May 29, 2025

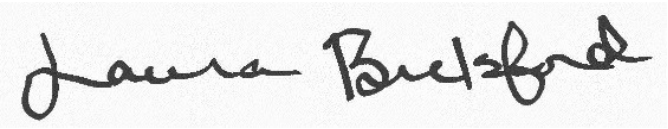
Dear Riders,

Throughout the first half of 2025, the MBTA has continued to focus on improving the safety and reliability of services system-wide, particularly through major signal improvements on the Red and Orange Lines. Additionally, in March we celebrated the opening of the South Coast Rail which includes six brand-new, fully accessible Commuter Rail stations connecting existing service to New Bedford and Fall River. And as always, we have remained focused on improving and expanding accessibility across the system. In this edition of our semiannual report on Accessibility Initiatives, you will find updates on over 50 distinct programs and projects underway focused on making the MBTA safer and easier for everyone to use.

Highlights include:

- Thanks to the construction of freestanding mini-high platforms and other accessibility upgrades, accessible boarding at Wellesley Square, West Medford, Franklin, and Walpole Commuter Rail stations is now possible.
- Full-scale accessibility upgrades, including full high-level platforms, are wrapping up at Natick Center, Winchester Center, and Worcester Commuter Rail Stations.
- In-depth usability testing was conducted throughout the winter and spring to evaluate accessible wayfinding technology.
- Dozens of additional Customer Information Displays providing real-time service information, including elevator availability, have rolled out in stations throughout the system.

The progress reflected in this report would not be possible without your ongoing support, advocacy, and collaboration. If you would like additional information on any of the projects listed here, or would like to suggest an area of focus, please feel free to reach out by sending an email to accessibility@mbta.com.



Laura Brelsford & the System-Wide Accessibility Team
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mbta.com/accessibility

Accessibility Initiatives— May 2025: Table of Contents

INFRASTRUCTURE

Subway Stations

1. Ruggles Station Phase II

   Scope: In addition to the station upgrades that were accomplished as part of Ruggles Phase I (see attached addendum), the Ruggles Phase II project will include an accessible entrance on Columbus Ave. and other upgrades to bring the station into full compliance. An additional elevator serving the Orange Line will also be designed.

   Update: This project was advertised on September 25, 2024, and a Notice to Proceed for the construction was given on March 20, 2025. The goal is to complete construction by 2028. The construction of the additional Orange Line elevator is not part of this project's scope due to the significant number of station shutdowns required for its construction. However, it will be pursued as a separate future project.

2. Forest Hills Station Phase II

   Scope: Building on improvements made during Phase I, Phase II includes the upgrades to 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: Under the Phase I project, the new headhouse and elevator in the Southwest Corridor Park opened on November 5, 2019. This structure provides a second accessible entrance to the Orange Line platform. The design for the broader station upgrades under Phase II - including upgrades to the existing elevators and the new elevator between the upper and lower busways - is underway. The final scope of the project will depend on funding availability.

3. Longfellow Viaduct and Charles/MGH Station

   Scope: As part of major upgrades to the Longfellow Viaduct, Charles/MGH Station will be upgraded in many significant ways. Accessibility upgrades include the resolution of a significant vertical gap between the platforms and train cars; additional accessible emergency egress options; and the construction of a new headhouse with elevators that will provide redundant access to the Red Line.

   Update: The Charles/MGH and Longfellow Approach Viaduct Rehabilitation project reached the 30% design milestone and work was put on hold in July 2024 pending a funding strategy.

4. Newton Highlands Station

   Scope: This project aims to make Newton Highlands Station fully accessible by raising and extending both the inbound and outbound platforms as well as installing detectable warnings and benches. Located within an approximately 20-foot-deep cut, site work will include providing accessible routes down to the platforms. Each new access walkway will be sheltered below a canopy.

Update: Interim accessibility upgrades were completed on platforms in December 2020. A portion of the platform has been raised 8 inches above top of rail (ATOR) on both the inbound and outbound sides to provide accessible boarding.

Design for the full station upgrade is complete. However, a constructability review revealed that dozens of weekend shutdowns of the D-branch would be required to construct the station – something the MBTA's Operations Division does not have the resources to support. Therefore, the construction of this project will be held until the completion of additional crossovers along the line allow for single tracking operations. This crossover work is scheduled for 2026, and it is anticipated that Newton Highlands construction will advance in 2027.

5. Remaining Inaccessible D-Branch Stations: Beaconsfield, Chestnut Hill, Eliot & Waban Stations

   Scope: Accessibility upgrades at each of these four stations will occur in two phases.

   - The first phase will include a comprehensive set of interim upgrades, including: raising roughly 140 feet of the existing platform to 8" ATOR, installing detectable warning panels along the length of the platform, ensuring accessible paths between inbound and outbound platforms, and ensuring there are at least two accessible entrances/pathways to stations. This work can occur with minimal disruption to Green Line service.
   - The second phase will consist of more significant upgrades including lengthening the 8" platforms to 225 feet and addressing all remaining ADA compliance issues. This will include ensuring all cross slopes are compliant and that at least two-thirds of the entrances at Eliot station are fully accessible. Two of the four entrances will be made fully accessible during phase one.

   Update: Most of the work associated with the first phase of improvements has been completed. As such, these stations are now generally accessible. Work on the second phase of more comprehensive upgrades is expected to begin in 2026 in parallel with the construction of a high-speed test track nearby.

6. Remaining Inaccessible B-Branch Stations: Blandford Street, Packard's Corner, Griggs Street, Allston Street, Warren Street, South Street, Sutherland, Chiswick, Chestnut Hill Ave.

   Scope: Accessibility upgrades at each of these stations include widening the platforms to 7.5' wide. These upgrades were made possible through MBTA coordination with the City of Boston over the last five years to narrow roadway lanes where needed to accommodate the width necessary to widen the platforms. In addition to widening the platforms, they will be raised to 8" over a length of 140 ft.

   As part of this work, South Street and Chestnut Hill Ave. stations will be consolidated into a single station. Allston Street and Warren Street stations will also be consolidated due to their close proximity and the infeasibility of developing a compliant platform at Warren Street due to its non-compliant gradient. Blandford Street Station would be closed/consolidated due to the infeasibility of creating an accessible station suitable for level boarding of double T10 trains.

   Update: Following our last semiannual update, a decision was made to expand this group of stations to include all the inaccessible B-branch stations, instead of just the five previously altered by track work. Additionally, to better control the timeline for construction, the MBTA is moving from a design bid build contract approach to a design build approach. The MBTA is preparing tender documents to complete these upgrades through a design build contract. The Design-Builder is

expected to be on board in late 2025, with construction work beginning in the spring of 2026 and concluding in mid-2027.

