Symphony Station Improvements

Public Information Meeting and Open House

Preconstruction Project Update

May 18, 2026

MBTA: Dane Wigfall, Project Manager

Notification of Recording

English

- Thank you for joining the meeting! This meeting will be **recorded** so that it can be shared with the people that were unable to join.

Spanish

- ¡Gracias por asistir a esta reunión! Esta reunión se grabará para poder compartir con los que no pudieron asistir.

Russian

- Спасибо, что присоединились к встрече! Эта встреча будет записана, чтобы мы могли поделиться записью с теми, кто не смог к нам присоединиться

Chinese

- 感谢您参加本次会议！本次会议将进行录像，以便分享给未能参会的人员。

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Diversity and Civil Rights

English

- All MBTA activities, including public meetings, are free of discrimination. The MBTA complies with all federal and state civil rights requirements preventing discrimination on the basis of race, color, national origin, limited English proficiency, and additional protected characteristics. We welcome the diversity from across our entire service area. If you have any questions or concerns, please visit www.mbta.com/titlevi to reach the Office of Diversity and Civil Rights.

Spanish

- Todas las actividades de MBTA, incluidas las reuniones públicas, están libres de discriminación. La MBTA cumple con todos los requisitos de derechos civiles federales y estatales que impiden la discriminación por motivos de raza, color, origen nacional, dominio limitado del inglés y características protegidas adicionales. Damos la bienvenida a la diversidad de toda nuestra área de servicio. Si tiene alguna pregunta o preocupación, visite www.mbta.com/titlevi para comunicarse con la Oficina de Diversidad y Derechos Civiles.

Chinese

- MBTA 的所有活动，包括公开会议，都没有歧视。 MBTA 遵守所有联邦和州公民权利要求，防止基于种族、肤色、国籍、有限的英语能力和其他受保护特征的歧视。我们欢迎来自我们整个服务领域的多样性。如果您有任何问题或疑虑，请访问 www.mbta.com/titlevi 联系多元化和民权办公室。

Russian

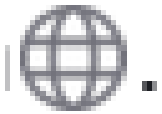
- Все действия MBTA, включая публичные встречи, проводятся без какой-либо дискриминации. MBTA соблюдает все федеральные и государственные требования в области гражданских прав, запрещающие дискриминацию по признаку расы, цвета кожи, национального происхождения, ограниченного владенияанглийским языком и других защищенных характеристик. Мы приветствуем разнообразие во всей зоне нашего обслуживания. Если у вас есть какие-либо вопросы или замечания, пожалуйста, посетите www.mbta.com/titlevi, чтобы связаться с Управлением по вопросам разнообразия и гражданских прав.

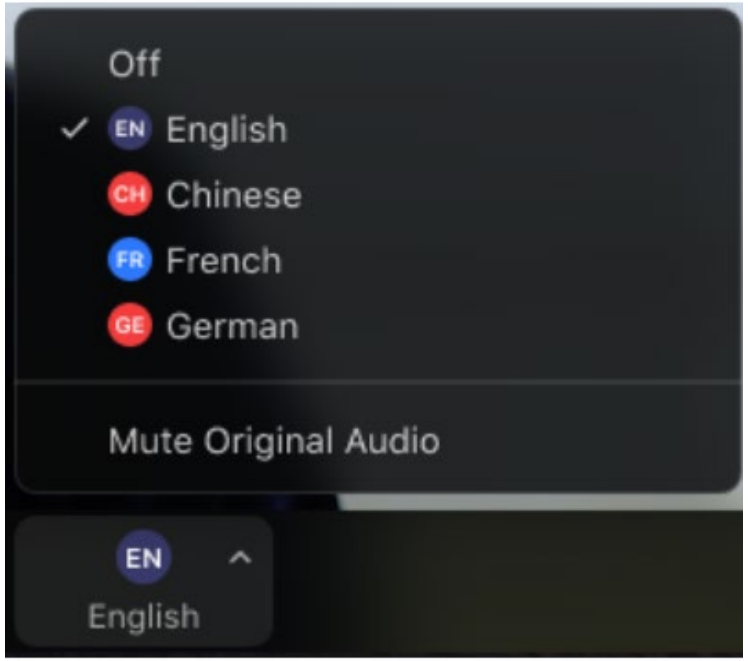
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Zoom Direction: Languages Interpretation

English

- In your meeting/webinar controls, click Interpretation (the small globe icon) and click the language that you would like to hear.





Spanish

- En los controles de su reunión/seminario web, haga clic en Interpretación (el ícono del globo pequeño) y haga clic en el idioma que desea escuchar.

Mandarin and Cantonese

- 在您的会议/网络研讨会的控件中，单击口译（小球图标），并单击您想听到的语言

Russian

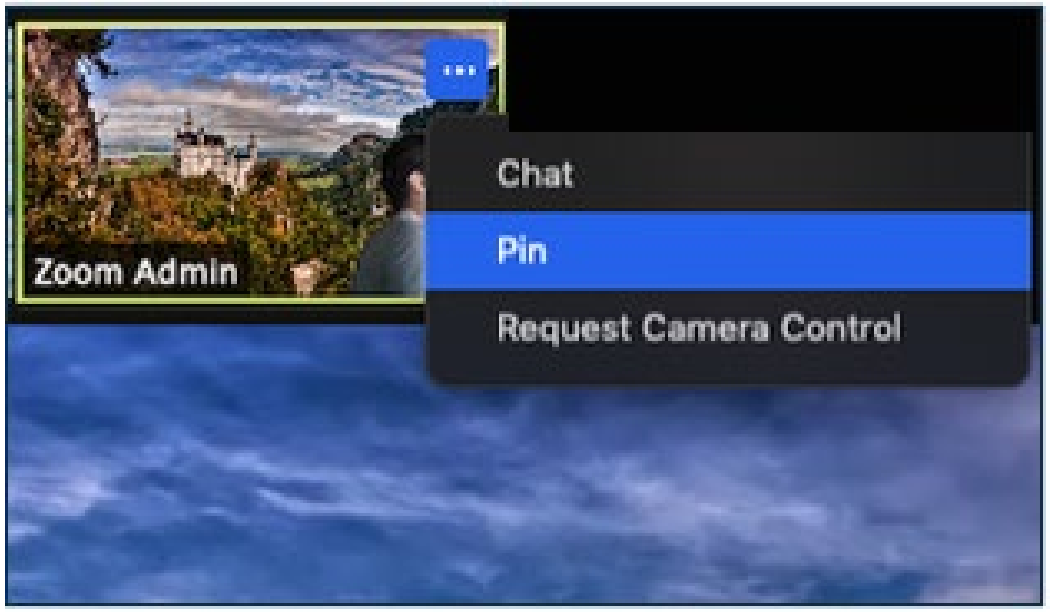
- В элементах управления вашей встречи/вебинара нажмите «Интерпретация» (значок маленького глобуса) и выберите язык, который вы хотите услышать.

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Zoom Direction: ASL Interpretation

- The Zoom Host will spotlight the interpreters' videos.

- In general, to pin someone's video in Zoom:
  - Find the person's video in the gallery.
  - In the top right corner of the interpreter's video, click the ellipses.
  - Then, click the "Pin" option. This will keep the person's video visible on your screen.

