December 2, 2025

Dear Riders,

When it comes to advancing accessibility at the MBTA, 2025 has been filled with examples of meaningful progress. Earlier this year, thanks to a series of significant capital upgrades, seven inaccessible Commuter Rail stations were made accessible. Dozens of new Customer Information Displays, providing access to real-time service information audibly and visually, have been installed in station lobbies. And refreshed accessibility trainings for Bus Operators and Transit Ambassadors have been developed.

And now, after 19 years of steady progress and ongoing collaboration with riders with disabilities, the MBTA is poised to be found in substantial compliance with the historic Daniels-Finegold settlement agreement. While this will be a historic milestone, our commitment to improving and expanding accessibility system-wide remains as strong as ever.

In this issue of our semiannual report on Accessibility Initiatives, you will find updates on over 50 projects and programs aimed at bringing this commitment to life.

Highlights include:

- Natick Center, Winchester, Wellesley Square, West Medford, Franklin, Walpole, and North Wilmington Commuter Rail stations are now accessible
- Nearly 20 inaccessible Green Line stations/stops, including Symphony Station, will be moving into construction, along with the construction of the first ever accessible connection between the Red and Orange Lines at Downtown Crossing
- Automated ticketing of vehicles illegally parked in bus stops through bus camera technology will be launching in spring 2026

As always, 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 reach out by sending an email to accessibility@mbta.com.

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

Accessibility Initiatives— December 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. 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 completion in fall of 2027.

4. 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 address 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: The first phase of improvements are substantially complete at all four stations. As such, these stations are now generally accessible. Final design of the second phase of work is pending determination of final scope; coordination with MBTA stakeholders is ongoing.

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

   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 likely be closed/consolidated due to the infeasibility of creating an accessible station suitable for level boarding of double T10 trains.

   Update: The MBTA is finalizing the design-build tender documents with release of the Request for Proposals in fall 2025. The Design-Builder is expected to be on board in winter 2026, with construction work beginning in spring 2026 and concluding in December 2027.

6. Remaining Inaccessible C-Branch Stations: Tappan Street, Fairbanks Street, Summit Avenue, Hawes Street, St. Paul Street, Englewood Avenue, Dean Road, Brandon Hall, and Kent Street

   Scope: Accessibility upgrades at these nine stations will consist of widening all platforms to 7.5' wide. This upgrade was made possible following MBTA coordination with the Town of Brookline over the last five years to secure the additional roadway width necessary to widen the platforms along Beacon Street. In addition to widening the platforms, they will be raised to be 8" ATOR to allow for accessible boarding. Finally, some trees and parking spaces are planned for removal to provide adequate platform width and length, as well as to improve pedestrian pathways and egress from station areas.

   As part of this work, Fairbanks Street and Brandon Hall stations 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 contracted with a Design-Builder to complete this work. Construction work is anticipated to begin in spring 2026 and to conclude in late 2026. Station work is being bundled into packages, as designs are finalized in coordination with the Town of Brookline, and to minimize impacts to riders. Tappan Street and Englewood Avenue stations will be under construction in spring 2026.

7. Remaining Inaccessible E- Branch Stations: Back-of-the-Hill, Fenwood Road, 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. 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 have completed 30% design. Conceptual designs reviewed many options for providing accessible stations, including various positions within the street cross sections. Locating new platforms within the street will involve tradeoffs among the various street uses, including vehicular travel, bicycle travel, and parking in addition to Green Line and key bus routes (#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 Road and Back-of-the-Hill stops would be closed due to the complexities of building stations at these locations and their proximities to nearby stations (Brigham Circle and Heath Street, respectively).

   Heath Street Station will also be rebuilt to support operation of two-Type 10 vehicle trainsets. The track loop at Heath Street will be eliminated. A new center track alignment

will allow for a possible future branch extension along South Huntington Avenue in conformance with the MBTA's Focus 40 initiative.

