



**Massachusetts Bay  
Transportation Authority**

**Advancing Accessibility:  
Honoring the 35th Anniversary of the  
Americans with Disabilities Act**

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Presentation to the MBTA Board of Directors

July 24, 2025

# Bus Operations



# Progress to Date: Service Then & Now

Accessibility Barrier	2005*	2024^
Operator denies service to customer with disability	11%	.5%
Customer with disability is unable to board due to a broken lift/ramp	19%	0%
Operator refuses to use kneeler/lower bus	11%	0%
Destination Signage Missing	15%	3%
Wheeled mobility device not properly secured (Using 4 straps)	91%	13%

\* = Data as reported by Delta Services Inc., August 2005

^ = Data reported by SWA's Internal Access Monitoring Program



# Bus Stop Accessibility: Upgrades and Amenities

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Over 400 stops with major accessibility deficiencies fully rebuilt since 2018.

- 40 additional upgrades planned for 2025

In addition, \$15M in FY25 fair share funding recently allocated to introduce bus stop shelters and other amenities across 100 stops across the system.

Accessibility upgrades are scoped with each of these projects.



# Accessibility Upgrade: Wood St @ Woodpark Cir (Lexington)



**Before:** Difficult to identify the bus stop, lacks accessible landing pad, missing safe sidewalk access without a crosswalk



**After:** The updated view from the bus camera highlights the upgrades: a bus landing area, bus stop sign, and crosswalk.



