | Closed. Warning given to employee.   |
| 50       | MBTA         | 5/27/2008         | Customer claimed that Puerto Rican employee treated her badly because she was another race.   | Closed. Information inadequate to ID employee.   |
| 51       | MBTA         | 5/23/2008         | Customer witnessed the white conductor ridiculing a black woman passenger when the conductor misunderstood her destination and fare requirement.                        | Closed. No finding but appeared insensitive.   |
| 52       | MBTA         | 6/23/2008         | Customer witnessed the white male driver bypassed a black student looking to board the bus and then stopping at the next stop for a white woman.                        | Closed. Apology made to customer. Operator re-instructed and sent to training.               |

*(continued)*



**Table 2-1 (continued)**

| #  | Forum | Date Filed | Summary of Allegations   | Status/Action Taken  |
|----|-------|------------|--|--|
| 53 | MBTA  | 5/31/2008  | Customer was upset that an Asian driver would not allow him to ride on the bus because he didn't have his TAP card. The customer thought the driver was trying to play the race card because of his perception of black males. | Warning given to operator.   |
| 54 | MBTA  | 4/10/2008  | Customer and her 3-year-old son were verbally attacked by another passenger on bus and the driver did nothing.   | Closed. Operator denied hearing argument between customers. No evidence. |
| 55 | MBTA  | 4/3/2008   | Customer claimed that Bus operator bypassed bus stop and implied he liked driving in South Boston because of the racial make up.   | Closed. Operator was discharged after finding.                           |
| 56 | MBTA  | 4/4/2008   | Customer claimed that driver made a statement about African Americans because an African American customer sought to ride free as a result of difficulty with CharlieCard.   | Closed. Apology made to customer. Operator sent to training.             |
| 57 | MBTA  | 4/8/2008   | Customer felt badly treated by white female bus operator for no known reason but his race.   | Closed. Apology made to customer. Changed bus stop.                      |
| 58 | MBTA  | 5/10/2007  | Caller's wife wanted to put money on her CharlieCard and driver would not let her and she ended up paying cash.  | Open.  |
| 59 | MBTA  | 4/25/2007  | Customer, an Asian male, observed driver not charging a black woman and child. Stated that driver is always talking negatively about Chinese people with this woman.   | Open.  |
| 60 | MBTA  | 4/3/2007   | Hispanic customer stated that the African-American conductor of the E Line trolley saw her walking fast to get on and closed the door.   | Open.  |
| 61 | MBTA  | 4/13/2007  | Customer was trying to add value to the CharlieCard and the driver grabbed the card with an attitude. He treated the customer as if she was stupid. Customer told driver English was her 2nd language.                         | Apology made to customer.  |
| 62 | MBTA  | 6/6/2007   | Customer claimed that she was targeted and that she was searched by MBTA police because she is black.  | Open. Matter referred to the MBTA police.                                |
| 63 | MBTA  | 4/27/2007  | Customer stated that the bus driver refused to let her off at her stop and called her ignorant because of her race.  | Open.  |

*(continued)*

**Table 2-1 (continued)**

| #  | Forum | Date Filed | Summary of Allegations   | Status/Action Taken                                   |
|----|-------|------------|--|---|
| 64 | MBTA  | 4/30/2007  | Customer accused bus operator of referring to her as "you people . . ."  | Closed.   |
| 65 | MBTA  | 5/24/2007  | Customer states that the driver of bus was very rude to several African-American passengers.   | Closed.   |
| 66 | MBTA  | 6/4/2007   | Customer observed driver of bus insulting a customer trying to use her CharlieCard by calling her names because she was African American.                                      | Open.   |
| 67 | MBTA  | 6/2/2007   | Customer complained that her 10-year-old son was denied riding for free because he is black.   | Open. Forwarded to Green Line for more investigation. |
| 68 | MBTA  | 4/25/2007  | Customer claimed that bus operator directed him to go to the back of the bus in a racially insensitive manner.   | Closed.   |
| 69 | MBTA  | 6/2/2007   | The customer, a 7-months-pregnant Muslim woman, and her two children were on the bus going from Kenmore Station to Boston College. She claimed the driver verbally abused her. | Open.   |
| 70 | MBTA  | 6/4/2007   | Customer a black Hispanic female claimed that while bus operator allowed white passengers on the bus but not blacks at a non-stop area.  | Closed. Apology made to customer.                     |
| 71 | MBTA  | 6/7/2007   | African-American customer observed white bus operator picking up white passengers at a non-T stop but refused to do the same for black passengers.                             | Closed. Apology to customer. Operator re-instructed.  |
| 72 | MBTA  | 6/14/2007  | Customer reported that she observed bus operator making racially insensitive remarks about black kids.   | Closed. Insufficient information to investigate.      |
| 73 | MBTA  | 6/26/2007  | A black customer claimed that bus operator allowed white, but not black, kids to eat on the bus.   | Closed.   |
| 74 | MBTA  | 5/4/2007   | Customer claimed that that he was not allowed to board the bus because his LINK pass did not work.   | Open.   |
| 75 | MBTA  | 5/8/2007   | Customer complained of bus operator's attitude toward passengers.  | Open.   |
| 76 | MBTA  | 5/9/2007   | Customer claimed that bus operator treated Hispanic customers with LEP in an offensive manner.   | Open.   |