Designer selection is underway for the 15-100% design. 100% design is scheduled for the end of 2026, with an advertisement for construction procurement expected by spring 2027, and construction completion by the end of 2029.

8. 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 station 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 has retained a Construction Manager at Risk (CMAR) to lead and build the project. The MBTA completed value engineering resulting in some design refinement and cost savings. The project is releasing construction packages this fall 2025 with a final Guaranteed Maximum Price (GMP) package for the balance of scope in February 2026. Station bypass and the start of station work are targeted for March 2026, with project substantial completion in fall 2029.

10. 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 MBTA completed in-depth user testing for the pilot in April 2025 and found that NaviLens was consistently effective in helping riders who are blind or have low vision complete wayfinding tasks on totally unfamiliar trips. NaviLens was most effective in helping riders find a bus stop, where all participants located bus stops with ease and reported significant gains in confidence. While Navilens worked well indoors, the pilot showed that deploying it to all stations would be financially and operationally infeasible. SWA and TID will be sharing a NaviLens bus stop deployment recommendation with leadership and publish a study for industry peers in early 2026.

11. 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. As of this Spring, the second set of upgrades were completed at Community College Station, Back Bay, Ashmont, and Revere Beach.

12. 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. Construction is now complete at all 9 stations, and each restroom has been upgraded 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.

13. “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. Field testing is currently underway at 13 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: On July 2025, the inbound and outbound platforms opened (east of Washington) for operations. Remainder of the work (west of the elevators) will be complete by November 2025.

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

   Scope: 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 stations independently of West Newton and Auburndale. Newtonville was selected due to its location, higher ridership and greater transit oriented development opportunities. 30% plans for Newtonville include 400 foot long double-sided platforms served by elevators and on Up & Over structure.

   Update: The project delivery method will be Construction Manager-at-Risk (CMAR) and it is anticipated to have a Notice to Proceed by end of October 2025.

3. Winchester Center Station

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

   Update: A fully accessible Winchester Station opened to customers in 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: Station upgrades reached substantial completion in September 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. The project delivery

method for this project will be Construction Manager-at-Risk (CMAR). A design firm has recently been selected, and contract negotiations are underway.

6. 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: An accessible North Wilmington Station opened to customers in June 2025.

7. Interim Boarding Solutions at Inaccessible Commuter Rail Stations

   Scope: As recently as the start of 2025, there were 25+ Commuter Rail stations that were fundamentally inaccessible and did 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 four Commuter Rail stations to benefit from interim freestanding mini high platforms included Wellesley Square[1], West Medford, Franklin and Walpole. These locations
   opened for service in early 2025. An additional four stations – Concord, Lincoln, Endicott and Wyoming Hills are in design. Another 5-11 stations appears to be good candidates for similar upgrades and will move forward pending future funding. 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 13-19 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).

8. Waverley

[1] The path of travel connecting the inbound and outbound sides of Wellesley Square is currently inaccessible. The MBTA, in collaboration with the town of Wellesley, to provide an accessible path.

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

Update: In 2024, the MBTA advanced a for making Waverley accessible. A variety of options were evaluated, including 200 and 400 foot long platforms served by either ramps and elevators or redundant elevators. Updated cost estimates range from $62-76M. Next steps will be determined following discussions with the MAAB Board.

9. 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 the pilot, and held pop up engagement events from 2024 in 2025 with positive interactions with thousands of customers and potential users. The pilot proved the ability for visually impaired riders to safely and confidently navigate from an origin station to a destination station (and back). While NaviLens provided a reassuring tool for customers, it proved to be too cost prohibitive to install and maintain in complex stations like North Station. The pilot will close at the end of the NaviLens subscription period in 2026.

10. 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. 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 project delivery method will be Construction Manager-at-Risk (CMAR) and a Construction Manager was selected and Notice to Proceed was issued in September 2025. The project is currently in the design review phase during which the design and specifications are being updated to align with the CMAR delivery requirement.