# Bus Stop Amenities



A narrow shelter suitable for constrained spaces



New enlarged font bus stop signage

Meets MBTA bench standards



A full-size bus shelter





# Station Accessibility



# Green Line: Recent and Upcoming Station Upgrades

**D Branch:** Interim upgrades at 4 inaccessible stops recently completed.

**C Branch:** Full upgrades at 7 inaccessible stops, consolidation of remaining 2 stops.

- To be completed: end of 2026

**B Branch:** Full upgrades at 7 inaccessible stops, consolidation of remaining 2 stops

- To be completed: fall 2027

**E Branch:** Full upgrades at 3 inaccessible stops, consolidation of 2 stops.

- To be completed: 2029 contingent on Core Capacity grant funding

**Symphony Station:** Construction begins fall 2025

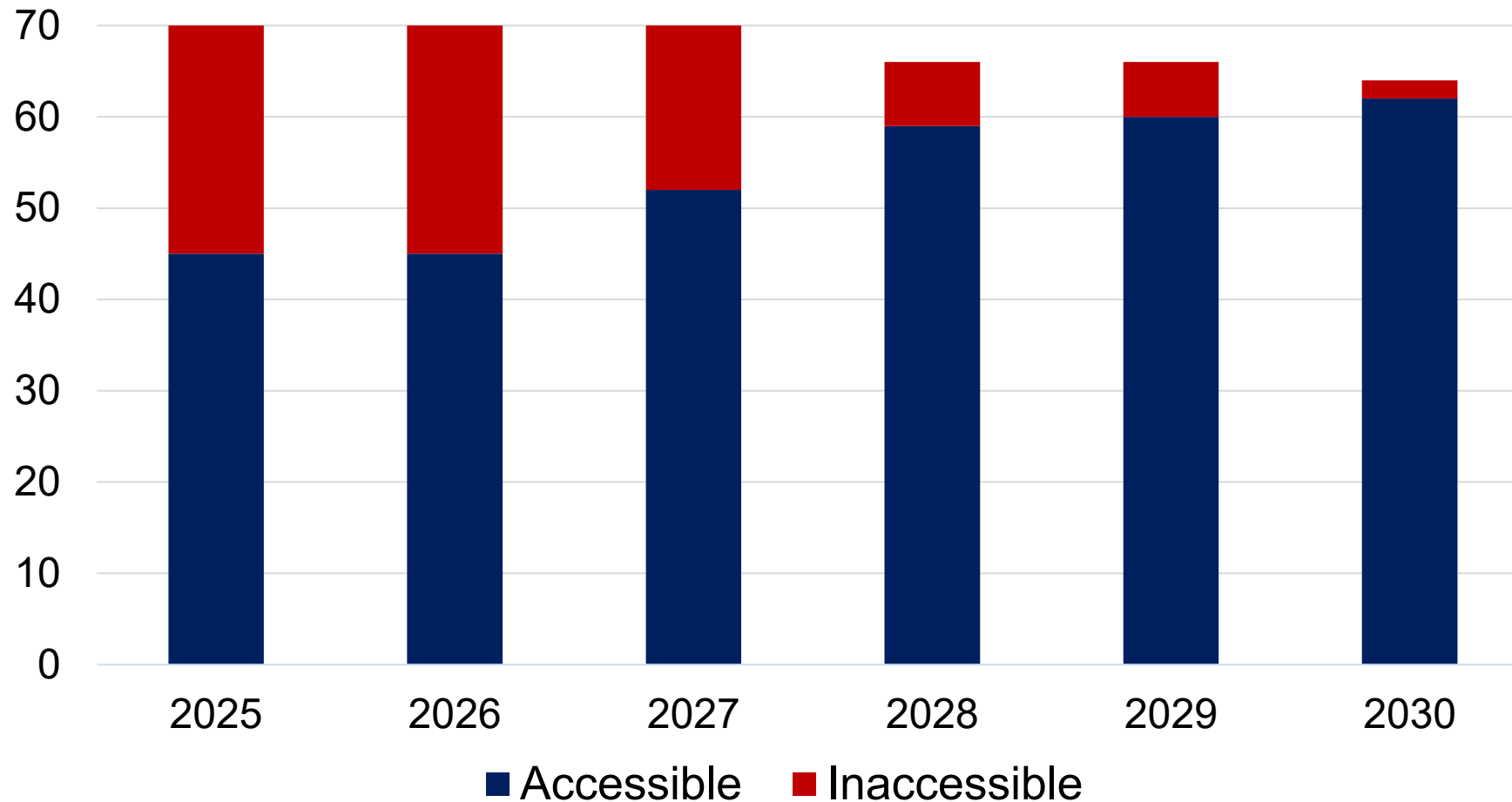
- To be completed: winter 2028/2029



Symphony Station rebuild rendering



# Accessible Green Line Stations Over Time



Tentative schedule shows **97% of Green Line stations being accessible by 2030**, with only Boylston remaining and Hynes TBD.



# Green Line Type 10 Car



- 100% low floor car
- Modernized Passenger Information Systems
- Will allow for eventual level boarding on Green Line



First GL Type 10 pilot car arrives Spring 2026



# Commuter Rail Freestanding Mini-High Initiative



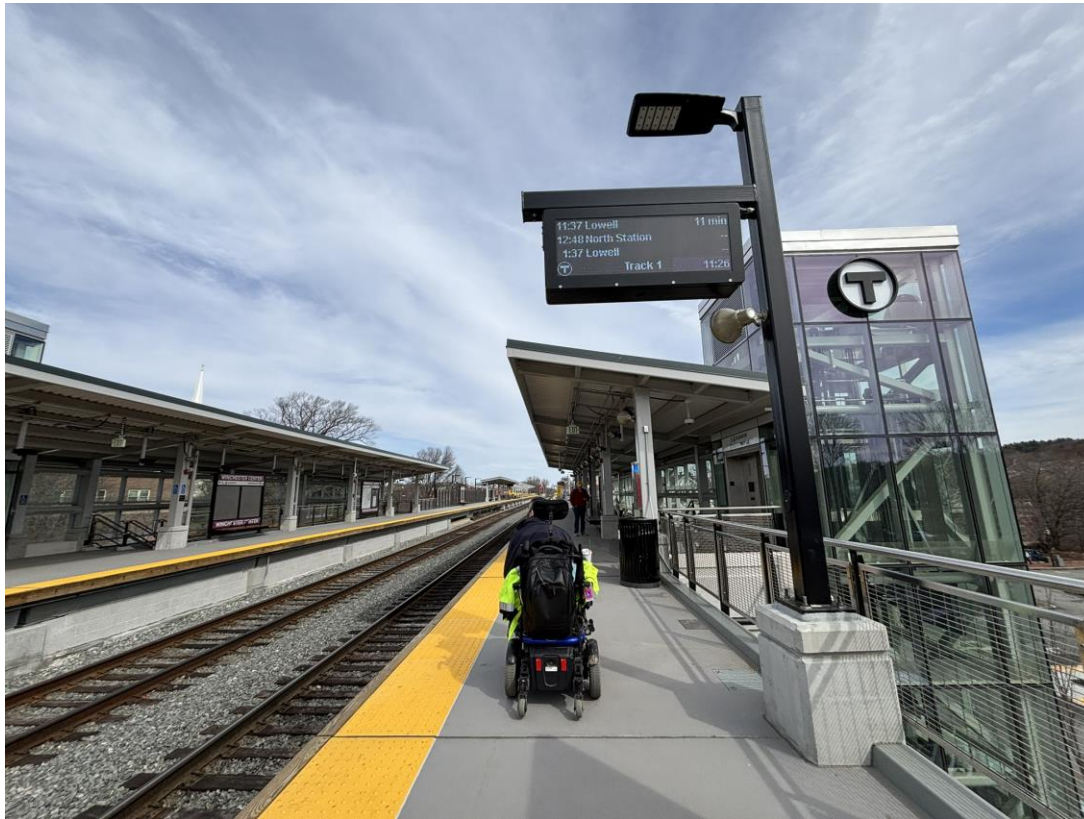
Mini-high platform at Franklin Commuter Rail Station (March 2025)

