



Charles D. Baker, Governor  
Karyn E. Polito, Lieutenant Governor  
Stephanie Pollack, MassDOT Secretary & CEO  
Luis Manuel Ramirez, General Manager & CEO



December 3, 2018

Dear MBTA Customer,

As 2018 comes to a close, we are pleased to share the enclosed updates on the MBTA's current accessibility initiatives. They include a wide-ranging set of projects spanning the fixed-route system (bus, subway, commuter rail and ferry) that were selected based on commitments outlined in the MBTA/BCIL Settlement Agreement, specific priorities identified by SWA, as well as on your customer feedback. Projects may change over time as priorities and/or resources shift.

Highlights from this issue include:

- Three renovated elevators are now open at Tufts Station
- New and improved Internal Access Monitoring Program implemented with new training for monitors
- Next set of elevators to advance to 100% design has been selected
- Inventory of all callboxes with description of each location has been posted to [mbta.com](http://mbta.com)
- The T's new community advisory group—The Riders' Transportation Access Group has launched!

Stay tuned for our next update (scheduled for June 2019) which will have a refreshed format and set of initiatives. If you would like additional information on any project, or would like to suggest an area of focus, please contact us at [SWA@mbta.com](mailto:SWA@mbta.com).

As always, thank you for your continued support as we move towards our goal of becoming the model for accessible public transit.

Sincerely,

Laura Brelsford  
Assistant General Manager  
Department of System-Wide Accessibility

# **MBTA System-Wide Accessibility Initiatives**

December 2018 Update

## **PLAN FOR ACCESSIBLE TRANSIT INFRASTRUCTURE**

1. See addendum for previously completed initiatives.
2. The MBTA will develop criteria to assist in prioritizing the removal of access-related barriers identified in PATI.

Update: Recommendations from the PATI External Engagement Committee (EEC) on criteria weights were incorporated into the prioritization methodology used in the final summary and prioritization report. The PATI EEC plans to meet in early 2019 to review and comment on the Final PATI Project Summary and Prioritization Report.

3. The MBTA will publish a PATI report that will summarize existing barriers to access system-wide; explain methodology and tools used in evaluating station access; articulate a process that can be replicated at various points in time for identifying priorities within the barriers identified; and outline a barrier removal plan and a multi-year strategy. The PATI report will be written in such a manner that it can be updated every 1 to 2 years.

Update: SWA is currently reviewing a summary report developed by the PATI consultant team that begins to distill the barriers across 7690 bus stops and 177 rail stations that were surveyed as part of the initiative. The report outlines common barriers that reoccur throughout both the bus and rail system, where the most significant barriers are and recommendations for how to prioritize inaccessible stations. SWA will be meeting with the EEG then drafting the final report in early 2019.

## **VEHICLE MAINTENANCE**

4. See addendum for previously completed initiatives.
5. See addendum for previously completed initiatives.

## **BUS OPERATIONS**

6. See addendum for previously completed initiatives
7. See addendum for previously completed initiatives.
8. See addendum for previously completed initiatives.
9. See addendum for previously completed initiatives.
10. See addendum for previously completed initiatives.
11. Operations and SWA will install revised Priority Seating signage on new vehicles and vehicles being overhauled to improve the visibility of the signage and to ensure consistency across all modes.

Update: The design for new Priority Seating signage is complete and locations for installation have been selected on all buses and subway cars. Signage for installation across the entire bus fleet will be completed by end of January 2019. The timeline for installation across subway vehicles is being developed.

12. The MBTA will develop, and post to its website, guidelines for designing and maintaining accessible bus stops that will include both minimum technical standards as well as options for further improving service, such as curb extensions.

Update: A draft design standard for the construction and maintenance of bus stops has been developed with input from SWA, Bus Ops, Service Planning, Capital Delivery, MassDOT Highway, and the Federal Highway Administration. The guidelines will be finalized as part of the larger “Design Guide for Access” effort. The Bus Stop Guidelines have been submitted to the Design Guide consultant team and are concurrently being reviewed by internal departments for additions and updates for circulation to the MBTA, MassDOT, and others.

13. See addendum for previously completed initiatives.

## **EMERGENCIES**

14. The MBTA will require SWA to have a role in the planning and evaluation of all emergency-preparedness drills organized by the MBTA. This protocol will include inviting customers with disabilities in such drills when members of the general public also have been invited to participate.

Update: This has been the MBTA’s working policy. This protocol has been formally documented, is under review by SWA and the Security Department.

15. SWA and Operations will adjust training modules regarding emergency preparedness and customers with disabilities and incorporate these modules in Bus and Subway Recertification trainings for Bus Operators, CSAs and Motorpersons.

Update: SWA and Operations have met to review content of existing trainings. These Operations trainings will be updated

during 2019 and revisions will ensure appropriate emergency preparedness material is incorporated.

16. Operations and SWA will develop a standardized procedure for employees to follow when responding to common emergency diversions, including establishing a procedure for ensuring that shuttle locations are accessible and that customer communications during a diversion address the needs of customers with disabilities.

Update: The MBTA currently has policies and protocol in place to help ensure all diversions are accessible. In 2019, Operations and SWA will begin documenting response plans for emergency diversions that happen on a more regular basis.

17. See addendum for previously completed initiatives.

18. MBTA will procure additional emergency evacuation chairs to ensure presence on all Commuter Rail consists.

Update: Railroad Operations is finalizing the installation of recently purchased chairs to ensure there is one available on each train set—ten chairs remain to be installed.

