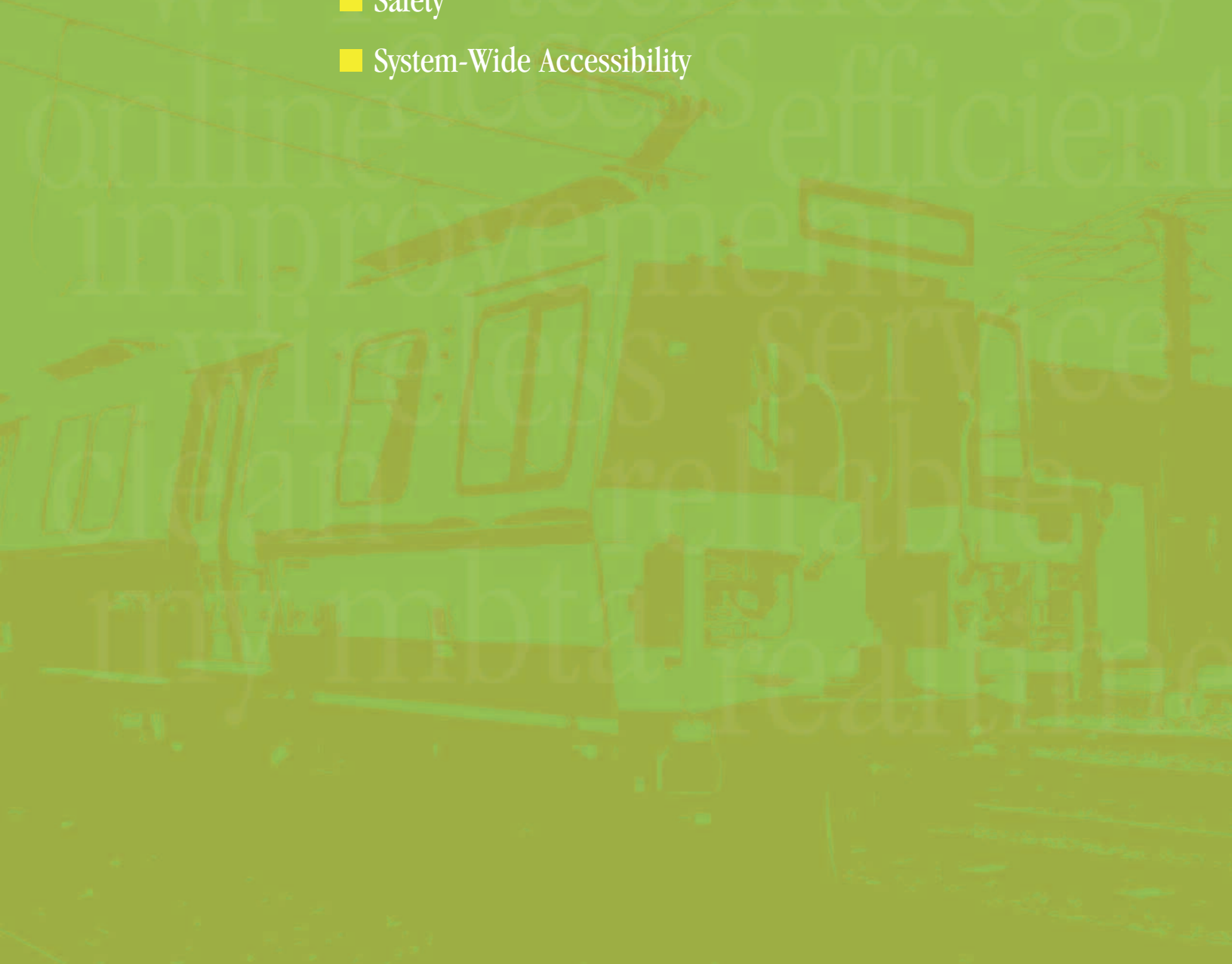


# Office of the General Manager

- General Manager
- Intergovernmental Affairs
- Public Affairs
- Law
- Office of Diversity and Civil Rights
- Transit Police
- Safety
- System-Wide Accessibility



# General Manager

The General Manager, guided by Administration goals and Board of Directors' policy, directs the Massachusetts Bay Transportation Authority's daily operations and administrative functions, and charts the Authority's long-term strategy. The General Manager's office establishes management policies and practices and sets standards of excellence.

The Office of the General Manager ensures the Authority's accountability to the taxpayers of the Commonwealth. The General Manager directs the Authority's support of the Commonwealth's environmental, legislative, and economic agendas.