## Freestanding Mini-high Initiative Accelerates Commuter Rail Access

- Accessible service now provided at Wellesley Square, West Medford, Walpole & Franklin stations.
- Seven additional inaccessible stations fully funded to receive these interim upgrades.



# Full-Scale Permanent Station Upgrades Coming Online



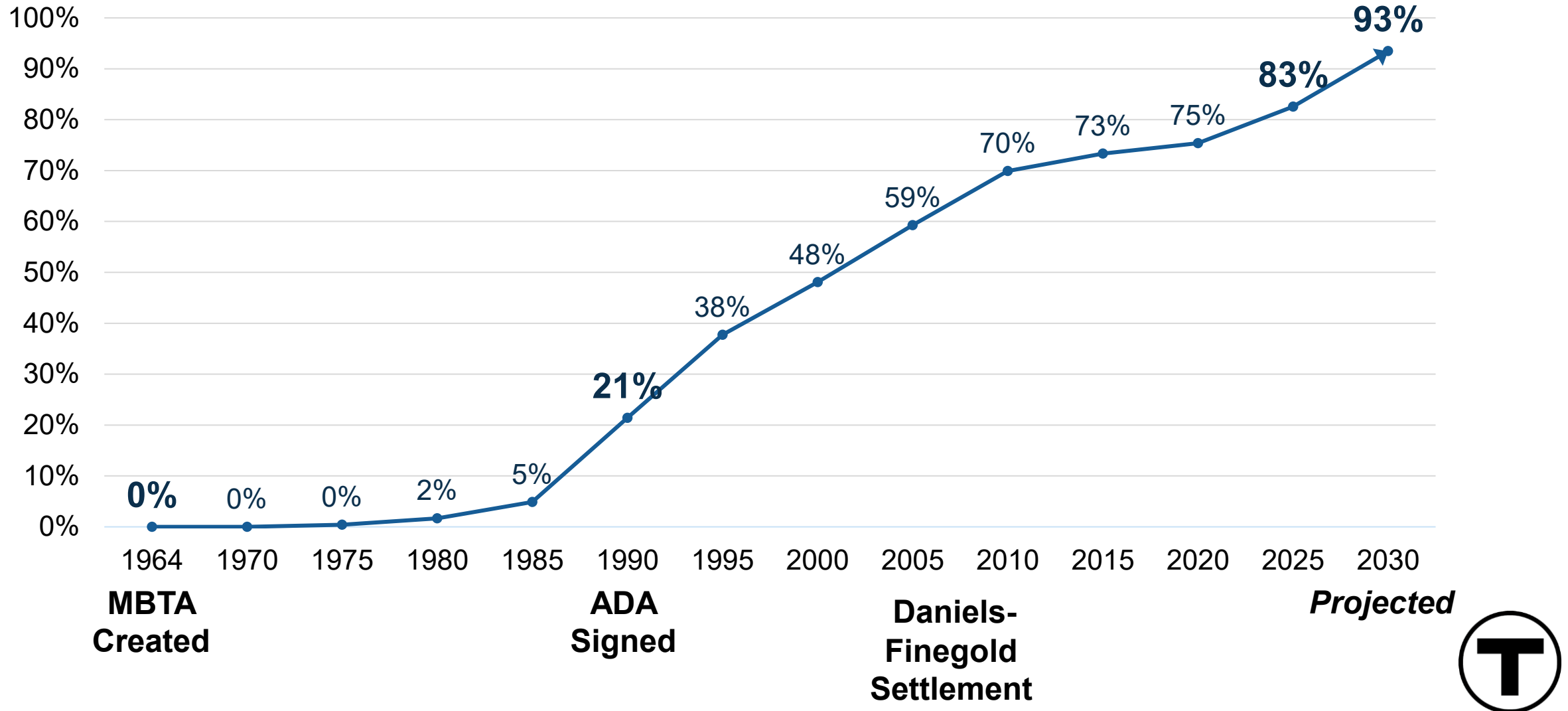
Updated platform and elevator at Winchester Center. (June 2025)

**Full high-level platforms with a combination of elevators and ramps providing redundant paths of travel to the platforms.**

- Work recently completed at Union Station (Worcester), Winchester, and North Wilmington Commuter Rail Stations
- Natick Center to open this summer



# Percent of Accessible Stations: Past to Future



# Achieving 100% Accessible Stations – What Will Be Left?

While currently funded projects in the pipeline will result in a major step forward, we continue to work on identifying solutions and funding for remaining barriers.

