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December 3, 2021

Dear Riders,

As 2021 draws to a close, we are pleased to share this latest semi-annual update regarding ongoing improvements to the accessibility of our fixed-route system. It seems particularly fitting to be finalizing these updates today, on the [International Day of Persons with Disabilities](#) which seeks, in part, to “increase awareness of gains to be derived from the integration of persons with disabilities in every aspect of political, social, economic and cultural life.”

The MBTA recognizes the critical role it plays in supporting a more accessible and inclusive Commonwealth for people with disabilities – both as a transit provider and as an employer. As such, we continue to be committed to improving and expanding access system-wide. While much of the last two years has focused on responding to the pandemic, numerous accessibility initiatives have been ongoing with a few exciting milestones achieved over the last six months. These include:

- The completion of the “B Branch Consolidation” project – which resulted in four inaccessible Green Line stations being consolidated into two new and fully accessible stations
- The completion of Chelsea Commuter Rail Station construction – now fully accessible with full high-level platforms
- The launch of a brand-new 8-hour training for new Subway Motorpersons focused exclusively on providing best in class accessible service

With the availability of vaccines and a gradual return to in-person learning and work, we look forward to serving additional riders. As always, the set of projects within this report were identified as priorities based largely on feedback from you, our riders. So, as you travel with us, if you would like to suggest an additional area of focus or if you would like any more information regarding an ongoing project, please contact us at swa@mbta.com. In the meantime, thank you for your continued interest in, and support of, a fully accessible MBTA.

Sincerely,

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INFRASTRUCTURE

Subway Stations:

1. Oak Grove Station Upgrades

Scope: The Oak Grove Station upgrade project includes making the inaccessible Washington St. side of the station accessible by installing a new elevator. New elevators will also be added to both the Orange Line platform and the busway/parking lot entrance side of the station. Existing elevators in these locations will be replaced in kind but cannot be substantially enlarged. Various other upgrades to the busway, accessible parking, crosswalks, sidewalks, and curb ramps are included in the project scope.

Update: While progress on this project was delayed by constraints related to the COVID-19 pandemic, the new elevator at the Washington St. entrance went into service in February 2021. Additionally, the new redundant elevator that goes from the lobby to the Orange Line platform went into service in August 2021 and the replacement of the adjacent elevator has commenced and will be complete in early spring 2022. Finally, the new elevator that goes from the busway/parking lot entrance to the lobby will open in early 2022.

2. Ruggles Phase II – Design

Scope: In addition to the station upgrades that were accomplished as part of Ruggles Phase I (see below), the Ruggles Phase II project will advance additional accessibility upgrades – including constructing an accessible entrance from Columbus Avenue, creating additional accessible entrances to the Orange Line and Commuter Rail platforms, upgrading paths of travel around the station and other repairs to bring the station into full code compliance for a permanent certificate of occupancy.

Update: The design for this project is expected to reach 75% in January 2022. Construction funding has not yet been identified therefore the finalization of design and start of construction will be determined, in part, by the availability of funds in the next capital funding cycle.

3. Babcock, Pleasant St, BU West, and St. Paul Stations

Scope: Currently, each of these four stops along the Green Line's B branch is inaccessible. This project will consolidate the four stops into two fully accessible stops with raised platforms, canopies and seating.

Update: The two new, fully accessible, Green Line stops – Amory and Babcock – opened for passenger service, replacing four inaccessible stops that have been decommissioned and demolished.

4. Newton Highlands Station

Scope: This project aims to make Newton Highlands Station fully accessible and involves raising and extending both the inbound and outbound platforms, as well as installing detectable warnings, canopies, and benches. Located within an approximately 20-foot deep cut, site work will include providing three accessible routes down to the platforms.

Update: Interim accessibility upgrades were completed on platforms in December 2020 (both sides have a portion of the platform raised 8" above top of rail to provide accessible boarding). Design for the full station upgrade is approaching 100% and is expected to be complete in Spring 2022. Construction is scheduled for Fall 2022

5. Brookline Hills

Scope: The Town of Brookline is building a new high school building over Brookline Hills Station. As part of this work, the Town will be reconstructing the station with raised platforms and a number of path of travel upgrades.

Update: Construction began in late 2019 and is tentatively scheduled to be complete in January 2022.

6. Beaconsfield, Chestnut Hill, Eliot, & Waban Stations Renovation

Scope: This project will provide accessibility at these four stations through raised platforms and improvements to the paths of travel leading to the platforms.

Update: Conceptual designs have been completed for all four stations and designs are expected to reach 100% in Spring 2022, with construction to be completed in the Fall of 2023.

7. Symphony Station

Scope: This project will upgrade Symphony Station to a modern, accessible, code-compliant facility. This project will provide accessible routes from the street level to the platforms by means of four new elevators (two per platform); raised platforms; accessible restrooms; improved wayfinding and overall station brightening and modernization.

Update: The design is expected to be complete by end of 2021, with construction projected to begin in Spring 2022 and to take three years to complete.

8. Hynes Station

Scope: MassDOT has designated a private developer to construct an air rights development over Hynes Station and the MassPike I-90 at the northeast corner of Boylston St. and Massachusetts Ave. The design will provide a renovated and fully accessible station with a reopened Boylston St. entrance incorporated into the new air rights development.

Update: The MBTA is meeting with the developer on a biweekly basis to define the station's external dimensions, structural constraints, and utility upgrades. A design consultant began working in March 2020. Full design is expected to be complete in June 2022 (contingent on the developer also completing its design). Pending funding availability, construction would begin shortly thereafter and is projected to take approximately 3 years.