## **VEHICLE ENGINEERING**

19. See addendum for previously completed initiatives.

## **AUTOMATED FARE COLLECTION**

20. See addendum for previously completed initiatives.

21. See addendum for previously completed initiatives.

## **STOP AND DESTINATION ANNOUNCEMENTS**

- 22.** Operations and SWA will issue a rule reminder to remind employees to make stop announcements on Subway. Additionally, Motorpersons' Recertifications will be revised to include additional information regarding the importance of making stop announcements and the potential discipline associated with failing to make such announcements.

Update: Rules clarifying Motorpersons' responsibilities regarding the content and timing of announcements have been incorporated into the latest Operations rulebook, which has been approved and is undergoing final stages of printing and distribution. Revised stop announcement scripts have also been approved and adopted by Subway Operations. A coinciding rule reminder will be issued in 2019, along with the development of a revised Motorpersons' Recertification that will include a dedicated module on stop announcements

SWA has also partnered with the Customer Technology team on a new pilot to improve low volume and distorted announcements. This pilot allows for real time diagnosis of underlying issues leading to poor quality announcements. Train cars found to have equipment issues are being sent for repair and Motorpersons repeatedly cited for poor quality announcements are being retrained. In addition, all new Motorpersons are now receiving an interactive training on the optimal use of Subway vehicle microphones to improve the quality of announcements..

- 23.** SWA and Ops will develop a protocol for how/when Bus Operators must announce stops if TransitMaster is not working.

Update: This initiative will be undertaken in 2019.

- 24.** Operations and SWA will reissue rule that Bus Operators and Green Line Motorpersons are required to make external announcements manually in the event that automated external announcements are not functioning.

Update: Rules clarifying the responsibility of Bus Operators and Motorpersons to make manual external announcements have been incorporated into the latest Operations rulebook, which has been approved and is undergoing final stages of printing and distribution. A coinciding rule reminder will be issued in 2019.

Also In 2019, SWA will be partnering with the training school to update the ADA certification training for all new Bus Operators as well as those receiving recertification. This training will instruct operators regarding the importance of making manual external announcements whenever their automated external announcement is not working or is announcing incorrect information.

## **VERTICAL TRANSPORTATION**

- 25.** The MBTA will develop a system-wide elevator replacement plan.

Update: Surveys of current elevator and escalator conditions will begin in fall 2018. Following data collection, the MBTA will have a consultant develop the fiscally unconstrained 20-year SGR Vertical Transportation Plan, based on:

- reviewing and revising prioritized inventory of existing units
- determining what future changes may be needed to the maintenance contract to maintain or exceed current levels of uptime
- determining at what rate units must be replaced in order to maintain or exceed current levels of uptime

- identifying any roadblocks to replacing elevators and escalators quickly and efficiently, and providing recommendations for their resolution

**26.** Capital Delivery will procure the design of next set of replacement elevators. Number of units to be determined.

Update: The 2019-2023 Capital Investment Plan (CIP) included a line item for an additional \$19.4 M elevator design to supplement the existing \$10 M for the design of future new and replacement elevators. Capital Delivery is developing a RFQ/P for professional services from 15% through CPS for the following elevators listed below. Units/stations were selected based on a variety of criteria established in 2008 and were recently prioritized as part of the development for the RFQ/P.

Units include:

- 1 new unit at Sullivan lower busway + 2 replacements
- 3 new units (incl RL Platform redundant) at Davis + 2 replacements
- 2 new units at Chinatown + 2 replacements and lobby rebuilds
- 2 new units at North Station – Valenti Way lobby to OL platforms
- 2 new units at State Street City Hall entry + 2 replacements & lobby rebuild at OSMH
- 1 new unit at Mass Ave + 1 replacement
- 2 new units at Broadway + 2 replacements
- 1 new unit at Jackson Square + 1 replacement
- 3 new units at Arlington St at Berkeley exit / emergency entrance
- 3 new units + emergency egress and 2 replacement units at Wellington

The feasibility studies for replacement and redundant elevators were completed in September 2017. Based on the 15% design, a strategy to advance the design to 100% has been developed to include 2 groups of design contracts. Davis, Sullivan, Wellington, North Station, and Chinatown will be procured under a single contract. The other contract will include State, Broadway, Jackson Sq, Mass Ave, and Arlington stations.

Central Square Station is proceeding as a mini-procurement to include the design services from 15% through CPS. The scope include 2 new units at Central stair-only exits and 1 replacement elevator.

- 27.** SWA will implement an oversight program for Operation's management of Kone maintenance contract using either internal staff or external consultants.

Update: In 2019, SWA and E&M will be documenting a set of responsibilities, to be assumed by SWA, regarding the provision of this oversight program.

- 28.** SWA will establish quarterly meetings between SWA, Capital Delivery, and Operations to discuss elevator-related issues, including elevator reliability and Capital Delivery projects

Update: SWA, Capital Delivery, and Operations have continued to meet on an ad hoc basis to discuss elevator/escalator issues.

- 29.** Capital Delivery will finalize the construction of Phase 1 (2 new elevators in Burnham Building) of the plan to implement an accessible connection via elevators connecting Red and Orange Lines at Downtown Crossing. At least 2 additional phases will be required to implement such a connection.

Update: Phase 1 elevators under and within the Burnham (Filene's) building continue to move forward and are currently under construction. 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. It is anticipated that the elevators will be in service the Winter of 2019.

- 30.** Capital Delivery will finalize the construction of Harvard elevator 821 replacement.

Update: The Harvard elevator 821 replacement is under construction. The current schedule to reopen the elevator to service is Fall 2019.

- 31.** Capital Delivery will finalize the design and construction of Park 804 and 808 elevator replacements.

Update: The new elevator 804 has been in service since March 2018.

The design for Elevator 808 replacement at its current location was 100% complete in 2017. The MBTA has investigated the feasibility of replacing the elevator 808 with a larger elevator that will serve the Red Line northbound connection to the Green Line at Park Street and the Orange Line southbound at Downtown Crossing via the Winter Street Concourse.