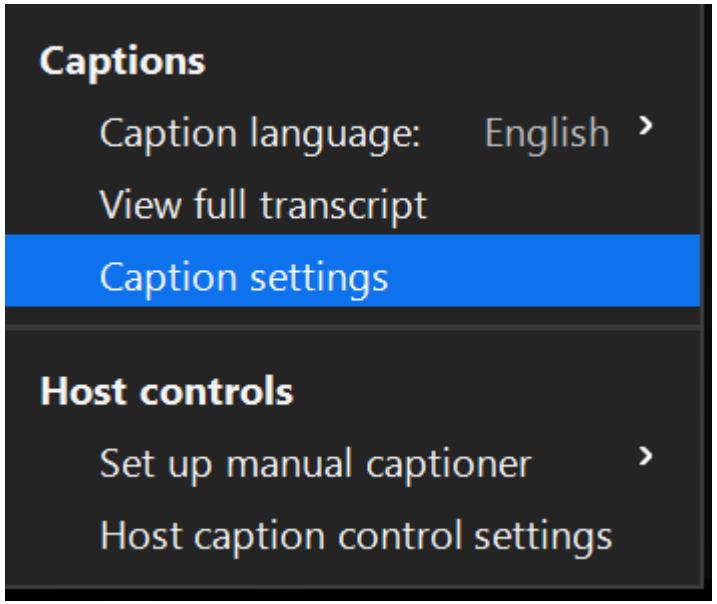


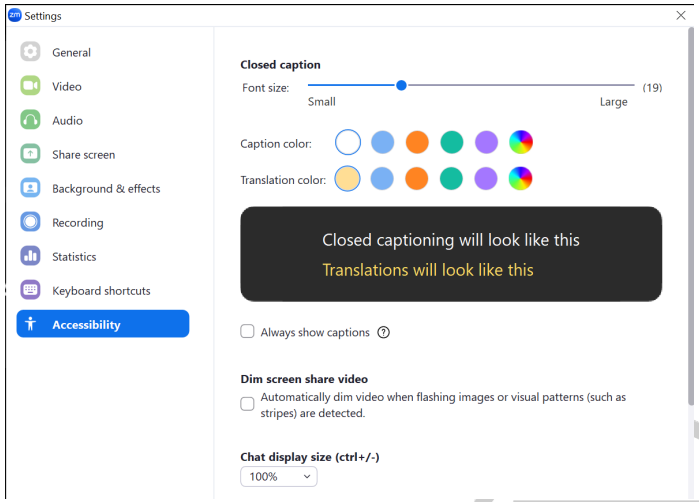
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Zoom Direction: CART Captioning

- Click **Show Caption** to start viewing captioning.
- To adjust the caption size:
  - Click **Caption Settings**.
- **Tip**: Click and drag the closed captioning to move its position in the meeting window.







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Zoom: Use Chat for Technical Questions

English

- If you have a technical question about the features of the meeting, please use the chat function. Our technical support will attempt to troubleshoot your problem.

Spanish

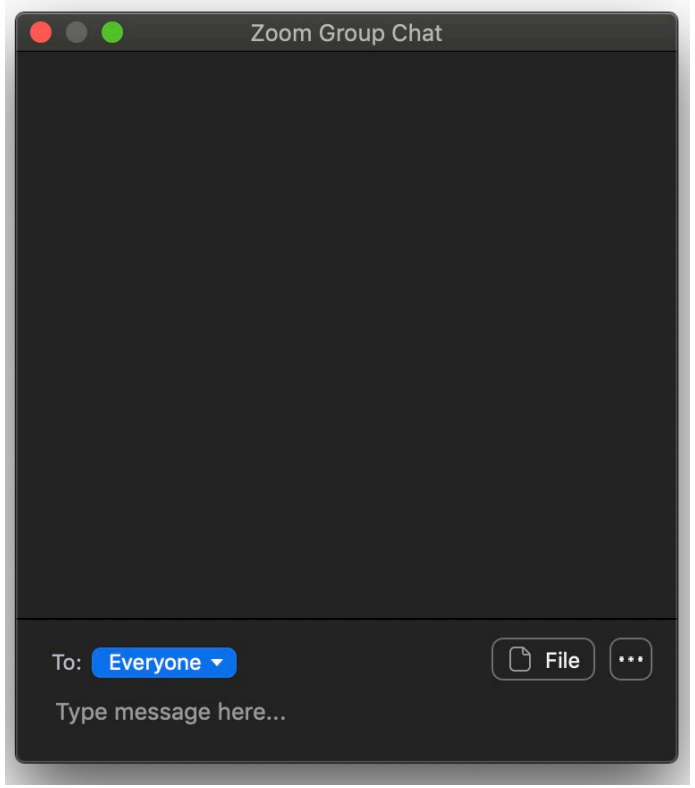
- Si tiene alguna pregunta técnica sobre las funciones de la reunión, utilice el chat. Nuestro equipo de soporte técnico intentará resolver su problema.

Simplified Chinese

- 如果您对会议功能有任何技术问题，请使用聊天功能。我们的技术支持人员将尽力为您解决问题。

Russian

- Если у вас возник технический вопрос по функциям встречи, пожалуйста, воспользуйтесь чатом. Наша служба технической поддержки постарается помочь вам устранить возникшую проблему.



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Project Team

- MBTA: Dane Wigfall, Project Manager
- Designer: Thornton Tomasetti, Ken O’Kelly-Lynch, PE, SE, LEED AP
- Construction Manager: Suffolk Construction, Dan Rice, Project Executive

