October 27, 2026

Dear Riders,

Welcome to our semi-annual update on the major accessibility initiatives underway here at the MBTA.

This past year has been a memorable one for the Boston region. Riders from around the world joined us on our daily commutes as Massachusetts had the honor of hosting FIFA's World Cup, followed by Sail Boston 2026 and the return of Tall Ships to the Boston Harbor. During this time, the MBTA also commemorated the 20th anniversary of the Daniels-Finegold settlement, a moment that offered the opportunity to reflect on the progress made over two decades and honor the plaintiffs alongside advocates, colleagues, and community partners.

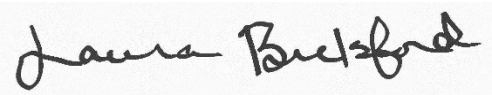
Looking ahead, the months to come will bring continued focus on improving accessibility across the system. New work is getting underway, including the recent launch of the Car-Free Seniors free fare pilot which saw strong enrollment on its first day and reflects growing opportunities to support older adults in navigating the MBTA system. In this report, we are pleased to share updates on more than 50 projects and programs aimed at expanding and improving accessibility across the system.

Highlights include:

- The launch of automated enforcement of vehicles illegally parked in bus stops and/or bike lanes on select routes in October 2026
- Construction underway to make all remaining inaccessible Green Line stops on the C branch accessible
- Completion of upgrades providing elevator redundancy to both platforms at Kendall/MIT station on the Red Line

As always, the progress reflected in this report would not be possible without your ongoing support, advocacy, and collaboration. Your insights help guide this work and ensure that improvements reflect the lived experience of riders.

Thank you for your continued partnership as we move closer to the goal of a 100% accessible system.



Laura Brelsford and the System-Wide Accessibility Team
Department of System-Wide Accessibility

About This Report

This report provides updates on the more than 50 projects and programs focused on expanding and improving accessibility across the MBTA subway, bus, ferry, and Commuter Rail service. It reflects progress made from May 2026 through October 2026 and is organized into five priority areas:

- Infrastructure
- Vehicles
- Training
- Innovative Solutions
- New Standards and Strategies

If you would like more information about any of the projects in this report, or if you have suggestions for future areas of focus, we welcome you to connect with our team.

Learn more and connect with us:

- mbta.com/accessibility
- accessibility@mbta.com

For real time assistance or to report an accessibility issue on the system, please contact MBTA Customer Support.

- **Main Hotline:** 617-222-3200
- **Toll Free:** 800-392-6100 | 711 for TTY callers; VRS for ASL callers
- **Elevator/Escalator Hotline:** 617-222-2828
- **Online** mbta.com/customer-support

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INFRASTRUCTURE

Subway Stations

There are 54 stations located across the Red, Orange, and Blue lines (Heavy Rail), and of these, 98% are accessible (all but Bowdoin). There are the 78 stations located across the Green and Mattapan lines (Light Rail), but just 68% are accessible. As described below, the MBTA is advancing major upgrades across the Light Rail system that are expected to result in 97% of Light Rail stations being accessible by 2030. In addition, several major upgrades are underway at Heavy Rail stations specifically to improve accessibility.

1. Symphony Station

   Scope: This project will upgrade Symphony Station to be modern, accessible, and code compliant. 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: Construction, along with a station bypass, began in June of 2026, with project substantial completion planned for fall 2030.

2. 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 8.5' 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 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 Type 10 trains.

   Update: The MBTA received bids for the project that greatly exceeded the project's cost estimate and approved budget earlier this year. The project scope will be revised and the project rebid with the goal of having a contract awarded in 2027 and work completed in 2028.

3. 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 at least 7.5' wide. These upgrades are made possible following 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" above top of rail (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: Construction is underway and all stations are expected to allow for accessible boarding by the end of 2026. The installation of station amenities, tree plantings, and emergency power systems will continue into 2027. As designs are finalized in coordination with the Town of Brookline, construction work is completed in packages to minimize impact on riders. Tappan Street, and Englewood Avenue, Dean Road, and Brandon Hall stations have been opened with Summit Ave, St. Paul Street and Hawes Street work being completed by the end of the year.

4. 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 proximity of stations, it is anticipated that one or two stations may be consolidated as part of this project.