*(continued)*

**Table 2-1 (continued)**

| <b>#</b> | <b>Forum</b> | <b>Date Filed</b> | <b>Summary of Allegations</b>   | <b>Status/Action Taken</b>                           |
|----------|--------------|-------------------|---|--|
| 77       | MBTA         | 5/14/2007         | Customer with TAP pass claimed that bus operator made racially insensitive remarks to her.  | Open. Matter under investigation.                    |
| 78       | MBTA         | 5/19/2007         | African-American customer claimed that Jamaican driver harassed him about his slow use of his CharlieCard but did not do the same to white customer after him.  | Closed.  |
| 79       | MBTA         | 4/18/2007         | Customer claimed that driver saw him and did not open the door because he is Hispanic.  | Closed.  |
| 80       | MBTA         | 4/19/2007         | Customer claimed that driver disrespected him because the customer asked him the time.  | Closed. Not enough information to identify operator. |
| 81       | MBTA         | 4/25/2007         | Customer complained that a CSA would not assist her with the CharlieCard process, but when a white woman walked up to him, he assisted her with every detail.   | Open.  |
| 82       | MBTA         | 5/26/2007         | Customer with a CharlieCard claimed that the farebox on the bus was not working, and the white driver told her she had to pay \$1.50 while he let others on the bus for free.   | Closed.  |
| 83       | MBTA         | 6/2/2007          | Customer and her friends stopped to let bus pass, and the operator started yelling at them and made an offensive hand gesture as they passed.   | Closed.  |
| 84       | MBTA         | 6/2/2007          | Customer got on bus and the farebox was not working, but the driver would not assist him. The driver was rude and told him to get off the bus. The customer stated he was very racist by the things he was saying.  | Closed.  |
| 85       | MBTA         | 5/2/2007          | Customer claimed the conductor told him he could not ride with his pass, made him get off at Kendall Green, and threatened to call the police. Customer said that the conductor never checks white customers' passes, and that he is always harassed by this conductor. | Open. Apology made to operator.                      |
| 86       | MBTA         | 5/15/2007         | Customer was at South Station with a white lady friend when he was approached by an inspector who told him he received a complaint about soliciting in the station. He believes he was approached because he was black and was with a white female.                     | Open.  |

*(continued)*

**Table 2-1 (continued)**

| #  | Forum | Date Filed | Summary of Allegations  | Status/Action Taken                         |
|----|-------|------------|---|---|
| 87 | MBTA  | 5/19/2007  | Customer stated that her mother takes the bus at 6 AM and that she is consistently being bypassed by the white male driver.   | Matter inconclusive.                        |
| 88 | MBTA  | 4/17/2007  | Customer was at Ruggles Station and asked for CSA assistance with the Charlie Card. CSA, White female, called him "stupid."   | Pending. Awaiting results of investigation. |
| 89 | MBTA  | 5/5/2007   | Customer who was unaware of how the new fare system worked asked the driver for assistance. The driver refused and directed her to sit down. The driver abruptly pulled out almost causing injury to customer and her children, one of whom was in a stroller. Customer believes driver's action and comments were because of her race. | Closed.                                     |
| 90 | MBTA  | 5/27/2007  | White customer boarded the bus without her CharlieCard but had two CharlieTickets. She asked the driver if she could use her tickets to pay. They ended up in a shouting match over the fare and the customer got off the bus.  | Apology made to customer.                   |
| 91 | MBTA  | 5/22/2007  | Customer riding the commuter rail was told by the conductor "why don't you people stay in the city where you belong."   | Closed.                                     |
| 92 | MBTA  | 5/1/2007   | A Hispanic customer has ongoing problems getting assistance adding value to CharlieCard   | Closed.                                     |
| 93 | MBTA  | 5/25/2007  | An Armenian customer boarded a bus and tapped her fare card. The driver told her not to tap her card, called police, and claimed that she was being disruptive.   | Open.                                       |
| 94 | MBTA  | 6/25/2007  | Customers reported that they observed the driver treating customers with LEP in an offensive manner.  | Open.                                       |

### **Plan for Providing Access to Meaningful Activities and Programs for Persons with Limited English Proficiency (FTA C4702.1A, IV. 4.)**

It is the policy of the MBTA to ensure that persons with limited English proficiency (LEP) are not discriminated against or denied meaningful access to and participation in the programs and services provided by the Authority. To carry out this policy, the MBTA has developed and implemented a strategic plan for the Authority that reflects the overall goal of improving language access for our customers who are limited in their English proficiency.

The strategic plan contained in the LEP Policy and Procedure manual provides a road map for addressing our goals while leaving room for growth and evolution as the Authority learns more about the needs of its customers. The vision is to fully implement the strategic plan over several years at all levels of the Authority. Attaining full implementation of the plan requires resources, and thus the pace and scope of implementation will be influenced by the increasing volumes of customers with LEP, the nature of the service, and the Authority's budgetary constraints.

The LEP Policy and Procedure shall apply to all of the Authority's programs, services, and facilities, regardless of whether or not they receive federal financial support. It is the intent of the MBTA, in providing language services to LEP persons, to achieve a balance that ensures meaningful access to programs and services while not incurring undue burdens on the Authority's resources.

The MBTA has designated ODCR as the department responsible for providing oversight and coordinating the implementation of the LEP Policy and Procedure. ODCR shall also direct the ongoing monitoring and periodic assessment of the effectiveness of the LEP Policy and Procedure. Revisions to the policy and procedures will be made periodically, as deemed necessary, to improve implementation. Reviews of the program will include the following factors:

- Changes in the demographic composition of the service area
- Substantial changes in the nature and type of services provided
- Variance in the frequency of encounters with LEP customers
- Availability of new technology and other new resources
- Assessment of whether language services meet the needs of the customers
- Feedback from LEP groups and the community at large

To improve the effectiveness of the program, the Authority will revise and update the policy and procedures, if necessary, based upon the findings and feedback compiled from the reviews.