PROGRAM	ACTIVITY	MEASURE	FY09 BUDGET
<b>Fiscal Stability</b>	Increase ridership on all modes	Increase customer service Automatic Fare Collection System Increase parking availability Improve state of repair of the system	
	Increase Non-Fare Revenue	Transit-oriented development Creative advertising	
<b>Service Reliability</b>	Revenue Vehicles	Continue to increase fleet reliability, dispatching and scheduling, and on-time performance on all modes Improve performance and accuracy of electronic display sign system	
<b>System Preservation</b>	State of Good Repair	Continue focus on upgrading stations, replacing and modernizing the rail fleet, maintaining the promise to keep the bus fleet's average age under 8 years, bringing more stations into compliance with the Americans with Disabilities Act, adding elevators, escalators and bathrooms, etc.	
	Cleanliness	Increase standards for bus, train, light rail, and commuter rail Increase standards for station cleanliness, including bathrooms and elevators Improve winter snow and ice clearing on platforms and stairs	
	Revitalize facilities	Achieve maximum impact/minimum cost upgrades at select stations by improving lighting, painting, signage and benches using in-house forces Continue the Bridge Rehabilitation Program	

PROGRAM	ACTIVITY	MEASURE	FY09 BUDGET
<b>Courtesy and Improved Customer Service</b>	Institute new customer enhancements/amenities	Rollout of T-Alerts Rollout of MBTA.com Mobile Rollout of Commuter Rail Wi-Fi Pilot Program - 2007/2008—Full rollout beginning 2008 and completed by 2009 Rollout of Commuter Boat Wi-Fi Continue to improve signage throughout the system	
	<b>Accessibility and Access to the System</b>	Key Station Plan System Accessibility Vertical Transportation	Continue accessibility upgrades at Green Line surface stations and other key stations Continue to improve access to MBTA facilities and vehicles Continue Travel Training Program to expand use of fixed-route services by registered users of THE RIDE Improve system-wide availability of elevators and escalators
<b>Automated Fare Collection</b>	Continue the success of the CharlieCard program	Reduce fare evasion, increase customer choice and ease-of-use, increase interaction with customers Continue customer education and respond to feedback Begin design for expanded use of the CharlieCard on the Commuter Rail and Commuter Boat networks as well as parking	
<b>System Enhancement and Expansion</b>	Greater access to transit, environmental justice, and geographic equity in the system	Enhancement of the Fairmount, Worcester and Fitchburg Lines Work with the Commonwealth on other expansion projects such as the Fall River/New Bedford Line, Medford/Somerville Green Line extension, Silver Line Phase III and the Blue Line extension	
<b>System Safety and Security</b>	Transit Watch/See Something, Say Something	Continue to develop and implement programs to increase public, passenger and employee security/safety awareness	
	Station Management	Continue to enhance safety and security on the system Continue to conduct internal security/safety audits to ensure the highest level of security and safety for our system Continue our ongoing Anti-Terrorism readiness for all police officers, to include the Special Operations Team, Explosive Detection K-9's and Bomb Technicians Continue the cooperative efforts between the MBTA Police Officers and other MBTA personnel regarding system security by involving a vast variety of employees in the Anti-Terrorism preparedness training Conduct and participate in regular drills with federal, state, and local agencies	
<b>TOTAL BUDGET</b>			<b>\$1,475,230</b>

# Intergovernmental Affairs

The Intergovernmental Affairs Department acts as the MBTA's liaison to federal, state, and local officials, as well as other state agencies.

Members of the Department confer with legislators and other government officials on issues they present regarding MBTA activities in their communities. Members of the Department also provide elected officials with information regarding the MBTA's position on various issues. The Department also handles hundreds of requests for assistance and transit-related inquiries from elected officials and their staffs.

The Intergovernmental Affairs Department monitors MBTA-sponsored bills, tracks legislation that impacts the Authority, and monitors committee hearings and executive sessions. The Department follows the daily sessions of the House and Senate and makes recommendations on MBTA-related legislation pending before the Legislature and the Governor.

The Department provides the General Manager and senior managers with background information regarding legislative developments.

PROGRAM	ACTIVITY	MEASURE	FY09 BUDGET
Local, State, and Federal Relations	Legislative tracking	File and track transit-related bills	\$346,353
		Monitor daily legislative sessions and committee hearings	
		Make recommendations on pending bills	
	Inquiries by government officials	Respond to inquiries by elected and non-elected government officials	
		Attend civic and community meetings	
	Inter-agency coordination	Coordinate legislative activities with other transportation agencies	
<b>TOTAL BUDGET</b>			<b>\$346,353</b>

# Public Affairs

The Public Affairs Department is responsible for maintaining communication with MBTA customers, the general public and the news media. The Public Affairs staff disseminates daily information pertaining to MBTA service, policies, and upcoming events. In addition, the staff monitors the quantity and quality of media coverage regarding the MBTA to ensure the accuracy of information reported. Public Affairs staff is on-call to respond to all media inquiries.