   Update: Dedicated raised platforms at street-level stops have completed 15% design. 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.

As designs advance, numerous trade-offs related to the wide variety of street uses will be carefully evaluated, including vehicular travel, bicycle travel, and parking, in addition to Green Line trolley service and bus operations (routes 39 and 66). 100% design is scheduled for the end of 2027 with an advertisement for construction procurement expected in early 2028, and construction completion by the end of 2029.

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

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

   - The first phase will include a comprehensive set of interim upgrades, including: raising roughly 140 feet of the existing platform to 8” above top of rail (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 Americans with Disabilities Act (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.

6. Ruggles Station Phase II

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

   Update: In March 2025, the selected Design-Builder was granted Notice to Proceed. The construction duration will be approximately three years with substantial completion anticipated in 2028. Construction is underway and is currently proceeding as planned.

7. Forest Hills Station Phase II

   Scope: Building on improvements made during Phase I, Phase II includes 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 Phase II is being refined to align with available funding, specifically targeting Massachusetts Architectural Access Board (MAAB) accessibility gaps.

Commuter Rail Stations and Ferry Docks

There are 143 stations across the Commuter Rail network. Of these, 122 stations (85%) are accessible via mini high-level platforms or full high-level platforms while 21 stations (15%) are not yet accessible. As described below, the MBTA is in the process of advancing accessibility at eight additional stations.

1. Newtonville Station

   Scope: This elevated station on the Worcester Line will be fully redesigned with 400 foot long platforms served by an overhead structure with redundant elevators.

   Update: The project is advancing using the Construction Manager-at-Risk (CMAR) delivery method and in November 2025 the selected Construction Manager was issued Notice to Proceed for preconstruction services. The project is progressing toward early civil/sitework activities in late 2026, with construction anticipated to begin in 2027 following completion of the final design. The current schedule anticipates substantial completion by summer 2029. The Harvard Street entrance is planned to remain open during the initial construction phase, while the Walnut Street entrance will be closed. In 2029, a short closure is anticipated to complete final work.

2. Endicott, Wyoming Hills, Melrose Cedar Park, Lincoln, Concord, Belmont, Wellesley Hills– Additional Interim Freestanding Mini-high Level Platforms

   Scope: At the start of 2025, nearly 30 Commuter Rail stations were still fundamentally inaccessible, lacking accessible/level boarding through 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 avoiding the immediate obligation to construct full-level platforms. 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 upgraded stations opened for service in early 2025.

An additional seven stations – Endicott, Wyoming Hills, Melrose Cedar Park, Lincoln, Concord, Wellesley Hills, and Belmont, stations are moving forward. Accessibility upgrades at Endicott and Wyoming Hills stations are under construction and expected to be completed by the end of 2026. Melrose Cedar Park, Lincoln, Concord, Wellesley Hills, and Belmont are currently under design.

In addition to freestanding mini-high platforms, each of these locations is being evaluated to identify additional accessibility upgrades that the stations might require (e.g., accessible parking, sidewalk upgrades, etc.).

3. Hingham Ferry Dock

   Scope: The Hingham Ferry Dock project will deliver major accessibility upgrades, including the installation of a new, fully accessible dock and a gangway system, and a new climate-protected covered walkway.

   Update: Notice to Proceed with construction was awarded in January 2025. Ongoing construction activities include completion of all barges, and gangway, including associated lighting, fire alarm, and shore power, as well as utility connections for sewer, and water. The project is expected to be completed by Spring 2027.

4. 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. In 2025, SWA evaluated the vessels in use, including the newly purchased bow loading catamarans. The information from these evaluations is reflected in a new ferry accessibility metric in the 2025 Service Delivery Policy Report, which was published in July 2026.

Vertical Transportation

1. Downtown Crossing Accessibility Phase II and Park Street 808

[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, is working to provide an accessible path.