7. Remaining Inaccessible C-Branch Stations: Tappan, Fairbanks, Summit Ave., Hawes, St. Paul Street, Englewood, Dean, Brandon Hall, Kent Street

   Scope: Accessibility upgrades at these nine stations will consist of widening all the inaccessible platforms to 7.5' wide. This upgrade is possible because the MBTA has been coordinating with the Town of Brookline over the last five years to secure the additional roadway width necessary to widen the platforms into Beacon Street. In addition to widening the platforms, they will be raised to be 8" ATOR. Additionally, some trees and parking spaces will be removed to provide for adequate platform width and length, as well as to improve pedestrian pathways and egress from station areas.

   As part of this work, Fairbanks and Brandon Hall are proposed to be consolidated into a single station. Kent Street station, a short distance of approximately 750 ft. between both St. Paul Station and Hawes St. Station, will be closed.

   Update: The MBTA has solicited and selected a Design-Builder to complete this work. Construction work is anticipated to begin in the fall of 2025 and to conclude in late 2026.

8. Remaining Inaccessible E- Branch Stations: Back of the Hill, Fenwood, Mission Park, Riverway

   Scope: These four stations on the E branch represent an anomaly within the Green Line in the sense that there are no dedicated platforms. Instead, the trains stop in the middle of the roadway for customers to board and exit. This project will include the design and construction of dedicated raised platforms and the relocation of adjacent tracks. Platforms will be long enough to serve paired Type 10 vehicle trainsets. Given the close proximity of stations, it is anticipated that one or two stations may be consolidated as part of this project.

   Update: Formal transit stations with raised platforms are in the early design stage. Conceptual designs reviewed many options for providing accessible stations; including various positions within the street cross sections. Locating new platforms within the street cross section will involve tradeoffs among the various street uses, including vehicular travel, bicycle travel, and parking in addition to Green Line and key bus route (#39 & #66) operations.

   Based on feedback from internal and external stakeholders, the project will be advancing concepts that add two accessible stations at Mission Park and Riverway. Fenwood and Back-of-the-Hill stations would be closed due to the complexities of building stations at these locations and their proximities to nearby stations (Brigham Circle and Heath St., respectively).

   Heath St. Station will also be rebuilt to support operation of two-T10 vehicle trainsets. The track loop at Heath Street will be eliminated, and the new track alignment will allow for a possible future branch extension along S. Huntington Ave in conformance with the Focus 40 initiative.

   Current station designs are approaching 30% and are expected to be fully designed by the end of 2026, with an advertisement for procurement expected by spring 2027 and construction completed by the end of 2029.

9. Symphony Station

   Scope: This project will upgrade Symphony Station to a modern, accessible, and code-compliant facility. It includes the construction of accessible routes from the street level to the platforms by means of four new elevators (two per platform), as well as raised platforms, accessible restrooms, improved wayfinding, and other station improvements and modernization.

   Update: The MBTA solicited bids under a traditional design bid build contract in July 2024. The received bids were beyond the anticipated cost due to limited market interest and the perceived aggressive construction schedule. To remedy this the MBTA pursued bids under a Construction Manager at Risk project delivery method, which opened the bids up to a new market and provided refinements to the schedule to make an improved bid package.

   The MBTA has retained a Construction Manager to lead and build the project. The MBTA is currently making some design refinements, which will continue this spring and summer 2025. Construction will commence later this Summer and continue through the end of 2028.

10. Hynes Station

    Scope: This project will deliver a fully accessible Hynes Station with redundant elevators, areas of rescue assistance, and accessible entrances from Boylston St., Massachusetts Ave., and Newbury St.

    Update: As originally envisioned, this project was to be led by a private developer as part of an air rights development over Hynes Station and the Mass Pike I-90 at the northeast corner of Boylston St. and Massachusetts Ave. In the absence of clear development plans, however, the MBTA proceeded with design work independently in order to advance the station accessibility upgrades (while not precluding future private development). The project has reached 30% design. Design work has been placed on hold until a funding strategy for construction can be identified.

11. Station Wayfinding

    Scope: Wayfinding signage is currently unclear, inconsistent, and non-compliant. The Wayfinding and Station Improvements project will replace signage at 10 of the highest ridership stations to bring them into full compliance with ADA/MAAB regulations, LEP 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, Chinatown, and Downtown Crossing is complete. The designs for wayfinding, lighting, and station improvements at South Station, Back Bay, Malden, and Harvard have reached 90% and have been put on pause pending the securement of construction funding.

12. Accessible Wayfinding Tech – Pilot

    Scope: The MBTA will pilot an accessible wayfinding technology called NaviLens at North Station, Kenmore Station, the Kenmore busway, and three bus stops on route 57 to assist riders who are blind or have low vision with navigating the subway and bus system.

    Update: The NaviLens pilot launched in February 2025 and the MBTA conducted in-depth usability testing with 14 riders who are blind or have low vision to assess if it’s a tool that truly

helps them navigate the system with more confidence and independence. User research synthesis is underway, and the MBTA will share a deployment recommendation with leadership and publish a study for industry peers by summer 2025.

13. Path of Travel Improvements

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

    Update: Locations for path of travel improvements were identified by prioritizing stations with both the heaviest ridership and the highest number of significant barriers within the paths of travel in and around the station. The first set of stations to receive upgrades included Savin Hill, JFK/UMass, Malden Center, Fields Corner, Park Street, and Stony Brook. The second set of upgrades were completed at Community College Station, Back Bay and Ashmont. Revere Beach will be completed in the summer of 2025.

14. Accessibility Upgrades at Station Restrooms

    Scope: The MBTA will address accessibility deficiencies in subway station restrooms by leveraging data from the Plan for Accessible Transit Infrastructure (PATI) surveys.

    Update: There were 9 stations selected for restroom upgrades (totaling 16 restrooms): Alewife, Davis, Downtown Crossing, Government Center, Harvard, Haymarket, JFK/UMass, Wellington, and Wonderland. Locations were selected based on multiple factors, including the heaviest level of ridership and the highest number of restroom deficiencies at an affected station. Each restroom will be upgraded as needed to improve the location, height, and/or functionality of the following elements: partitions, toilet, urinal, flush valves, faucet sensors, sink, floor drains, pipe wrap, hand dryer, soap dispenser, and lighting. Construction is complete at Government Center and Haymarket with completion of all stations expected in summer 2025.

15. “Hands-Free” Accessible Fare Gate Feasibility Study

    Scope: As part of the Charlie fare system upgrade, the MBTA will explore the feasibility of piloting a “hands-free” system for riders who have difficulty reaching and interacting with fare gate targets. A hands-free accessible gate is an upgrade to wide fare gates that allows a rider to pass through without having to tap their card at a reader. Instead, fares are collected from a hands-free accessible Charlie Card on a lanyard, bag, or mobility device when riders pass through the gates.

    Update: The vendor responsible for overseeing the implementation of the new fare collection system has completed design and early prototype of the new technology and its integration into existing accessible fare gates. In October 2024, the solution underwent user testing with MBTA riders with disabilities. In spring 2025, the MBTA began upgrading gates in stations with the hands-free technology. Next steps are completion of field testing at initial installation locations with a small group of test users to confirm all functionality. Following field testing, installations will expand to additional locations until a hands-free gate is available in every subway station and hands-free cards are available to the general public.

