



Charles D. Baker, Governor  
Karyn E. Polito, Lieutenant Governor  
Stephanie Pollack, MassDOT Secretary & CEO  
Steve Poftak, General Manager



June 5, 2019

Dear MBTA Customer,

Over the past decade, we've worked together with you to set the T on a path toward improving accessibility system-wide. Some of our major successes include:

- A 100% low-floor bus fleet in regular service
- More accessible stations than ever before, with elevator uptime over 99%
- Audio and visual stop and destination announcements on buses and trains
- A free travel training program for seniors and people with disabilities
- Enhanced, dedicated accessibility training for all staff
- Continued expansion of system-wide access through the Plan for Accessible Transit Infrastructure (PATI)

But even as we celebrate these and other tremendous strides we've made, we're already looking forward to going much further. This report represents a fresh set of accessibility projects in a fresh new format—while what remains unchanged is our mission to foster safe, reliable, inclusive transportation for all.

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). Our next update is scheduled for December 2019.

Thank you for being our partner in striving to make the MBTA the global model of accessible public transportation.

Sincerely,

Laura Brelsford  
Assistant General Manager  
Department of System-Wide Accessibility

## INFRASTRUCTURE

### Subway Stations:

#### 1. Wollaston Station Renovation

Scope: Wollaston is the last inaccessible station on the Red Line. This project will make the station fully accessible and address critical state of good repair issues. Specifically, the existing station will be completely demolished and rebuilt with a new headhouse, three elevators, and an accessible pedestrian route from Newport Ave toward Hancock St.

Update: The station was shut down for construction in January 2018 and is expected to open, fully accessible, in August 2019.

#### 2. Babcock, Pleasant St, BU West, and St. Paul Stations

Scope: Currently, each of these four stops along the Green Line's B branch is inaccessible. This project will consolidate the four stops into two fully accessible stops with raised platforms, detectable warnings, canopies, and benches.

Update: Design is 100% complete. It is anticipated that the construction contractor will be selected this summer/fall.

#### 3. Newton Highlands Station

Scope: This project aims to make Newton Highlands Station fully accessible and involves raising and extending both the inbound and outbound platforms, as well as installing detectable warnings, canopies, and benches. Located within an approximately 20-foot deep cut, site work will include providing two accessible routes down to the platforms.

Update: The design is expected to reach completion by summer 2019. To avoid interference, the construction of Newton Highlands Station will follow the ongoing Green Line D Branch Track and Signal Replacement Project, which is scheduled to be substantially complete by the end of 2020. In the interim, a temporary ramping system and raised platform have been installed to provide improved access.

#### 4. Oak Grove Station Upgrades

Scope: The Oak Grove Station upgrade project includes making the inaccessible Washington St side of the station accessible by installing a new elevator. New elevators will also be added to both the Orange Line platform and the busway/parking lot entrance side of the station. Existing elevators in these locations will be replaced in kind but cannot be substantially enlarged. Various other upgrades to the busway, accessible parking, crosswalks, sidewalks, and curb ramps are included in the project scope.

Update: The project is in final design and is expected to be completed in summer 2019, followed by selection of a contractor and 24 months of construction.

#### 5. Brookline Hills

Scope: The Town of Brookline is building a new high school building over Brookline Hills Station. As part of this work, the Town will be reconstructing the station with raised platforms that work with Green Line Type 8 and 9 cars.

Update: Station design is approaching 90% and the Town of Brookline expects construction to begin in late 2019, with anticipated completion by summer 2021.

#### 6. Symphony Station

Scope: The project aims to make the inaccessible Symphony Station accessible by installing elevators, raising platforms, and achieving NFPA 130 compliance in a historically sensitive manner.

Update: The MBTA has procured a design consultant for the final design. The design will start in summer 2019 and the construction will start by winter 2020.

#### 7. Hynes Station Renovation

Scope: MassDOT has designated a private developer to construct an air rights development over Hynes Station and the MassPike I-90 at the northeast corner of Boylston St and Massachusetts Ave. The design will provide a renovated and fully accessible station with a reopened Boylston St entrance incorporated into the new air rights development.