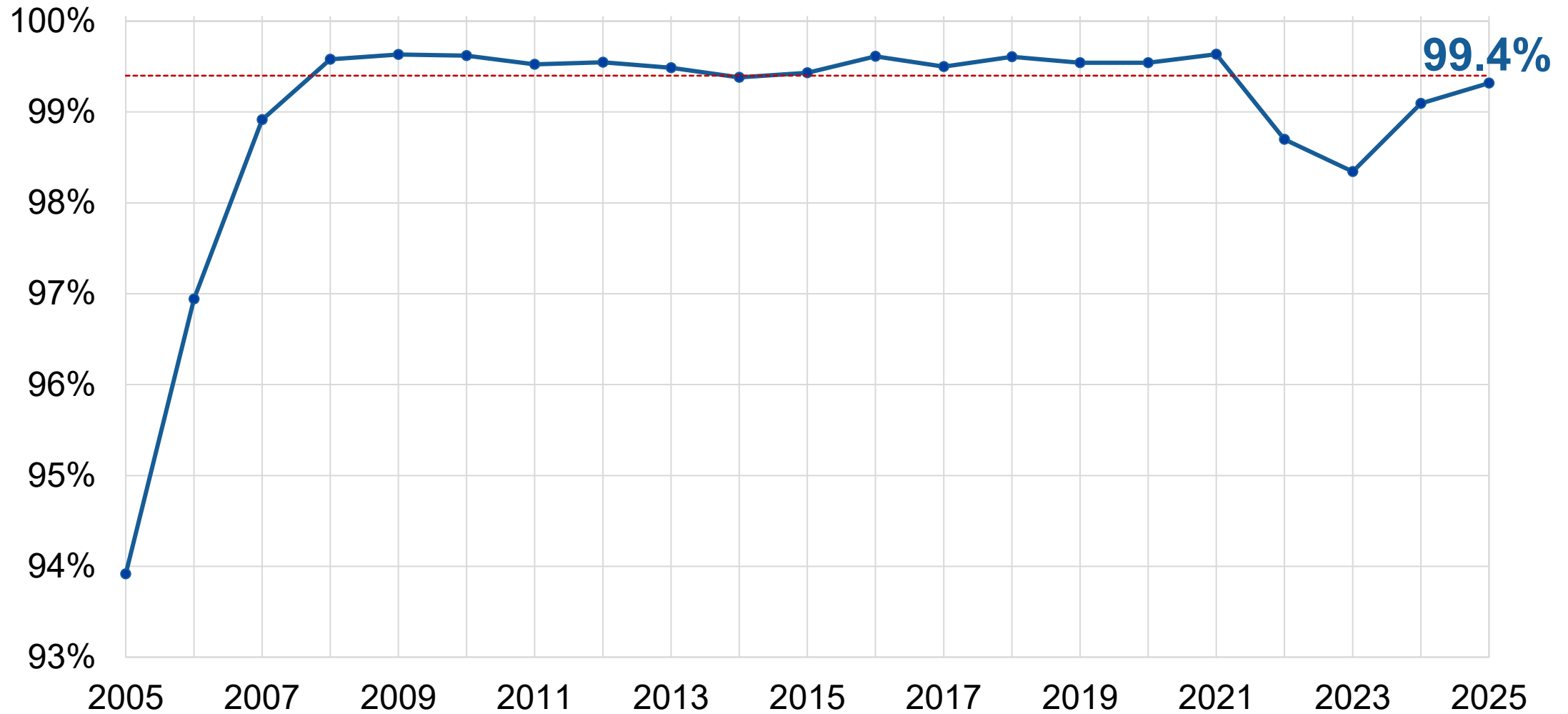
- 4 inaccessible subway stations
  - Hynes (design currently at 30%)
  - Boylston
  - Bowdoin
  - Valley Road
- Roughly 10 accessible subway stations in which only accessible path is challenging.
  - e.g. Chinatown, Davis Square, JFK/Umass
- 12 Inaccessible Commuter Rail Stations
  - Several requiring complex solutions
- Notable vertical platform gaps throughout the Southwest Corridor (Orange Line) and Charles/MGH
- Level boarding on Green Line & Mattapan Line
- Expanding full-high-level platforms at 60+ Commuter Rail stations where mini-highs are provided today



# Elevators



# Elevator Reliability (FY 2005-2025)



# New and More Reliable Elevators

- Over 75 units constructed over the last decade with an additional 50 in the pipeline
- Commitment to establishing redundant accessible pathways
  - Out of 200+ elevators in public use, over 60% have a redundant accessible path of travel.
- Customized elevator specification to ensure maximum transparency and reliability



For example, in fall 2023 three elevators were replaced and a new elevator was added at Quincy Adams to ensure access via redundant elevators serving the subway platform.