9. Packard's Corner, South Street, Sutherland Rd, Chiswick, Chestnut Hill Ave (B Branch); Tappan, Fairbanks, Summit Ave, Hawes, St. Paul Street, Englewood, Brandon Hall, Kent Street (C Branch)

Scope: Each of these street-level Green Line stops will be modified by raising the existing platforms by 8 inches and adjusting nearby infrastructure as needed in order to provide accessibility. Project scopes vary stop to stop but each requires meaningful coordination with Boston and/or Brookline.

Update: Throughout 2018-2019, the MBTA conducted track replacement along parts of the Green Line's B and C branches. As part of that work, portions of the platforms were removed and replaced – motivating the need to make them accessible. Conceptual designs are underway for each and early timelines project that, depending on the stop, construction will begin between 2023 – 2024.

10. Station Wayfinding

Scope: Wayfinding signage is currently unclear, inconsistent, and non-compliant. The Wayfinding and Station Improvements Project will replace signage at the "Top 10" stations to bring them into full compliance with ADA/MAAB regulations, LED standards, and internal wayfinding requirements. Stations include Park Street, Downtown Crossing, State, Haymarket, North Station, Chinatown, South Station, Back Bay, Malden, and Harvard.

Update: Work at Park Street, North Station, Haymarket, State Street, Chinatown and Downtown Crossing is complete. The designs for wayfinding, lighting, and station improvements at South Station, Back Bay, Malden, and Harvard are nearing completion.

11. Automated Door Openers

Scope: At least one entrance to each subway station will be equipped with an automated door opener (when doors are required to enter/exit a station).

Update: Engineering and Maintenance (E&M), in partnership with SWA, has identified accessible station entrance locations for automatic door opener hardware to be installed throughout the subway system. E&M has procured the automated door hardware materials needed for installation and has begun the installation process— 9 of 33 new locations have been completed. All automated openers are expected to be operational in early 2022.

12. Path of Travel Improvements

Scope: Leveraging data from PATI (Plan for Accessible Transit Infrastructure) surveys, the MBTA will develop a program to address serious path of travel deficiencies (broken curb ramps, sidewalks, etc.) at subway stations.

Update: A set of priority path of travel upgrades was identified for each MBTA station. From there, locations were further prioritized based on the degree of need and impact for riders. A first set of path of travel upgrades have been designed and will be moving into construction later this year. They include improvements at Back Bay, Savin Hill, JFK/UMass, Malden Center, Fields Corner,

Park Street, and Stony Brook Stations. Additionally, the MBTA is working with the City of Boston to prioritize and advance path of travel barriers on municipal property that are adjacent to stations.

13. “Hands-Free” Fare Gate Feasibility Study

Scope: As part of the Fare Transformation Initiative, the MBTA will explore the feasibility of piloting a “hands-free” system for customers who have difficulty reaching and interacting with the fare gate targets.

Update: The MBTA has defined technical requirements for a solution to allow a rider to “tap” their Charlie Card for entry at subway stations without any physical interaction with the card or gate. The vendor responsible for overseeing the implementation of the new fare collection system continues to progress the design of the new technology and the integration of it into existing fare gates. The next step in the design process is for a working prototype of the gate to be setup in the Fare Transformation test lab where it will be used to conduct user testing with MBTA customers. The MBTA is working with the vendor to finalize the cost and schedule.

Commuter Rail Stations:

1. Mansfield Station

Scope: This project includes constructing new compliant mini-highs, new accessible routes to cross under the tracks via MA Route 114, storm-water retention, and new accessible parking.

Update: The new ramps, stairs, and mini-high platforms were completed in early May 2020. Final punch list items are currently being addressed and expected to be resolved in January 2022.

2. Chelsea Station

Scope: The MassDOT-led Silver Line Gateway Project was divided into two phases: Phase I, which has been completed, built 4 of 5 new Silver Line Bus Rapid Transit stops along abandoned Right of Way (ROW). Phase II relocates the existing inaccessible Chelsea Commuter Rail Station to the southwest, near the Market Basket supermarket and shopping area and the terminus of the new Chelsea Silver Line Gateway. The Commuter Rail station will feature two full-high 800'+ platforms, as well as canopies and benches.

Update: On November 15, 2021, the brand-new and fully accessible Chelsea Commuter Rail Station opened for service.

3. Natick Center Station

Scope: This project will make Natick Station fully accessible. The two inaccessible low-level platforms will be replaced with relocated high-level platforms accessed by elevators and ramps. This relocation work is necessary to facilitate the installation of a third track.

Update: Construction continues on both platforms. Work is proceeding on the electrical rooms and on the concrete retaining wall to support the new high-level platforms and accessible access routes. Construction is expected to be complete in fall 2023.

4. Newtonville, Auburndale, and West Newton Stations—Design

Scope: This project will produce a design to make all three stations accessible via a high-level platform at each station on the northern embankment. Each station will have ramps to access the high-level platform.

Update: The 30% design was presented to the City of Newton and the public in October 2021. Design is proceeding to 100% for double-side high level platforms at all three stations. Current efforts are focused on the geotechnical investigation and addressing comments from the 30% design submission.

5. Winchester Station

Scope: This project will make Winchester Commuter Rail Station fully accessible. The station design features full-high platforms, canopies, elevators, and ramps.

Update: Design is complete and construction will begin December 2021 and last approximately 28 months.

6. Worcester Union

Scope: This project will restore double track service by building a full-high center platform with elevators on both sides.

2021 Status: The construction notice to proceed will be issued on November 29, 2021 with an anticipated final completion of December 2023.

7. Lynn Station

Scope: Lynn Commuter Rail Station will be reviewed and upgraded to address a number of elements including the station platform and vertical circulation.