2. 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. Additionally, excessive vertical gaps between the platform and subway cars will be eliminated through a modest platform raising.
Update: Notice to Proceed (NTP) for construction was issued in June 2025. The goal is to complete construction by the end of 2027.

3. 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: 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 project delivery method will be Construction Manager-at-Risk (CMAR) and a Construction Manager was selected and Notice to Proceed was issued in September 2025. The project is currently in the design review phase during which the design and specifications are being updated to align with the CMAR delivery requirement.

4. 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 by early winter 2026.

5. Elevator Refurbishments

   Scope: The MBTA has initiated a program to perform significant overhauls to elevators across the subway system to enhance their reliability and extend their longevity. This program will prioritize upgrades to the least reliable units at high ridership stations. Each upgrade will take approximately 8-10 weeks.
   2025 Status: 3 elevators have been overhauled to date in 2025 – Braintree 811, Park 808 and Chinatown 876. Work is currently underway to overhaul Chinatown 922, with anticipated completion in mid-January 2026. An additional 11 elevators at 5 stations are in the pipeline for upgrades in 2026.

6. 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: Customer information displays (CIDs) are now installed at 50 subway stations. The remaining CIDs are planned to be installed in nine stations by the end of January 2026. Three of these are our largest and most complex stations: Downtown Crossing, Park Street, and State

7. 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: The pilot at Forest Hills concluded in spring 2025. Rider feedback was instructive and reinforced that riders want elevator status from pre-fare information sources. As a result TID/SWA is focusing on maximizing quality of info on other channels before determining whether or not to advance additional screens at elevators. Building on the expansion of screens in pre-fare areas across the subway, TID is redesigning elevator

status information on these screens to be clearer and more noticeable. Work is also ongoing with passenger information systems on buses and trains to advise riders when an elevator outage impacts accessible paths to exit or transfer at a station.

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:

   - 109 stops have been fully reconstructed
   - 19 stops are under either design or construction
   - 7 stops will be upgraded as part of outside municipal projects
   - 110 stops have been or will be eliminated due to safety concerns and/or extremely low ridership

   Progress has been temporarily paused at the remaining 35 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:

   - 149 stops have been fully reconstructed
   - 73 stops are under either design or construction
   - 27 stops will be upgraded as part of outside municipal projects
   - 63 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.

   Update: 23 new bus shelters have been installed throughout 2025, bringing the total number of bus shelters within the system to approximately 700. In addition, roughly 60 stops include real-time digital screens informing riders when the next bus is arriving. Additionally, the MBTA recently received $15M in Fair Share Funding specifically for a bus stop amenities and is in the process of evaluating bus stops to deploy 100 bus shelters over the next 24-30 months. Designs for the new shelters have been reviewed by SWA to ensure physical and informational accessibility for riders with disabilities, including audio access on E-inks for riders who are blind or have low vision.

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, 146 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.

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, 48 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 being manufactured and on schedule to be delivered in 2026 with the first 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

   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 addition, Vehicle Engineering is currently exploring opportunities to push “canned” visual and audible messages to customers from the Operations Control Center.

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, in which data was collected regarding horizontal and vertical gaps present at each

door of the train car at every Orange Line platform. Findings confirmed the presence of excessive platform gaps – both horizontal and vertical – 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, and the Blue Line in 2025. 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 and detailing next steps.

Work began in the Fall of 2024 to take advantage of station closures to adjust platforms and tracks to reduce gaps where possible. To date, rub rail has been installed at 9 Orange line stations, and installed or repaired at 5 Blue Line stations, to reduce horizontal gaps. Tracks were adjusted at 12 Orange and 3 Blue Line stations to reduce the vertical gaps. 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 early 2026.

2. Bus Operations – Enhancements related to Securement and Lap/Shoulder Belt Training

Scope: The Bus Operations Training School and SWA will enhance existing training to better prepare Operators for properly securing a wide range of wheeled mobility devices as well as successfully deploying the lap/shoulder belt upon request.