# Major Elevator Upgrades: Upcoming

## Jackson Square

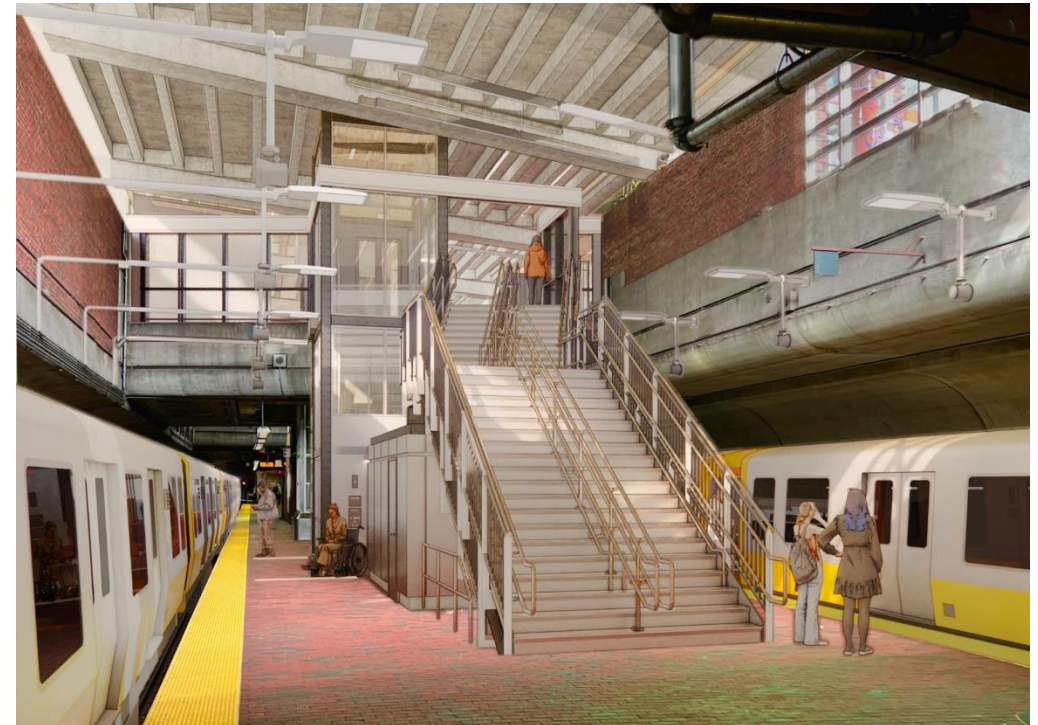
- Full modernization of existing elevator and construction of a new, redundant unit
- To be completed in summer 2027

## Central Square

- Full modernization of existing outbound elevator and construction of new, redundant units serving the inbound and outbound platforms

## Downtown Crossing/Park Street

- Full modernization of Park Street 808 and construction of two new units will create first-ever fully accessible connection between Red and Orange Lines



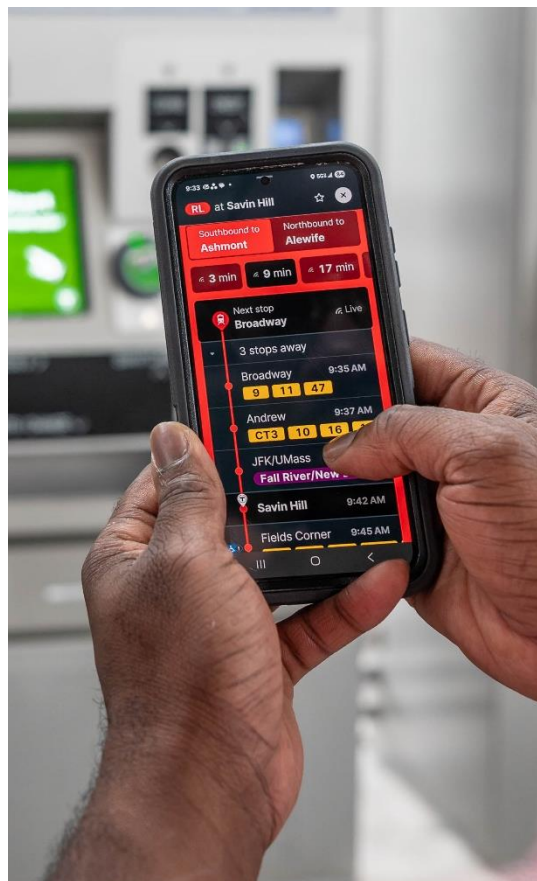
Rendering of the updates to Jackson Square's outbound side of the platform looking north at the new south stair and elevator