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: Downtown Crossing Phase 2 and Park Street 808 have been strategically bundled with the Central Square project to streamline execution and maximize impact. The project delivery method will be Construction Manager-at-Risk (CMAR), and a Construction Manager was selected and issued Notice to Proceed in September 2025. The project is currently working to finalize construction plans, costs, and schedules, with the goal of starting construction in 2027. The three critical components to the project will be phased in the following way:

- **Winter Street Elevator (Replaces Elevator 892 and adds one stop**) - Will take approximately two years, starting in 2027.
    - This project will replace the existing two-stop Winter Street elevator with a larger, three-stop elevator that will enable two-way access between street level, Orange Line southbound platform, and the new added stop at Red Line southbound platform.
- "**Macy's" Elevator (New)** - Will take approximately three years, starting in 2027.
    - This project includes construction of a new two-stop elevator that will enable two-way access between the Orange Line northbound and Red Line southbound platforms.
- **Park Street Elevator (Replaces Elevator 808)** – Will take approximately two years, starting around late 2028 or at the completion of the Winter St. elevator
    - This project will replace the existing two-stop Park Street elevator providing two-way access between the Orange Line southbound, Green Line eastbound, and Red Line center platforms.

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: A Notice to Proceed was issued in June 2025. Utilizing a Design-Build procurement approach, the project team has completed the platform work as well as the structural steel erection for the new elevator and stairs. The project remains both

on budget and on schedule, with all milestones currently aligned to meet the target completion date by end of 2027.

3. Central Square

   Scope: The MBTA will construct two 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. The project delivery method will be Construction Manager-at-Risk (CMAR), and a Construction Manager was selected and Notice to Proceed issued in September 2025. The project is currently working to finalize construction plans, costs, and schedules, with the goal of starting construction in 2027.

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, a new headhouse and elevator serving the outbound (Alewife) platform opened in May 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.

   Update: Three elevators were overhauled in 2025: Braintree 811, Park 808 and Chinatown 876. Thus far in 2026, overhauls of an additional seven elevators have been completed: Chinatown 922, Broadway 867, Broadway 868, Park 812, Park 823, Downtown Crossing 891 and Downtown Crossing 870. Additionally, State 803 and Downtown Crossing 870 are currently being refurbished. Additional elevators at five stations are scheduled for upgrades in 2026 and early 2027.

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 57 subway stations. The remaining CIDs are planned to be installed in two stations (Quincy Adams and Downtown Crossing). The displays at Downtown Crossing will be installed in coordination with the larger Downtown Crossing elevator project. After this is completed, CIDs will be present at all gated subway stations.

7. Future Vertical Transportation Maintenance Contract

   Scope: The MBTA will put out a request for proposals (RFP) in winter 2026 for the next Vertical Transportation Maintenance Contract. This contract will cover maintenance of all MBTA owned and operated elevators and escalators for a period of at least 5 years.

   Update: The MBTA released the RFP in April 2026 and the contract was awarded to Schindler Elevator Corporation with a start date of September 1, 2026. System-Wide Accessibility worked closely with the Power Department (which oversees vertical transportation), Procurement, Safety, Stations, and Engineering to ensure the contract facilitates strong elevator and escalator reliability. Key provisions in the contract include requirements for annual clean downs and preventative maintenance to enhance reliability, strict timelines for responses to outages, incentives to conduct as much work as possible during non-revenue service, and service level agreements that set a 99.4% uptime minimum for elevators with corrective actions and penalties if this minimum is not met for consecutive months. The interdepartmental team, including System-Wide Accessibility, has been heavily involved in ensuring the contract transition has been as smooth as possible.

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:

   - 103 stops have been fully reconstructed
   - 5 stops are under construction
   - 10 stops are under design

- 15 stops will be upgraded as part of outside municipal projects
- 117 stops have been or will be eliminated due to safety concerns and/or extremely low ridership

Progress has been temporarily paused at the remaining 30 critical stops while issues related to property abutters and/or easements are negotiated and resolved. The MBTA is working with municipalities to resolve the right of way (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:

- 155 stops have been fully reconstructed
- 18 stops are under construction
- 20 stops are under design
- 29 stops will be upgraded as part of outside municipal projects
- 81 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.

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: Of the 700 total shelters in the system, the MBTA currently manages 317 of those bus shelters, with 39 of those are equipped with E-ink screens. The MBTA received $15M in Fair Share Funding specifically for bus stop amenities and is in the process of designing 100 new bus shelters to be installed in 2027-2028 . 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. New shelter installation will be accompanied by full bus stop accessibility upgrades and providing

accessibility at each paired stop. Bus shelters and associated bus stop accessibility upgrades are currently under construction at 8 locations in Lynn. An additional 14 shelters and associated accessibility upgrades are scheduled for construction in early 2027.