Update: SWA has developed a detailed guide for Bus Instructors regarding proper securement and common challenges. Additionally, a diverse mix of new wheeled mobility devices were recently purchased and are now included as part of hands on training for Operators. Additionally, SWA and the Training School have developed new training materials that show and describe a new method for deploying the lap and shoulder belt that is both more straightforward and should prevent common deployment errors seen today. This method was suggested by a current bus operator and was vetted by SWA and the Training School this past summer to inform the updated training. The new training materials will be used in regular class training as well as reinstructions as required.

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 a first of its kind accessibility-focused training specific to Transit Police Officers. Feedback from the Daniels-Finegold plaintiffs and RTAG was incorporated and the training is undergoing final review. Beginning in 2026, a strategy and timeline for training delivery will be developed and implemented.

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 The MBTA Go mobile app continues to grow in functionality and usability. Recent updates include an enhanced "Favorites" feature—riders can now view predictions exclusively for their favorited stops and filter out the rest. Another feature, "Track This Trip", allows riders to follow a vehicle (like bus or subway) after it's departed from their stop. This is especially useful for those who want to know when they'll reach their destination or if they'll make a transfer in time. Next up, riders can opt into notifications about disruptions impacting their trips.

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, 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. The final versions were approved by Senior MBTA Management and issued on September 9, 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: In 2025, the MBTA completed drafting and updating its Municipal Communication on and Coordination Plan that outlines various ways the MBTA will share expectations and technical guidance with municipalities regarding a variety of topics directly impacting the accessibility of MBTA services (e.g. snow removal at bus stops, the design and deployment of bike lanes adjacent to stations and stops, etc.). In addition, the MBTA has published a webpage for its municipal partners where this information can be found. Finally, following successful meetings held over the last few years, the MBTA recently held a winter preparedness meeting with a variety of municipal partners during which it reviewed expectations related to accessible snow removal.

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 drivers illegally parked in bus stops and bus lanes. This summer the MBTA

adopted regulations including fine levels, appeal procedures, warning criteria, standardized forms and notices, and reporting standards. These regulations apply to all enforcing authorities, including the MBTA and any RTAs and municipalities that choose to participate. The MBTA is presently conducting a procurement to select a vendor to deliver the necessary equipment and technology. We anticipate launching the program in Spring 2026 with a systemwide expansion following swiftly thereafter. We are committed to continuing stakeholder outreach ahead of and during the launch of the program as required by law.

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.

   To date, the Manager of Accessible Mobility Coordination & Training Development is fully onboarded, and their focus has been on updating accessibility trainings for the Mobility Center & operations staff. In the first quarter of 2026, SWA's focus will turn towards the development of the official sketch up the strategic outreach plan and its implementation.

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 function as a bridge with station staff who report defects to ensure that their observations are properly recorded and followed up on.

SWA continues to collaborate with TFM and to use the data in the Maintenance Database to inform ongoing conversations regarding appropriate and timely station maintenance.

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 overview/purpose, project scoping, accessible paths of travel, temporary paths of travel, parking and passenger loading zones, walkways/sloped walkways/ramps, seating/benches, curb ramps, protruding objects, and doors/entrances have been reviewed by the Daniels-Finegold plaintiffs and the Riders' Transportation Access Group (RTAG). Additional chapters focused on building blocks, elevators, escalators/stairs, handrails, street crossings, track crossings, detectable warning surfaces, restrooms, platforms, and accessible egress are under development. Final revisions of all chapters are currently in progress.

CAPITAL PROJECTS ON HOLD PENDING ADDITIONAL FUNDING

1. 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.

2. 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.

3. 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.

4. Hynes Station

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

   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 Street and Massachusetts Avenue. In the absence of clear private development plans, the MBTA proceeded with design work independently 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.

5. 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.

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 continue about how best to educate future doctors about evolving mobility resources and the need to improve digital literacy in the communities they serve.

14. Babcock, Pleasant Street, 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.

41. 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.

42. 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.

.