

System-Wide Accessibility Updates

MBTA/BCIL Settlement Update



June 3, 2020

Rear-door Boarding

- Riders are required to board and exit from the rear door on bus and Green Line
 - ANY rider who requests to board/exit from the front door is still permitted to do so



Assistance will be provided to any customer upon request



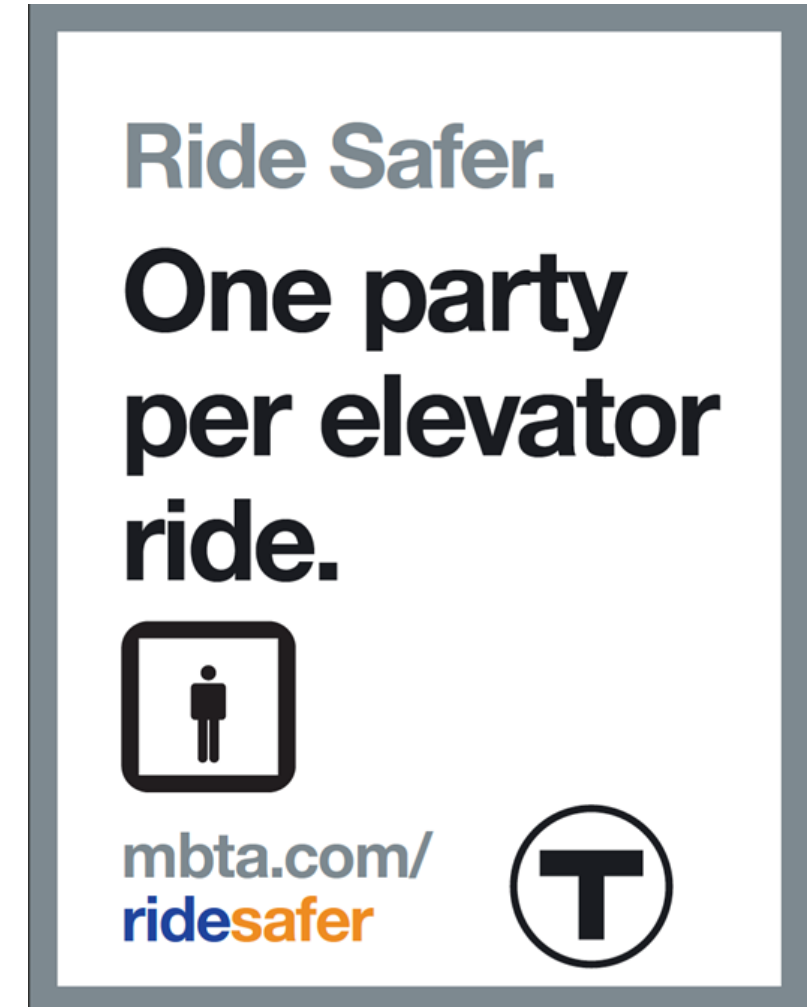
Face Mask/Covering Policy

- Riders and Employees must wear a face covering while at stations, stops and on vehicles
- Exception for those who have a medical condition that makes wearing a mask difficult or dangerous



One Party per Elevator Ride

- Riders asked to limit use of elevator to one party (one person or one group traveling together) per elevator trip
- Signs and announcements to be deployed starting at highest ridership stations



All Reasonable Requests Must Still Be Honored

- Fundamental MBTA Policy Still in Place
- Reasonable Requests include things such as:
 - Assistance boarding or exiting a vehicle
 - Assistance through fare gates
 - Assistance finding a seat
 - Assistance pressing elevator buttons



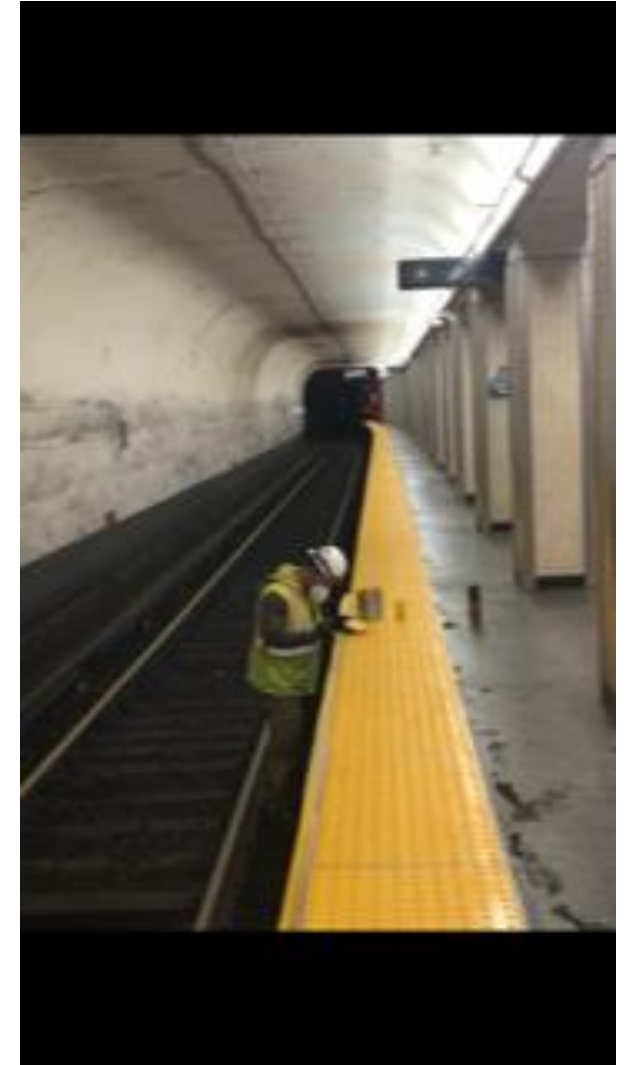
Station Upgrades

- Central Square Inbound elevator rebuilt and reopened.
- Mansfield Commuter Rail station refurbished.
- Construction underway or about to begin at:
 - Babcock, Pleasant Street, BU West, & St. Paul; Brookline Hills; Oak Grove; Ruggles
 - Natick & Chelsea Commuter Rail Stations
- Designs Underway:
 - Symphony, Hynes, Newton Highlands, Beaconsfield, Chestnut Hill, Eliot, & Waban
 - Newtonville, Auburndale, & West Newton; Winchester; Lynn Commuter Rail Stations



Blue Line Station Upgrades

- From 5/18--5/31, The Blue Line was shut down in order to accelerate important track, signal and station upgrades
 - shuttle buses replaced service throughout the shutdown
- Accessibility upgrades that were accomplished:
 - Installation of detectable warning panels at Bowdoin & detectable warning repairs at multiple stations
- New elevator floors Airport Station



Automated Door Openers

- Automated door openers to be installed on all accessible subway station entrances (with doors)
- New design provides an elongated pushbutton
- Scheduled for system-wide deployment TBD



Contact Us

- Questions, Complaints or Commendations—
 - 617-222-3200
 - www.mbta.com click on "Support"
 - Tweet @MBTA
- Currently riding the bus, subway or Commuter Rail? Reach out to us at SWA@mbta.com
- Upcoming meeting--
 - Riders' Transportation Access Group (R-TAG) Public Meeting
 - Thursday, July 16, 2020 4-6PM
 - Virtual Platform TBD (visit MBTA.com for more details)