PROGRAM	ACTIVITY	MEASURE	FY09 BUDGET
Media Relations	Press releases and media advisories	Generate news releases on MBTA service, policies and upcoming events	\$204,550
	Media tracking	Produce daily newsclips for senior managers	
	Responding to reporter inquiries	Respond to daily media inquiries	
	Media contact	Contact reporters and media outlets to encourage them to cover a particular MBTA event	
	Letters to the Editor	Respond on an as-needed basis	
Customer and Community Outreach	Information requests	Respond to public inquiries	\$23,000
	Newsletters and flyers	Produce flyers on service changes	
<b>TOTAL BUDGET</b>			<b>\$227,550</b>

# Law Department

The Law Department provides legal counsel with respect to the Authority's operations and prosecutes and defends the Authority's legal rights in state and federal courts and agencies. The Department is divided into four sections: Trials and Claims, Business Law, Employment, and General Law.

Aggressive management of claims and lawsuits has reduced judgment and settlement costs from \$11.3 million in FY 2002 to \$10 million in FY 2008, a \$1.3 million or 12% reduction in injuries and damages payments. The Department also expects to increase income to the Authority by over \$500,000 in FY 2009 by pursuing reimbursements from third parties for indemnification actions or property damage to MBTA equipment/structures.



PROGRAM	ACTIVITY	MEASURE	FY09 BUDGET
<b>Trials and Claims</b>	Claims and lawsuits	Manage 4,000 to 5,000 claims and 500+ lawsuits Settle 1,000+ claims Resolve a substantial amount of outstanding claims and lawsuits against the Authority valued at \$48 million Maintain a win ratio of 70%	\$3,298,256
	Property damage recovery	Increase the recovery ratio by 10% Conduct 30+ trials Handle appellate matters as they arise Manage 14 law firms representing the Authority in personal injury litigation	
	Other advice	Defend Authority employees involved in criminal matters arising out of transportation-related activities Provide Authority-wide training support in legal affairs/claims reduction education Provide instruction and training for Authority employees with respect to legal matters involved in Authority operations	
<b>Construction Contracts</b>	Construction contracts	Resolve 90% of outstanding claims Review 80 change orders Represent the Authority in 8 contract dispute negotiations Review 20 design agreements and 75 amendments Review 20 contracts Manage 5 law firms representing the Authority in contract-related litigation	\$1,016,531
	Materials contracts	Resolve 90% of contract disputes/claims Review 30 materials contracts Review 35 change orders for materials contracts Review 75 agreements Represent the Authority in 3 contract dispute negotiations Manage 4 law firms representing the Authority in contract-related litigation	
	Consultant agreements	Review 75 agreements Negotiate terms and conditions for 30 personal service letter agreements	

# The Office of Diversity and Civil Rights

PROGRAM	ACTIVITY	MEASURE	FY09 BUDGET
<b>Construction Contracts (cont.)</b>	Operating agreements	Review 25 agreements for railroad, bus, and maritime transportation services  Negotiate disputes with respect to 6 agreements  Coordinate with bond disclosure counsel	
	Other advice	Represent the Authority at public hearings	
<b>Real Estate/ Environmental</b>	Property Issues	Conduct 12 eminent domain takings  Handle 100 other real estate issues  Coordinate real estate disposition program with TRA  Manage 6 law firms representing the Authority in eminent domain litigation  Manage 2 law firms representing the Authority in environmental litigation	
<b>General Law</b>	Administrative law matters	Try or resolve, as appropriate, all cases filed prior to 2008  Prosecute or defend applications for injunctive relief, as requested  Act as liaison to law firms representing the Authority in governmental and constitutional litigation	\$106,722
	Other Advice	Assist other agencies and Authority officers, other departments, and other sections, as requested	
<b>Employment Law</b>	Agency and court	Resolve all MCAD cases filed through 2007  Resolve federal and state court actions through trial and/or mediation  Manage 10 law firms representing the Authority in employment litigation	\$914,611
<b>TOTAL BUDGET</b>			<b>\$5,336,121</b>

The Office of Diversity and Civil Rights (ODCR) is the major component in the Authority's effort to provide an inclusive work environment that fosters an atmosphere of dignity and mutual respect. The role of this department is to develop system-wide policies and procedures that promote inclusion and equity among all employees. ODCR monitors and initiates equal opportunity in employment and civil rights compliance through its three program functions: Government Compliance, Equal Employment Opportunity/Affirmative Action, Civil Rights Complaint Investigation & Resolution.