Commuter Rail Stations and Ferry Docks

1. Natick Center Station

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

   Update: Construction is approaching 90% completion. Upcoming work anticipated to occur in summer 2025 before station opening includes adjusting the tracks into their final alignment.

2. Newtonville, Auburndale, and West Newton Stations – Design

   Scope: The original scope of this project included making all three stations accessible via double-sided 800-foot-long high-level platforms with a combination of elevators and ramps providing vertical circulation. However, as described below, following our last update the decision has been made to advance design efforts at Newtonville Stations while a funding strategy is developed for the Auburndale and West Newton.

   Update: The 75% design for the full buildout at all three stations revealed an estimated total project cost of $255 million. Various options for identifying funding and/or reducing project costs were reviewed. In January 2024, the MBTA reapplied for funding under the federal ASAP grant to support this project; however, it was not selected. As a result, the MBTA is now working to advance Newtonville station independently of West Newton and Auburndale. Newtonville was selected due to its location, higher ridership and greater transit-oriented development opportunities. Early concepts for Newtonville include 400-foot-long double-sided platforms served by elevators and an Up & Over structure.

3. Winchester Center Station

   Scope: This project will make Winchester Center Station fully accessible. The station design includes full high-level platforms, canopies, elevators, and ramps.

   Update: On October 1, 2024, portions of the inbound and outbound platforms opened for service. Each approximately 320 ft. portion of both the inbound and outbound platforms is fully accessible. The remaining construction activities are nearly complete. The full station opening, at which time the entirety of both platforms will be open and accessible, is expected by July 2025.

4. Worcester Station

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

   Update: Construction is approximately 90% complete, and an accessible temporary platform is in place for rider use. Construction is anticipated to reach substantial completion in August 2025.

5. Lynn Station

   Scope: Lynn Station will be fully rebuilt with two new enlarged elevators, a new full high-level platform, new canopies, and other improvements.

Update: Due to the station's deteriorated condition, and in order to further evaluate the condition of the bridge structures below the station, Lynn Station was closed in October 2022, with shuttle service provided between Lynn and Swampscott. The MBTA opened an accessible interim station at Silsbee St. in December 2023. The inbound platform is accessed through the Ellis St. Municipal Lot and the outbound platform is accessed through a walkway on Friend St. The location of the permanent station is currently being re-evaluated to meet the future needs of the MBTA and the City of Lynn. Procurement for the designer of the permanent station is expected to go for advertisement during spring 2025.

6. South Attleboro Station

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

   Update: MBTA service to South Attleboro Station was suspended as of February 2021 due to the structural condition of the pedestrian bridge; service will remain suspended until the station is fully renovated. The demolition of the pedestrian bridge was completed in October 2023. The design for the full station upgrade is complete and the MBTA continues to seek construction funding. In the meantime, on May 20, 2024, the MBTA reopened the station with limited peak hour inbound and outbound services using one of the station's two platforms. The full station renovation has been paused pending a funding strategy.

7. North Wilmington Station

   Scope: This project will make North Wilmington Station fully accessible through the construction of a short, raised platform that will serve all active doors of the train, as well as upgrades to the path of travel.

   Update: Construction is expected to be completed in summer 2025.

8. Interim Boarding Solutions at Inaccessible Commuter Rail Stations

   Scope: There are 20+ Commuter Rail stations that are fundamentally inaccessible and do not allow for accessible/level boarding via either full high-level or mini-high level platforms. As the MBTA continues to advance designs and identify construction funding for full high-level platforms, the agency has developed an interim solution for providing accessibility quickly without requiring the alteration of underlying platforms – thereby not triggering the obligation to construct full-level platforms immediately. Specifically, the MBTA has designed an entirely freestanding mini-high platform structure that can be deployed at many stations across the system.

   Update: The first freestanding temporary raised platform was constructed and is now in use at Beverly Station, a location at which the existing mini high-level platforms were no longer salvageable.

   Additionally, 12 inaccessible Commuter Rail stations were identified as potential candidates for free-standing interim raised platforms. Four of them—Wellesley Square[1], West Medford, Walpole,

[1] While accessible platforms are now available at Wellesley Square, there is not yet an accessible path of travel connecting the inbound and outbound platforms at the station. Designs for an accessible connection are underway in collaboration with the Town.

and Franklin—opened for service in early 2025. An additional four stations – Concord, Lincoln, Endicott and Wyoming Hills are in the early stages of design. In addition to freestanding mini-high platforms, each of these locations is being evaluated to identify additional accessibility upgrades that the stations might require (e.g., accessible parking, sidewalk upgrades, etc.).

Note: The 12 inaccessible Commuter Rail stations identified as candidates for freestanding platforms were selected based on their suitable topography and the fact that any additional upgrades those stations might require are likely to be minimal. As this platform solution is intended to be deployed quickly and be interim in nature (i.e. in place until resources can be secured for full station renovations with full high-level platforms), it is not suitable at inaccessible Commuter Rail stations requiring extensive additional upgrades that are time-intensive (e.g. elevators).

9. Waverley

   Scope: This project will make Waverley accessible through the construction of a raised platforms and elevators and/or ramps.

   2024 Status: The MBTA has begun to update potential design solutions for the station that were identified in 2014. In addition to 800-foot platforms, the design team has provided concepts for 400-foot platforms. With this information in hand, the MBTA will work to develop a delivery strategy as well as a funding strategy.

10. Accessible Wayfinding – NaviLens Commuter Rail Pilot

    Scope: Keolis is piloting NaviLens, an app that provides accessible navigation and train arrival information when a user's smartphone camera detects a NaviLens code at a commuter rail station, even when the user is unaware of the code's location or orientation.

    Update: Keolis has completed NaviLens installation at four pilot locations - North Station, Chelsea, Swampscott and Salem. Two additional locations will go live by the end of Summer 2025 - Lynn and Beverly. The customer service team has interacted with hundreds of passengers at a series of educational NaviLens pop up events over the summer and fall of 2024.

11. Accessibility Audit of Ferry Docks and Vessels

    Scope: The MBTA will conduct an audit of each of the ferry docks and vessels currently in service to identify barriers to accessibility

    Update: In the fall of 2023, the MBTA Department of System-Wide Accessibility (SWA) completed a comprehensive accessibility audit of the ferry docks in the MBTA network. Findings are currently being used to identify priorities for upgrades and related funding requests. A review of the vessels in use is anticipated to take place in summer 2025. Relatedly, the MBTA recently purchased two accessible, bow loading catamarans and plans to put these into service in 2025.

Vertical Transportation

1. Elevator Uptime

   Scope: Since 2008, the MBTA's average elevator uptime system-wide has been 99.5% or better. However, in 2022, a noticeable spike in outages occurred such that the annual uptime dropped to

98.0%. The MBTA will take all necessary steps to understand and address the root cause(s) of this shift.