Update: The MBTA is meeting with the developer on a bi-weekly basis to define the station's external dimensions, structural constraints, and utility upgrades. Simultaneously, the MBTA is finalizing designer selection for the interior of the station, including elevators and platforms. Timeline for design and construction is under development.

## 8. Station Wayfinding

Scope: Wayfinding signage is currently unclear, inconsistent, and non-compliant. The Wayfinding and Station Improvements Project will resign “Top 10” stations to bring them into full compliance with ADA/MAAB regulations, LEP standards, and internal wayfinding requirements. Stations will include Back Bay, Downtown Crossing, Forest Hills, Harvard, Haymarket, Malden, North Station, Park Street, South Station, and State Street.

Update: The construction for the Park Street Wayfinding and Station Improvements Project began in April 2019 and will last 17 months. The construction for the Wayfinding and Station Improvements Project for North Station, Haymarket, State Street, and Downtown Crossing will start in summer 2019. The construction for the Wayfinding and Station Improvements Project for South Station, Chinatown, Back Bay, Malden, and Harvard will start in fall 2019. The project is fully funded.

Additionally, the MBTA is identifying funding to address stations beyond the Top 10. Scope and schedule of work will be presented to the MBTA Fiscal and Management Control Board (FMCB) for approval by early summer 2019.

## 9. Automated Door Openers

Scope: At least one entrance to each subway station will be equipped with an automated door opener (when doors are required to enter/exit a station).

Update: A timeline for rollout is being prepared, beginning with the Orange Line.

## 10. Path of Travel Improvements

Scope: Leveraging data from PATI surveys, the MBTA will develop a program to address serious path of travel deficiencies (broken curb ramps, sidewalks, etc.) at subway stations.

Update: A prioritized list of locations is being finalized and an on-call design team selected.

### Commuter Rail:

#### 1. Mansfield Commuter Rail Station Renovation

Scope: The project scope includes constructing new compliant mini-highs, new accessible routes to cross under the tracks via MA Route 114, storm-water retention, and new accessible parking.

Update: The new ramps and stairs on each side of the tracks will be in full service mid-summer 2019. Construction of the outbound platform and outbound mini-high work will continue. Expected completion for this phase is fall 2019. Inbound platform and inbound mini-high work will be completed in fall 2019.

## 2. Chelsea Commuter Rail Station

Scope: The MassDOT-led Silver Line Gateway project was divided into two phases: Phase I built 4 of 5 new Silver Line Bus Rapid Transit stops along abandoned ROW. Phase II relocates the existing inaccessible Chelsea Commuter Rail Station to the southwest, near the Market Basket supermarket and shopping area and the terminus of the new Chelsea Silver Line Gateway. The Commuter Rail station will feature two full-high 800'+ platforms, as well as canopies and benches.

Update: A construction contract was awarded in May 2019. Station is expected to be open in 2022.

## 3. Natick Center Station

Scope: The project will make Natick fully accessible. The two inaccessible low-level platforms at Natick Station will be replaced with relocated high-level platforms accessed by elevators and ramps. This relocation work is necessary to facilitate the installation of a third track.

Update: Design reached 90% in April 2019 and 100% is expected by this summer, followed by the selection of a contractor for construction.

## 4. Newtonville, Auburndale, and West Newton Stations—Design

Scope: This project will produce a design to make all three stations accessible via a high-level platform at each station on the northern embankment. Each station will have ramps to access the high-level platform.

Update: The MBTA has selected a design firm, and a timeline for the design process is being developed.

## 5. Winchester Commuter Rail Station

Scope: Capital Delivery will make Winchester Commuter Rail Station fully accessible.

Update: Design is advancing for Winchester Station with 100% design expected in winter of 2020 and construction beginning in spring of 2020. The station

design features full-high platforms, canopies, elevators, and ramps. The project is fully funded through construction. The construction duration is estimated to be three years with completion in spring 2023.

#### 6. Lynn Station and Garage

Scope: Lynn Station and Garage require significant structural repairs and upgrades to various components, including vertical circulation and life safety upgrades.

