

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

Accessibility Improvements at the 10 Park Plaza Bus Stop

At the request of AACT, MBTA Operations is pursuing ways to improve access at the Charles Street bus stop that serves 10 Park Plaza. Measures have been taken by Bus Operations to ensure that buses are able to serve the bus stop in front of the State Transportation Building. Such measures include:

- The monitoring of the bus stop by transit police.
- New bus stop signs that include the \$100 fine language.
- The relocation of obstacles from the bus stop area (such as trash cans and mailboxes stands).

To date, new bus stop signs have been installed that include the \$100 fine language. Furthermore, transit police have agreed to monitor and enforce parking restrictions at this bus stop. Finally, a special order prohibiting the parking of MBTA vehicles in unauthorized areas on Charles Street has been issued. T Operations is reaching out the city of Boston regarding the relocation of the trash cans and mailboxes at the bus stop.

Newmarket Station Construction Project

Situated in the heart of Boston, the Newmarket district is the largest industrial area within the City of Boston and home to over 1,000 businesses, 16,000 jobs, and \$4 billion in annual revenues. A new commuter rail station is under construction in the area—the last of 4 stations in the Fairmount Commuter Rail Rehabilitation Project. The \$7.6 million Newmarket station will consist of 800-foot high level platforms to facilitate direct platform-to-coach boarding, canopies, passenger shelters, benches and windscreens, and electronic message signs. The station will also be equipped with closed circuit television (CCTV) video surveillance cameras, police emergency call box

systems, and public telephones. Construction on this station is scheduled to be completed in 2013.

Accessibility at the T Public Meeting Recap

MBTA officials, including acting General Manager Jonathan Davis, from officials from Engineering & Maintenance, Transit Police, System-Wide Accessibility, and Bus, and Rail Operations were present to hear concerns voiced by members of the disability community, disability advocates, and other stakeholders during the December 12 Accessibility at the T Public Meeting. The meeting was facilitated by Judge Patrick King, Independent Monitor of the MBTA/BCIL Settlement Agreement. Concerns about safety, the lack of Customer Service Agents (CSAs) in rail stations, obstructed bus stops, bridgeplate deployment, and the lack of stop announcements were just some of the issues discussed during this meeting. MBTA staff provided updates on snow removal, plans for key bus routes, platform/train floor gap mitigation, safety department initiatives, bus stop law enforcements, and 2QCY11 internal bus access monitoring results.

Fitchburg Line Elevator Advisory from December 9, 2011-July 2012

Please be advised that elevator 819 (Lobby to Commuter Rail platform) at Porter Sq. Station will be out of service while it is being replaced. A Commuter Rail bus shuttle will be provided between Waltham Station, Harvard Sq. Station and Porter Sq. Station. Also, during this time period, elevator 820 (Lobby to Red Line) at Porter Sq. Station will continue to be out of service. An MBTA bus shuttle will be provided between Porter Sq. Station and Davis Sq. Station.

Below are suggested alternate routes for customers who require elevator access.

Red Line customers who use Porter: MBTA shuttle bus service will operate Porter-Davis. Please transfer to/from the Red Line at Davis.

Inbound Fitchburg Line customers who exit at Porter: Take train to Waltham. Transfer to Commuter Rail shuttle bus to Harvard or Porter. (Alternate: stay on train to North Station, transfer to subway.)

Inbound Fitchburg Line customers who board at Porter: Take MBTA shuttle bus from Porter to Davis. Take Red Line and transfer to Green or Orange Line to North Station.

Outbound Fitchburg Line customers who board at Porter: Take Commuter Rail shuttle bus from Porter Square or Harvard Square to commuter rail at Waltham. (Alternate: take subway to North Station, transfer to Fitchburg Line)

For outbound Fitchburg Line customers who exit at Porter: Take Green or Orange Line from North Station and transfer to Red Line to Davis. Transfer to MBTA shuttle bus to Porter Square.

We apologize for any inconvenience. For more information, contact the MBTA Customer Communications Department at (617) 222-3200, TTY: (617) 222-5146

Red Line Service to Resume Between Harvard and Alewife for Christmas and New Years Weekends Only

Customers will have the opportunity to use Red Line trains to travel between Harvard and Alewife stations for the Christmas and New Years weekends only. All other weekend service on the Red Line between Harvard and Alewife stations will be suspended until March 2012. During this time, customers may use buses to travel between Alewife and Harvard stations. Below are the boarding locations for the buses:

Harvard Station

Alewife-bound: Customers will be picked up in the upper busway of the station.