The enlarged option for elevator 808 will be designed as an alternative Red Line northbound to Orange Line southbound connection for Downtown Crossing (DTX). It appears that the concept is viable and will be designed and constructed as part of DTX Phase 2. The design is anticipated to be completed in mid-2020.

- 32.** Capital Delivery will finalize the design and construction of Central elevator 861 replacement.

Update: The notice to proceed with construction was issued in June 2017. Construction is scheduled for completion in Fall, 2019. A shuttle bus is available to connect customers to Kendall.

- 33.** Capital Delivery will finalize the design and construction of Tufts 872, 879, 880 elevator replacements.

Update: Elevators reopened in June 2018.

This initiative is now complete.

- 34.** Capital Delivery will finalize the design and construction of Andrew 857, 858, 859 elevator replacements.

Update: The Andrew elevator replacements are currently under construction and scheduled to return to service in the spring of 2019. A shuttle bus is provided throughout construction.

- 35.** Capital Delivery will finalize the design and construction of Alewife 813, 814, 815 elevator replacements.

Update: Notice to proceed with construction was issued in April 2017. Construction began in summer of 2018 to last approximately two years as the elevators are phased in such a way to keep one elevator in service.

- 36.** Capital Delivery will finalize the design and construction of Quincy Adams 805, 806, 807 elevator replacements.

Update: Notice to Proceed (NTP) was issued on 8/16/18. Based on the NTP, the project is anticipated to be Substantially

Complete in March 2021, with Final Completion in April 2021. The project includes the replacement of two (2) existing garage/lobby elevators, and one (1) existing platform/lobby elevator, as well as the addition of one (1) platform/lobby elevator, to provide redundant elevators for both the platform and garage. The construction will be phased to keep at least one redundant elevator in service at all times. The first elevator scheduled to be completed and ready to use is the new platform/lobby elevator (elevator 736), which is anticipated for May 2020.

- 37.** Operations will enhance its procedure for notifying passengers of elevator outages to include posting outage information physically on affected elevators 1 week (or as soon as possible) in advance of any planned shutdowns (in addition to posting on mbta.com).

Update: The enhanced elevator outage advisory SOP is undergoing final review. Issuance of the SOP will take place in early 2019.

- 38.** The MBTA will develop a system-wide escalator replacement plan.

Update: Surveys of current elevator and escalator conditions began in fall 2018. Following data collection, the MBTA will have a consultant develop the fiscally unconstrained 20-year SGR Vertical Transportation Plan.

## **ACCESS TO STATIONS/FACILITIES**

- 39.** Operations and SWA will develop snow removal standards for bus stops and stations.

Update: As part of the MBTA's Snow & Ice Plans, basic parameters have been documented for ensuring accessible

paths of travel through snow/ice at stations, as well as what must be cleared at bus stops to maintain accessible boarding. Additionally, guidelines for proper snow/ice removal are currently being developed as part of the Design Guide for Access and will be ready for review by end of year.

- 40.** Operations, Real Estate and SWA will post on its website a list of all bus stops serviced by the MBTA, identifying the property owner of each stop (e.g. municipality, private owner, MBTA, etc.).

Update: SWA has worked with the Customer Technology Department to feed PATI data into Google Maps to allow wheelchair transit navigation to be extended to bus stops. SWA has obtained stop location data and is working with the relevant departments to identify ownership and maintenance responsibilities. SWA will continue to work with the website development team to update the bus stop ownership information.

- 41.** Operations will begin sharing monthly reports with impacted municipalities' transportation and Police Departments regarding bus stops obstructed by illegally parked vehicles.

Update: The practice will be established in 2019.

- 42.** MBTA will partner with other organizations (e.g. Massachusetts Office on Disability, WalkBoston, etc) to advocate for proper maintenance at bus stops.

Update: Once the ownership/responsibility of each bus stop has been determined, SWA will work with community partners who are on the PATI External Engagement Committee to coordinate advocacy for proper bus stop maintenance. In March of 2018 the MBTA received the Golden Shoe Award from WalkBoston

for its work surveying all bus stops to improve safety and accessibility.

## **CUSTOMER COMPLAINT PROCESS**

**43.** The MBTA will establish a procedure for handling accessibility-related customer complaints. This procedure will:

- identify the information that must be collected during intake;
- identify the circumstances under which a customer complaint requires further investigation;
- require supervisory staff to review and approve the content of all accessibility-related complaints during the intake phase;
- identify other roles/responsibilities of customer service staff and supervisory personnel;
- identify an Operations supervisor's role and responsibilities when investigating access-related complaints; and
- set quality and timeliness standards for responding to customer complaints.

Update: In October, SWA and MBTA Customer Experience instituted a new process where customers, upon request, receive a response once their complaint has been fully resolved by the responsible department.

Customer complaint investigation and resolution guidelines are complete and awaiting final approval from Operations, which SWA expects to receive by the end of 2018.

In winter 2019, SWA intends to update the training curriculum for Call Center staff that focuses on proper intake of accessibility complaints.

Lastly, the MBTA IT Department, in collaboration with SWA, is currently in the development phase of an expansion to the customer complaint database (HEAT/IRIS) that will provide various MBTA departments with the ability to perform data entry and reporting of complaint investigations and resolutions. Upgrades are projected to be fully implemented by late spring 2019.

44. See addendum for previously completed initiatives.

## **SUBWAY OPERATIONS**

45. Operations will post on the MBTA's website an updated inventory of emergency callbox locations.

Update: An inventory of all callboxes and a description of their location can now be found on the Subway Access Guide under the Accessible Services portion of [mbta.com](http://mbta.com).

This initiative is now complete.