The Government Compliance unit (GC), includes the Disadvantaged Business Enterprise program (DBE) and is primarily responsible for monitoring the Authority's compliance with federal, state, and local laws and regulations, as well as ensuring the participation of Minority-owned, Women-owned, and Disadvantaged Business Enterprises (M/W/DBE) in MBTA contract opportunities. This unit participates in inter-agency outreach and marketing strategies that are targeted at increasing DBE participation. Procedures for monitoring goods and services contracts further enhance DBE participation in MBTA contracting. This unit also oversees development and implementation of Title VI Customer Civil Rights Programs and aspects relative to the Americans with Disabilities Act (ADA).

The Equal Employment Opportunity/Affirmative Action unit (EEO/AA) develops and conducts a wide variety of targeted internal and external outreach programs aimed at creating and retaining a diverse workforce. EEO/AA also monitors the Authority's hiring practices to ensure compliance with state and federal government regulations. The unit maintains active partnerships with colleges, universities, trade and professional groups, and community-based organizations for the recruitment of qualified, diverse candidates. Staff members participate in selected job fairs and undertake specialized recruitment efforts to assist protected group applicants in gaining employment opportunities with the Authority. The EEO/AA unit coordinates and develops diversity programs that celebrate the culture of various ethnic groups to increase awareness and communication on diversity issues. EEO/AA also develops and distributes the Authority's Equal Employment Opportunity and Prevention of Harassment Policies; monitors personnel transactions; writes the Authority's Affirmative Action Policy; and executes initiatives to ensure equal opportunity.

EEO/AA staff enters, monitors and analyzes data to track hiring, discharges, and other employment practices, in addition to reporting the Authority's EEO/AA progress. ODCR coordinates all information relevant to monitoring the civil rights initiatives of each department. The goal of this function is to perform analyses and produce statistical information on all workforce data in order to assist the Authority in identifying its workforce trends. By monitoring, reporting, and setting goals for all personnel transactions, this unit helps to ensure Authority-wide equal opportunity.

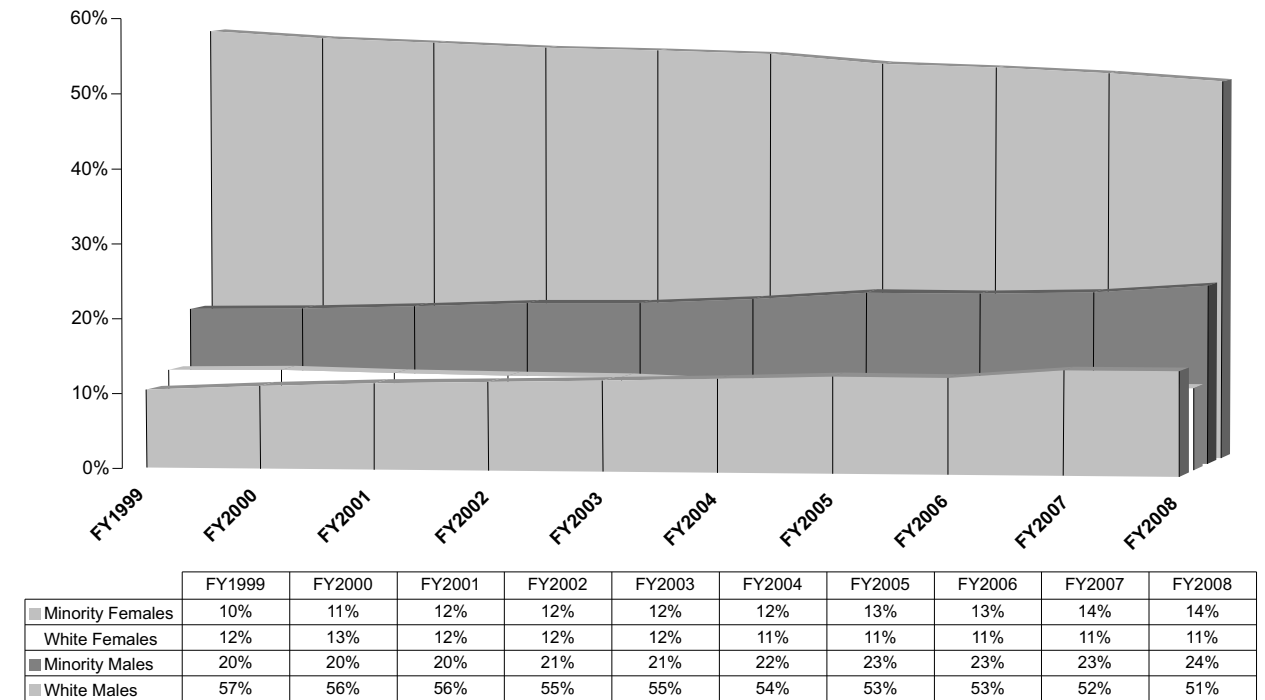
The Civil Rights Investigation and Resolution unit (CRI) is charged with monitoring the Authority's policies of non-discrimination in the workplace, as well as monitoring both state and federal laws and the Massachusetts Attorney General's Agreement to ensure compliance. Civil Rights Investigators (CRIs), under the guidance of the Assistant Director of CRI, conduct diligent, impartial and confidential investigations of all allegations of discrimination, harassment, and retaliation that are filed by employees and applicants. CRI provides mediation and facilitated dialogues to resolve workplace conflicts and non-civil rights disputes, and monitors the work environment to help create and support a fair workplace for everyone.