Update: The consultant has presented the 15% design to the MBTA and has received design direction. The new station will have two new enlarged elevators, a new high level platform, and a new canopy. The 100% design submission is expected August 2022.

8. South Attleboro Station

Scope: This project will make South Attleboro Station fully accessible through the construction of full-high platforms, and two accessible paths to each platform via a combination of ramps and elevators.

Update: MBTA Commuter Rail service to South Attleboro Station has been temporarily suspended (as of February 26, 2021) due to the structural condition of the pedestrian bridge and commuter rail service and will remain suspended until the station is fully renovated. The South Attleboro station parking lots are open for customers. RIPTA and GATRA bus service is still in operation to and from the South Attleboro station area. The 75% design was submitted in August 2021 and the full design is expected to be complete in early 2022. The construction schedule will be dependent on when funding for construction is secured.

9. North Wilmington Station

Scope: This project will make North Wilmington fully accessible through the construction of a short raised platform that will serve all active doors of the trains along with some path of travel upgrades.

Update: Pending the release of Federal funds, design work is expected to be substantially completed in early 2022 with construction to follow.

10. Maintenance of Mini-High Platforms

Scope: An evaluation of the conditions of mini-highs throughout the Commuter Rail network will be conducted and required repairs will be advanced.

Update: Survey work of mini-highs was completed. Repairs to existing mini-highs that do not require significant structural work have been completed. Capital Delivery is working to establish an on-call contract to address mini-highs that require more complex solutions. The mini-highs at Beverly Depot stations are currently under design.

11. Detectable Warnings on Commuter Rail Platforms

Scope: Detectable warning panels will be placed along the edge of all Commuter Rail platforms where they do not currently exist.

Update: Capital Delivery is working on establishing an on-call contract to advance the installation of detectable warning panels at several Commuter Rail Stations. The first set of stations where new detectable warning panels will be installed will be identified in the coming months.

12. Commuter Rail Bridge Plates

Scope: Keolis, SWA, and Railroad Operations will standardize bridge plate design to the greatest extent feasible.

Update: As a first step toward identifying the most appropriate bridge plate design, a system-wide survey will be conducted of each Commuter Rail platform and Commuter Rail coach, as well as of the platform gaps resulting from the relationship between the platforms and train cars. Following this data collection, concepts for a universal design will be developed and tested. The MBTA is in the process of developing contract language to begin this work and a contract to begin this work.

Vertical Transportation:

1. Forest Hills Phase II

Scope: This project will expand the accessibility of Forest Hills Station. The scope includes the replacement of three existing elevators: lobby to Orange Line platform, lobby to Needham Commuter Rail platform, and lobby to lower busway. A new elevator–stair tower will be designed to connect the upper busway directly to the lower busway.

Update: The second headhouse with the new elevator, located on the southwest corridor park, was opened on November 5, 2019. The design for the broader station upgrades, including the new elevator between the upper and lower busways, is underway and is expected to be complete in late 2022.

2. Alewife 813, 814, 815

Scope: This project includes the replacement in kind of the existing elevators 813, 814, 815; repair or replacement of certain curb ramps; and minor modifications to restrooms.

Update: This project is now complete. Construction began in summer 2018 and was phased in such a way that the station remained accessible at all times. Elevator 813 (lobby to platform) opened for service in the summer of 2019. Elevator 815 opened for service in March 2020. Elevator 814 was completed in September 2020.

3. Ruggles Phase I

Scope: This project will install a new Commuter Rail platform along Track 2 at Ruggles Station and a new elevator (728) to the busway center platform. Existing elevators 848, 849, 850 and 851 will also be replaced.

Update: Construction of the new Commuter Rail platform, elevator 728 (lower busway), elevator 851 (Forsyth Street) and elevator 850 (Orange Line) are complete and opened to the public. Rebuilding of the lower busway is also complete. Elevators 848 (lower busway) and 849 (commuter rail) have been taken out of service and are expected to be completed and re-opened in December 2021.

4. Quincy Adams 805, 806, 807

Scope: This project includes the replacement of two existing garage/lobby elevators and one existing platform/lobby elevator, as well as the addition of one platform/lobby elevator to provide redundant elevators for both the platform and garage. The construction will be phased to keep at least one redundant elevator in service at all times.

Update: Work on this project is approaching completion. The existing garage/lobby elevator (806) reopened in late 2020. The new (redundant) lobby/platform elevator opened in spring of 2021. The remaining two elevators will be complete in early 2022.

5. Central Square 860 & Redundant Elevators

Scope: This project includes the construction of an additional (redundant) elevator on both the inbound and outbound sides of Central Square Station as well as the replacement and modernization of the existing elevator on the outbound platform.

Update: Design is approaching 100%. The construction timeline will be dependent on securing additional funds for construction.

6. Downtown Crossing Elevators Phase II and Park Street 808

Scope: The MBTA will construct one elevator that connects the Washington St. surface to the Orange Line (both paid and unpaid area) and Red Line southbound areas of Downtown Crossing Station. It also will include an elevator that connects the Orange Line northbound to the Red Line southbound, and an enlarged Elevator 808 at Park Street as an alternate connection between the Orange Line southbound and the Red Line northbound via the Winter Street Concourse.

Update: The MBTA has procured a design consultant for final design and construction phase services. The design is currently between the 30% and 75% stages. Construction advertisement is expected to begin in the fall of 2022 depending on funding availability.