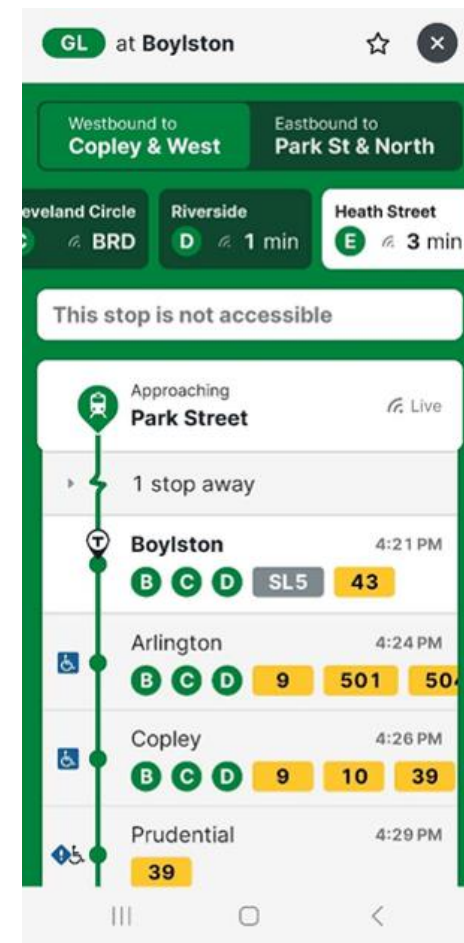
# More Ways to Stay Informed

Now easier than ever to find out about elevator outages, including detailed alternate service information, thanks to:

- Significantly more Customer Information Displays (with audio feature) in Station Lobbies
- New MBTA Go app
  - Information about ongoing disruptions to service, including shuttle bus boarding locations for planned closures
- Language translation and integration with mobile accessibility features



MBTA Go App  
(June 2025)



MBTA Go App  
(March 2025)



# Centering Our Customers



# A Focus on Customer Support

- Ongoing Transit Ambassador services
  - Significant scale-up in 2023
  - All major stations now covered
- MBTA Call Center: in-house since 2024
  - Institutional knowledge
  - Comprehensive training on accessibility-related complaint intake and assignment delivered by SWA staff



MBTA Call Center (May 2025)