Agenda

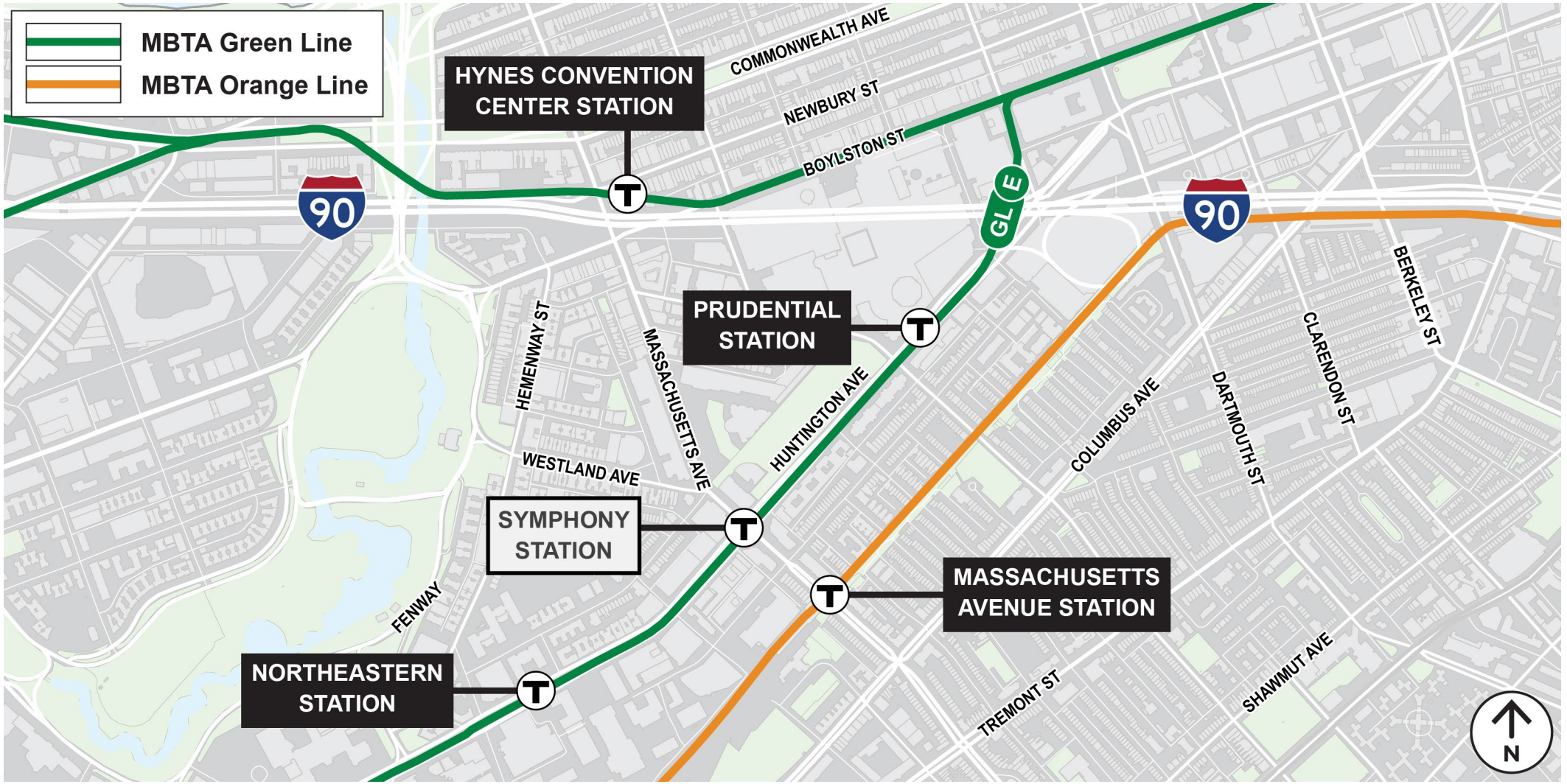
Preconstruction Public Information Meeting



1. Existing Conditions
2. Project Overview
3. Future Station Renderings
4. What to Expect During Construction
   - Project Schedule
   - Transit Alternatives
   - Local Street Impacts
5. Q&A

Project Location

Symphony Station at Massachusetts Avenue at Huntington Avenue, Green Line E Branch



Existing Conditions

Symphony Station currently is not accessible



- Station is not accessible to wheeled mobility devices due to only stair access from the street
- Inadequate emergency egress
- No public restrooms
- Inadequate emergency lighting
- Existing platforms are not accessible

Project Overview

The goal of the project is to make Symphony Station accessible and improve its integration with the surrounding area

Station Upgrades

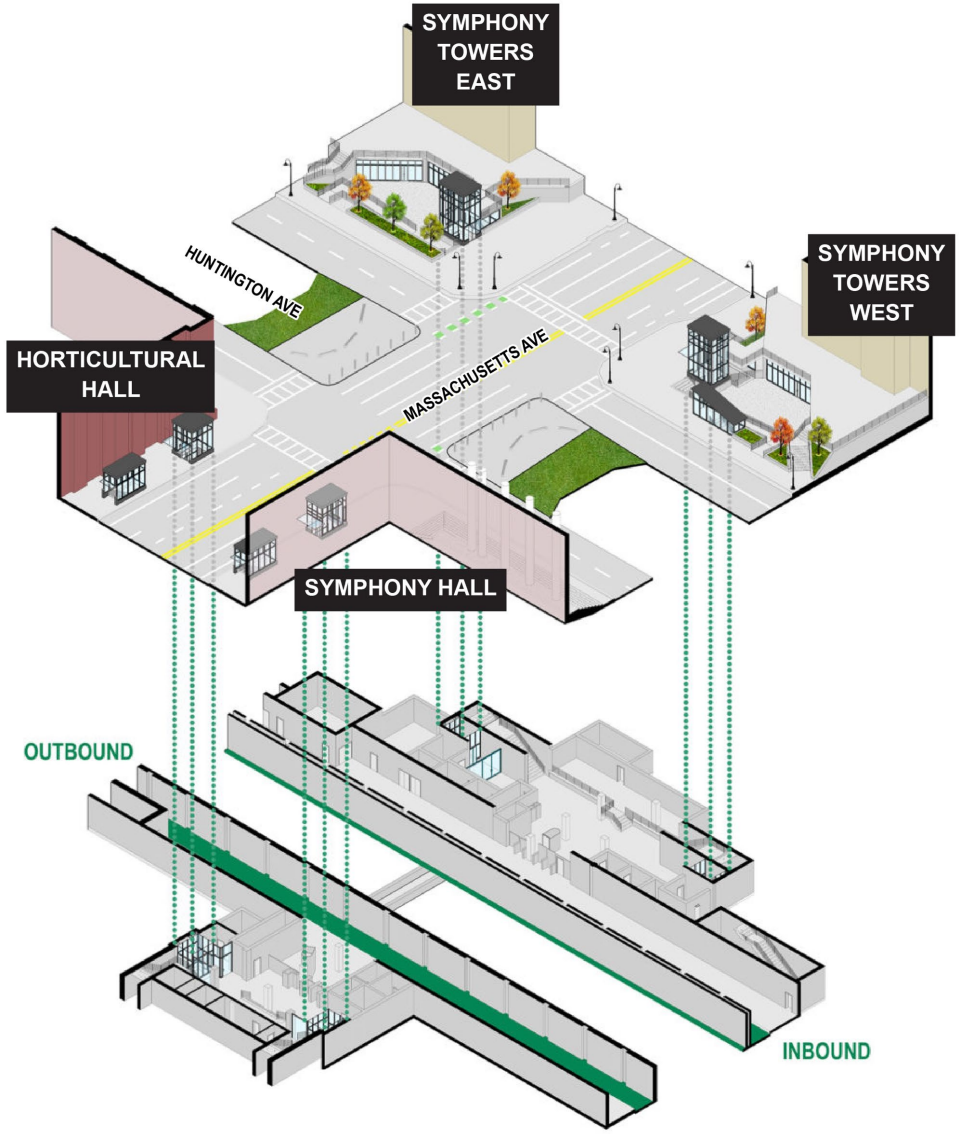
- Four elevators
- Raised platforms for accessible boarding
- Accessible restrooms
- Improved wayfinding signs, lighting, and safety features
- Electrical and backup system upgrades