CRI also conducts Anti Discrimination and Harassment Prevention training (ADHP), as well as Diversity Training Workshops. These training programs focus on educating both supervisory and front line employees on issues of civility, discrimination, harassment, and retaliation in the workplace, while outlining expected behaviors and responsibilities of all Authority employees.

The Office of Diversity and Civil Rights plays a dominant role in the enhancement of cultural diversity and inclusion at the MBTA and in the Authority's compliance with Civil Rights laws (Title VI, Title VII, and ADA). Project initiatives are based on a number of factors, including: needs assessments, interventions, workforce and/or public comments and suggestions, current events, and compliance evaluations. ODCR initiatives provide new models of intervention as a strategy to improve the work environment, services and communication between the Authority's diverse workforce and the communities it serves.



**MBTA Workforce Profile Over 10 Years  
FY 1999 to FY 2008**



PROGRAM	ACTIVITY	MEASURE	FY09 BUDGET
<b>Government Compliance Programs, Contract Compliance/ Disadvantaged Business Enterprise (DBE) 49CFR Par26</b>	Increase M/W/DBE outreach (Advertisement)	Provide information on the MBTA's Disadvantaged Business Program to minority- and women-owned businesses and prime contractors to increase utilization	\$116,142
	Contract monitoring	Maintain 12.7% DBE participation for construction contracts, professional services, and goods and services	
	DBE regulatory compliance and reporting	Monitor, track, and report on DBE participation on federal/state contracts, sub-contracts, suppliers, vendors, and other participation in Authority contracts	
<b>Equal Employment Opportunity/ Affirmative Action (EEO/AA) (Title VII)</b>	Recruitment	Ensure EEO/AA parity; establish affirmative action plan and utilization goals; monitor and analyze workforce data; increase representation of qualified diverse candidates within underutilized job groups; develop resources within the community to provide job access to diverse candidates	\$170,301

# TRANSIT POLICE DEPARTMENT

PROGRAM	ACTIVITY	MEASURE	FY09 BUDGET
<b>Civil Rights Requirements (FTA, EOT, MCAD)</b>	Complaints/investigations/intake and resolution	Investigate civil rights complaints; ensure compliance with EEO and anti-harassment policies and procedures; identify problem areas and assist in resolution of civil rights and non-civil rights complaints; increase compliance with federal and state civil rights laws, Title VI, VII, 151b, and ADA	\$464,907
	Utilization analysis	Ensure EEO/AA compliance and continuation of critical funding by monitoring and reporting statistical information on workforce data; set goals for compliance; implement programs to address needs and monitor and report progress	
<b>Civil Rights Monitoring, Compliance, and Reporting</b>	Title VI and VII monitoring and reporting	Ensure federal and state EEO/AA compliance and continuation of critical funding by monitoring, maintaining, and reporting statistical information on all workforce data	\$66,301
<b>Community Outreach</b>	Events sponsorship and diversity awareness celebrations	Provide multi-cultural awareness of MBTA career opportunities and increase culturally diverse job applicants	\$120,301
	Internal diversity celebrations	Increase multi-cultural awareness and recognition of diverse groups; networking	
	Poster/pamphlet campaigns	Increase internal awareness of the functions and services delivered by the Office of Diversity and Civil Rights	
<b>Training</b>	Civil rights, policy and procedures and diversity inclusion training	Promote non-discrimination in the workplace; decrease incidents of discrimination, harassment, retaliation, and disparate treatment; increase responsible management practices	\$269,320
	Diversity awareness and cross-cultural skills development	Improve cultural competence; increase awareness and sensitivity, communication, management skills, and interpersonal interactions; decrease complaints	
	Alternative dispute resolution/mediation	Increase resolution of complaints and conflicts internally using the most cost-effective manner; decrease the number of formal complaints through mediation, training, etc.	
	Strategic planning	Ongoing assessment of diversity needs; establishment of goals and objectives, remedial programs, and action plans	
<b>TOTAL BUDGET</b>			<b>\$1,207,272</b>

The mission of the MBTA Transit Police Department is to ensure a safe environment within the transit system to reduce fear, and to promote the confidence of the riding public through community policing. Our fundamental duties are to safeguard lives and property within the transportation system, and uphold the constitutional rights of all people by following a set of core values that reflect the finest nature of policing, which are: Fairness, Truthfulness, Professionalism, Perseverance, Treating All Persons with Dignity and Respect, Service Before Self, and Integrity.