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. All 152 Orange line cars have been delivered and are used in passenger service.

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, 68 new Red Line cars have been delivered with all 68 cars available to be used in service. The remaining 184 vehicles are anticipated to be delivered over the coming years.

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 System-Wide Accessibility (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. The first pilot car was delivered on September 30, 2026, and the remaining three pilot cars will be delivered through the end of 2026. Production of the remaining 98 cars has started with deliveries anticipated to begin in mid-2027.

4. Replacement of Mobile Lifts on Green Line

   Scope: The MBTA is evaluating options to phase out the use of mobile lifts across Green Line stations. Today, mobile lifts serve as back up means of mitigating gaps between trains and platforms if the integrated ramps on vehicles fail.

   Update: In May 2026 the MBTA received a portable carbon fiber bridgeplate on loan from Southeastern Pennsylvania Transportation Authority (SEPTA) to test throughout the Green Line for appropriateness as a mobile lift replacement. This past summer, the bridgeplate was evaluated at a variety of stations and on all low floor train types, including the new Type 10 cars, to determine suitability for widespread use. Additionally, in September 2026, a demonstration day at Reservoir Station allowed riders and employees to view, test, and provide feedback on the bridgeplate. The testing and demonstrations were considered a success and the MBTA is moving forward with the procurement of this style of bridgeplate to replace mobile lifts at the majority of Green Line stations.

5. Real-time Information on New Trains

   Scope: The MBTA is working toward equipping new trains and buses with passenger information systems capable of providing real-time information both audibly and visually, including the MBTA's next generation Green Line Type 10 train. The ultimate goal is for all vehicles to have the capability to make accessible announcements on all vehicles as needed; informing riders of emergencies and service disruptions that may affect their trips.

   Update: The first Type 10 pilot train was delivered in September 2026. Over the coming months, the train will undergo comprehensive testing to ensure that all systems function as designed. The first Type 10 trains are expected to enter passenger service in mid-to-late 2027.

   The MBTA continues to work with CAF, the Type 10 vehicle manufacturer, and the passenger information system vendor to ensure that real-time information about service disruptions and emergencies can be communicated to riders through both audible announcements and visual displays. The system is being designed to notify riders when key elevators at upcoming stations are out of service, when trains are operating express, and when service suspensions affect the line or upcoming transfer stations.

Vehicle Engineering is in the process of developing a new system that will enable real-time announcements to be broadcast through the passenger information systems on all new Red and Orange Line trains. The system will allow the Operations Control Center (OCC) to program ad hoc service announcements for specific trains or for all trains operating in a specific area. It will also enable OCC personnel to make live audible announcements over a train's public address system during emergencies or other situations when it's necessary to provide critical information to riders onboard. The MBTA plans to pilot the new system by the end of 2026.

6. Addressing Platform Gaps at Heavy Rail Stations

Scope: Based on recent recordings 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 at every Orange Line platform. Findings confirmed the presence of excessive platform gaps – both horizontal and vertical – throughout numerous locations on 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 on the Blue Line in 2025.

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 documenting their findings and next steps and continues to meet monthly to coordinate remediation work.

Work began in the fall of 2024, taking advantage of station closures to adjust platforms and tracks to reduce gaps where possible. Primarily this work has included the installation of rub rail and adjustment of track. Additional methods to address gaps have also been utilized, for example resurfacing the platform at Jackson Square to raise the height and bring vertical gaps into compliance. Planning work is also underway to address the excessive gaps at Forest Hills through changes to the track bed. Furthermore, the MBTA is moving forward in planning a pilot of a new rub rail product that may offer an opportunity to narrow horizontal gaps to a further degree than with the rigid plastic rub rail product used today.

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. Transit Ambassadors

   Scope: System-Wide Accessibility (SWA), Customer & Employee Experience (CEX), and Block by Block will work to update the accessibility-focused training delivered to new and existing Transit Ambassadors who are responsible for providing assistance to riders throughout the system.