46. Operations will develop specifications for Customer Assistance Areas at all Heavy Rail stations and prepare a timeline for installing them.

Update: SWA, Operations, Engineering & Maintenance, and Capital Delivery have finalized a draft specification. In May 2018, a project scope of work was generated as part of a plan to outsource the design of CAA's at all Heavy Rail Stations.

47. Real Estate will install at least one TeleTypewriter ("TTY") phone in all Heavy/Light Rail stations where public pay phones are present.

Signage and the MBTA website will identify the locations of the TTYs.

Update: The MBTA has decided to eliminate pay phones system-wide. A timeline will be developed in early 2019.

48. See addendum for previously completed initiatives.
49. The MBTA will develop a plan for broadcasting audio and visual elevator/escalator announcements in Subway stations, and will determine required budget for implementation.

Update: As part of the MBTA's new advertising contract, elevator/escalator alerts will be displayed on numerous digital station screens. The MBTA is currently working to pilot an audio solution—specifically the creation of a smartphone app that displays/reads audibly the content of the digital boards through the use of Bluetooth beacons.

## **TRAINING**

50. When Phase II of the Bus Operations Recertification Training concludes, Operations will develop the curriculum for Phase III Bus Operations Recertification and will begin offering the training to Bus Operations personnel. The pace with which staff attend the training will be gradual and will be managed in such a way to minimize dropped trips and/or overtime issues.

Update: Phase II of Bus Operations Recertification Training remains at roughly 75% completion. In 2019, SWA and Operations will collaborate to develop Phase III.

51. Operations and SWA will review the eight-hour ADA Recertification Program to determine if any updates are warranted. If Operations

and SWA determine revisions are warranted, they will implement them accordingly.

Update: A review of the existing program will take place in 2019 and a schedule for implementing any recommended revisions will be developed.

- 52.** Operations and SWA will review accessibility-related modules within Subway Recertifications to determine whether any revisions are warranted. If Operations and SWA determine revisions are warranted, they will implement them accordingly.

Update: SWA and Operations have met to review content of existing trainings. These Operations trainings will be updated during 2019.

- 53.** SWA will develop an access-related training module for Senior Leadership to undergo upon hire/promotion and every three years thereafter. (Senior Leadership constitutes staff at Director level and above)

Update: SWA will begin work on this initiative in 2019.

### **INTERNAL ACCESS MONITORING**

- 54.** SWA's Internal Access Monitoring Program will update and revise its training program and materials.

Update: SWA staff completed the revision of all materials for the training program. Nine newly revised classroom instructional modules are currently being used to train new and existing Internal Access Monitoring staff.

This initiative is now complete.

- 55. See addendum for previously completed initiatives.
- 56. See addendum for previously completed initiatives
- 57. See addendum for previously completed initiatives.
- 58. See addendum for previously completed initiatives.
- 59. See addendum for previously completed initiatives.

## **COMMUNITY ENGAGEMENT**

- 60. In concert with the Title VI public participation plan, the MBTA will develop a public engagement plan for seniors and people with disabilities.

Update: In early 2019, the T will work with the new Riders' Transportation Access Group to improve engagement with seniors and people with disabilities, including by requiring public meetings regarding fares or service be posted in the impacted municipalities Independent Living Center, Disability Commission and Council on Aging.

- 61. Marketing and SWA will develop and implement a marketing campaign designed to highlight improvements to fixed-route access and to spread the message that access benefits all customers.

Update: This will be undertaken in 2019 in coordination with marketing materials developed for the MBTA's enhanced travel instruction program.

- 62. The MBTA will work with AACT and other disability stakeholder organizations to review the AACT MOU and will revise as needed to improve community engagement.

Update: During the fall of 2015, with input from AACT, the MBTA developed a customer survey aimed at identifying areas for improvement in engaging with the disability community, via AACT or other means. Based on survey results and other research, a series of recommendations for improving customer engagement were issued by Judge King, the Independent Monitor of the MBTA/BCIL Settlement Agreement. A community ad hoc committee was formed and has met regularly to draft bylaws and a new MOU for a group that will replace AACT—the Riders’ Transportation Access Group (R-TAG). The ad hoc committee hosted an informational public meeting in September and is currently selecting members for R-TAG’s Executive Board. The first official meeting will be held on November 29, 2018.

This initiative is now complete.

### **MISC. CAPITAL DELIVERY**

63. SWA and Capital Delivery will procure a contractor to revise the Design Guide to Access to reflect access-related updates in the law and to identify best practices in universal design. The Independent Monitor and/or a representative from the plaintiffs will be invited to review the proposals received in response to this RFP. The MBTA will complete the development of the Design Guide to Access.

Update: The Design Guide for Access project team held a kick-off meeting in December 2017. Internal interviews with various other MBTA departments took place throughout January and February of this year. The interviews included, but were not limited to, representatives from Capital Delivery, Budget, MassDOT, Customer Experience, Customer Technology, and Commuter Rail. The team has laid out the table of contents,

introductory chapter as well as guidelines on temporary paths of travel and snow/ice removal.

## **STATION UPGRADES**

- 64.** See addendum for previously completed initiatives.
- 65.** See addendum for previously completed initiatives.
- 66.** Capital Delivery will reconstruct Mansfield Commuter Rail Station, including building an accessible connection between the Inbound and Outbound portions of station.

Update: The new ramps and stairs on each side of the tracks will be in full service shortly after Thanksgiving 2018. Demolition of the existing stairs will be taking place shortly thereafter. Construction of the outbound platform and outbound mini high work will continue. Expected completion for this phase is summer 2019. Inbound platform and inbound mini high work will be in full swing during the summer and it is anticipated the work will be completed in the fall 2019.