The Transit Police Department accomplishes this mission by utilizing a combination of patrol techniques and strategies involving mobile patrol in order to ensure a rapid response to calls for service, as well as line assignments conducted by both uniformed and plainclothes officers. Coverage is provided through a program of both scheduled (directed) and random patrols of transit stations and properties within the four (4) Transit Police Service Areas (TPSAs), ensuring coverage of the core system on a system-wide basis. The implementation of a patrol strategy based on geographically defined TPSAs has enabled the Department to maximize coverage and maintain a high degree of visibility on the transit system while also being responsive to local community needs.

The Transit Police Department was one of the first transit agencies in the United States to implement anti-terrorism training and preparedness measures. This extensive training, which was initiated prior to the events of 9/11, combined with the purchase of state-of-the-art equipment and specially trained Explosive Detection K-9s, placed the MBTA Transit Police Department on the leading edge of preparedness for a terrorist incident. The training has been expanded to include training for MBTA inspectors, operators, and other employees.

## Anti-Terrorism/Security Enhancement Programs

In addition to an improved relationship with the community resulting from the TPSA program, which enhances the exchange of information and bolsters the Authority's overall security posture, the Transit Police Department has also instituted several programs focused directly on anti-terrorism. The programs include the implementation of Impact Teams that provide focused, high visibility security patrols throughout the core transit system, and an ongoing Security Inspection Program. Security Inspections are conducted on a random basis at both Commuter Rail and Subway stations. Explosive trace detection equipment and explosive detection dogs are used in pre-payment areas and onboard vehicles to check bags/packages being carried by MBTA customers. The program is designed to deter and prevent the attempted introduction of an Improvised Explosive Device (IED) into the transit system.

The MBTA Transit Police Intelligence Unit is responsible for the gathering, processing and dissemination of information and intelligence that pertains to the security of the MBTA. The Unit works closely with federal, state and local law enforcement agencies as well as various public and private entities. The unit serves as a central repository for information and intelligence, with the goal of maximizing the ability to detect, prevent, apprehend, and respond to criminal and terrorist activity that could impact the security of the MBTA and any other public or private transportation systems in the state of Massachusetts.