7. Designs for Future Replacement and New (Redundant) Elevators

Scope: The MBTA will advance designs for the following elevators:

- Sullivan: 1 new unit at lower busway + 2 replacements
- Davis: 3 new units (including Red Line platform redundant) + 2 replacements
- Chinatown: 2 new units + 2 replacements and lobby rebuilds
- North Station: 2 new units – Valenti Way lobby to Orange Line platforms
- State Street: 2 new units at City Hall entry + 2 replacements & lobby rebuild at OSMH
- Mass Ave: 1 new unit at + 1 replacement
- Broadway: 2 new units + 2 replacements
- Jackson Square: 1 new unit + 1 replacement
- Arlington: 3 new units at Berkeley exit / emergency entrance
- Wellington: 3 new units + emergency egress and 2 replacement units

Update: The designs for each of the stations' elevators have been divided between four design firms and 30% designs are complete for each. Designs are now being advanced to the 75% stage. Over the next year, select projects will be moved forward into final design and construction if funding becomes available.

8. Vertical Transportation Study

Scope: The MBTA will develop a system-wide elevator and escalator replacement plan. The MBTA will have a consultant develop the fiscally unconstrained 20-year SGR Vertical Transportation Plan, based on:

- reviewing and revising prioritized inventory of existing units
- determining what future changes may be needed to the maintenance contract to maintain or exceed current levels of uptime
- determining at what rate units must be replaced in order to maintain or exceed current levels of uptime
- identifying any roadblocks to replacing elevators and escalators quickly and efficiently, and providing recommendations for their resolution

Update: The MBTA has procured the engineering consultant firms WSP and Lerch Bates, who are leading the effort to assess all current conditions of elevators and escalators, in addition to developing a long-term plan for the maintenance and modernization of systems. To date, evaluations of all vertical transportation assets within the rapid transit system have been inspected. At this time, Lerch Bates is populating a database with information from their inspections, previous reports, callback information, etc. This database will allow for the grouping of

elevators based on recommended time frames for replacement (1-5 years, 5-10 years, 10-15 years, 15-20 years). The first report to be submitted to the MBTA will be for the Blue Line. The team has also contracted City Point Partners to develop cost estimates for each replacement including “non-elevator and non-escalator costs”. Lastly, the report will include various strategies, technologies, and improvements that the MBTA can consider in the development of replacing vertical transportation units systemwide.

9. Elevator Cleanliness

Scope: An interdepartmental task force consisting of Engineering and Maintenance, Operations, Customer Experience, Customer Technology, Transit Police, and SWA will develop and document a protocol for addressing the issue of elevator cleanliness.

Update: The task force was established in the summer of 2019 and identified a number of key components/activities for maintaining elevators in the cleanest manner possible. These have been implemented and are ongoing, representing a holistic approach to elevator cleanliness. Several of the specific activities underway include:

- Implementation of a new cleaning contract. In March 2020, the MBTA launched a new performance-based station cleaning program, of which elevator cleanliness is the key component.
- Replacement of elevator floors with new non-absorbent flooring materials at key locations. 30+ of the highest priority floors have been replaced since 2019 in addition to each of the recently modernized elevators (discussed above).
- Regular inspections conducted by Transit Ambassadors. Issues are reported in real time and yield an expedited request for cleanup. Monthly reports have been developed to help identify and track areas of concern
- Formation of a subcommittee consisting of Ambassador Management (MBTA contract oversight), Block by Block (contractor), E&M and SWA. The group meets on a regular basis to discuss the previous month’s report. The data and subsequent analysis alerts the group where opportunities for improvement exist and resources can be shifted to address areas of concern.
- Sharing of elevator cleanliness reports with TPD on a monthly basis to alert them of potential areas of concern.
- Development of a prototype of a urine detection device. A demonstration of this device was conducted in early 2021. A larger scale pilot is planned for Spring/summer 2022.

10. Real-time Elevator Outage Information on Digital Displays

Scope: The MBTA is working on two pilot projects that will provide riders with additional real-time information about elevator outages. The first is an effort to install digital screens at elevator entrances which would include details about that specific elevator as well as elevators system-wide.

The second is an effort to install large digital displays in unpaid station lobbies, near the fare gates, with information about elevator outages across the system. The screens would provide information about current and upcoming outages, as well as relevant information regarding alternate access during outages.

Update: Hardware for both projects has been selected and will be on hand shortly. For the pilot involving digital screens at elevator entrances, wiring and prep work is complete at one station

(Forest Hills – 8 locations, 4 elevators) and is planned to be completed at an additional station in early 2022. Screens will be installed shortly thereafter.

With respect to the digital display screens in unpaid lobbies, 13 locations in 8 stations have been identified for installation of display screens. Wiring and prep work is complete at 5 stations (7 locations) with the rest planned to be completed in early 2022. Installation of screens will follow shortly thereafter.

Work is also progressing on the in-house software that will provide the information; this work is expected to also be completed in early 2022.

Bus Stops:

1. Critical Stops

Scope: In 2015, the MBTA identified 50 of its highest ridership stops that had significant accessibility barriers and warranted reconstruction. Following that effort, in 2017, the MBTA surveyed all 7,690 bus stops as part of the Plan for Accessible Transit Infrastructure (PATI) and determined that an additional 274 were “critical”—meaning the stop is so inaccessible, customers using wheeled mobility must board/exit in the street. Out of these 324 stops, a number of these stops will be fully reconstructed while others that experience extremely low ridership will be closed.

Update: To date, 84 of these priority stops and their pairs have been fully reconstructed, 6 are currently under construction and will be completed this year. Design is proceeding for 27 critical stops, with stamped plans expected by Spring 2022. 134 have been eliminated due to extremely low ridership. The remaining 65 will be renovated as part of upcoming municipal projects or other near-term work. In addition to this set of stops, a number of other bus stops that had some accessibility barriers were also upgraded due to their proximity to the critical stops.