- 67.** See addendum for previously completed initiatives.
- 68.** Capital Delivery will finalize the design of a fully accessible Winchester Commuter Rail Station.

Update: In mid-August 2018, Capital Delivery issued a Notice to Proceed (NTP) to advance the design from 30% to 100%. This will occur over a twelve-month period. The MBTA has met with internal departments and the town of Winchester to discuss the Authority's intention to refine the design and reduce cost. In addition, on-going state-of-good repairs continue to be addressed through an On Call contract.

- 69.** The MBTA will consolidate and reconstruct BU West, St. Paul, Babcock and Pleasant St stations into two fully accessible Green Line Stations.

Update: The design includes the construction of two new stations at Babcock/Pleasant and BU West/St. Paul and the demolition of the four existing stations. The design was completed in May 2017. Project construction schedule is contingent upon MassDOT's Highway Division and BTD's replacement of the Commonwealth Avenue bridge over the MassPike, as well as surface realignment of Commonwealth Avenue. It is anticipated that the construction procurement for the Green Line B-Line Station Accessibility Improvement and Consolidation will take place in summer 2019.

- 70.** As part of the Casey Overpass project, MassDOT will construct a second accessible entrance to the Orange Line platform at Forest Hills Station.

Update: MassDOT's demolition of the Casey Overpass at Forest Hills is complete and the contractor has substantially completed the surface street realignment. Construction of the second headhouse with steel erection begins in late November 2017 and is expected to become operational in late 2018.

- 71.** See addendum for previously completed initiatives.

- 72.** Capital Delivery will reconstruct a fully accessible Chelsea Commuter Rail Station.

Update: 100% Design completed Summer 2018. Construction award and notice to proceed is expected in Spring 2019.

- 73.** See addendum for previously completed initiatives.

- 74. See addendum for previously completed initiatives.
- 75. See addendum for previously completed initiatives.
- 76. See addendum for previously completed initiatives.

## **COMMUTER RAIL**

- 77. SWA, RROps and Keolis will develop a 4-8 hour training on providing appropriate service to customers with disabilities.

Update: Keolis has enhanced several of its training modules for new staff regarding accessibility. In 2019, SWA and Keolis will review to identify opportunities for additional improvements.

- 78. Keolis, SWA, and RROps will standardize bridgeplate design to the greatest extent feasible.

Update A model bridgeplate from France was tested this past winter. Testing of the model bridgeplate was deemed a success after findings showed the device was compatible with each coach series and demonstrated to be a safer option for individuals who require the use of a bridgeplate. Currently, Keolis is evaluating an alternate solution and a recommendation is expected in the Spring.

## **TRANSIT POLICE**

- 79. SWA and the Transit Police Academy will develop a training regarding providing appropriate service to people with disabilities.

Update: The MASS Collaboration (comprised of SWA, BCIL, T Police, and the Boston Area Rape Crisis Center) completed development of curriculum for a disability-based training for

Transit Police Officers. Plans are in place to test the curriculum during a pilot training class for Transit Police Sergeants in January 2019.

## **INFORMATION TECHNOLOGY**

- 80.** See addendum for previously completed initiatives.
- 81.** SWA will redesign content of "accessible services" portion of website to include history of access at MBTA, current goals regarding accessibility and options for community engagement.

Update: The accessible services portion of the website has undergone a complete redesign. In addition to a revamped Access Guide and a new FAQ, the site features an "Access in Motion" section which includes information on current and future accessibility initiatives; options for customer engagement; and a page dedicated to the history and impact of the MBTA/BCIL Settlement Agreement.

This initiative is now complete.

- 82.** MBTA will issue policy that requires all files posted to mbta.com be accessible.

Update: MassDOT has a working group focused on ensuring the accessibility of electronic materials. As part of this working group, the MBTA will be formalizing policies and procedures to ensure all materials posted to mbta.com are fully accessible. Work will continue throughout 2019.

- 83.** MBTA will develop policy outlining which enterprise applications should be tested for compliance with accessibility standards, and how that testing should be completed.

Update: These policies and procedures will be drafted during 2019. The MBTA now has access to a state blanket contract that greatly simplifies the procurement of accessibility-focused IT specialists.

## **MOBILITY MANAGEMENT**

84. See addendum for previous completed initiatives.

## **SYSTEM-WIDE ACCESSIBILITY**

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

Update: This initiative will be undertaken in 2019.

## **INITIATIVES ADDED IN MAY 2016**

Throughout 2015-2016, a number of Capital Funding Requests were submitted for consideration in the 2017-2021 CIP. The approved CIP included over \$200 million worth of projects that will improve accessibility. Because of this, the following initiatives were made possible:

86. See addendum for previously completed initiatives.
87. Bus Operations will conduct a benchmarking study to identify opportunities for modernizing the pre-trip inspection (Circle Check) data collection process.

Update: An industry review did not reveal a viable, cost effective solution for enhancing the circle check process. Internal discussions continue regarding additional options.

**88.** See addendum for previously completed initiatives.

**89.** Capital Delivery will make Wollaston Station fully accessible.

Update: Wollaston, the last inaccessible station on the Red Line, was shut down for construction this past January and is expected to reopen in August 2019.

**90.** Capital Delivery will make Winchester Commuter Rail Station fully accessible.

Update: The design is still underway (see #68).

**91.** Capital Delivery will make Auburndale Commuter Rail fully accessible.

Update: Study to improve access throughout the stretch of rail that contains Newtonville, Auburndale, and West Newton Stations finished in spring 2018. Decision between the Secretary, MassDOT, the City of Newton, and state elected officials was made to continue with the design of Newtonville, Auburndale, and West Newton Commuter Rail Station, taking in consideration the 100% design of Auburndale Commuter Rail Station. Architectural and Engineering Design Services procurement still underway. Anticipated NTP by December 2018.