# Trainings for Frontline Employees

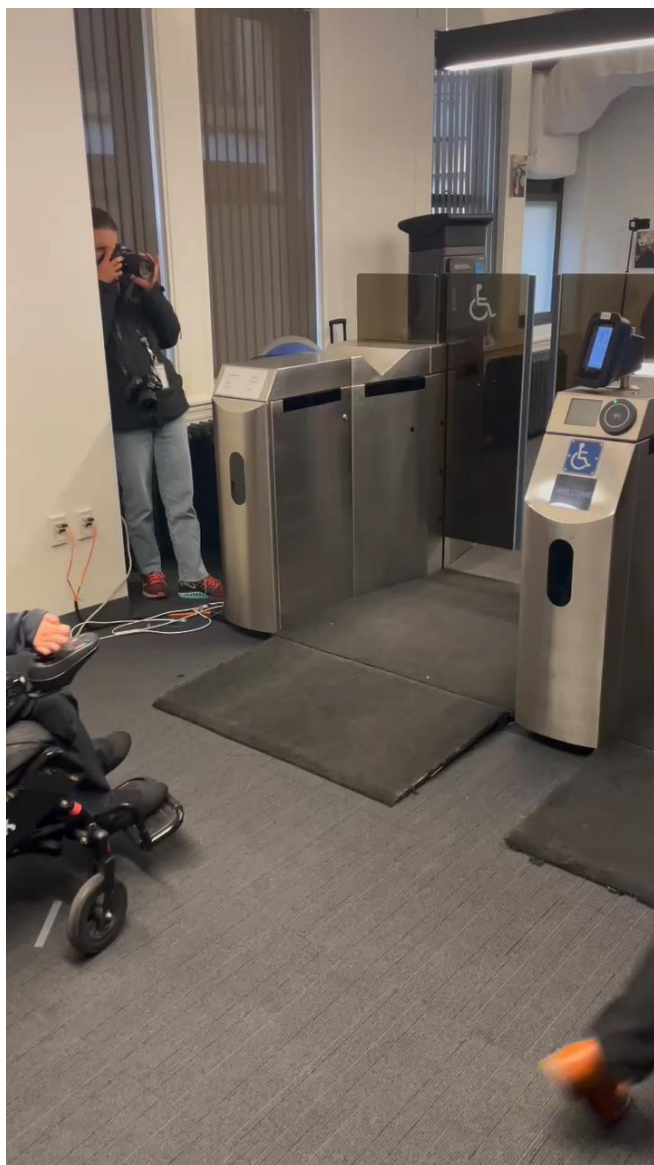


Accessibility training class for newly-hired bus operators (March 2025)

- Recently developed training for Operations Control Center Staff
- Upcoming accessibility training for Transit Police Officers

**All trainings include first-person perspectives of customers with disabilities.**





Hands-free fare gate testing  
(October 2024)

# Leveraging Innovation and Expanding Expertise

- Actively testing first of its kind hands-free fare gate technology
- Researching accessible wayfinding solutions
- Implementing camera technology to ticket vehicles illegally parked in bus stops`
- Hiring a Digital Accessibility Lead



# Expanding Outreach and Engagement

- 2025 Mobility Center events:
  - Over 150 individual & group trainings for customers
  - 50 community events
- Solidifying connections with the RMV, MassDOT's Statewide Mobility Lead, RTAs, and Boston Public Schools to expand education and share best practices
- Creation of videos to help all riders use fixed route and paratransit services
- Ongoing work with RTAG and Daniels-Finegold plaintiffs to achieve best in class system and trust within the community.