Phase 2 Utility Relocations

- Water line
- Sewer line
- Traffic signalization

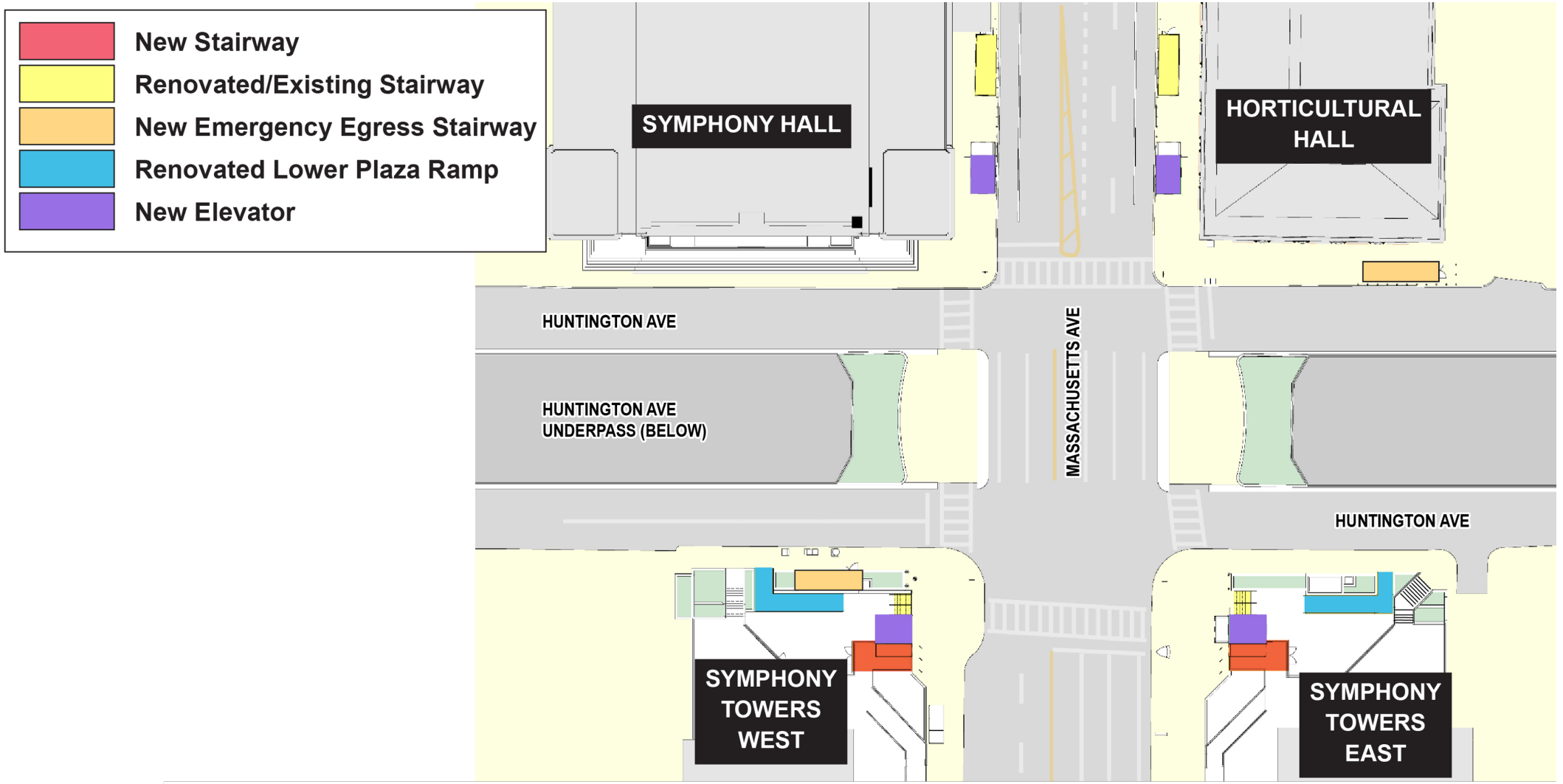
Local Street Improvements at Mass. Avenue at Huntington Avenue Intersection

- Raised bike lanes along Massachusetts Avenue within project limits
- New pedestrian curb ramps
- New traffic signals and pedestrian push buttons at the intersection



Project Outcomes Surface Improvements

Surface improvements include renovations and additions



Benefits to Symphony Station Riders

There are several benefits to riders with these upgrades

- Increased station safety and reliability
- Improved customer experience
- Improved operational performance
- Upgraded station to fulfill ADA and code compliance requirements
- Reduced station maintenance costs and lower energy consumption
- Accessible public restrooms

Inbound West Headhouse

Symphony Station adjacent Symphony Towers West



Intersection of Massachusetts and Huntington Avenues - view south to Symphony Towers West



Intersection of Massachusetts Avenue and Huntington Avenue –view west

Inbound East Headhouse

Symphony Station Adjacent Symphony Towers East



Intersection of Massachusetts Avenue
and Huntington Avenue towards the east



Intersection of Massachusetts Avenue and
Huntington Avenue towards the north

Outbound Headhouses

Symphony Station Renderings



Massachusetts Avenue south towards Symphony Hall



Massachusetts Avenue at Huntington Avenue
-view north towards Horticultural Hall

Lobby and Fares Gates

Symphony Station Renderings



Outbound fare gates



Inbound lobby fare line fence with improved access

Inbound and Outbound Lobbies

Symphony Station Renderings



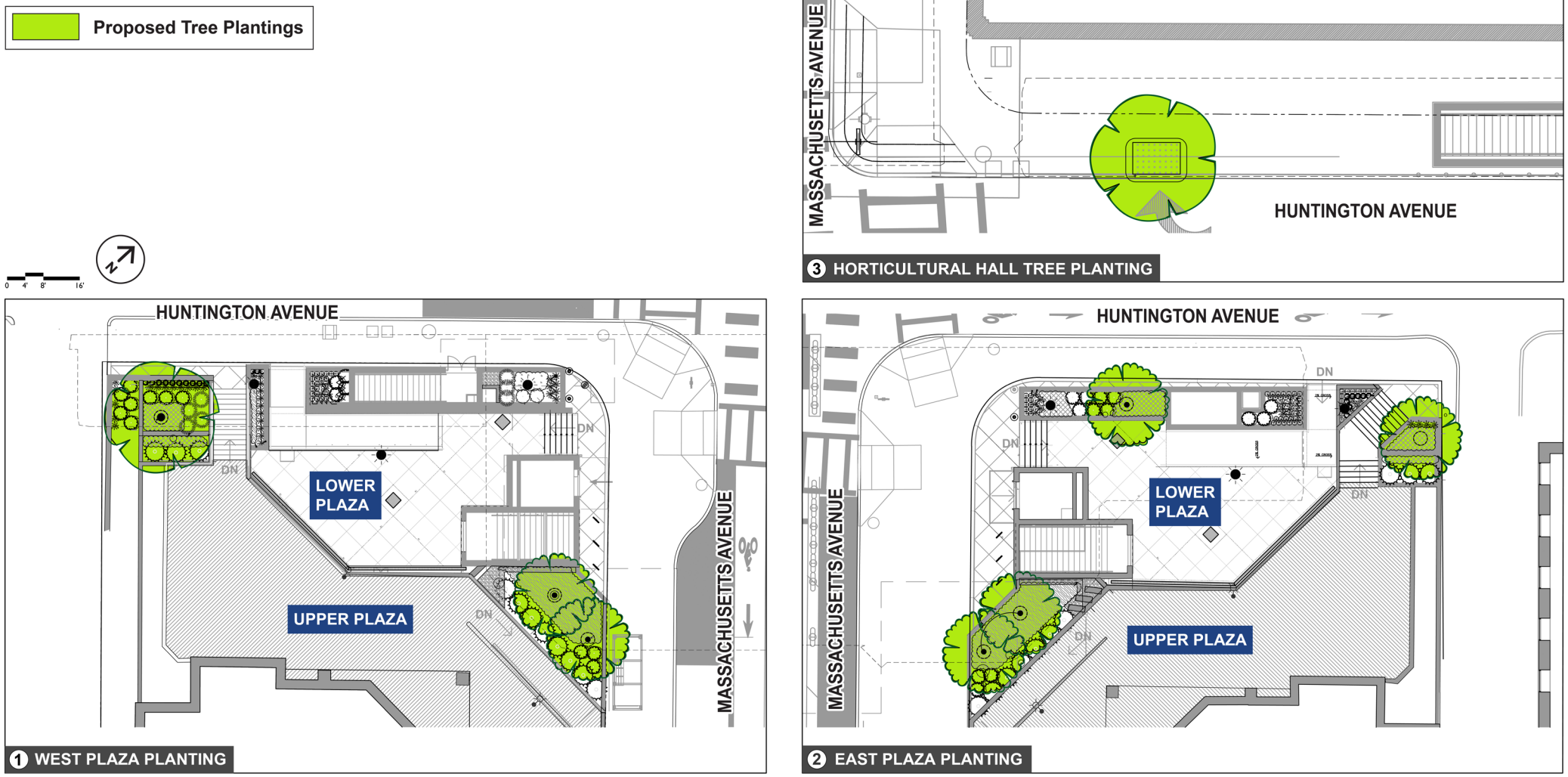
Inbound lobby with improved access and circulation