Figure 2-1 shows the distribution of LEP populations using the top five languages other than English that are spoken in the MBTA service area: Spanish, Chinese, Portuguese/Portuguese Creole, Italian, and French (including Patois, Cajun).

## **Notification to Beneficiaries of Protection Under Title VI IFTA C4702.1A, IV. 5.1**

The following text is quoted from the brochure designed to notify MBTA customers of their rights and protections under Title VI. This brochure, which has been translated from English into the five other primary languages spoken in the MBTA service area, is currently in production, and will be distributed imminently.

### **INFORMATION ON TITLE VI**

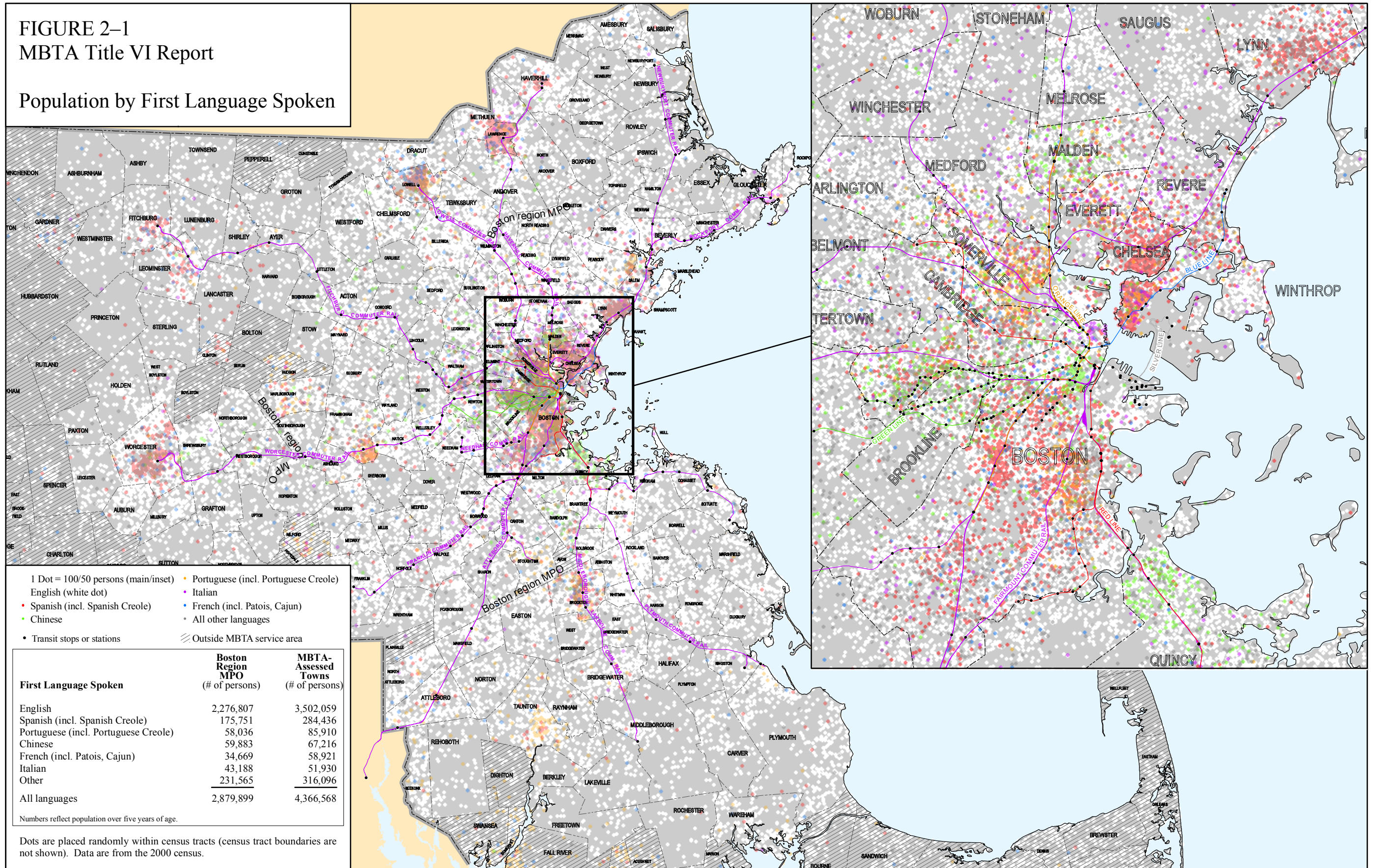
#### **Protecting Your Rights**

##### ***What is Title VI?***

Title VI of the Civil Rights Act of 1964 is a Federal statute that provides that no person shall be discriminated against or denied benefits on the ground of race, color, or national origin, in programs and services that receive federal financial assistance. As such, to ensure that MBTA customers are not discriminated against, we have adopted policies that promote equal access and quality service to all our customers.



**FIGURE 2-1**  
**MBTA Title VI Report**  
**Population by First Language Spoken**





### ***What Does Title VI Mean To You?***

Public transit agencies, such as the MBTA, are required to provide services in a fair and equitable manner to all passengers without regard to their race, color or national origin. Title VI also requires the MBTA to reduce language barriers that may impede access to important services by customers who may not be proficient in English.