Update: In fall 2022, the MBTA established an internal working group comprised of the Office of the Chief Engineer, Engineering and Maintenance, and SWA to assess the extent of the increase in outages and to identify potential root causes. The review yielded several noteworthy findings, including:

- In 2022, outage time increased by 5X over the previous year. 98% of the total outage time was attributed to longer-term outages (outages lasting for three hours or more).
- No correlation existed between the age of the elevator and the frequency or duration of outages.
- Several of the root causes for the longest outages included were the failure of highly customized elevator components, compounded by supply chain delays; infiltration of groundwater that damaged equipment; and delays related to inter-agency coordination.

These findings have been factored into the ongoing approach to maintenance as well as plans for the next generation vertical transportation maintenance contract (to be in place by the end of 2025). Meanwhile, elevator uptime has continuously improved between January 2023 and today. Uptime in 2024 averaged 99.3% and has remained at 99.3% to date in 2025. System-Wide Accessibility, in collaboration with Engineering and Maintenance, continues to closely track the root causes of all outages to determine trends and take steps to minimize downtime.

2. Downtown Crossing Accessibility Phase II and Park Street 808

Scope: This project will create a fully accessible connection between the Orange and Red Lines at Downtown Crossing with the construction of three new elevators: an elevator connecting the Washington St. surface with the Orange and Red Line southbound platforms; an elevator connecting the Orange Line northbound and Red Line southbound platforms; and an enlarged replacement Park Street Elevator 808 at the end of the Winter Street Concourse, connecting the Orange Line southbound and Red Line center platforms.

Update: Design is at 100% for all three elevators:

- The elevator connecting Washington St. with the Forest Hills–bound Orange Line platform and the Ashmont/Braintree–bound Red Line platform (located in the Winter Street building)
- The elevator connecting the Oak Grove–bound Orange Line platform to the Ashmont/Braintree–bound Red Line platform (located adjacent to the Macy's building)
- The Park Street Elevator 808 replacement unit

Downtown Crossing Phase 2 and Park Street 808 have been strategically bundled with the Central Square project to streamline execution and maximize impact. This unified approach enhances accessibility and connectivity across multiple critical transit hubs. The construction advertisement for the CMAR's bundled project is anticipated in spring 2025, marking a significant milestone toward delivering equitable, inclusive infrastructure improvements across the corridor.

3. Jackson Square Elevators

Scope: The MBTA will construct one additional (redundant) elevator and replace/modernize existing Elevator 846. Areas of rescue assistance will also be constructed.

Update: Design for this project is at 100%. The project went for advertisement for a construction contract and bid proposals have come in significantly higher than anticipated. The MBTA is

actively exploring the best financial strategy to be able to move the project forward. The construction of the new redundant elevator will be completed prior to the replacement of the existing unit in order to ensure accessibility throughout the project.

4. Central Square

   Scope: The MBTA will construct two additional (redundant) elevators—one on the inbound side and one on the outbound side—and replace/modernize the existing outbound elevator. Areas of rescue assistance will also be constructed.

   Update: Design for this project is at 100%. Downtown Crossing Phase 2 and Park Street 808 have been strategically bundled with the Central Square project to streamline execution and maximize impact. This unified approach enhances accessibility and connectivity across multiple critical transit hubs. The construction advertisement for the CMAR's bundled project is anticipated in May 2025, marking a significant milestone toward delivering equitable, inclusive infrastructure improvements across the corridor.

5. Kendall/MIT

   Scope: As part of two distinct projects led by MIT and a private developer, respectively, redundant elevators will be constructed serving both the inbound and outbound platforms.

   Update: As part of a broader project led by MIT, a redundant elevator serving the inbound platform went into service in February 2023. As part of a development project led by a private developer, work continues to construct a new headhouse (with elevator) serving the outbound (Alewife) platform. The existing outbound elevator will be closed for the duration of construction but will return to service once construction is complete. During construction, access to the station's outbound platform is still available through a temporary elevator and stairway in the adjacent new building. This work asked expected to be completed in Fall 2025.

6. 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 and 2 replacement units
   - Davis: 3 new units (including Red Line platform redundant) + 2 replacements
   - Chinatown: 2 new units and 2 replacement units and lobby rebuilds
   - North Station: 2 new units - Valenti Way lobby to Orange Line platforms
   - State: 2 new units at City Hall entry and 2 replacement units and lobby rebuild at OSMH
   - Massachusetts Ave: 1 new unit and 1 replacement unit
   - Broadway: 2 new units and 2 replacement units
   - Arlington: 3 new units at Berkeley exit/emergency entrance
   - Wellington: 3 new units and emergency egress and 2 replacement units

   Update: Elevator designs have been advanced as follows:

   - North Station and Arlington: 100% design
   - Davis and Massachusetts Ave: Roughly 100% design
   - Broadway, Chinatown, and State: Roughly 75% design
   - Wellington and Sullivan: 30% design

   Select projects will move into construction as funding becomes available.

7. Customer Information Displays in Station Lobbies

   Scope: The MBTA will develop and install large digital displays in subway stations that will include information about elevator outages across the system. The displays, which will be located near the fare gates in pre-fare station lobbies, will provide information about current and upcoming elevator outages, as well as details about alternate accessible routes riders can utilize when those outages occur.

   Update: The long-awaited scale-up of our “Customer Information Displays” is in full swing, with more than 50 new screens installed in station lobbies and busways in 2025, with many more to come over the course of the year.

8. Customer Information Displays at Specific Elevators – Pilot

   Scope: The MBTA will pilot the use of smaller digital displays at select subway elevators. The displays will include service information about that specific elevator, as well as elevators system wide.

   Update: We launched this one-station pilot at Forest Hills in January 2025 and are currently concluding user testing; having heard from many members of RTAG as well as many other riders using elevators. We expect to have a recommendation for the next steps by the summer.

Bus Stops

1. Critical Stops

   Scope: In 2017-2018, the MBTA surveyed all 7,690 bus stops as part of the Plan for Accessible Transit Infrastructure (PATI) survey and identified 280 stops that were categorized as critical, meaning the stop is so inaccessible, riders using wheeled mobility must board/exit in the street. A number of these 280 stops will be fully reconstructed, while others that experience extremely low ridership will be closed.

   Update: Of the 280 bus stops categorized as critical:

   - 129 stops have been fully reconstructed
   - 17 stops are under either design or construction
   - 2 stops will be upgraded as part of outside municipal projects
   - 99 stops have been or will be eliminated due to safety concerns and/or extremely low ridership

   Progress has been temporarily paused at the remaining 33 critical stops while issues related to property abutters and/or easements are negotiated and resolved. The MBTA is working with municipalities to resolve the ROW/easement issues that impact the bus 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 the severity and number of barriers present. Bus stops were identified as critical, and/or as high, medium, and low priority. The MBTA identified 662 stops that were categorized as high priority,

meaning the stops have more than one significant barrier present, including but not limited to a sloped landing pad, narrow sidewalk, lack of a curb, or unusable curb ramp. The MBTA will be advancing the design and construction of accessibility improvements at these locations.