   Update: From spring 2025 through spring 2026, SWA, CEX, and Block by Block reviewed and updated the four-hour accessibility-focused training delivered during onboarding. Beginning this fall, all newly hired Transit Ambassadors (TAs) will complete this updated course during onboarding. Additionally, an accessibility-focused recertification program will be launched this fall to be delivered to all TAs every three years.

   The training continues to include classroom learning, real-life scenarios, customer perspectives, and hands-on skills practice such as providing sighted guide. Recent enhancements include clearer, practical guidance for supporting riders during service diversions such as when accessible vans are provided, how to locate van information, and the TA's role in requesting a van; as well as updated data, improved respectful communication guidance aligned with best practices, and expanded time for interactive discussion and instructor feedback on skills application.

   Pilot sessions for the updated curriculum were held with new hires in spring 2026. Updates were made to the training content based on findings from the pilot, and the finalized curriculum is on track for implementation with new hires and recertifying TAs during fall 2026.

2. Bus Operators

   Scope: SWA and the Operations Training School will update the existing accessibility-focused training for new Bus Operators as well as the accessibility recertification class for existing Operators

   Update: In early 2026, SWA and the Operations Training School updated the accessibility-focused New Hire and Recertification training for Bus Operators to deepen engagement and support a wider range of learning styles. The updated training includes guided discussions, group skills practice, and scenario-based activities to reinforce key concepts. These updates complement refreshed visuals and language consistent with changes made across all SWA curriculum.

Additional content has been added based on customer and stakeholder input, including guidance on the risks of boarding or alighting buses in bike lanes for riders who are blind or have low vision; a streamlined securements section designed for adult learners, expanded emergency evacuation training emphasizing support for riders with brain-based conditions and the importance of quickly reuniting riders with their mobility devices, and updated techniques regarding deploying a lap/shoulder belt.

With those additional resources in place, SWA and the Operations Training School are finalizing an implementation date for both new hire and recertification curriculum updates; with the goal of implementing the updated curriculum in fall 2026.

3. Light Rail Motorpersons

   Scope: SWA and the Operations Training School will update the existing accessibility-focused training for new Light Rail Motorpersons as well as the accessibility recertification class for existing Motorpersons.

   Update: In spring 2026, SWA and the Operations Training School updated and enhanced the accessibility-focused recertification curriculum for Light Rail Motorpersons with a focus on strengthening classroom engagement, improving customer experience, and integrating disability-specific emergency response content into the broader recertification safety curriculum. The updated training includes guided discussions, group skills practice, and scenario-based activities to reinforce key concepts. These updates complement refreshed visuals and language consistent with changes made across all SWA curriculum. A new customer perspective video highlights the importance of accurate stop announcements, and updated guidance provides best practices for delivering effective manual announcements when automated systems are unavailable and practical steps for troubleshooting malfunctioning equipment issues. Additional content updates clarify Motorperson responsibilities for accessible door boarding and supporting riders using wheeled mobility devices.

   Pilot sessions for the updated recertification program were completed successfully over the summer. The new curriculum is being delivered to all Light Rail Motorpersons during their recertification period with a plan to review and update the content on an annual basis. SWA has also completed updates to the new hire curriculum as well and is working with the Operations Training School to finalize an implementation date.

4. 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. SWA and the Transit Police Department are currently developing a strategy and timeline for delivering the training in 2027.

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5. “How to Ride” Videos for Riders

   Scope: SWA will develop a series of educational videos on how to ride the MBTA with a focus on accessibility.

   Update: In 2025, the MBTA worked with a professional videographer to produce ten "How to Ride" educational videos to help older adults and people with disabilities travel safely and confidently. The videos, which include ASL interpretation, Spanish translation, and multilingual YouTube captions, are now complete. The full public launch across all channels is scheduled for December 2026.

INNOVATIVE SOLUTIONS

1. Accessible Wayfinding Technology

   Scope: The MBTA will deploy two smartphone-based tools to help blind and low vision riders find their bus stop or navigate a rapid-transit station.

   Update: After a successful pilot in 2025, the MBTA is finalizing a contract to expand NaviLens, an accessible QR-code wayfinding app, at 20 bus routes (approximately 1200 bus stops) that cover 50% of Blind Access bus ridership. Design work to incorporate the NaviLens code into the bus stop sign is in progress. In spring 2026, a request for information (RFI) was issued for an on-demand, live agent visual interpreting service at all rapid-transit (subway and Silver Line) stations. Based on that RFI, the MBTA will be issuing a request for proposal (RFP) in October 2026. Implementation of both accessible wayfinding tools is anticipated to start in early 2027.