In addition to the Title VI requirements there are other laws providing similar protection on account of a person's gender, religion, age, disability, sexual orientation, or other protected status.

The MBTA also has a zero-tolerance policy prohibiting any form of unlawful discrimination.

### ***What Services Are Available To Customers Who Are Not Proficient In English?***

Under Title VI, customers who are not proficient in English are entitled to assistance in accessing critical MBTA information. If deemed essential or upon request, we can translate materials in several languages, including Spanish, Chinese, Haitian Creole, Italian and Cape Verdean Creole.

Additionally:

- Our automated fare system provides audio and visual instruction in English, Spanish and Chinese;
- Our customer service agents and hub monitors are able to provide guidance to customers who are not proficient in English; and
- If deemed necessary or upon request translation services may be provided.

### ***What Should You Do If You Have A Complaint?***

All comments and suggestions for improvement in our service are welcome and will be considered.

You can:

- Submit your comments, suggestions or complaint via email to [www.mbta.com](http://www.mbta.com); or
- Send a letter to MBTA's Customer Support Services Department, Ten Park Plaza, Boston, MA 02116; or
- Call MBTA's Customer Support Services Group at (617) 222-3200.
- For more information or for an alternate format of this document please call (617) 222-3200, TTY (617) 222-5416 or visit [www.mbta.com](http://www.mbta.com).

When submitting complaints, please include your contact information as well as details of the incident including what occurred, where and when, and the names, addresses, phone numbers and e-mail addresses of witnesses.

### **We Welcome Your Feedback!**

The MBTA is committed to providing safe, efficient and quality transportation services to all the communities that we serve. If you have comments or suggestions on how we can improve on our commitment to non-discrimination in our services or how we can better serve the needs of our customers who are not proficient in English, we would like to hear from you.

## Analysis of Construction Projects IFTA C4702.1A, IV. 8.J

The new Title VI circular provides guidance on how recipients of federal funds should conduct environmental-justice reviews of construction projects through the National Environmental Policy Act (NEPA) process. Although the new guidance does not require that the MBTA report on this topic in this document, the Authority has chosen to include the following summary of the status of current construction projects that receive federal funding.

The MBTA includes, in its planning reviews of capital construction projects, an environmental-justice analysis identifying anticipated impacts on minority and low-income communities and defines proposed mitigation, if warranted. Table 2-2 lists the status and NEPA record of MBTA capital construction projects currently programmed in the Boston region's Transportation Improvement Program (TIP) by the Boston Region MPO. Backup documentation for NEPA reviews is maintained by the MBTA Environmental department.

**Table 2-2: MBTA Capital Construction Projects in the TIP**

| <b>Project Category</b>                    | <b>Project Status<br/>(as of July 2008)</b> | <b>NEPA Review/<br/>Documentation Date</b>   | <b>Impacts to Minority<br/>and Low-Income<br/>Areas</b> |
|--|---|--|---|
| <b>Section 5309 Rail<br/>Modernization</b> |   |  |   |
| <b>Bridge Program</b>                      |   |  |   |
| Merrimack River Bridge                     | Preliminary design                          | Unsure what documentation will be required until design is developed and reviewed  |   |
| Concord Main Street                        | Design                                      | Categorical Exclusion (CE) submitted to FTA 6/26/2008  | Reviewed per FTA guidance, no impacts identified        |
| Hyde Street-Green Line                     | In construction                             | CE approved 5/22/2003  | Reviewed per FTA guidance, no impacts identified        |
| Langley-Green Line                         | Design                                      | CE approved 1/10/2008  | Reviewed per FTA guidance, no impacts identified        |
| <b>Green Line ADA</b>                      |   |  |   |
| Government Center                          | In design                                   | Environmental Assessment (EA) approved in 2004. Need overview of revised project to determine what additional environmental review will be required. |   |
| Copley                                     | In construction                             | Finding of no significant impact (FONSI) received on EA 12/30/2004   | Reviewed per FTA guidance, no impacts identified        |
| Arlington                                  | In construction                             | FONSI received an EA 5/14/2004   | Reviewed per FTA guidance, no impacts identified        |

(continued)



**Table 2-2 (continued)**

| <b>Project Category</b>                                  | <b>Project Status<br/>(as of July 2008)</b> | <b>NEPA Review/<br/>Documentation Date</b>  | <b>Impacts to Minority<br/>and Low-Income<br/>Areas</b> |
|--|---|---|---|
| <b>Signal/Infrastructure</b>                             |   |   |   |
| Columbia Junction<br>Haverhill Line Signal<br>(Lawrence) | Phase 1 installation<br>Installation        | No documented CE required   |   |
| Lechmere Signaling                                       | Preliminary design                          |   |   |
| <b>Section 5309 New Starts</b>                           |   |   |   |
| Silver Line Phase III                                    | Preliminary engineering                     | Final Environmental Impact<br>Report release pending FTA<br>approval; anticipated in. Fall 2008 | Reviewed per FTA<br>guidance                            |
| <b>Misc. FTA Funding</b>                                 |   |   |   |
| Beverly Intermodal<br>Facility                           | Project development                         | CE to be submitted at preliminary<br>design   |   |
| Salem Intermodal<br>Facility                             | Project development                         | CE to be submitted at preliminary<br>design   |   |
| Wonderland Station                                       | Project development                         | CE approved for busway on<br>9/7/2007   | Reviewed per FTA<br>guidance; no impacts<br>identified  |
| Harbor Park Pavilion                                     | Project development                         | CE to be submitted at completion<br>of project development                                      |   |
| Auburndale Station                                       | Preliminary design                          | CE to be submitted at preliminary<br>design   |   |
| Rockport Improvement                                     | Project development                         | CE to be submitted at preliminary<br>design   |   |
| Medford Downtown<br>Parking                              | Project development                         | CE to be submitted at preliminary<br>design   |   |
| Woburn Square Parking                                    | Project development                         | CE to be submitted at preliminary<br>design   |   |
| <b>Section 5307 Formula *</b>                            |   |   |   |
| Elevator Replacement/<br>Rehabilitation                  | Design                                      | No documented CE required   |   |
| Ashmont Station  | Construction                                | CE approved 8/24/04   | Reviewed per FTA<br>guidance, no impacts<br>identified  |
| Everett Maintenance<br>Facility                          | Construction                                | CE approved 2/28/2008   | Reviewed per FTA<br>guidance, no impacts<br>identified  |
| Arborway Maintenance<br>Facility                         | Design                                      | To be reviewed as design<br>program advances  |   |