2. High Priority Stops

Scope: In 2017, the MBTA surveyed all 7,690 bus stops for accessibility barriers as part of the Plan for Accessible Transit Infrastructure (PATI). Bus stop elements were scored based on level and number of barriers present. Bus stops were identified as critical, high, medium, and low priority. High priority stops have more than one significant barrier present such as, but not limited to, a sloped landing pad, narrow sidewalk, lack of a curb, or unusable curb ramp. The MBTA identified 658 stops that are classified as high priority, with multiple barriers to access (that were not already captured as critical stops). The MBTA will be advancing the design and construction of access improvements at these locations.

Update: As work on the critical stops advanced, planning and design work began for stops categorized as high priority. To date, 20 have been reconstructed and 48 are in construction now as part of PATI phase 2. Design is proceeding on 149 stops, with 90 stops at 100% design. The remaining high priority stops will be addressed as funding becomes available.

3. Bus Stop Amenities

Scope: As the MBTA's current 15-year agreement with JCDecaux, its shelter manager, comes to an end, the MBTA is developing and will procure an updated and expanded program of bus shelters and amenities.

Update: The MBTA released a Request for Proposals in 2020 and awarded the Street Furniture Program concession to Intersection Media starting in February 2021. The technical specifications provided for the RFP were developed in close coordination with SWA. In the coming years and with \$7M in capital funding, the MBTA will continue to work with municipalities and communities to update and expand the MBTA's network of bus shelters, furniture and amenities.

VEHICLES

1. Deployment of New Orange Line Vehicles

Scope: The MBTA has ordered and will deploy an entire fleet of new Orange Line vehicles with wider doors, seating areas for wheeled mobility device users, an improved PA/VMS system, and other accessibility improvements.

Update: The first six-car consist went into service in summer 2019. 52 cars have been conditionally accepted and deliveries have increased to two Orange line married pairs per month since August 2021.

Due to a derailment on the Orange Line involving the new cars, the MBTA took precautionary measures and removed both the new Orange Line and Red Line cars from passenger service until a complete and thorough evaluation could determine the factors leading to the incident. The Vehicle Engineering team, along with other internal and external stakeholders, has managed the evaluation process of both cars and infrastructure. The root cause has been determined and new material has been validated and the requalification testing is finished. Final approval is pending the final report review. Once completed, the cars will be outfitted with new material allowing unrestricted use of cars for the Orange line.

Since August steps have been put in place to allow the MBTA to reintroduce Orange line cars in limited service. To date three six-car consists have since returned to passenger service. MBTA expects all conditional accepted cars introduced back into passenger service in the next few months.

2. Deployment of New Red Line Vehicles

Scope: The MBTA has ordered and will deploy an entire fleet of new Red Line vehicles with wider doors, seating areas for wheeled mobility device users, an improved PA/VMS system, and other accessibility improvements.

Update: Six pilot cars arrived in Boston in early October 2019 for testing. This first six-car consist went into service in December 2020.

As described above, due to a derailment on the Orange Line with the new cars, the MBTA has taken precautionary measures by removing both the new Orange Line and Red Line cars until a complete and thorough evaluation can determine the factors leading to the incident. The Vehicle Engineering team, along with other internal and external stakeholders, is managing the evaluation process of both cars and infrastructure.

3. Green Line Type 10 Vehicle Design and Procurement

Scope: The MBTA will design and procure the next-generation Green Line train. The procurement will be for vehicles to replace the Type 7 and Type 8 fleets. Vehicles will be low-floor and approximately 40 feet longer than legacy fleets.

Update: Vehicle Engineering worked with numerous departments, including SWA, to finalize the RFP for design and to ensure all key accessibility considerations were captured. The RFP was released in December 2019 and proposals from core builders were received in August 2021. Proposals are undergoing evaluation by the MBTA's selection committees. It is expected that during the summer of 2022 a car builder will be selected to begin work.

4. Priority Seating Decals on Subway

Scope: The MBTA's new priority seating decal will be installed on existing subway cars.

Update: In addition to new priority seating decals being installed on the entire bus fleet, these decals have now been installed on all subway cars.

5. New Securement System--Pilot

Scope: As part of its next bus fleet procurement, the MBTA will pilot a new rear-facing securement system that enables the wheeled mobility user to secure themselves independently.

Update: A new and innovative securement system called [Q-POD](#) has been installed on 10 of the MBTA's newest buses that went into service on the Route 111 in February of 2021. A customer survey to obtain user feedback on the system, which will help inform decisions regarding its use in future bus procurements, is live and information regarding how to take the survey by phone or online is available on all new buses. Four "on the road" open houses were held throughout the fall in order to collect additional feedback. Recommendations regarding the future use of the new securement system will be developed in early 2022

TRAININGS

1. Bus Operations

Scope: Operations and SWA will review and revitalize the eight-hour accessibility training program. The training will include classroom and hands-on material, as well as videos documenting first-person perspectives from customers with disabilities.

Update: SWA and Bus Operations have collaborated to create an entirely new 8-hour Accessibility Certification training course. This course has been used to recertify supervisory personnel and

select bus operators since February 2021 and starting in May 2021 has been utilized to train new hires.

The R-TAG customer engagement group and Daniels-Finegold plaintiffs' group were actively engaged throughout the process of developing the materials. Prior to the COVID-19 pandemic, the production of videos for the training, featuring customers with disabilities, was underway. However, for the safety of all participants, the video shoots were postponed and alternate content that presents the customer perspective was developed and is being used in the interim. SWA is hopeful that video content may be safely produced in early 2022 and once complete it will be added to the certification materials.