Outbound lobby with new elevator and wayfinding signage

Landscape

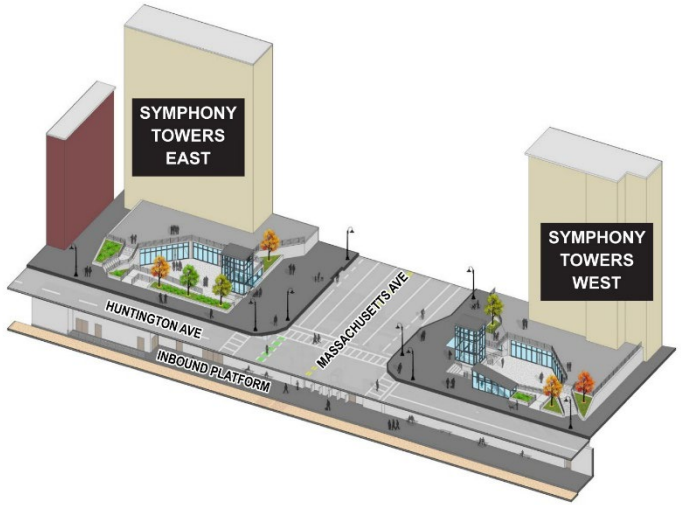
Symphony Station Improvements

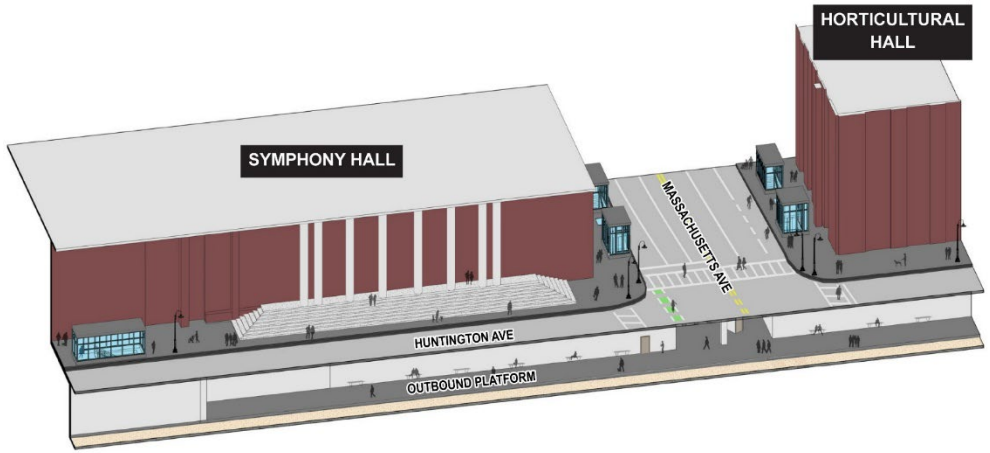


Construction Schedule

Anticipated Closures of Symphony Station

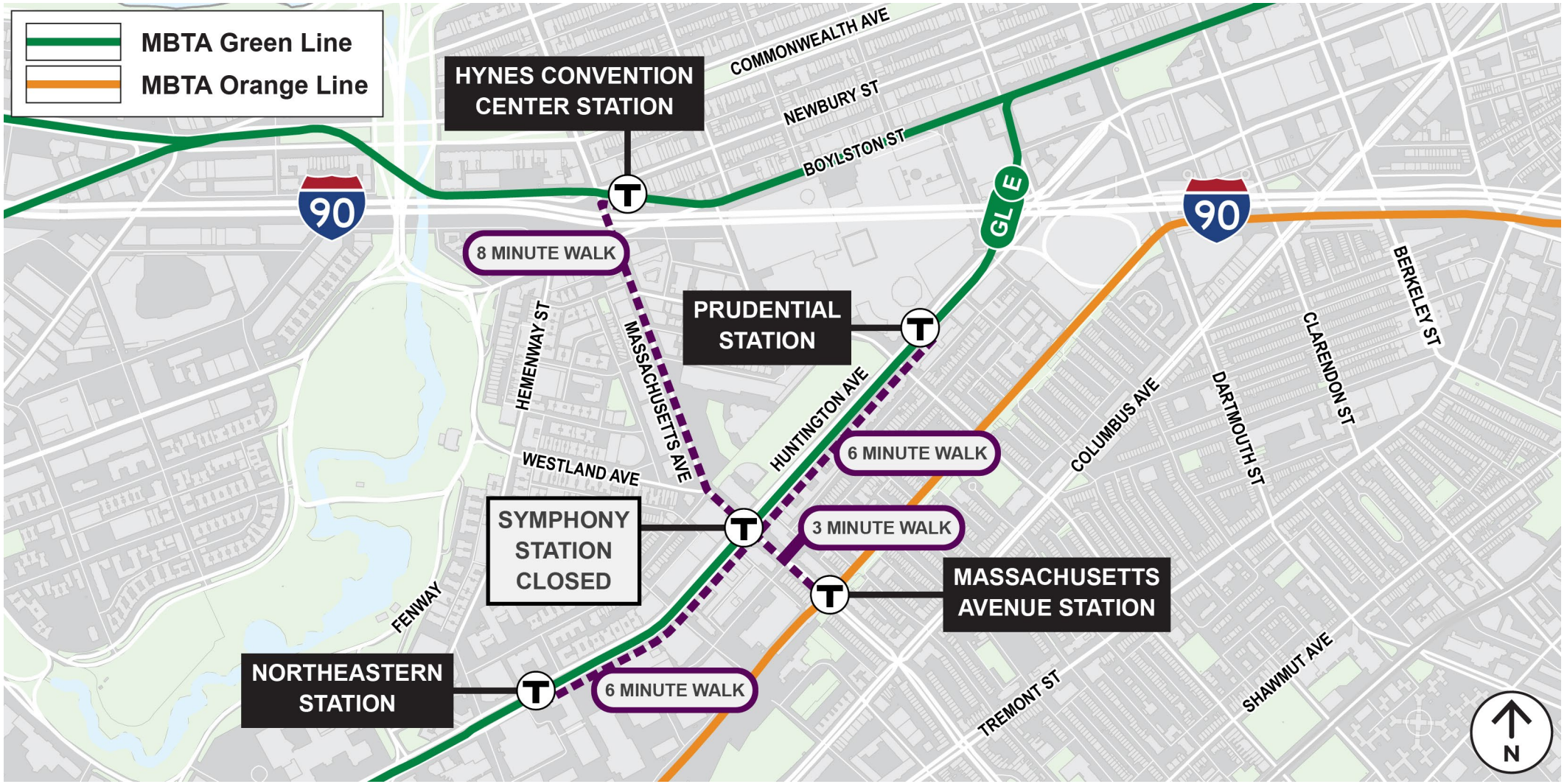
- Station closure: May 30, 2026
  - Trains will not stop at Symphony Station
  - Adjacent stops Northeastern and Prudential Center will remain open
- Station reopening (elevators not in service): Summer 2029
- Project completion including elevators in service: Fall 2030