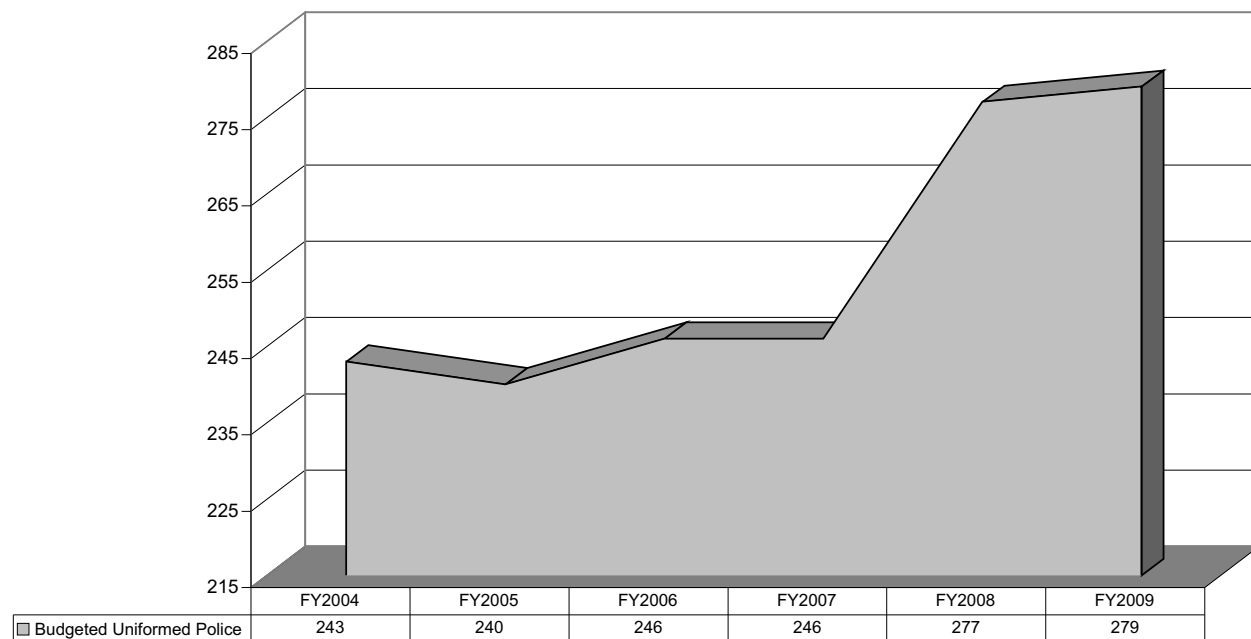
### Transit Police Service Areas

There are four geographically based and one functionally based (Headquarters) TPSAs, each under the command of a Lieutenant. The four geographical service areas are responsible for staffing the patrol beats of their respective areas and provide police coverage throughout the transit system. Each geographical TPSA includes Sergeants and Police Officers assigned to foot and vehicle patrol. The Headquarters commander is responsible for phone and radio communications as well as prisoner processing and confinement.

System-wide police coverage includes 195 police personnel, 4 TPSA reporting stations and 10 police kiosks.

PROGRAM	ACTIVITY	MEASURE	FY09 BUDGET
TPSA Patrol Plan	Transit Police Service Areas	195 Police personnel	\$17,290,515
		4 TPSA reporting stations	
		10 Police kiosks	
		Provide police coverage throughout the transit system	
		Security Inspection Program & Impact Teams	
Investigation and Prosecution	Court prosecution	Prosecute more than 3,000 court cases	\$3,000,000
		Conduct approximately 2,000 criminal investigations	
		Conduct more than 300 internal security or major investigations	
		Intelligence Unit	
<b>TOTAL BUDGET</b>			<b>\$20,290,515</b>

**Budgeted Uniformed Police  
FY 2004 to FY 2009**



### Investigation and Prosecution

The Criminal Investigations Unit is responsible for investigating crimes and incidents that occur on MBTA property and within MBTA Transit Police jurisdiction, including Commuter Rail incidents. The Unit conducts all death investigations in conjunction with the District Attorneys' offices and has primary jurisdiction for all criminal acts perpetrated on the MBTA Transit System. The Unit is supported in its mission by Crime Scene Services. Additionally, the Criminal Investigations Unit works in close partnership with the Boston Police Youth Violence Strike Force and numerous other local and federal agencies on various investigative initiatives. The Unit conducts approximately 2,000 criminal investigations annually.

The Internal Security Unit is responsible for internal security investigations within the Authority, with particular attention focused on revenue security, including the fraudulent use or purchases of transit and Commuter Rail passes. This unit is also responsible for the investigation of all MBTA employee-related criminal activity (excluding MBTA Transit Police employees). Due to the sensitive and confidential nature of their activities and investigations, personnel assigned to this function report solely and directly to a Deputy Chief, the Investigative Services Division Commander. The unit generally conducts over 300 internal security investigations each year.

### Court Prosecution

The Court Case Management (CCM) Unit files criminal complaint applications and oversees the prosecution of over 3,000 criminal cases per year. It is also responsible for processing and maintaining all drug and property evidence and found/recovered property. CCM personnel also process and track all non-criminal citations issued by MBTA personnel.



# Safety Department

It is the mission of the Safety Department to maximize MBTA system safety through the design, implementation, support, and oversight of safe work practices. The success of this mission will ultimately enhance and ensure customer, employee, and public safety/security. Furthermore, this mission is accomplished by managing the development and implementation of policies and procedures that govern the safety of MBTA vehicles, Rights-of-Way (ROW), fire/life safety, facilities management, and occupational and environmental safety practices. As such, the Safety Department plays a critical role in supporting MBTA departments to perform their designated tasks and responsibilities safely as outlined in the System Safety Program Plan, System Security and Emergency Preparedness Plan, Emergency Operations Plan, and the Safety Policies and Procedures Manual.

Examples of critical Safety Department activities include: developing and implementing the Emergency Response & Exercise Program through the MBTA Drill Steering Committee; managing the Internal Safety/Security Audit Program; tracking passenger, industrial, and vehicle accidents; developing and implementing programs to increase public, passenger, and employee safety awareness; reporting preventive and corrective solutions for identified safety hazards; establishing and maintaining safety guidelines through employee training programs; performing safety audits of all MBTA stations, facilities, vehicles, and Rights-of-Way; and working with other departments in controlling or eliminating risks associated with Workers' Compensation, passenger claims, and litigation.

The principal goal of the Safety Department is to develop and coordinate activities that focus on the prevention of serious incidents and accidents. This is accomplished by collaboration with all departments – operating, construction, and administrative – to utilize a hazard identification and resolution process to ensure that safety and security concerns are identified and the appropriate mitigation strategies are employed. The Safety Department is responsible for reporting all required safety and security data to the National Transit Database (NTD) and the Department of Public Utilities (DPU). This data is utilized by the FTA to track accident/incident trends in the industry.