Update: Of the 662 bus stops categorized as high priority:

- 193 stops have been fully reconstructed
- 68 stops are under either design or construction
- 13 stops will be upgraded as part of outside municipal projects
- 36 stops have been or will be eliminated due to safety concerns and/or extremely low ridership

The remaining high priority stops will move into design as funding becomes available.

Note: In addition to the critical and high priority stops that have been reconstructed as part of PATI, another 100 stops have also been reconstructed to improve accessibility. These stops are typically located directly across from previously reconstructed critical and high priority stops.

3. Bus Stop Amenities

Scope: In order to improve customer experience at bus stops, the MBTA has developed plans to expand amenities across the bus network. This project includes the introduction of bus shelters and interactive digital information kiosks that feature real-time service information, maps, and trip planning information. Revenues from kiosks and shelter advertising will be used to fund additional shelters, shelter amenities, and other upgrades.

Update: Since 2024, we have installed 22 bus shelters, bringing the total number of bus shelters managed under the Intersection Media contract to 299. We plan to install approximately 30 additional bus shelters and approximately 45 E-ink screens on existing or new bus shelters by the end of 2025. This will bring the total number of bus shelters managed under the Intersection Media contract to 329. In addition, cross-departmental collaboration is well underway to allocate $15MM of Fair Share Funding to deploy 100 bus shelters over the next 30-36 months. These additional 100 shelters will be added to the total number of bus shelters managed under the Intersection Media contract that the MBTA oversees.

Designs for the new shelters and kiosks have been reviewed by SWA to ensure physical and informational accessibility for riders with disabilities, including audio access to service information at kiosks for riders who are blind or have low vision.

4. New Bus Stop Sign Design

Scope: The MBTA will design and pilot a new, larger bus stop sign to improve readability and visibility.

Update: The MBTA has designed an enlarged (14-inch wide) double-sided bus stop sign that allows for fully compliant text (2-inch character height for route destination and 3-inch character height for route number). The new design also includes a symbol to designate Frequent Bus Routes – buses scheduled every 15 minutes or better, all day, every day of the week. After a pilot program and survey in mid-2024, the T adjusted and finalized the design and installed the new sign at 330 bus stops in December 2024 on Routes 86, 104, 109, 110, and 116.

The MBTA is now following this new accessible design for all future Bus Stop Sign replacements. As part of Bus Network Redesign implementation as well as normal maintenance, we plan to install new, larger signs at approximately 900 additional stops in 2025.

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 new Orange Line cars received went into service in summer 2019. To date, 140 new cars are used in service, and these new cars comprise the entirety of the current in-service fleet. These will be supplemented by additional new cars as they arrive. Additional new Orange Line cars are expected to arrive in late 2025.

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: The first new Red Line cars went into service in December 2020. To date, 32 new cars are available to be used in service. Additional new Red Line cars are expected to arrive by the end of 2027.

3. Green Line Type 10 Vehicle Design and Procurement

   Scope: The MBTA will design and procure the next-generation Green Line train (Type 10). The procurement will be for vehicles to replace the Type 7 and Type 8 fleets. Vehicles will be 100% low-floor and approximately 40 feet longer than legacy fleets.

   Update: The Vehicle Engineering department worked with numerous stakeholders and peer departments, including SWA, to finalize the request for proposals (RFP) for the design of Type 10 Green Line cars and to capture all key accessibility considerations. The RFP was released in December 2019. Proposals from numerous vehicle manufacturers were received in August 2021 and evaluated by MBTA selection committees. The next year, a contract to manufacture 102 new vehicles was awarded to CAF USA, Inc.

   A physical mockup of the new car was presented to the public in October 2024. The feedback received is being incorporated into final design decisions. Four pilot cars are anticipated to be delivered in 2026 with the 1st pilot due in spring of 2026. Production and delivery of the remaining 98 cars will start in 2027. Additional vehicle options are available within the contract terms if they are required to support future service needs.

4. Real-time Information on New Trains and Buses

   Scope: With the design of the new Green Line Type 10 vehicles and the latest bus procurement, the MBTA is working toward having passenger information systems on these new trains and buses support real-time information that can be broadcast both audibly and visually. For

example, one goal for the system would be the ability to notify riders on a train immediately when an elevator has gone out of service, rendering a station inaccessible for alighting.

Update: In October 2024, a physical mock-up of the next generation Green Line 'Type 10' light rail vehicles was presented to the public with printed mock-ups of example content that riders would see on screens. Since that time, the MBTA has continued to work with CAF, and the passenger information system vendor, Televic, on visual content and system features to ensure new vehicles meet our aspirations for live, accessible, onboard information. In the meantime, riders can look forward to a new passenger information system on the new battery electric bus (BEB) buses, slated to begin revenue service in 2025.

5. Platform Gaps – Orange Line

Scope: Based on recent observations of excessive platform gaps on the Orange Line, the MBTA will conduct a comprehensive audit to identify specific locations of noncompliance and to identify options for reducing both horizontal and vertical gaps.

Update: In September 2023, the Office of the Chief Engineer oversaw an audit of platform gaps to collect data regarding horizontal and vertical gaps present at each door of the train car at every Orange Line platform. Findings confirmed the presence of excessive horizontal and vertical platform gaps throughout numerous locations in the Orange Line. Additional audits were then conducted by Vehicle Engineering, Maintenance of Way and Facilities Engineering on both the Orange and Red Lines in the summer of 2024. The audits provided additional data regarding vertical and horizontal gaps and a repeatable methodology for measuring gaps that will serve as a benchmark for ongoing measurements to assess progress going forward.

A multidisciplinary group was formed in the summer of 2024, consisting of System-Wide Accessibility, Maintenance of Way, Vehicle Engineering, Transit Facilities Maintenance, Asset Management, and Infrastructure Engineering. This group investigated root causes of the platform gaps, determined initial short-term solutions, and began planning long-term projects to address gaps. The group produced a corrective action plan memorializing their findings with detailed next steps. This group continues to meet monthly to coordinate efforts and stay focused on making progress to address gaps.

In order to take advantage of scheduled closures of Orange and Red Line stations, work began in fall of 2024 to adjust platforms and tracks to reduce gaps where possible. Rub rail was installed at 6 Orange Line stations on the Southwest Corridor to reduce horizontal gaps and tracks were lowered at JFK/UMass to reduce the vertical gap. The Transit Facilities Maintenance department is currently working to establish a list of stations where repairs to the platform are required prior to installing rub rail. This will facilitate the creation of a phased schedule for adding additional rub rail to stations, or portions of stations, that did not have rub rail installed in 2024 due to platform integrity concerns. Additionally, the new MBTA design standards delineating track and platform heights are being utilized in planned work at Forest Hills, Jackson Square, and Ruggles.

The MBTA will continue to advance work to reduce gaps at every opportunity where this work can be added to planned closures or capital projects while planning long-term interventions for stations where gap reduction will require significant capital investment not currently allocated.