Nearby Green Line and Orange Line Stations

Symphony Station Closure Alternatives



Alternative Service via Bus using Bus Route #39 and #1

Symphony Station Closure Alternatives



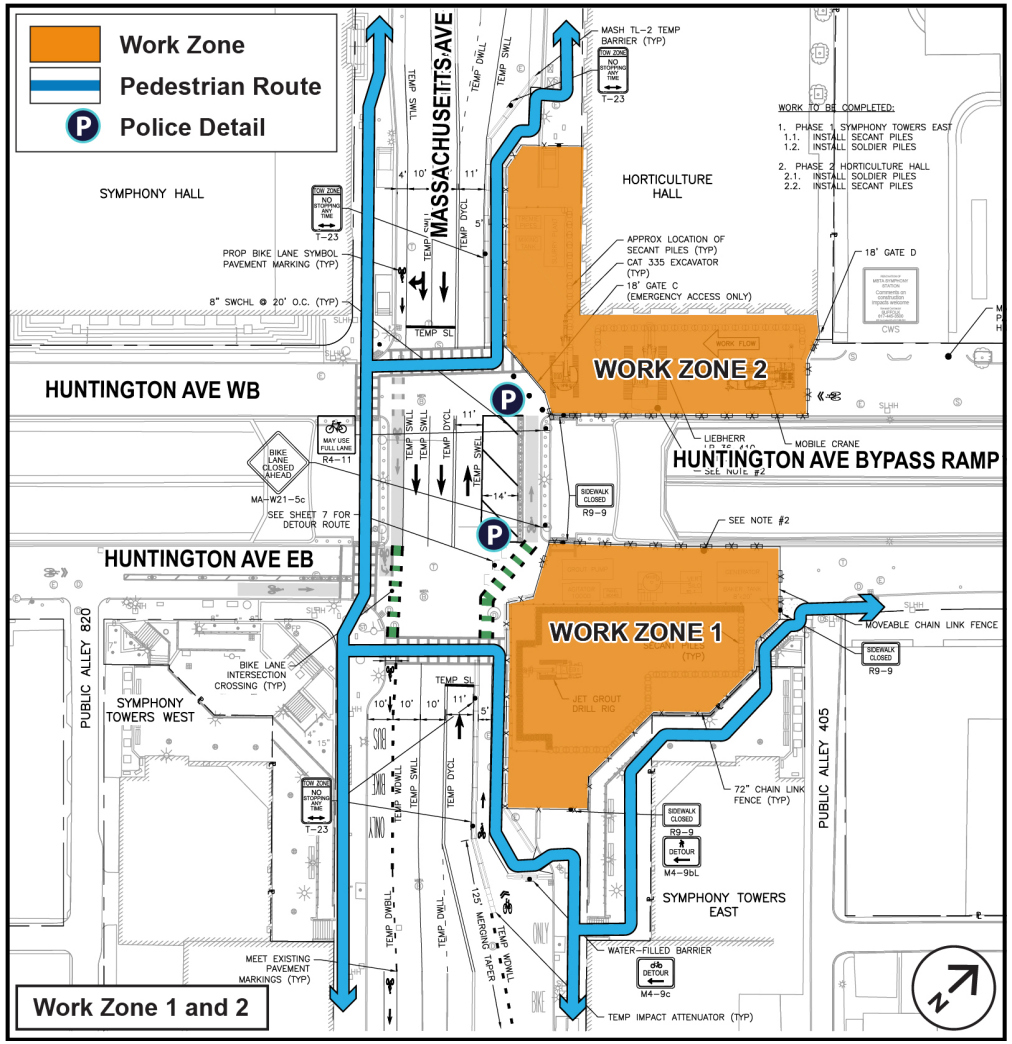
Public Impacts

What the Community Can Expect During Station Closure

- Path of travel for pedestrians and cyclists to be detoured periodically along Massachusetts Avenue and Huntington Avenue Eastbound and Westbound
- Reminder: cyclists are prohibited from Route 9 Huntington Avenue Bypass Road (Underpass)
- Travel lanes for cars and cyclists to be shared along Massachusetts Avenue
- Use of police details to guide pedestrians, cyclists and traffic as needed
- Coordination around major events and concerts
- Coordination/support of local businesses during construction
- Vibration mitigation and monitoring