Boston-bound: Customers will be dropped off in the lower busway.

Porter Square Station

Alewife-bound: Buses will stop on Massachusetts Avenue adjacent to the subway station.

Boston-bound: buses will stop on Massachusetts Avenue opposite the station entrance.

Davis Station

Alewife-bound: Buses will stop in the busway of the station.

Boston-bound: buses will stop on Holland Street, adjacent to the station entrance.

Alewife Station

Buses will pick up and drop off passengers in the busway, berths 1 through 5.

The weekend Red Line closure between Harvard and Alewife is due to necessary work on the right-of-way between these stations.

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, January 24.

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.
MBTA DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY
FIXED ROUTE REPORT – November 16, 2011**

Alert: No Harvard – Alewife Red Line Service 11/2011 – 03/2012

With the exception of the Christmas and New Years weekends, buses will replace Red Line service between Harvard station and Alewife station until March 2012 due to track work that needs to be completed. The Red Line track from Harvard to Alewife sits on concrete slabs that float on rubber disks which absorb noise and vibration from trains. Years of water filtration into the tunnel have resulted in corrosion and cracking that must be addressed to maintain safe and reliable Red Line service.

Work crews have begun removing and replacing corroded concrete slabs along the tracks. In addition to correcting problems with the floating slab structure, the project will involve the replacement of track and 3rd rail. Workers will also address leaks in the tunnel to prevent further deterioration. Below are boarding locations for shuttle buses:

Harvard Station

Alewife-bound: Customers will be picked up in the station upper busway.

Boston-bound: Customers will be dropped off in the lower busway.

Porter Square Station

Alewife-bound: Buses will stop on Massachusetts Avenue adjacent to the subway station.

Boston-bound: buses will stop on Massachusetts Avenue opposite the station entrance.

Davis Station

Alewife-bound: Buses will stop in the busway of the station.

Boston-bound: Buses will stop on Holland Street, adjacent to the station entrance.

Alewife Station

Buses will pick up and drop off passengers in the busway, berths 1 through 5.

\$75 Million Grant For Fitchburg Line Improvements

The Massachusetts Bay Transportation Authority (MBTA) along with the Montachusett Regional Transit Authority, are making extensive improvements to modernize the Fitchburg Rail Line and provide greatly improved service and reliability to riders and commuters in the 50-mile long corridor from Fitchburg to Boston. The Fitchburg Commuter Rail Line Improvement Project is a \$159 million project including the \$75 million federal New Starts Program grant with state matching funds, creating 260 jobs. The work will include the renovation the Littleton and South Acton stations. Ramps, elevators, and high-level platforms are just some of the accessibility features that will be included in the reconstruction of the two commuter rail stations. The Fitchburg Line is the state's oldest commuter rail line, serving 17 communities at 18 rail stations.

Science Park Station Now Open

The AACT Chairman along with transit officials and other distinguished speakers spoke at a ribbon-cutting ceremony—celebrating the opening of the newly-renovated Science Park station on Saturday, November 5. The station features accessibility enhancements such as new elevators, raised platforms, mini-high platforms, accessible faregates, way-finding signs, and for the first time in MBTA history, tactile braille signs that provide way-finding information to customers with visual impairments. As an added feature, an accessible path of travel will be available at the north end of the platform where customers can cross the tracks to reach the opposite platform. This accessible path will allow customers who require the use of an elevator to cross to the opposite platform to use the elevator if the elevator on their side of the platform is not working. Science Park station is between North Station and Lechmere station and is served by the Green Line (E branch).

Reminder: Accessibility at the T Public Meeting in December

Judge Patrick King, Independent Monitor, will be holding a public meeting to update meeting attendees on the status of the MBTA/BCIL

Settlement Agreement. The meeting will take place on December 12, from 1pm to 3pm, at the State Transportation Building (10 Park Plaza) on the 2nd floor in rooms 2 and 3. Everyone is welcome to attend.

Ashmont Station Reconstruction Completed

The Ashmont Station was reconstructed and shown to the residents of the Ashmont community, transit officials, and other customers on October 21. New elevators, escalators, and accessible faregates are just some of the accessibility features at this state-of-the-art transit station. Ashmont station is the terminating station for one of the two Red Line branches.

MBTA Operations Training Programs – Bus

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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, November 29.

December's Class: Tuesday, December 13.

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