(continued)

**Table 2-2 (continued)**

| <b>Project Category</b>        | <b>Project Status<br/>(as of July 2008)</b> | <b>NEPA Review/<br/>Documentation Date</b>              | <b>Impacts to Minority<br/>and Low-Income<br/>Areas</b> |
|--------------------------------|---|---|---|
| <b>High- Priority Projects</b> |   |   |   |
| Kenmore Square                 | Construction                                | 106 Review Determination<br>12/3/03; CE approved 6/3/03 | Reviewed per FTA<br>guidance, no impacts<br>identified  |
| City of Revere<br>Improvements | Project Development                         |   |   |

## **Public Outreach and Involvement Activities [FTA C4702.1A, IV. 9.]**

### **Activities that Require Extensive Public Involvement**

The MBTA makes a concerted effort to involve customers and the general public in its project planning, service evaluation, and policy development initiatives. Primary planning processes at the MBTA that include extensive civic engagement are:

- **Program for Mass Transportation (PMT):** the long-range master plan for capital improvements. The PMT defines the Authority's vision and investment priorities for Boston area transit. The MBTA is required, under its enabling legislation, to prepare the PMT every five years. The MBTA is working to release the latest PMT update in 2008.
- **Capital Investment Program (CIP):** the Authority's five-year capital spending plan, which is prepared annually. The CIP implements the system priorities outlined in the PMT.
- **Service Plan:** the plan through which the MBTA evaluates the performance of existing bus and rapid transit services and assesses the effectiveness of proposed service changes. The Service Plan is updated every two years.
- **Fare Changes:** In 2006–07, the MBTA introduced new fare media that replaced tokens with CharlieCards, which use smart-card technology, and Charlie Tickets. At the same time, the Authority implemented a new fare structure that took advantage of the new fare-collection capabilities and simplified the fare system. Also at that time, the Authority raised fares to meet pressing financial needs. Integral to the fare restructuring were the development and adoption of a new fare policy and a comprehensive process for public review of fare changes.
- **Boston Region Metropolitan Planning Organization (MPO) certification activities:** The MBTA, as an agency, is a voting member of the MPO and actively participates in MPO public-outreach activities and in the development of federally required planning and policy certification documents: the Regional Transportation Plan, the Transportation Improvement Program, and the Unified Planning Work Program.

### **The MBTA Rider Oversight Committee (MBTA ROC)**

The MBTA established the Rider Oversight Committee in 2004 to meet monthly and discuss customer-service improvements and service-quality issues. Through the ROC, the MBTA has institutionalized ongoing public participation in all aspects of the Authority's operations.

The MBTA Rider Oversight Committee's mission statement is:

The MBTA ROC, a diverse group of riders, advocates and MBTA employees, provides recommendations to the MBTA that communicate the needs and concerns of all riders in order to assist the MBTA in providing affordable, safe and quality service.

The MBTA and members of the ROC come together to address the concerns of public-transit customers. The 24-member committee addresses various transit-related issues, including but not limited to the MBTA's Fare Policy, fare structure, fare equity issues, service improvements, service-quality standards, ridership data collection, and alternative funding sources for both the capital program and the operating budget. In addition to monthly meetings, the committee meets quarterly with the MBTA's General Manager and Deputy General Manager/Chief Financial Officer, and the Secretary of Transportation, who also serves as Chairman of the MBTA board of Directors, who also serves as Chairman of the MBTA Board of Directors.

### **Dissemination of Information Regarding Service Changes**

Any change in MBTA service—whether it is a delay caused by bad weather, a modification in scheduling, or an increase in service levels to handle a special event—is of importance to the hundreds of thousands of people who depend on the MBTA to get to work, school, medical appointments, and countless other destinations. Thus an aggressive program is in place, targeted to the area's minority and low-income populations, to inform passengers of these changes. In all of its communications with the public, the MBTA takes steps to ensure that important notices comply with the LEP (limited-English-proficiency) policy.

The Authority makes service changes of varying magnitude for a variety of reasons, including: (1) emergency situations, (2) construction activity, (3) periodic service-plan reviews, and (4) regular quarterly schedule updates. The magnitude of and reasons for the changes determine which of the following methods are used to inform the public of these changes.

#### ***Television and Radio***

The MBTA uses television and radio on a 24-hours-a-day basis to inform the public of emerging conditions or events that might impact the Authority's provision of service. The MBTA also provides routine service reports twice a day for television and radio stations; during the morning and evening peak periods. A staff member from the SmartRoutes travel-information service is present in the MBTA Operations Control Center (OCC) during peak periods to ensure rapid dissemination of service advisories to the public via SmartRoute information outlets that include telephone, television, Internet, and pager options.