TRAININGS

1. Development of Training Videos for Front-Line Employees – Instructional and First-Person Perspective

   Scope: SWA will produce training videos for accessibility training programs that are designed for front line MBTA personnel, including but not limited to Bus Operators, Subway Motorpersons, and Transit Ambassadors. The videos will aid in instructing MBTA personnel on how to perform accessibility-related procedures and will document first-person perspectives from riders with disabilities.

   Update: In 2022, SWA began working with a filmmaker to produce several training videos. To date, two instructional videos (how to provide sighted guide and how to deploy a bridgeplate) and four first-person perspective videos (awareness of non-apparent disabilities; the best way to offer assistance to riders; the importance of stop announcements; and the importance of priority seating) have been completed. In the fall of 2023, SWA began filming content for future videos focused on the proper use of securements, the importance of buses pulling to the curb, and more. Production of these videos is ongoing and is projected to be completed by the end of 2025.

2. Bus Operations – Securement Intensive

   Scope: The Bus Operations Training School and SWA will create a new intensive wheeled mobility device securement training program for Bus Operators who require refresher training.

   Update: SWA and Bus Operations Training have begun discussions regarding the vision for this program – a hands-on training class, either one-on-one or in very small groups, that aims to achieve two main goals: remind Bus Operators of the MBTA's wheeled mobility device rules and procedures, and give Bus Operators the opportunity to practice securing several types of wheeled mobility devices under the guidance of a Bus Instructor until they demonstrate proficiency and feel fully confident in securing devices properly. As a first step, SWA has developed a detailed guide for Bus Instructors regarding proper securement and common challenges.

3. Transit Police

   Scope: SWA and the MBTA Transit Police Department will work together to develop an in-house training focused on serving individuals with disabilities.

   Update: SWA has developed an outline and draft content for a new accessibility training program for Transit Police Officers. In early May 2025, the Daniels-Finegold plaintiffs and RTAG met with SWA to review and provide feedback. Over the course of the spring/summer, additional feedback will be sought from Transit Police with the goal of finalizing content by fall 2025.

CUSTOMER SERVICE, COMMUNICATION, AND OUTREACH

1. Mobile App – MBTA Go

   Scope: The MBTA is developing an official mobile app for live real-time service information called MBTA Go. With MBTA Go, riders will be able to check arrival times, track vehicles, and learn about the latest disruptions for all fixed-route modes. Future versions of the app will include details about approaching vehicles (such as the position of the low-floor car in each Green Line consist);

support during elevator outages; additional information about Commuter Rail trips (like live track assignments); and more. To make MBTA Go accessible to all riders who have a smartphone, the app will support VoiceOver & TalkBack; Switch & Voice Control; and the top six languages spoken in the MBTA's service area.

Update: MBTA Go is live and available in both the App Store (for Apple iPhones) and Google Play Store (for Android phones). To date, more than 100,000 riders have installed the app. The most recent release includes information about each station's permanent accessibility status, as well as real-time information about elevator outages system wide.

2. Notifying Riders of Service Changes

   Scope: In concert with the Title VI Public Participation Plan, the MBTA will develop a set of protocols for employees regarding when and how riders should be notified and/or engaged regarding various changes to service, policies, etc.

   Update: In early 2023, the MBTA updated its Public Engagement Plan, a policy document that broadly addresses how the MBTA notifies and engages with riders about changes affecting service. A companion set of protocols is being drafted that specifies ways for employees to ensure outreach is conducted in an inclusive and successful manner. Detailed protocols for a range of service-related topics will be included, from temporarily relocating a bus stop to soliciting rider feedback about a major station redesign.

   To date, draft outreach guidelines specific to bus stop service changes & Service Diversions were created by the MBTA Service Planning department, Diversion/RDPI Teams, and SWA. These were presented to the Riders' Transportation Access Group (RTAG) Executive Board and Plaintiff Group on April 9, 2025. They are currently undergoing final reviews and are expected to be completed in summer 2025.

3. Improved Coordination with Cities and Towns on Issues Impacting Accessibility

   Scope: The MBTA will establish a protocol for communicating key accessibility information to the municipalities it serves to better collaborate on providing accessible service. This may include the sharing of bus stop snow removal guidance, strategies for keeping bus stops clear of illegally parked vehicles, and other topics related to riders' ability to safely access the system.

   Update: Since 2022–2023, the Service Planning department, SWA, External Affairs, and other key departments have been working to develop guidelines to formalize processes for messaging to and collaborating with municipalities around issues affecting accessibility. Specific topics include snow and ice removal at bus stops; accessible design and implementation of bike lanes near bus stops; and illegally parked vehicles in bus stops, among others. This internal guideline document is set to be finalized by mid-2025.

   In late 2024, External Affairs kicked off a series of internal stakeholder meetings to streamline communication and interaction with municipalities on a range of issues. Subsequently, External Affairs held meetings with individual departments to determine intersections and dependencies to memorialize these interactions into an internal municipal coordination plan. External Affairs aims to spearhead further efforts to consolidate municipal coordination through a shared MBTA inbox and informational webpage on MBTA.com, pending final comments from fellow departments. Additional internal stakeholder meetings will be held in the spring of 2025 to discuss challenges and best practices, and in the fall to prepare for the coming winter season.

4. Remote Ticketing of Vehicles Illegally Parked in Bus Stops and Bus Lanes

   Scope: The MBTA will investigate opportunities for—and the technical feasibility of—implementing remote ticketing of vehicles illegally parked in bus stops and bus lanes, leveraging camera-equipped buses to identify vehicles and issue tickets.

   Update: In late 2024, legislation was passed that will enable the MBTA to issue tickets remotely to to drivers illegally parked in bus stops and bike lanes. The MBTA is currently developing implementation regulations including fine levels, appeal procedures, warning criteria, standardized forms and notices, and reporting standards. These regulations will apply to all enforcing authorities, including the MBTA and any RTAs and municipalities that choose to participate. The public rulemaking process will begin in June 2025 and will include a public hearing and comment period before going before the Board of Directors for a vote to adopt the regulation and formally launch the bus-mounted camera enforcement program. We are committed to a collaborative rulemaking process, stakeholder outreach will include transit rider, accessibility and active transportation advocacy organizations, municipalities, RTAs and affected MBTA/MassDOT divisions, including Transit Police and RMV.

   The MBTA is currently working towards a summertime release an RFP for the technology required for the enforcement program. Installation will begin in Fall 2025, along with a public education period, before a soft launch in late Fall 2025 and expansion of the program through 2026.

5. Improving Outreach Through a Focus on Diversity and Inclusion

   Scope: SWA will develop a strategic plan inclusive of both individual and group stakeholders to expand the MBTA's accessibility-related outreach efforts by working to identify and address disparities in information access. Outreach strategies will incorporate best practices for information sharing that speaks to the needs and preferences of riders of different age groups in racially, ethnically, and economically diverse communities throughout the MBTA service area.