Notice to proceed for design was issued in late 2016. Additional accessibility scope has been added to the 75% design to provide direct access to the inbound platform from Hyde Street

and to expand both platforms 300 ft. The design is expected to reach PS&E by Spring 2019.

- 92.** Capital Delivery will reconstruct a fully accessible Newton Highlands Station.

Update: Notice to proceed for design was issued in late 2016. Additional accessibility scope has been added to the 75% design to provide direct access to the inbound platform from Hyde Street and to expand both platforms 300 ft. The design is expected to reach completion by Spring 2019.

- 93.** Capital Delivery will install a new commuter rail platform along Track 2 at Ruggles Station and a new elevator to the busway center platform. Following this work, existing elevators 848, 849, 850, 851 and 852 will be replaced.

Update: Design is complete. Notice to proceed with construction was given in June 2017. Construction on the new platform, busway elevator and lower busway improvements, and replacement elevators began in 2018 and will last 30 months.

- 94.** Capital Delivery will implement accessibility upgrades at Oak Grove Station including path of travel upgrades, the replacement of elevators 800 and 801, and the installation of a new elevator serving Washington Street.

Update: Notice to proceed for design was issued by the end of 2016. The Capital Delivery completed 15% design submittal in the spring and 30% design in August 2017. The project is in final design which is expected to be completed in Spring 2019, followed by construction procurement and 24 months of construction.

- 95.** Capital Delivery will complete design work for an upgraded Downtown Crossing Station, including accessible connections between the Red and Orange Lines.

Update: The feasibility study for an elevator at the Washington Street Entrance that connects Orange Line southbound to Red Line southbound via the existing Winter Street elevator shaft has been completed. Capital Delivery is advancing this elevator design to 100% and construction in the DTX Phase II project. A designer is currently being procured.

Additionally, within the DTX Phase II design, an elevator that connects Orange Line northbound to Red Line southbound via elevators at the corner of Macy's will be included.

A proposed elevator that connects Orange Line southbound to Red Line northbound near the Gilchrist Building (both inside and outside) has been found infeasible due to existing Eversource utilities in the area. The MBTA has investigated the feasibility of replacing elevator 808 with a larger elevator that will serve the Red Line northbound connection to the Green Line at Park Street and the Orange Line southbound at Downtown Crossing via the Winter Street Concourse (see item 5 above). The concept is viable and will be included in the DTX Phase II design and construction.

Funding has been secured for the DTX Phase II Design. Construction funding will be requested once a complete construction cost estimated is prepared as part of the initial design phase.

- 96.** Capital Delivery will complete design work for a fully accessible Symphony Station.

Update: A designer is being procured and it is anticipated that design will be completed in the Winter of 2020. Once a contractor is procured, construction will take approximately two years.

97. Capital Delivery will complete design work for a fully accessible Natick Center Station.

Update: The design is underway. 60% design is expected this January 2019 and 100% expected spring of 2019.

### **INITIATIVES ADDED IN MAY 2017**

97. Capital Delivery will produce a design for a fully accessible South Attleboro station.

Update: Currently, plans exist to make moderate access improvements, but not a full station renovation. The scope consists of low level platform work only. This includes new tactile strip at the edges of the platform, revised crosswalks for access to the platforms, new seating and lighting. Design is expected to be 100% in Spring 2019.

98. The MBTA will pilot the installation of Bluetooth beacons at select bus stops in order to assist customers in identifying the stop's precise location.

Update: The pilot demonstrated the efficacy of beacons at bus stops and the feasibility of the technology. However, usage was extremely low. During 2019, additional applications will be assessed.

This initiative is now complete.

99. As part of a digital display screen roll-out, the MBTA will pilot a solution for making the screens' text-based information available audibly via a smartphone application.

Update: As part of the MBTA's new advertising contract, service alert information will be displayed on numerous digital station screens. The MBTA is currently working to pilot an audio solution—specifically the creation of a smartphone app that displays/reads audibly the content of the digital boards through the use of Bluetooth beacons.

100. The MBTA will take steps to address critical barriers identified throughout its PATI bus stop surveys.

Update: There are 7,690 bus stops within the MBTA service area and many contain barriers to access such as narrow and/or degraded sidewalks, non-compliant cross slopes, etc. The MBTA has just concluded its effort to survey and catalogue these barriers. Because the vast majority of stops are owned by the local municipalities, the MBTA is working on a long-term plan to collaborate with its municipal partners to address these issues.

In the interim, there are two specific MBTA initiatives underway aimed at addressing the highest priority stops. The first initiative includes the redesign and construction of 50 high-ridership stops that contain moderate to severe barriers. The second initiative is a package of several dozen stops that have been deemed "critical"—meaning the stop is so inaccessible, customers using wheeled mobility must board/exit in the street. 130 stops are at 90% design, which will be under construction in fall 2018; the second set of 54 stops is in design and will be under construction spring 2018; and roughly 80 stops will be eliminated.

Of the total 7,685 stops, the MBTA is currently working on creating a plan to address the next 1,000 high-priority stops.

101. The MBTA will implement its wayfinding signage standards system-wide, beginning at its 10 most complex stations.

Update: Capital Delivery has secured budget and developed a plan for the rollout of the MBTA wayfinding signage standards, beginning with Downtown Crossing, Park St, South Station, North Station, Harvard, State, Back Bay, Forest Hills, Haymarket and Malden Center.

## **Addendum: SWA Initiatives Previously Completed**

The following is a list of projects completed between May 2015 (when the first SWA Initiatives report was issued) and November 2017 (when the last SWA Initiatives report was issued).

1. System-Wide Accessibility (SWA) and Capital Delivery will oversee the survey of MBTA Commuter Rail Stations, Subway Stations, and Bus Stops to identify meaningful barriers to accessibility as part of the Plan for Accessible Transit Infrastructure (PATI).