2. Subway Operations

Scope: Operations and SWA will review and revitalize the accessibility-related modules within the Subway Recertification Programs. The training will include videos documenting first-person perspectives from customers with disabilities.

Update: SWA and Subway Operations collaborated to develop an entirely new accessibility training for all new hires that launched in July 2021, modelled on the Bus 8-hour certification training. Customer feedback via an online survey and several meetings with the RTAG and Daniels-Finegold plaintiffs group helped inform both specific content and thematic direction of the new training.

3. Transit Ambassadors

Scope: SWA will work with Block by Block (the Transit Ambassadors contractor) and MBTA Customer Experience to review and revitalize the accessibility training module for newly hired Ambassadors. The training will include classroom and hands-on material, as well as videos documenting first-person perspectives from customers with disabilities.

Update: Following the development of the Subway Operations training described above, SWA will begin working with the Customer Experience Department on opportunities to enhance training provided to Transit Ambassadors. The contract for Transit Ambassadors is being rebid and early 2022 in the requirement for this training will be included.

4. Transit Police

Scope: The MASS Collaboration (comprising SWA, BCIL, MBTA Transit Police, and the Boston Area Rape Crisis Center) will develop and implement a curriculum for a disability-based training for Transit Police Officers.

Update: Development of the curriculum for a disability-based training program for Transit Police Officers is complete. Plans were initially in place to hold four training classes for Transit Police Officers (with a commitment of 9-10 officers), as well as for Boston and Cambridge Police Officers, beginning in summer 2020. However, due to the COVID-19 pandemic, the classes have been postponed until early 2022.

5. Senior Leadership

Scope: SWA will develop an access-related training module for Senior Leadership to undergo upon hire/promotion. (Senior Leadership constitutes staff at Director level and above.)

Update: SWA has begun outlining the key objectives for this training and development of content will occur throughout 2022.

CUSTOMER COMMUNICATION / OUTREACH

1. Notifying Customers of Upcoming Work

Scope: In concert with the Title VI Public Participation Plan, the MBTA will develop a public engagement plan for seniors and people with disabilities.

Update: The MBTA has issued a new Public Engagement Plan that addresses how the MBTA notifies and engages with customers. A companion to the policy document is being drafted, detailing ways for employees to ensure that outreach is conducted in a successful and inclusive manner.

2. Marketing Campaign

Scope: The Customer Experience Department and SWA will develop and implement a marketing campaign designed to highlight improvements to fixed-route access and to spread the message that access benefits all customers.

Update: The MBTA had contracted with an advertising agency to assist SWA and Customer Experience in the design and deployment of a marketing campaign for fixed-route access. In the fall of 2019, campaign goals and concepts were developed, and both R-TAG and the BCIL plaintiffs provided feedback and direction to the team. Media and outreach strategies were underway, with the intention of a campaign launch in fall 2020. However, given the circumstances of the COVID-19 pandemic, the campaign will be reimaged and rescheduled, tentatively in spring 2022.

3. Audio & Visual Equivalency Policy

Scope: The Customer Technology Department (CTD) and SWA will develop a policy that defines when, and by what means, digital signage must have an audible component as well as when information that is broadcast audibly must have a visual component.

Update: CTD and SWA have worked to develop an audio/visual equivalency policy as well as identify best practices and practical solutions for a variety of scenarios.

One of the key takeaways in talking to blind and low-vision riders, digital signage manufacturers, and out-of-home advertising companies is that there is no magic bullet—no universal solution—for audio-equivalence for digital signage. Because of this, audio/visual equivalence will be achieved using a variety of solutions, depending on a variety of factors (screen hardware, location, informational context, etc.).

4. Stop Announcements on Bus

Scope: SWA and Bus Operations will develop a policy denoting when and/or where bus operators are required to make stop announcements along a route if the automated announcement system is not functioning.

Update: SWA, Service Planning and Bus Operations have worked together to identify a draft set of updated keys stops for each bus route that will be required to be announced manually by Bus Operators if the Transit Master automated system is not working. A plan to finalize and distribute these lists is underway with completion expected in early 2022.

5. Improved Coordination with Cities and Towns

Scope: The MBTA will establish a protocol for communicating key accessibility information to the municipalities it serves in order to better collaborate on providing accessible service. This may include the sharing of information on bus stop snow removal guidance, strategies for keeping bus stops clear of illegally parked vehicles, etc.

Update: Throughout 2019, various departments created a database of key municipal contacts—including public works departments, disability commissions, and councils on aging—to be used as a listserv for various service-related updates. In January and December 2020, the MBTA leveraged this distribution list to send snow removal best-practice guidance to key public works department personnel in the 50+ municipalities with bus service.

Since that time, SWA, Service Planning and others have been working to develop guidelines to formalize processes for messaging to municipalities and collaborating with municipalities around issues affecting accessibility. A survey was distributed to local municipal partners in order to update contact information and a protocol was established that encourages municipalities to contact the MBTA if they are planning any work adjacent to a bus stop or station in order to help ensure accessibility-related considerations are incorporated. Future communications to municipal partners will include information on snow removal at bus stops as well as the importance of ensuring that bus stops are not obstructed by illegally parked or idling vehicles. I

6. Re-envisioning Travel Training and Awareness Raising regarding Mobility Options

Scope: Historically, SWA's travel training program (focused on empowering riders to use the fixed-route system) and the RIDE (paratransit) eligibility center and process have been managed separately. Starting in 2022, the MBTA will be launching a new Mobility Center that will serve to help older adults and riders with disabilities learn more about all of the accessible mobility options available to them based on their own unique needs. The Center will house the paratransit eligibility process, new travel training services (virtual and in person), assistance with trip planning as well as a streamlined reduced-fare acquisition process. Additionally, the Center will assist in holding outreach events with local communities and organizations.