#### ***Newspaper***

Pertinent and timely service information is distributed via press releases to citywide and community-oriented newspapers, including newspapers geared to minority communities. Press releases of interest to a specific area are targeted to newspapers in that area. Press releases of more general interest are broadcast by fax to area newspapers that reach a broad range of ethnic and racial groups with varying income levels.

#### ***Internet***

The MBTA website ([www.mbta.com](http://www.mbta.com)), which was revamped in 2006, has been recognized within the transit industry for its design and content, which focus on ease of use for transit customers. Features include an interactive-scheduling Trip Planner, MBTA service maps, and multilingual translations. In 2007, the MBTA introduced MBTA alerts that offer customized service updates to

customers via e-mail, mobile phones, and personal-digital-assistant (PDA) devices. Customers can sign up for “MyMBTA,” which allows them to store their selected schedules and maps, save addresses and trip plans, and customize their service updates. “Mobile MBTA.com” provides Web-enabled mobile phones with easy-to-read, specially formatted views of www.mbta.com.

The MBTA website is used to disseminate information regarding ongoing MBTA projects, project proposals, and transit services, including dates and times of public meetings, hearings, and project procurements; schedules, route maps, and schedule changes; and service and escalator/elevator advisories and alerts. The website is also used as a means of soliciting input from interested parties regarding MBTA plans, projects, and services. In addition, the website offers customers an avenue for registering complaints and commendations about MBTA services.

Press releases are posted automatically on the MBTA website and are sent to the Usenet Newsgroup ne.transportation (an Internet-based forum for those interested in transportation topics in New England).

### ***E-mail and Text Messaging***

Customers can sign up for “T-Alerts” to receive instant notification by e-mail, mobile phone, pager, or PDA of delays of 15 minutes or more on their designated service. Customers can also provide input to the MBTA by sending an e-mail to feedback@mbta.com.

### ***Public Meetings and Workshops***

Public meetings and workshops are hosted by the MBTA to share information and to solicit input from the public in an informal setting. These meetings are publicized through press releases, mailings, and/or the distribution of informational flyers. Notices of public meetings are also posted on the MBTA website. Informational materials are disseminated at these meetings.

In the case of construction projects, public-review meetings of planning and design projects are held at the conceptual, 30% design review, 60% design review, and final design phases. Notices are mailed to community groups for public hearings and meetings regarding planned construction projects. Notices of public hearings related to service changes are also available on the MBTA website.

In addition, the monthly meetings of the MBTA Board of Directors always include a time for public comments. This time provides an open forum for individuals to present their concerns regarding transit operations and policies directly to the General Manager and Directors.

### ***Public Hearings***

Public hearings are held to solicit formal comments from the public regarding planned construction projects and the impacts of proposed service changes. Advance notice of public hearings is published in urban newspapers with a general circulation, as well as newspapers published for specific local communities or neighborhoods. In addition, one week before a hearing, informational flyers are distributed or signs are posted, as appropriate.

### ***Community Group Meetings***

Upon request, MBTA personnel attend regularly scheduled or special civic and community-organization meetings to address construction or service changes that are of interest to the group. The MBTA staff attempts to maintain close working relationships with communities to ensure that relevant service- and construction-related issues and concerns are addressed or resolved. MBTA personnel often serve on community task forces, through which they also disseminate information to the public.

### ***Billboards, Paid Advertisements, and Variable Message Signs***

Where it is appropriate, the MBTA uses billboards, paid advertisements, and variable message signs to publicize construction and service disruptions.

## *Posters and Flyers*

The Authority displays posters on vehicles, in stations, and at high-volume bus shelters detailing any service changes that would impact customers. The Authority also distributes flyers to individual passengers, area homes, businesses, and/or community organizations, where appropriate, by the most effective means.

## *Schedule Cards*

The MBTA produces and distributes 2.5 million schedule cards every quarter (10 million annually) to ensure that the public has access to route and schedule information for the bus routes operated by the MBTA. The MBTA publishes new timetables four times per year. To assist the public, if a route or schedule has changed since the publication of the previous schedule, the front panel of the schedule card notes the type of change. Major bus terminals have a display case where schedule card information can be easily referenced. Also at these terminals are racks where passengers may obtain schedule cards. Signs at schedule racks inform passengers about routes that have had some type of change since the last schedule was published.

## *Customer Care Center*

In 2006–07, the MBTA enhanced its customer responsiveness by creating the centralized Customer Support Services Department. All service-related inquiries, commendations, and complaints are received and monitored through the Customer Care Center. The tracking of customer interactions is accomplished via a state-of-the-art customer service management system. Translation services are available. Reporting and management of call flow are done through the newly installed Automated Call Distributor.

## **Outreach for Biennial Service Plan**

For the 2006 Service Plan, initial outreach began in April 2005. In May 2005, seven outreach workshops were held in five locations to discuss service and the service-planning process. In addition, suggestions were accepted via e-mail, letter, and other customer-service channels within the MBTA.

The *Preliminary 2006 Service Plan* was released in December 2005. It was posted on the MBTA website, and alternative-format review copies were made available upon request. A copy of the full plan was mailed to the main branch of public libraries in the bus service area. A letter announcing the plan was sent to MBTA Advisory Board members or designees, and to state senators and state representatives in the MBTA bus service area. Copies were also made available to the MBTA Advisory Board.