Finally, the Safety Department is a critical part of the Authority's emergency response team, providing emergency response 7 days per week, 24 hours a day. Safety officials are responsible for chairing Derailment Investigations and serve as lead investigators for serious accident investigations. To effectively meet its obligations, the Department operates through four (4) interdependent functional units: Safety Administration and Information; System Safety Engineering; Passenger, Vehicle, Construction, and Right-of-Way Safety; and, Safety Training.

PROGRAM	ACTIVITY	MEASURE	FY09 BUDGET
<b>Safety Administration &amp; Information</b>	Implement and monitor all State System Safety/Security Oversight requirements	Prepare annual Federal Transit Administration (FTA) State Oversight Safety Performance Report	\$497,112
		Design & implement required Safety/Security Audit Program	
		Prepare annual audit report for the Department of Public Utilities (DPU)	
		Revise & update existing System Safety Program Plan (SSPP) and submit to DPU for approval	
		Maintain hazard management matrix	

PROGRAM	ACTIVITY	MEASURE	FY09 BUDGET
<b>Safety Administration &amp; Information (cont.)</b>	Record & report all required safety/security data to NTD and DPU	Prepare and manage all required FTA accident reporting requirements. Maintain data collection system to report required safety & security data to NTD	
		Implement Form B Program and reports outcomes to DPU	
<b>System Safety Engineering</b>	Implement the Safety Certification Program	Prepare Safety Critical Checklist for construction projects and/or vehicle procurements	\$210,967
		Ensure that all design specifications/plans are reviewed at each required interval	
		Prepare Safety Certification documents	
	Coordinate all Fire Safety initiatives with Boston Fire Department	Conduct system audits of fire/life safety related procedures and equipment readiness	
	Coordinate safety inspections for the Authority's Loss Control Program	Acts as a liaison to facility insurers to ensure compliance with required standards	
	Provide Industrial Hygiene consultations	Provide air quality and Department of Labor (DOL) workplace assessments as required	
	<b>Passenger, Vehicle, Construction, and Right-of-Way Safety</b>	Monitor Right-of-Way Safety	Coordinate and conduct ROW safety audits
Conduct Accident/Incident Investigations		Monitor the effectiveness of the ROW Safety Rulebook	
		Ensure compliance with the Authority's Accident Investigation Policy	
	Participate in safety/security policy & procedure development	Investigate major accidents on behalf of the DPU	
		Develop policies and procedures governing safety, security, & emergency management	
<b>Safety Training</b>	Direct Emergency Response Exercise & Drill Program	Facilitate the Authority's Drill Steering Committee	\$315,834
		Conduct two (2) Full Scale exercises annually	
	Ensure interagency collaboration with regard to emergency preparedness response activities		
	Provide and consult on Safety Training throughout the Authority	Provide training to local municipalities and emergency responders on Authority-related operations	
		Partner with Operations in the implementation of ROW safety training	
		Participate in T University and other Authority training programs	
<b>TOTAL BUDGET</b>			<b>\$1,536,416</b>

# System-Wide Accessibility

The System-Wide Accessibility Department directs the development, implementation, interdepartmental coordination and management of the Authority's efforts to carry out its goal to improve accessibility to public transportation for customers of all abilities and to carry out responsibilities as mandated by the Americans with Disabilities Act (ADA).

In line with the Authority's legal requirements as set forth in the Boston Center for Independent Living (BCIL) settlement, this Department ensures compliance with the settlement and coordination of the implementation of its various components, including, but not limited to, developing further means to improve accessibility to MBTA services, ensuring as part of their regular duties and responsibilities that all departments and components of the MBTA comply with all access requirements, educating customers with disabilities about all existing MBTA accessibility services, and encouraging public awareness in providing accessible services to persons with disabilities.

<b>PROGRAM</b>	<b>ACTIVITY</b>	<b>MEASURE</b>	<b>FY09 BUDGET</b>
<b>Improve accessibility</b>	Americans with Disabilities Act and BCIL Settlement Compliance	<p>Development, implementation, interdepartmental coordination and management of the Authority's efforts to carry out its goal to improve system-wide accessibility for all customers</p> <p>Ensure compliance with the MBTA/BCIL settlement agreement and all applicable local, state and federal accessibility requirements and coordination of requirements throughout the Authority</p>	\$1,509,641
	Establish guidelines for designing accessible transportation facilities, vehicles and provide accessible and compliant program access	Update and publish the "MBTA Guide to Access" design guide in hard copy and electronic formats; integrate "MBTA Guide to Access" into all existing MBTA design guidelines	
<b>TOTAL BUDGET</b>			<b>\$1,509,641</b>