   Update: In early 2025, SWA welcomed a new Manager of Accessible Mobility Coordination & Training Development. Reporting to the Deputy Director of Customer Engagement & Coordinated Mobility, this role will primarily manage the daily operations of the Mobility Center’s Travel Training Contract and Outreach branch. A primary task will be to solidify a comprehensive outreach plan, increase the visibility of accessible transportation options, broaden outreach efforts to underserved communities, and establish connections with Regional Transit Authorities (RTAs). Additionally, they will focus on updating current accessibility trainings and developing new training materials.

SYSTEM-WIDE OVERSIGHT

1. Maintenance and Barrier Reporting

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

Update: In spring 2022, SWA collaborated with the Asset Management team to create a customized transit-facilities maintenance report, detailing every service request for accessibility-related defects reported by riders and Station Officials at MBTA stations and bus stops. The report is designed to help SWA verify if accessibility asset defects are being identified and reported, and to monitor the timeliness of repairs. In 2024, SWA was granted direct access to the database, allowing SWA staff to pull and review these customized accessibility maintenance reports on a regular basis. Initial analysis of these reports by SWA suggested underreporting of maintenance concerns by station staff as well as inconsistencies in the timeliness of repairs.

In 2024, Transit Facilities Maintenance (TFM) initiated several process changes aimed at addressing these concerns. First, TFM changed the process by which maintenance work orders were assigned to staff for completion to help ensure that work orders were resolved in a more systematic fashion that fulfilled commitments regarding timeliness and prioritization of repair work. Second, TFM hired a team of Line Managers, one for each rail line, tasked with responsibility over that line's reporting of state of good repair. One of the core duties of Line Managers is to conduct regular and thorough station inspections. Additionally, line managers will function as a bridge with station staff who report defects to ensure that their observations are properly recorded and followed up on. Finally, Transit Facilities Maintenance began working on a new accountability tool for Line Managers that is integrated with the maintenance database. The goal of the new tool is to help line managers verify that work orders are appropriately triaged and that the information in the maintenance database is accurate.

As these changes are implemented over the coming year, SWA will continue to collaborate with TFM and to use the data in the Maintenance Database to inform conversations regarding the impact of these new processes.

2. Design Guidelines for Accessibility

   Scope: The MBTA will publish the *Design Guidelines for Accessibility* to provide clarity on design expectations as well as best practices for universal design.

   Update: Sections covering requirements for project scoping, accessible paths of travel, temporary paths of travel, walkways/ramps, parking facilities, seating, curb ramps, protruding objects, and doors/entrances have been reviewed by the Daniels-Finegold plaintiffs and the Riders' Transportation Access Group (RTAG). Final revisions of these chapters are currently in progress. Additional chapters focused on curb ramps, track crossings, accessible egress, restrooms, platforms and street crossings are under development.

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 Rider 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 Rider Experience. The common goal was to create a "one-stop shopping" workspace for SWA rider 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 riders 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 riders 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 (RTAG) and the MBTA Travel Training Program.

    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 riders on PATI and the MBTA's efforts to expand access system-wide.

    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.

12. 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 from the May 2021 report: 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.

13. Transit Education - UMASS 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 from the May 2021 report: 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 continuing about how best to educate future doctors about evolving mobility resources and a need to improve digital literacy in the communities they serve.

14. 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 from the November 2021 report: On November 15, 2021, two new, fully accessible, Green Line stops – Amory and Babcock – opened for passenger service, replacing four inaccessible stops that have been decommissioned and demolished.

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

16. Priority Seating Decals on Subway

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

    Update from the November 2021 report: In addition to new priority seating decals being installed on the entire bus fleet, these decals have now been installed on all subway cars.

17. 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 from the November 2021 report: 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.

18. Elevator Cleanliness

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

Update from the November 2021 report: 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 will be 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.

19. Green Line Rear Door Boarding Awareness Campaign

    Scope: The Rider 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 from the November 2021 report: Decals advertising the rear door boarding policy as well as drawing attention to the ISA button riders 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 riders about the rear door boarding policy in the summer.

20. System-Wide Accessibility Charter

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

    Update from the November 2021 report: 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.

21. 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 from May 2022 report: Construction began in late 2019 and was completed in January 2022.

22. Mansfield Station

    Scope: This project includes the construction of new compliant mini-highs, as well upgraded accessible parking, and accessible routes to cross under the tracks via MA Route 114.

    Update from May 2022 report: The mini-high platforms and the new ramps for accessible routes were completed in early May 2020. All other upgrades were completed and approved in March 2022.

23. 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 (lower busway), 849 (Commuter Rail), 850 (Orange Line), and 851 (Forsyth St.) will also be replaced.

    Update from May 2022 report: Construction is complete and all new elevators are in service as of February 2022.

24. Audio & Visual Equivalency Policy

    Scope: The Rider Technology department 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 from May 2022 report: The Rider Technology department, in conjunction with SWA, has developed a working set of guidelines regarding audio/visual equivalency policy, and has identified known best practices and practical solutions for a range of scenarios. One of the key takeaways in talking to blind/low-vision riders, as well as digital signage manufacturers and out-of-home advertising companies, is that there is 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.), and the guidelines will be updated to reflect emerging best practices.

25. 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 from May 2022 report: SWA, Service Planning and Bus Operations have worked together to develop a policy that requires Operators to contact the Operations Control Center as soon as possible if any issue arises involving the automated stop announcement system so that an alternate vehicle can be secured. Operators are required to make manual announcements for all stops along the route, with particular emphasis on major intersections and transfer points. As part of the Bus Network Design process, the MBTA will work to further refine what specific stops, route by route, are most critical to be manually announced if the automated system fails.

26. 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 from the December 2022 report: The new elevator at the Washington St. entrance went into service in February 2021. The new elevator from the Banks Place busway/parking lot entrance to the lobby opened in early May 2022. Additionally, the new redundant elevator from the lobby to the Orange Line platform went into service in August 2021, and the replacement of the adjacent elevator went into service in November 2022.

27. Re-envisioning Travel Training and Launch of MBTA Mobility Center

Scope: Historically, SWA's travel training program (focused on empowering riders to use the fixed-route system) has been managed separately from The RIDE (paratransit) eligibility center and eligibility process. That will change in 2022, when the MBTA will be launching a new Mobility Center that serves 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), and assistance with trip planning, as well as a streamlined reduced-fare acquisition process. The center will also assist in holding outreach events with local communities and organizations.

Update from the December 2022 report:: The Mobility Center opened it "doors" on July 1, 2022. The center is accessible through several channels, including its physical location at 1000 Massachusetts Avenue, our website, or via phone 617-337-2727 (711 for MA Relay). In a shared space, the Mobility Center is a service, education and information hub, providing tools and information needed to empower each rider to make the best decision about the way they want to ride. The Center has a singular intake process for all riders and the menu of services include eligibility determination for the RIDE, travel training for individuals and groups, trip planning, technology training, and assistance with reduced fare card applications.