Work Zones 1 and 2

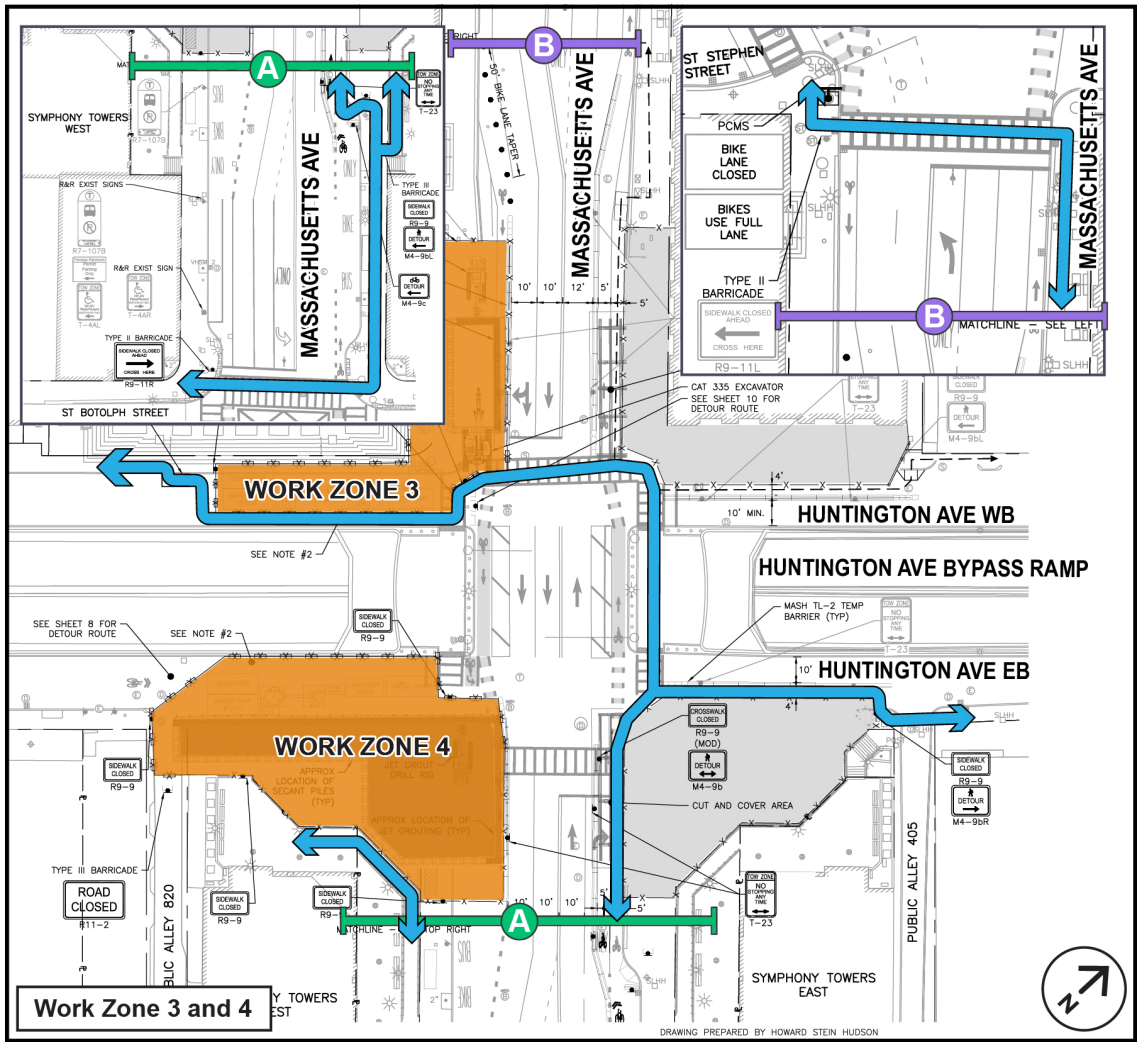
Traffic Management Plan for the first two work zones



- Work Zone 1 and Work Zone 2 start concurrently in Spring 2026
- Sidewalk and full closure of Huntington Avenue Westbound/ Eastbound will occur for an estimated duration of 16 months, after which a single vehicle lane will be returned for the duration of construction
- Along Massachusetts Avenue a bicycle lane and travel lane will be occupied by the work zone for an estimated duration of 16 months
- Full abutter access to Horticultural Hall and Symphony Towers East will be provided
- Work will be performed during normal working hours Monday through Friday, with occassional weekend and night work as needed

Work Zones 3 and 4

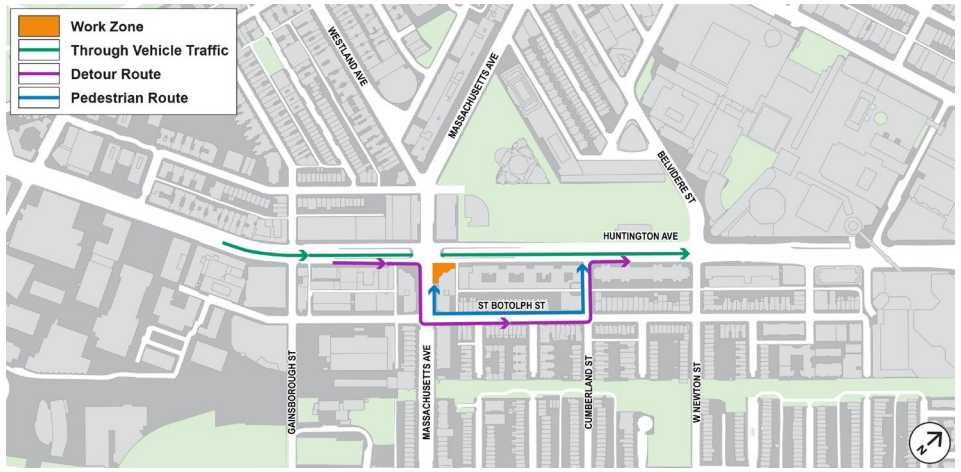
Traffic Management Plan for the final two work zone



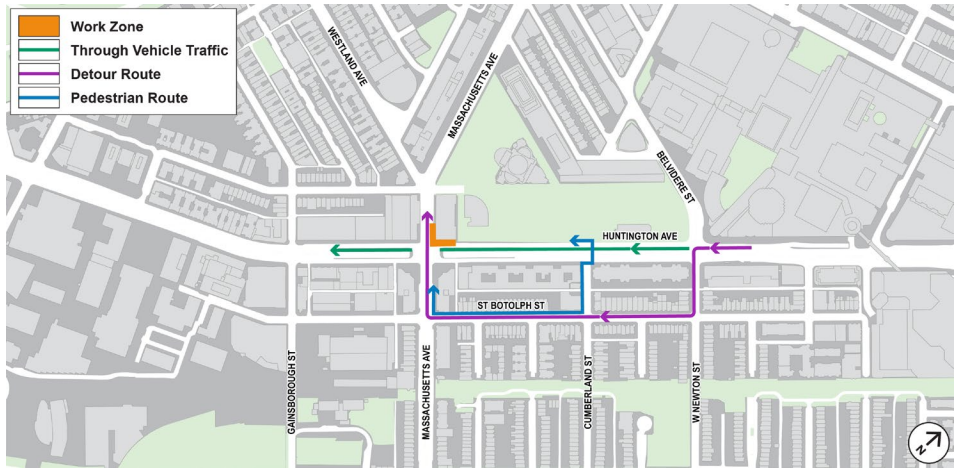
- Work Zone 3 and Work Zone 4 to be completed concurrently following the starts of Work Zone 1 and 2
- Sidewalk and full closure of Huntington Avenue Westbound/Eastbound will occur for an estimated duration of 16 months, after which a single vehicle lane will be returned for the duration of construction
- Along Massachusetts Avenue a bicycle lane and travel lane will be occupied by the work zone for an estimated duration of 16 months
- Full abutter access for Symphony Hall and Symphony Towers West will be provided
- Work will be performed during normal working hours Monday through Friday, with occassional weekend and night work as needed