Update: A Request for Proposals was issued this summer and bids were received in August 2021. The contractor who will oversee the Mobility Center is expected to be selected by the end of year with a Center opening plan for July 2022.

7. Improving Outreach through a focus on Diversity & Inclusion

Scope: System-Wide Accessibility will develop a strategic plan for expanding its outreach regarding accessibility at the MBTA as well as its connections to riders and local organizations by working to identify and address disparities in accessing information. The plan and subsequent outreach will incorporate best practices for sharing information and outreach in ways that resonate with different age groups in demographically, ethnically, and economically diverse neighborhoods throughout the MBTA service area.

Update: A consultant was selected in Fall 2021 to support this work. An overarching project plan has been developed and a survey aimed at local community organizations will be distributed by end of year.

8. Green Line Rear Door Boarding Awareness Campaign

Scope: The Customer Experience Department and SWA will develop and implement a marketing campaign designed to highlight the availability of accessible rear door boarding on Green Line trains.

Update: Decals advertising the rear door boarding policy as well as drawing attention to the ISA button customers may push as one option to request access to the rear door were installed on all Green Line trains throughout the spring of 2021. Additionally, audio and visual (both poster and digital) messaging were deployed in Green Line stations and stops to educate customers about the rear door boarding policy in the summer.

9. Creation of online reduced-fare application

Scope: The MBTA will develop an online application for eligible seniors and people with disabilities to allow riders to apply for one of the MBTA's reduced fare programs (Senior CharlieCard, Transportation Access Pass, and Blind Access CharlieCard) remotely.. This will provide applicants with an alternative to the current paper-based or in-person application process.

Update: In March 2021, the Reduced Fares Tech team [launched an online application pilot for first-time Senior CharlieCard](#) applicants (65 and older), receiving roughly 5,000 applications to date. The team also launched an online application for the Youth Pass program in October 2021, receiving roughly 3,500 applications to date. The Reduced Fares Tech team will be working on developing online applications for eligible riders with disabilities and blind/low vision, and these applications are expected to be available by spring 2022.

SYSTEM-WIDE OVERSIGHT

1. System-Wide Accessibility

Scope: The MBTA will develop and issue a policy outlining when and how an MBTA project or initiative must be approved by SWA.

Update: A memo documenting SWA's roles and responsibilities was issued to all senior staff by the General Manager in May 2021. This document represents the memorialization of practices that have been in place for a number of years.

2. Maintenance and Barrier Reporting

Scope: Enhanced and customized reports will be developed using the MBTA's new maintenance database in order to track accessibility-related barriers that are flagged by Station Officials and others as part of their daily inspections.

Update: SWA and the Engineering and Maintenance department have worked together to identify each of the accessibility related barrier types that need to be coded into the new maintenance database (Trapeze). The bulk of this programming has taken place, and, in January 2022, work will begin to set up the distribution of monthly station maintenance reports detailing the station accessibility asset defects and their resolution. Throughout the first half of the year SWA will also collaborate with E&M and Operations to improve existing systems for identifying and prioritizing of individual station assets/defects.

3. The Design Guide to Access

Scope: The MBTA will publish *The Design Guide to Access* to provide clarity on design expectations as well as best practices in universal design.

Update: Throughout 2021, SWA and the Design Guide Working Group composed of internal stakeholders met regularly to draft and review content related to MBTA's accessibility standards. Early chapters including scoping and accessible routes are expected to be finalized and online in early 2022.

4. Snow Removal Monitoring

Scope: The Internal Access Monitoring Program will incorporate a mechanism to better assess the quality and timeliness of snow removal at bus stops for which the MBTA has taken responsibility (currently stops along the 15 Key Bus Routes). A protocol will also be developed for reporting any deficiencies to maintenance teams in real time.

Update: The Internal Access Monitoring Program conducted pilot testing of various methods of monitoring snow removal throughout the winter of 2020-21, as weather allowed. Pilots included active assessment of bus stops at various intervals post-snowfall as well as monitoring of contractor progress in real time via an online reporting tool. These pilots were beneficial in determining a set of methods of snow removal monitoring that is effective, safe, and efficient. These methods will be utilized in the winter of 2021-22 and refined as needed. Furthermore, SWA and maintenance agreed upon, and utilized, an appropriate protocol for reporting snow clearing deficiencies as they were discovered.

INITIATIVES RECENTLY IDENTIFIED AS COMPLETE IN PRIOR REPORTS

1. Wollaston Station Renovation

Scope: Wollaston is the last inaccessible station on the Red Line. This project will make the station fully accessible and address critical state of good repair issues. Specifically, the existing station will be completely demolished and rebuilt with a new headhouse, three elevators, and an accessible pedestrian route from Newport Ave toward Hancock St.

Update from November 2019 report: The station was shut down for construction in January 2018. The fully accessible station was reopened to the public on August 16, 2019, making all stations on the Red Line accessible.

2. Downtown Crossing Phase I

Scope: This project includes the construction of two new elevators (within a combined hoistway shaft) to connect the Orange Line northbound (Oak Grove) platform and the Red Line northbound (Alewife) platform.

Update from November 2019 report: The elevators were put into service June 14, 2019.

3. Andrew 857, 858, 859

Scope: Capital Delivery will finalize the design and construction of Andrew 857, 858, 859 elevator replacements.

Update from November 2019 report: All Andrew elevator replacements opened on October 18, 2019.

4. Forest Hills Phase I

Scope: As part of the Casey Overpass project, MassDOT will construct a second accessible entrance to the Orange Line platform at Forest Hills Station.