28. Creation of Online Application for Free and Reduced Fare CharlieCards

Scope: The MBTA will develop online applications to allow eligible older adults and people with disabilities to apply for one of the MBTA's free or reduced fare programs remotely on the web—this includes the Senior CharlieCard, Transportation Access Pass, Blind Access CharlieCard, and Youth Pass CharlieCard. The new online option will provide applicants with an alternative to the current paper-based or in-person application process.

Update from the December 2022 report: As of December 2022, the MBTA has now launched online applications for the four free and reduced fares programs:

1. Senior CharlieCards (eligible riders age 65 and older);
2. Youth Pass CharlieCards (eligible for low income riders aged 18-25);
3. Blind Access CharlieCards (eligible riders who are legally blind); and
4. Transportation Access Pass (eigible for riders with disabilities).

Riders utilizing any of these four programs can submit an initial application, request a renewal of their Reduced Fare CharlieCard, or request a replacement CharlieCard to these programs remotely and have their free or reduced fare CharlieCard mailed to their home.

In person support continues to be available at the CharlieCard Store, Mobility Center, and participating Youth Pass cities and towns.

29. Bus Operations Training for New Hires

    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 riders with disabilities.

    Update from the December 2022 report: SWA and Bus Operations collaborated to create an entirely new 8-hour Accessibility Certification training course, with support from the Daniels-Finegold plaintiffs' group and RTAG. This course has been used to recertify supervisory personnel and selected bus operators since February 2021, and since May 2021 it has been utilized to train new hires as well as Operators who have been identified as in need of additional training.

30. Subway Operations Training for New Hires

    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 riders with disabilities.

    Update from the December 2022 report: SWA and Subway Operations collaborated to develop an entirely new accessibility training for all new hires. The training, which was modeled on the Bus Operations 8-hour Accessibility Certification training, was launched in July 2021. Rider feedback via an online survey, as well as several meetings with RTAG and the Daniels-Finegold plaintiffs' group, helped inform both specific content and the thematic direction of the new training.

31. 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 from May 2023 report: As of May 2023, automated door openers have been installed at all accessible subway stations.

32. Urine Detection Sensor Pilot

    Scope: The MBTA will oversee the development of a prototype urine detection device to be used in elevators, with the goal of providing real-time notifications to the Maintenance Control Center regarding the need to clean a unit.

    Update from May 2023 report: From October 2022 through January 2023, the MBTA conducted the pilot of a urine detection sensor in a total of four elevators located at Chinatown, Downtown Crossing, and Park Street. The MBTA determined that the sensor did not reliably detect the presence of urine. Its error rate varied significantly across time and elevators; there were also seven instances of the sensor going offline, with operability decreasing over time. The MBTA did not assess cleaning-agent detection by the sensor, as it would not be operationally feasible for the cleaning vendor to verify sensor alerts. Based on these findings, the MBTA will not move forward with using this sensor on its elevators.

33. 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 from May 2023 report: A new automatic securement system called Quantum was installed on 10 of the MBTA's newest buses, which went into service on Route 111 in February 2021. Throughout 2021 and 2022, the MBTA hosted five user–expert testing sessions and invited approximately 20 wheeled mobility device users to try the Quantum system. The user extensive feedback included uncertainty about the system's ability to effectively secure the diverse range of wheeled mobility devices utilized by MBTA riders, particularly mid-wheel and front-wheel drive motorized wheelchairs. At this time the MBTA is not moving forward with additional installations of the Quantum securement system on its bus fleet.

34. 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 so as to keep at least one redundant elevator in service at all times.

    Update from November 2023 report: Work on this project is substantially complete. All four elevators are now in service.

35. Marketing Campaign

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

    Update from November 2023 report: In September 2023, the MBTA launched Access in Motion, a public marketing campaign with three primary goals:

    - Communicating that accessibility improvements benefit everyone
    - Raising awareness about key accessibility policies and services
    - Sharing accessibility updates we've made over the past 15 years and future updates in progress

    With the help of numerous longtime riders with disabilities, over 15 unique creative assets were developed and shared over multiple channels including local papers, radio stations, streaming platforms, and social media, as well as throughout MBTA vehicles and stations.

36. Transit Ambassadors Training

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

    Update from November 2023 report: A full revision of the accessibility training module was completed and incorporated into the Transit Ambassador new-hire training program on March 1,

2023. To date, all existing Ambassadors have been trained and new Ambassadors will receive the training upon hire.

37. Bus Operations Recertification Training

    Scope: Bus Operations and SWA will review and revitalize the accessibility-related content within the Bus Recertification program.

    Update from the December 2023 report: In 2023, the MBTA began developing a full-week training for existing bus operators that launched in December. This weeklong training includes one full day of accessibility-specific content developed by SWA.

38. Operations Control Center Dispatcher Training

    Scope: As part of the development of a comprehensive updated training for Operations Control Center (OCC) Dispatchers, SWA and Operations will design a module specifically focused on the numerous critical accessibility-related protocols and policies essential to OCC.

    Update from the June 2024 report: The development of the accessibility-focused module was completed in late 2023. Its content covers a broad array of accessibility-focused policies, e.g. communicating effectively to all riders during emergencies, providing guidance to frontline employees on riders' reasonable accommodation requests, and coordinating alternate service during elevator outages.

39. Expansion of Transit Ambassadors in Stations

    Scope: The MBTA will establish a standard for staffing levels throughout its stations to help ensure that adequate personnel are available to provide assistance to riders. The MBTA will work toward expanding staffing levels to meet this standard as needed.

    Update from the June 2024 report: In 2021, SWA worked together with the Customer Experience department, Operations, and Contract Services to establish a new standard for staffing levels in MBTA stations. As part of this process, station posts were prioritized based on a number of factors (e.g., ridership, station complexity, presence of elevators, etc.) and grouped into three tiers (I, II, and III). The standard calls for personnel to be present at all Tier I and II locations seven days a week, 6:00 AM to midnight, and for partial coverage at Tier III locations. This standard represents a meaningful increase in coverage compared with past staffing levels.

    In September 2022, the MBTA Board of Directors approved a contract with Mydatt Services, Inc., the owner of Block by Block, for five years with three one-year options for the operation of the Transit Ambassador Program. In addition to securing the program for years to come, the new contract requires staffing levels then meet or exceed the newly developed staffing standard. With the necessary funding in place for the FY24 budget, Block by Block increased coverage to meet this standard and achieved the goal in January 2024.

40. Vertical Transportation Study

    Scope: The MBTA will conduct a system-wide conditions assessment of all elevators and escalators in order to identify priorities for upgrades and/or replacements

Update from December 2024 report: Throughout 2020-2021, engineering consultants conducted an assessment of each elevator and escalator within the MBTA network in order to develop an inventory of each units' overall condition, dimensions, reliability, age, and parts availability. This information was used to identify priorities for upgrades and/or replacements, and to justify additional requests for capital funding.