Upon the Plan's release, the MBTA published a legal notice that identified the route proposals under discussion and provided details about the public meetings. This notice appeared online at the MBTA website and was published in the *Boston Metro*, the *Boston Globe*, *El Mundo*, *Sampan*, and the *Bay State Banner*.

Seven public meetings and one public hearing were held in January and February 2006 to obtain public comments regarding proposed service changes and proposed modifications to the MBTA's *Service Delivery Policy* that were described in the *Preliminary 2006 Service Plan*. Community workshops consisted of a presentation by MBTA staff that was followed by an informal discussion between MBTA staff and the public. The workshops and hearing were conducted in the following communities: downtown Boston (two workshops, one hearing), Cambridge (one workshop), Chelsea (one workshop), Lynn (one workshop), and Roxbury (two workshops). Sign-language interpreters were made available with advance notice, and assistive-listening devices were also available. Written comments sent by U.S. mail or e-mail were accepted through February 17, 2006.

The planning process for the 2008 Service Plan began in May 2007. Community workshops were held in seven locations in May and June 2007, in conjunction with the public outreach for the Program for Mass Transportation, to solicit ideas from the public for service improvements. Written comments sent by U.S. mail and e-mail were accepted through September 30, 2007.

A draft Service Plan was released in early September 2008. Ten additional community workshops and one public hearing were scheduled for September to take comments regarding the changes to bus routes and the rapid transit system proposed in the *Preliminary 2008 Service Plan*. Modifications to the *Service Delivery Policy* that were proposed in the preliminary plan were discussed as well. These community workshops will consist of a brief presentation of the draft Service Plan by MBTA staff, followed by an informal discussion between MBTA staff and the public regarding the *Preliminary 2008 Service Plan*. The workshops and hearing are scheduled to take place in the following communities: downtown Boston (one workshop, one hearing), Allston (one workshop), Jamaica Plain (one workshop), Longwood Medical Area (two workshops), Lynn (one workshop), Malden (one workshop), Quincy (one workshop), Waltham (one workshop),

The *Preliminary 2008 Service Plan* will be posted on [www.mbta.com](http://www.mbta.com) alongside previous Service Plans and the current *Service Delivery Policy*. A summary of changes will be provided to the media to accompany press release for workshop locations, dates, and times. The public process for the *Final 2008 Service Plan* will follow the same format as the process for the *Final 2006 Service Plan*.

## **Outreach for the 2008 Program for Mass Transportation**

The Program for Mass Transportation (PMT) is the MBTA's long-range capital planning document. The 2008 PMT is currently in development and is scheduled for release by the end of 2008. Public outreach for the PMT began in the spring and summer of 2007 with a series of five regional-corridor public workshops (accessible to persons with disabilities). Through these workshops, the MBTA provided information to the public regarding the PMT and the MBTA's capital planning process, and actively solicited ideas and comments on mobility issues.

The first round of public workshops was held in several municipalities: Braintree, Wakefield, Roxbury, Cambridge, and Newton. The second round of public meetings will be held in the fall of 2008, and will be followed by a 30-day comment period.

Press releases on public workshops are sent to local and regional newspapers in the service area. Flyers announcing the public workshops are distributed on MBTA bus routes, and posters are displayed in transit stations.

To advise the MBTA as it develops the 2008 PMT, the Authority established a PMT Stakeholder Advisory Committee that represents key agencies and organizations, transportation advocacy groups, businesses, community-development interests, and academia. This committee serves as the MBTA's principal public-advisory body in developing the PMT, and usually meets once a month during the development of the PMT. Meeting times and locations are posted on the MBTA website. The committee for the 2008 PMT is chaired by the MBTA, and includes representatives of the following organizations:

- A Better City
- Access Advisory Committee to the MBTA
- Blue Cross Blue Shield of Massachusetts
- Boston Transportation Department
- Central Transportation Planning Staff
- Chelsea Collaborative
- City of Medford
- Codman Square Neighborhood Development Corporation



- Massachusetts Department of Housing and Community Development
- Executive Office of Energy and Environmental Affairs
- Executive Office of Transportation and Public Works
- Livable Streets Alliance
- Massachusetts Institute of Technology
- MassRIDES
- MBTA Advisory Board
- MBTA Rider Oversight Committee
- Medical Academic and Scientific Community Organization Inc.
- Metropolitan Area Planning Council
- Regional Transportation Advisory Committee
- Town of Acton
- Town of Needham
- University of Massachusetts Boston

The Boston Region MPO also plays an important role in the development of the PMT. Its Regional Transportation Plan provided the early inputs for the PMT Universe of Projects. The PMT vision, goals, and objectives are consistent with the MPO's policies, and MPO members were provided several briefings and opportunities for comment.

The Boston Region MPO uses a wide variety of communication tools to involve the public in the development and review of the PMT. It established a project website that is linked to both the MBTA and the MPO websites. The site includes general information on the PMT, notices of public workshops, and information on the Stakeholder Advisory Committee. Through the website, interested parties can link to related documents, including those produced during the development of the PMT, such as the vision statement, goals and objectives; project screening criteria; performance measures; and the results of both the screening and project evaluations. The site also provides an electronic form for registering ideas and comments or requesting more information.

*The PMT Reporter*, the project's newsletter, also provides information on the development of the PMT and on Stakeholder Advisory Committee activities. The newsletter is posted on the PMT website and was mailed to chief elected officials and executive officers and planning boards in the MBTA service area. Individuals who attended public meetings and were interested in receiving the newsletter and other PMT updates via e-mail are on the PMT listserv, which includes over 1,700 e-mail addresses.