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

   Scope: As part of the Charlie Card fare system upgrade, the MBTA is exploring 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 28 fare gates (across 16 stations) 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.

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

   Scope: The MBTA will investigate opportunities 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. In summer 2025, the MBTA adopted regulations including fine levels, appeal procedures, warning criteria, standardized forms and notices, and reporting standards. In summer 2026, the MBTA selected a vendor through a competitive procurement process to deliver the necessary equipment and technology to operate the new program. On October 1, 2026, the MBTA launched an educational period which will include advisory notices to drivers found in violation of the updated law along Silver Line routes 4 and 5. Beginning January 1, 2027, the MBTA will begin issuing warnings and fines along Silver Line 4 and 5 routes with a systemwide expansion following swiftly thereafter.
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4. Ensuring Accessibility of MBTA.com and Major Rider Apps

   Scope: The Transformation & Technology department will undertake a review of MBTA.com, the MyCharlie platform, and the new MBTA Go app to identify and remediate any accessibility barriers.

   Update: The Transformation and Technology Department has completed third-party accessibility audits of MyCharlie (including reduced fare applications), MBTA.com, and MBTA Go. All three have completed remediation of issues identified by their most recent audit and have developed processes to support ongoing compliance with WCAG 2.1 Level AA.

NEW STANDARDS AND STRATEGIES

1. Design Guidelines for Accessibility

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

Update: Sections covering requirements for project scoping, accessible paths of travel, temporary paths of travel, 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.

2. MassDOT Complete Streets Planning and Design Guidelines

   Scope: MassDOT, in collaboration with the MBTA, will develop an official Complete Streets Planning and Design Guidelines for the Commonwealth. These guidelines will ultimately replace the existing Separated Bike Lane Planning and Design Guidelines, and ensure that considerations unique to children, older adults and people with disabilities are incorporated.

   Update: In April 2026, the MassDOT-led project team kicked off development of the Complete Streets Planning and Design Guidelines. Members of the steering committee, across MassDOT and the MBTA, met in August to review and refine the list of external stakeholders that will be engaged throughout the process. Additionally, the list of existing local and national guidelines already in existence is underway.

3. Snow and Ice Removal Protocols

   Scope: Following the winter of 2025/2026, which brought over 60 inches of snow to Boston, the MBTA and local municipalities faced significant challenges maintaining clear and accessible pathways at stations and bus stops. The MBTA will form an interdepartmental working group to identify lessons learned and opportunities for improvements.

   Update: Interdepartmental work is underway to help ensure appropriate snow/ice removal during. Currently, all six snow/ice-related contracts are being bid out to be one coordinated contract, with input from Operations, Facilities, System-Wide Accessibility, and others. Additionally, the MBTA will host a meeting with local municipalities to discuss responsibilities and highlight the critical importance of consistent, effective snow removal; particularly at bus stops.

4. Raising Awareness of Accessibility at The MBTA Among Older Adults

   Scope: In conjunction with the Mobility Center, SWA will undertake a review of past efforts to raise awareness of accessibility at the T among older adults and develop

updated plans and strategies for expanding and deepening connections going forward.

Update: SWA has completed a review of efforts to engage with older adults over the last two years. This analysis provides a comprehensive map of successful inroads and existing service gaps, which will inform a targeted strategy to deepen connections with transit-dependent and historically underserved older adults. Implementation of the new outreach plan will begin in January 2027.

5. Roadmap for achieving 100% accessible stations

   Scope: Building on recent progress to expand station accessibility (83% of MBTA stations are now accessible), the MBTA will develop a roadmap for achieving 100% station accessibility, including additional access-related goals such as increasing the number of redundant paths of travel/elevators, and improving bus stop accessibility systemwide.

   Update: System-Wide Accessibility has begun updating the inventory of major accessibility-related station needs along with proposed criteria for identifying priorities (e.g. the significance of the barrier, station ridership, etc.). This effort is expected to be completed by the end of 2026 at which point work will begin to map out potential timelines for advancing progress based on a variety of funding scenarios.