Update: The Bus Stop Survey Tablet Application was developed and deployed for field work in September of 2016. All 7,685 bus stops were located and surveyed as of May 2017. Stops identified as “critical” (completely inaccessible) during the survey effort have been reviewed in partnership with local cities/towns: 130 of these stops will be reconstructed in fall 2018 and the 54 remaining are in design and will be reconstructed in spring 2019.

The Station and Commuter Rail Stop Tablet Application development started in spring 2017. Surveys started September 2017 and were completed at the end of October 2017. 178 accessible stations across all lines were surveyed in order to capture any meaningful barriers. Scoring methodologies and station reports will be complete by fall 2018.

This initiative is now complete.

4. Operations and SWA will issue Circle Check cards that include the following accessibility features: wheelchair lift/ramp, kneeler, flip-up seats in securement areas, securement system, stop request buttons within securement area, lap/shoulder belts in securement area, 8 Q-strait loops (blue loops),

TransitMaster, internal speakers, external speaker, front/side/rear destination signage.

Update: Circle Check card revisions were completed this summer (2016) and new cards are in circulation at all garages.

This initiative is now complete.

5. SWA and Operations will run monthly reports summarizing all accessibility-related defects captured within MCRS 2, how many vehicles are held out of service because of reported defects, and how quickly reported defects are repaired.

Update: A customized report has been developed and includes data regarding the number and type of defects reported, how many miles the bus is driven after the defect is reported, and how long the repair takes as well as other information.

This initiative is now complete.

6. Operations and SWA will issue a new rule regarding when/how a high-floor bus is taken out of service if its lift is determined to be inoperable.

Update: A Special Order was issued in June 20, 2017 and is in effect.

This initiative is now complete.

7. Operations and SWA will issue guidelines regarding when, and for how long, a vehicle can remain in service if the vehicle has a non-functioning accessibility feature. Whether, and to what extent, a vehicle can remain in service will depend on the nature of the non-functioning feature.

Update: A Technical Memorandum outlining whether or not a bus can go back into service once maintenance for a defective accessibility feature was issued in June 2017.

This initiative is now complete.

8. The MBTA will reprogram TransitMaster system on buses so it announces an operator's badge number both audibly and visually.

Update: The required software upgrade has successfully been installed on all buses. Badge numbers are now broadcast both visually and audibly.

This initiative is now complete.

9. The MBTA will designate at least four additional seats as Priority Seating seats on all fixed-route buses and Silver Line vehicles.

Update: The design of the new decal has been completed. In October 2016, SWA and Vehicle Engineering identified locations for Priority Seating decals on all new and existing buses. Locations were selected in a manner to ensure that there will be a net increase of four additional priority seats. Decals have been purchased for the entire bus fleet and are currently being piloted on five buses.

This initiative is now complete.

10. Operations and SWA will revise Priority Seating signage on new vehicles and vehicles being overhauled to improve the visibility of the signage and to ensure consistency across all modes.

Update: After receiving feedback from the Vehicle Access Advisory Committee (VAAC), the design for the new Priority Seating signage was finalized in September 2016.

This initiative is now complete.

13. Operations and SWA will revise and reissue policy regarding service animals to ensure consistency across all modes.

Update: Operations and SWA updated the MBTA's service animal policy and a Special Order was issued in September 2016.

This initiative is now complete.

17. MBTA will require Operations to conduct quarterly audits of Stryker chairs to verify the presence and reliability of all Stryker chairs owned by the MBTA.

Update: On September 24, 2015, Operations issued a new policy mandating monthly inspections of train- and station-based Stryker chairs. Personnel are required to confirm the chair is in place and functioning properly. Any defects are to be logged immediately.

This initiative is now complete.

19. SWA will reinstitute the Accessible Vehicle Ad Hoc Committee to solicit design feedback throughout procurement process of new Red/Orange/Green Line vehicles.

Update: Since the last update, The Vehicle Accessibility Advisory Committee met to review the Orange Line car mock-up

as well as the Green Line Type 9 car mock-up, providing feedback on a number of key issues.

The VAAC will continue to meet as additional vehicle designs progress.

This initiative is now complete.

20. AFC and IT will install second CharlieCard target on all fare gates designated as accessible to people with disabilities.

Update: As of June 10, 2015, all 136 accessible fare gates were modified to include a second CharlieCard target.

This initiative is now complete.

22. The MBTA will develop a policy to include at least two accessible fare-gates at all new stations. Additionally, a second accessible fare-gate will be installed at stations undergoing renovations if deemed appropriate by Capital Delivery and SWA.

Update: The installation of multiple accessible fare-gates in fare arrays is now required as part of the AFC 2.0 standard.

This initiative is now complete.

44. Customer Support Services Center and SWA will retrain customer service staff regarding the MBTA's protocol for providing Braille schedules to customers.

Update: SWA and the Customer Support Services Center drafted a revised procedure for providing Braille/alternate format schedules to customers upon request. This material is incorporated into the new Call Center's curriculum.

This initiative is now complete.

48. MBTA will revise daily station inspection lists to include the following access-related considerations: elevators, escalators, PA/VMS boards, call boxes, bridge plates, mobile lifts, detectable warning strips, unobstructed paths of travel, and fare gates designated as accessible to persons with disabilities

Update: All station checklists were finalized in the summer of 2016 and are currently in circulation.

This initiative is now complete.

55. All monitoring forms will be converted from paper surveys to digital surveys.

Update: All digital survey forms have been in circulation since Q1-2016.

This initiative is now complete.

56. All policies/procedures related to SWA's internal Access Monitoring Program will be reduced to writing.

Update: A comprehensive set of procedures has been finalized.