Update from November 2019 report: The second headhouse with the new elevator, located on the southwest corridor park, was opened on November 5, 2019.

5. Harvard 821

Scope: Harvard elevator 821 will be replaced and the existing shaft will be expanded to provide an enlarged elevator pass-through cab design.

Update from November 2019 report: The Harvard replacement elevator 821 reopened on October 31, 2019. The original unit measured 4'1" x 4'8" (19 square feet) with a 3'-wide door opening, and had virtually no visibility in or out of the elevator cab. The new elevator is 60% larger: 5.0' x 6.0' (30 square feet) with a 3.5'-wide door opening, and has a fully transparent cab and shaft.

6. Tracking Accessibility-Related Customer Complaints and Feedback

Scope: The MBTA will finalize enhanced guidelines for tracking and resolving accessibility complaints. Additionally, a new module within the MBTA's complaint database will be created to facilitate information-sharing and data analysis internally.

Update from November 2019 report: In October of 2018, an effort was begun to build a new employee-facing portal for handling accessibility complaints. Many departments were involved in creating this new portal, including SWA, OCC, Information Technology, Bus and Subway Operations, and Customer Experience. The common goal was to create a "one-stop shopping" workspace for SWA customer complaint investigations.

On June 17, 2019, the new IRIS SWA Investigation Screen went live. Leading up to the launch, SWA held training classes for Bus, Subway, and various other areas that conducted SWA investigations. All relevant staff members received training on the new screen. The impact this new process had on the overall complaint system was immediately realized. Positive results:

- Easier collaboration and information sharing between departments
- Easier Oversight by Operations Management
- Ability to create quarterly reports much more quickly
- A significant reduction in the amount of time between a complaint being filed and an appropriate resolution

In addition, enhanced complaint investigation and resolution guidelines are complete. These guidelines clearly explain the steps which should be taken to complete an investigation and issue an appropriate resolution.

7. Central 861

Scope: The existing shaft of elevator 861 will be expanded to provide an enlarged pass-through cab design.

Update from May 2020 report: This fully modernized elevator was completed and put into service on April 2, 2020. The new elevator is now pass-through and largely transparent on all sides.

8. Bus Evacuation Drills

Scope: SWA, Security, Safety, and Operations will collaborate to implement a series of bus evacuation drills focused on the potential impacts on customers with disabilities.

Update from May 2020 report: MassDOT Security & Emergency Management and the MBTA conducted four small-scale bus emergency evacuation drills in October of 2019. Findings from the drills have been used by SWA to inform the development of the updated curriculum for new bus operator accessibility training and bus operator recertification training programs—each of which include instruction on assisting customers with disabilities during an emergency evacuation.

9. Transit Education

Scope: The Human Service Transportation Office of the Commonwealth, in collaboration with the MBTA, will develop a program of information-sharing about community transportation options, tools, and resources with aging and disability service providers; other social service agency staff; and individual riders.

Update from May 2020 report: Content has been developed and training video posted at <https://www.mass.gov/manual/transportation-training-for-staff-of-aging-and-disability-service-providers>.

10. Fixed-Route Brochure

Scope: SWA will update its core promotional brochure, originally published in 2012 and titled *Accessibility at the MBTA: Your Guide to Fixed Route Services*. New sections will be dedicated to the Riders' Transportation Access Group (R-TAG) and the MBTA Travel Training Program.

Update: Update from the November 2020 report: The new SWA promotional brochure, *Access in Motion: Your Guide to MBTA Fixed-Route Services*, went to print at the end of summer 2019. Since then, the brochure has been distributed at numerous public meetings and transit-education sites. An accessible electronic version of the brochure is now [available online](#). Additional languages and alternate formats are also available upon request.

11. Plan for Accessible Transit Infrastructure (PATI) Website

Scope: SWA will build a web page dedicated to updating customers on PATI and the MBTA's efforts to expand access system-wide.

Update: Update from the November 2020 report: The "[System-Wide Accessibility Improvements](#)" [web page](#) launched in July 2020 and includes a mode-by-mode snapshot of the current state of accessibility as well as descriptions of capital projects currently in the works.

10. Building a Virtual Travel Training Experience

Scope: SWA's travel training program will work to develop and incorporate virtual learning tools for trainees in order to supplement in-person training experiences and allow for travel training to continue while social distancing remains critical.

Update: Through its current contractor of travel instruction services, SWA developed webinar material for older adults, individuals with disabilities, as well as agencies serving these populations to improve rider knowledge about resources, accessibility information and skills regarding how to ride public transit. Training can be requested via live Zoom webinars. All training material will also be posted on the MBTA's website and be available on demand starting in May 2021. In addition to webinars, the T is also working on short videos about how to access and ride the T. The first of 5 videos is titled "Planning your Trip" and is posted under "Resources for Riders" at <https://www.mbta.com/accessibility/travel-training>.

11. Transit Education - U Mass. Medical School

Scope: SWA partnered with the University of Massachusetts Medical School (UMMS) in 2019 to develop a curriculum on transportation as an important element of health, and to integrate that curriculum into UMMS' existing multidisciplinary clerkship program.

Update: In 2020, for the second year in a row, SWA collaborated with UMMS to develop material that educates future physicians about transportation policy. The material also provides education

about the transportation and other mobility resources that are available for patients in rural areas, and how to access those resources in various communities of the Commonwealth. Because of the COVID-19 pandemic, the manner in which public and community transportation serve the needs of community residents is changing. Discussions with UMMS will continue about how best to educate future doctors about evolving mobility resources and a need to improve digital literacy in the communities they serve.