Work Zone Detour Routes

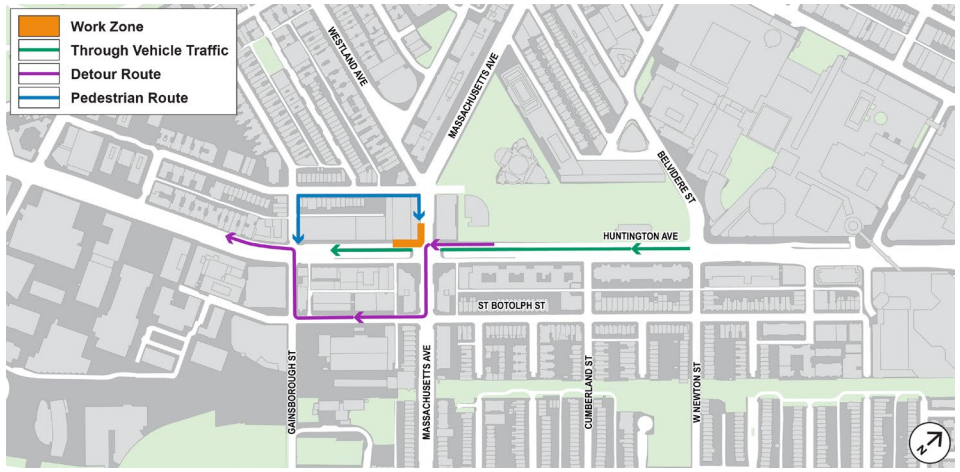
Maps of detour routes for Work Zones



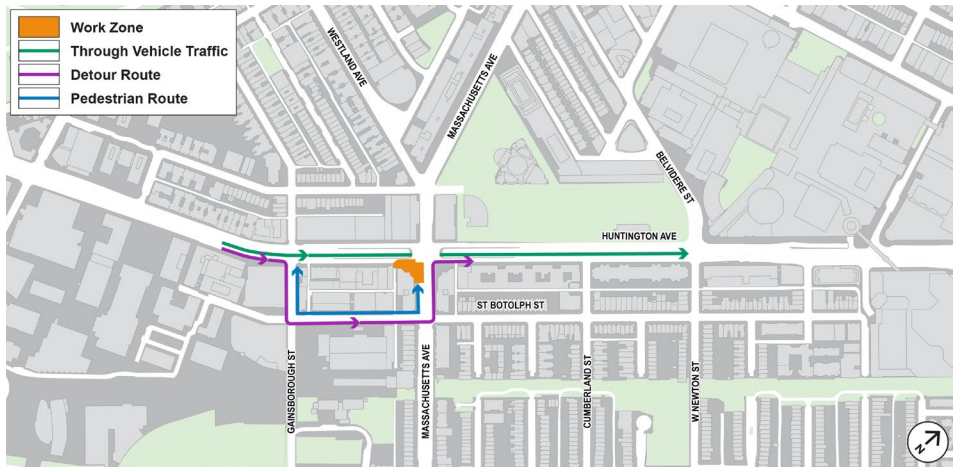
Work Zone 1



Work Zone 2



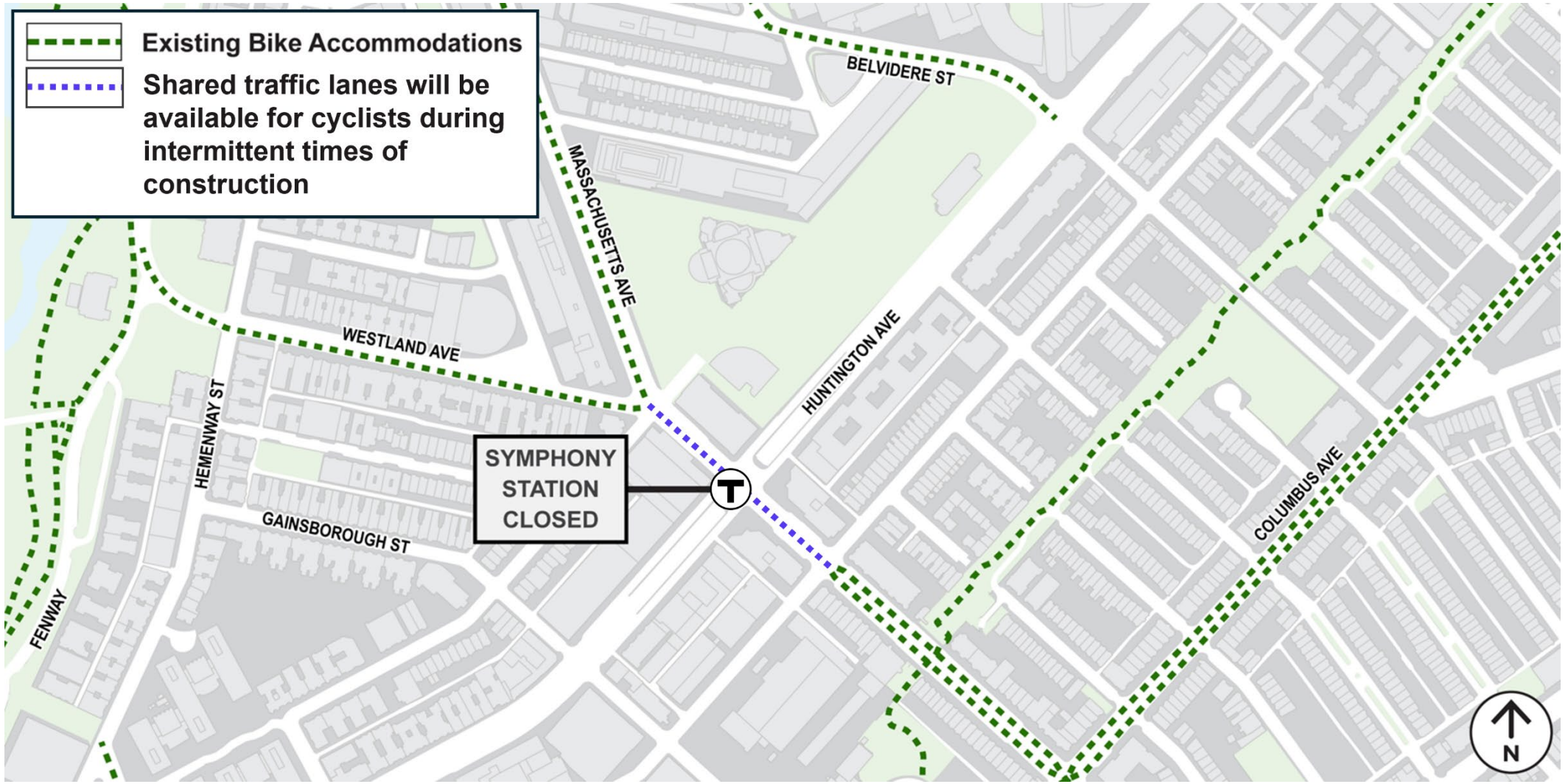
Work Zone 3



Work Zone 4

Bicycle Accommodations

Local Impacts



Public Outreach

How to Stay Up-To-Date and Contact the Project Team

- **Project email address**: capitalengagement@MBTA.com
- **Construction hotline: 844-948-1070**
  For construction-related concerns and questions
- **Project website:**
  www.mbta.com/projects/symphony-station-accessibility-improvements



Q&A in A Hybrid Meeting

If you are in the virtual meeting,

1. use Zoom's "Raise Hand" feature.
2. Send questions or comments in the chat.
3. If you are joining by phone, dial *9 to raise your hand.



"Raise hand"



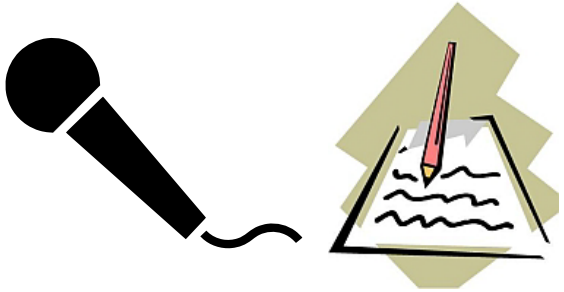
Send a chat



***9**
To Raise Hand

If you are in the on-site meeting,

1. Raise up your hand physically. Our assistant will pass you a mic to speak.
2. Ask our assistant for a paper comment form. Write down your questions or comments and give it back to us.



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Thank you