This initiative is now complete.

57. All Internal Access Monitoring Reports will be issued on a quarterly basis.

Update: This requirement has been documented in the IAM Program's procedures and has been an ongoing practice. Q3-2014 report was issued to Judge King on December 10, 2014;

Q4-2014 report was issued on April 9, 2015; Q1-2015 report was issued on June 16, 2015; Q2-2015 report was issued on September 17, 2015; Q3-2015 report was issued on December 14, 2015; Q4-2015 report was issued on May 4, 2015.

This initiative was marked as complete in June 2016 and reports will be issued quarterly going forward.

58. SWA will require Internal Access Monitors to make same-day service requests for minor deficiencies related to equipment. Examples of such minor deficiencies include broken hand straps, dirty lap/shoulder belts, and missing priority seating signage, etc.

Update: In October 2015, the IAM Program implemented a new digital survey form designed to capture more “minor” deficiencies that had been previously identified. Since then, the IAM Program Coordinator has been entering these deficiencies into the maintenance database within 24 hours of the monitors’ trip.

This initiative is now complete.

59. SWA’s Internal Access Monitoring Program will revise its protocol to include the monitoring of alternate service routes, implemented due to mass diversions and/or elevator outages.

Update: Alternative routes are now periodically monitored by the IAM Program.

This initiative is now complete.

64. Capital Delivery will complete construction of a renovated Government Center Station to ensure full access to Blue and Green Line platforms.

Update: A fully accessible Government Center reopened on March 21, 2016 with much celebration.

This initiative is now complete.

65. Capital Delivery will complete a design for an accessible Auburndale Commuter Rail Station

Update: Auburndale design was completed in early 2017. However, the final design revealed significant operational impacts that could not be resolved. See #91 for more information.

This initiative is now complete.

67. Capital Delivery will reconstruct a fully accessible South Acton Commuter Rail Station.

Update: A fully accessible South Acton station opened December 30, 2015.

This initiative is now complete.

71. Capital Delivery will finalize the design of a fully accessible Wollaston Station.

Update: The design for Wollaston was completed in summer 2016. (See Initiative #89 for more information.)

This initiative is now complete.

73. Capital Delivery will fix the mini-high platform at Ashmont Station to allow passengers with disabilities to board the Trolley to the extent it is technically feasible.

Update: Design work has revealed that no section of track at Ashmont is level enough to make it feasible to relocate the mini-high to a location that provides for a safe and improved boarding experience. At this time, the mobile lift is the only method for boarding/alighting the Mattapan PCC Trolleys.

This initiative is now complete.

74. Capital Delivery will replace the ramp connecting subway platforms and busway at JFK/UMASS.

Update: The JFK/UMass ramp was replaced in-kind during July/August 2015.

This initiative is now complete.

75. Capital Delivery will procure a survey and conceptual design for a fully accessible Oak Grove Station.

Update: A conceptualized design for Oak Grove was completed earlier this spring. Funding for the full design as well as construction was secured in the CIP. See Initiative #94.

This initiative is now complete.

76. Capital Delivery will procure a survey and conceptual design for a fully accessible Newton Highlands Station.

Update: Capital Delivery completed the conceptual design for Newton Highlands Station. On October 17, 2015, the MBTA presented the 15% Alternative Analysis for Newton Highlands Station to Mayor Setti Warren, State Representative Ruth Balser, and members of the community.

This initiative is now complete. (See Initiative #92 for information on next step.)

80. MBTA will rebuild mbta.com, ensuring it is fully accessible.

Update: The new and improved mbta.com officially launched on September 12, 2017 and includes--enhanced service alerts, improved schedule pages, better trip planning functionality, and new station information pages. The team partnered with the Institute for Human Centered Design to ensure all aspects are fully accessible.

This initiative is now complete.

84. SWA will issue an RFP for travel instruction services for seniors and people with disabilities.

Update: Following a formal selection process, Innovative Paradigms was the consultant selected to lead the MBTA's new travel instruction efforts. Their contract began in September 2016 and trainings are currently underway.

This initiative is now complete.

86. Bus Operations will retire all high-floor RTS buses from service.

Update: All high-floor buses were retired in December 2017.

This initiative is now complete.

88. Capital Delivery will conduct feasibility studies and develop conceptual designs for the remaining inaccessible stations, taking into account opportunities for consolidation when practical.

Update: The initial project aimed to develop concepts for (and assess the feasibility of) providing access at every subway and Commuter Rail station on the MBTA system. Several stations were accomplishing accessibility through other projects and were therefore not included in this study. The effort was divided into two parts—the first focused on Rapid Transit stations: 26 Green Line stations (not including Boylston) and Bowdoin Station; the second on 29 Commuter Rail stations.

Currently, the Rapid Transit portion and Commuter Rail portion of this effort are being handled by two different design teams and are both underway. The conceptual study for Green Line stations will be completed by the end of 2018.

Additionally, per the May 7, 2018 FMCB Board decision, the MBTA has established a Green Line Transformation Program. This will be a multi-phased program that integrates the safety and reliability needs of today with modernization planning inclusive of accessibility improvements into a single, coordinated Capital Investment program. It will transition the Green Line to modern, accessible system and incorporate necessary system improvements. MBTA FMCB authorized the engagement of a PM/CM consultant to assist the Authority with clearly defining the scope for the coordination and development of the Green Line Transformation Team and Program.

The conceptual study of Commuter Rail Stations was completed in 2017. The Capital Delivery Department is meeting with System-Wide Accessibility and Railroad Operations to determine next steps. The Authority is using the CIP process, the Commuter Rail Vision study currently underway, PATI data, and the concepts from the conceptual study to determine priorities going forward.

This initiative is now complete.