**Top:**

Strategic Planning Meeting with  
SWA, GM Eng, and Plaintiffs

**Bottom:**

Triumph Center group ETC  
travel training

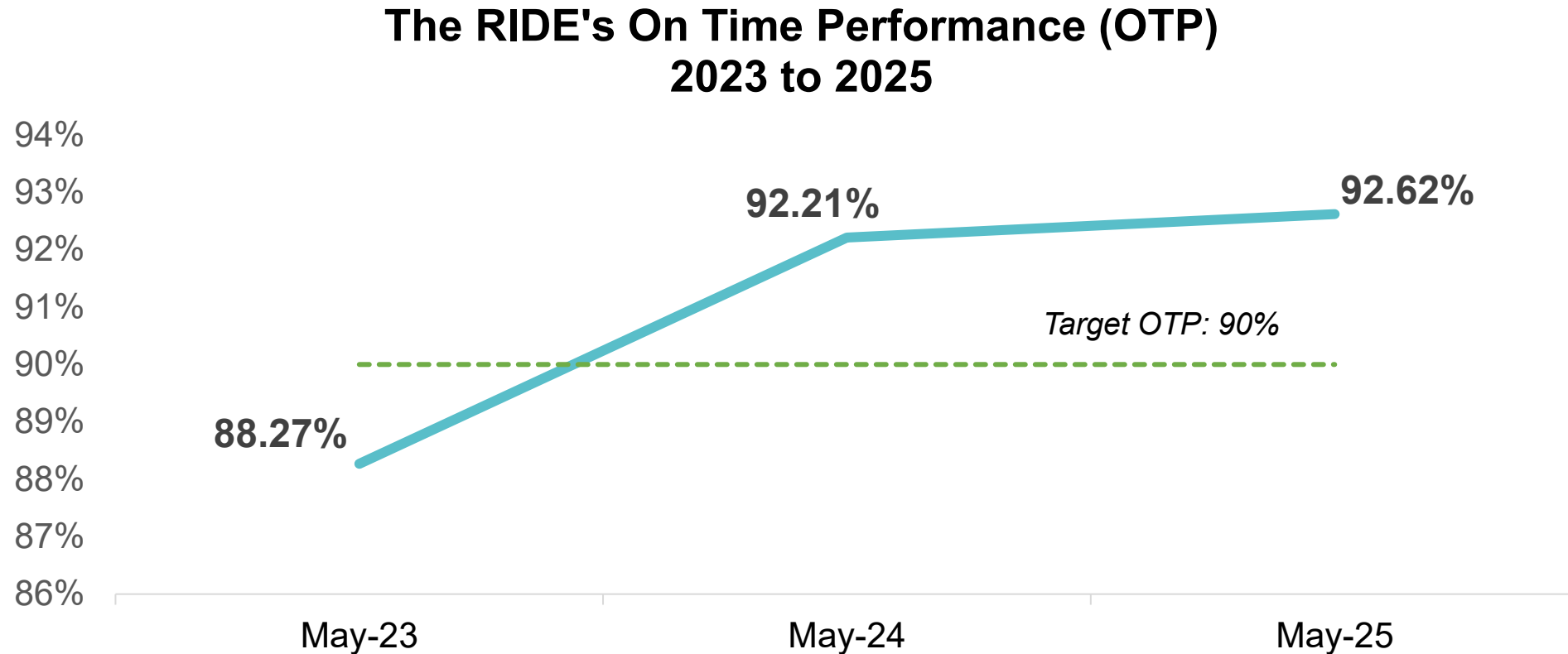




The RIDE



# Increase and Stabilization of RIDE OTP

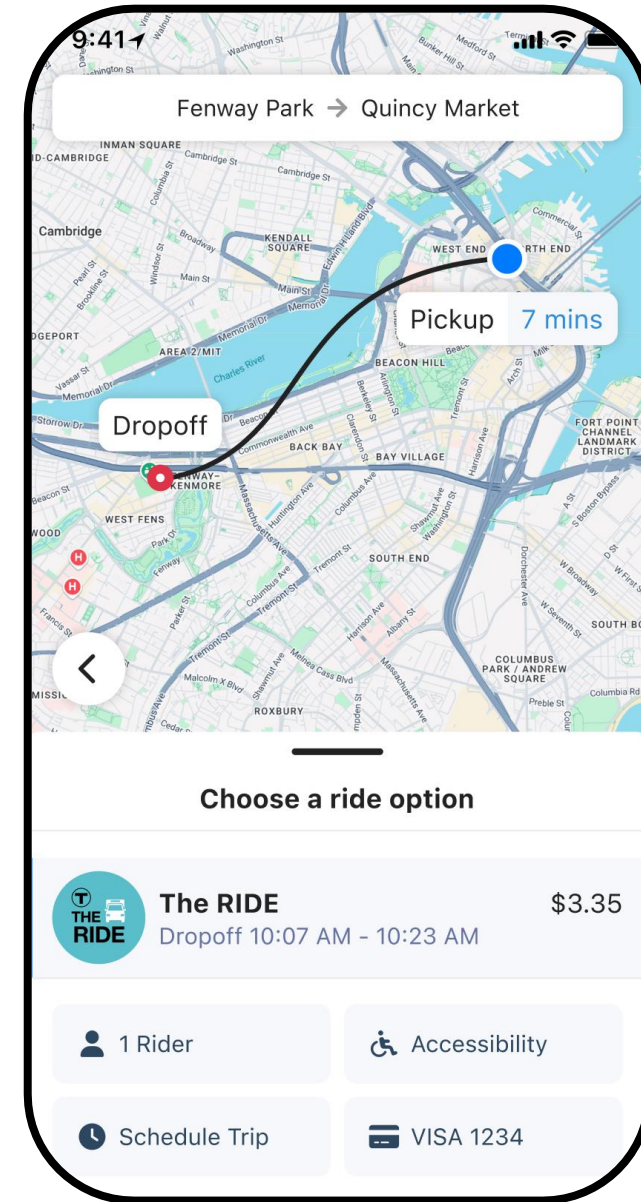


Investing in increased driver wages enabled The RIDE to **increase and sustain OTP to above target over the last two years.**




# Further Improvements Coming Soon

- With the launch of new paratransit management software Spare later in 2025, we project continued improvements in efficiency and performance.
- Spare will also offer customers enhanced self-service options, including:
  - Improved online booking
  - A mobile application for booking and tracking trips
  - Additional tools for managing profiles and account balances
- The RIDE is nearly finished doing extensive user accessibility testing and driver simulations to ensure a smooth launch



The RIDE Spare app demo



A person in a grey suit is walking from left to right in the foreground. In the background, a bus is stopped with an advertisement on its side. The advertisement features a collage of four images: a man in a wheelchair, an elderly woman, a young woman holding a tablet, and a person using a cane. The text "An accessible T benefits us all." is overlaid on the first two images. To the right of the collage is a large circular logo with a black 'T' on a white background. Further right on the bus, another similar logo is visible on a yellow background.

**An accessible T  
benefits us all.**

**Access  
In Motion**





# Massachusetts Bay Transportation Authority

## Accessible Rapid Transit Stations



1990