Throughout the development of the 2008 PMT, the MBTA has consulted with the Advisory Board on several levels. The board's Executive Director is a member of the Stakeholder Advisory Committee, and the MBTA briefs the Board as necessary on the project. The MBTA Advisory Board Executive Director has provided input on the PMT vision, goals, and objectives, as well as the process for selecting and evaluating projects. The Advisory Board will also be the decision-maker on which projects will be included in the PMT, as the Board must approve the final document before it can be implemented.

## **Outreach for the MBTA Capital Investment Program**

Each year, the MBTA reviews and updates the MBTA Capital Investment Program (CIP), which is a financially constrained document. It provides an overview of the Authority's planned capital expenditures for a five-year planning horizon; describes the MBTA's infrastructure and the capital needs for maintaining the system; outlines ongoing and programmed capital projects; and details planned expansion projects.

The Authority encourages public participation by requesting input on the draft CIP. The public can provide its input by attending public meetings (hearings and workshops) and writing their comments (by U.S. mail and e-mail). The feedback is collected, synthesized, and forwarded to the MBTA Board of Directors and the MBTA Advisory Board for review.

### *Public Meetings*

After the release of the draft CIP (usually in early November), the MBTA holds public meetings and hearings throughout its service district. The public meetings allow members of the public to give their input on the proposed capital program in person. Various MBTA departments designate key personnel to be present at each of the meetings in order to respond to questions from the general public. The public meetings have one of the following two formats.

- 1. Public Hearing Format:** During a public hearing, the MBTA presents an overview of the draft CIP, with highlights of key existing and new projects. Members of the public are then invited to provide formal comments; however, no questions are answered during the hearing. A court reporter records the entire hearing, including the comments provided by each of the participants, and this becomes part of the public record. After a hearing has been completed, members of the public can meet informally with MBTA personnel to have their questions answered.
- 2. Workshop Format:** Each public workshop begins with an overview of the draft CIP, including highlights of key existing and new projects. Since members of the public often come to the meetings with the expectation of having their questions answered, the workshop format includes a question-and-answer segment. No court reporter is present to record the program under this format. However, MBTA staff take notes of the session to later incorporate the information into a summary report on the public-participation process.

During the past three years, public-participation events have been held at the following locations:

#### **CIP Workshops and Public Hearings – November and December 2007**

##### *Workshops*

- Ayer** – Town Hall (November 27)
- Attleboro** – City Hall (November 28)
- Boston** – State Transportation Building (November 29)
- Framingham** – Town Hall (December 3)
- Chelsea** – Public Library (December 4)
- Andover** – Public Library (December 5)
- Roxbury** – Dudley Square Branch Library (December 6)
- Quincy** – City Hall (December 11)

##### *Public Hearing*

- Mattapan** – Mildred Avenue Community Center (December 18)

#### **CIP Public Hearings – November and December 2006**

- Newton** – City Hall War Memorial Auditorium (November 29)
- Lowell** – Regional Transit Authority-Community Room (November 30)
- Attleboro** – Attleboro City Hall (December 4)
- Quincy** – City Hall Annex (December 5)
- Mattapan** – Mildred Ave. Community Center (December 6)
- Worcester** – Public Library, Saxe Room (December 7)



**Salem** – City Hall Annex (December 11)

**Cambridge** – City Senior Center (December 12)

**Boston** – State Transportation Building, 10 Park Plaza (December 14)

#### **CIP Public Hearings – December 2005**

**Andover** – Memorial Hall, Public Library

**Worcester** – Public Library, Saxe Room

**Framingham** – Town Hall

**Roxbury** – Roxbury Community College

**Brockton** – Plouffe Elementary School

**Somerville** – Somerville High School

**Lynn** – North Shore Community College

**Boston** – State Transportation Building

**Fitchburg** – Intermodal Transportation Center

### **Outreach for the 2007 Fare Restructuring and Increase**

In conjunction with the recent restructuring of fares, the MBTA developed a new fare policy and new procedures for public involvement for any future fare restructuring or increase. This process was put into action to inform the public about the proposed 2007 fare restructuring and increase and to engage them in the process. The following actions were taken as a part of this public process.

- MBTA staff met with the MBTA Advisory Board to discuss the proposed fare restructuring and increase.
- Public hearing notices were posted approximately 30 days in advance of the fare increase on the MBTA website and in 14 newspapers. Notices were also posted at MBTA stations and were distributed on vehicles.
- Public officials were formally notified in writing and provided with a briefing on the need for a fare increase.
- Eleven public workshops were held, in Boston (two), Newton, Quincy, Dorchester, Andover, Roxbury, Cambridge, Chelsea, Worcester, and Malden.
- Six public hearings were held, in Boston, Framingham, Lynn, Attleboro, Arlington, and Mattapan.
- A multipage pamphlet explaining the fare restructuring and the need for a fare increase was distributed to customers at stations, on vehicles, and at public workshops and hearings, and was posted on the MBTA website.
- The fare increase impact analysis, fare policy statement, and information about the public process were posted on the MBTA website.
- The fare policy statement, public process information, and a multipage pamphlet explaining the fare proposal were translated into five languages (Spanish, Chinese, Russian, Cape Verdean, and Vietnamese); the translated materials were distributed at public hearings and workshops and also posted on the MBTA website.

Approximately 800 people attended the public workshops and hearings, and the Authority received approximately 700 letters and e-mails regarding the fare proposal.