Update: The MBTA is finalizing a scope of work for design. Upon structural and systems assessment, a detailed project schedule will be developed; however, it is anticipated that the four existing garage and platform elevators will be replaced, as will the station platform. The project has \$60m+ in CIP allocation.

#### 7. Maintenance of Mini-High Platforms

Scope: All mini-highs throughout the Commuter Rail network will be evaluated for structural integrity and usability. Those found deficient will be repaired.

Update: Assessments began in April 2019 and reports are due to the MBTA this summer. The MBTA anticipates prioritizing the worst mini-highs for work beginning summer 2019.

#### 8. Detectable Warnings on Commuter Rail Platforms

Scope: Detectable warning panels will be placed along the edge of all Commuter Rail platforms where they do not currently exist.

Update: The MBTA and Keolis are identifying contracting methods to proceed with installation work on dozens of platforms.

#### 9. Commuter Rail Bridge Plates

Scope: Keolis, SWA, and Railroad Operations will standardize bridge plate design to the greatest extent feasible.

Update: Following the testing of a variety of existing bridge plates, an RFP is being developed for the design of a customized, lightweight bridge plate.

### Vertical Transportation:

#### 1. Downtown Crossing Phase I

Scope: This project includes the construction of two new elevators (within a combined hoistway shaft) to connect the Orange Line northbound (Oak Grove) platform and the Red Line northbound (Alewife) platform.

Update: It is anticipated that the elevators will be in service in the summer of 2019.

2. Andrew 857, 858, 859

Scope: 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 summer of 2019. A shuttle bus is being provided throughout construction.

3. Forest Hills Phase I

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

Update: Construction of the second headhouse with steel erection began in late November 2017 and is expected to become operational in summer 2019.

4. Forest Hills Phase II

Scope: MBTA plans to upgrade the accessibility of Forest Hills Station. Scope includes the replacement of the 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: The MBTA is in the process of procuring an engineering consultant to perform final engineering design and construction phase services. The design will start in fall 2019 and construction will start in early 2022.

5. Harvard 821

Scope: Harvard elevator 821 was built in 1984 and is essentially a 48 inch square. The existing shaft will be expanded to provide an enlarged elevator pass-through cab design.

Update: The Harvard elevator 821 replacement is under construction. The project encountered unforeseen site conditions in the existing elevator shaft; the

MBTA has developed a technical resolution to address this issue. Currently the elevator is scheduled to reopen in winter 2019.

6. Central 861

Scope: The existing shaft of elevator 861 will be expanded to provide an enlarged pass-through cab design.

Update: The Notice to Proceed with construction was issued in June 2017. The project encountered multiple unforeseen existing site conditions during construction. The MBTA has been working to address these issues. Construction is scheduled for completion in spring 2020. A shuttle bus is available to connect customers to Kendall.

7. Alewife 813, 814, 815

Scope: The project includes the replacement in-kind of the existing elevators 813, 814, 815; repair or replacement of certain curb ramps; and minor modifications to restrooms.

Update: Notice to Proceed with construction was issued in April 2017. Construction began in summer of 2018 and will last approximately two years, phasing the process in such a way so as to keep one elevator in service. Elevator 813 is scheduled to open for service in summer 2019, followed by 813 and 814 in early and mid-2020 respectively.

8. Ruggles Phase I

Scope: 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, lower busway improvements, and replacement elevators began in 2018 and will last 30 months.

9. Quincy Adams 805, 806, 807

Scope: The project includes the replacement of two existing garage/lobby elevators and one existing platform/lobby elevator, as well as the addition of one platform/lobby elevator to provide redundant elevators for both the platform and garage. The construction will be phased to keep at least one redundant elevator in service at all times.

Update: The project is under construction and is anticipated to be substantially complete in March 2021, with final completion in April 2021. The first elevator scheduled to be completed and ready to use is the brand new platform/lobby elevator, which is anticipated for May 2020.

#### 10. Downtown Crossing Elevators Phase II and Park Street 808

Scope: The MBTA will construct one elevator that connects the Washington St surface to the Orange Line (both paid and unpaid area) and Red Line southbound areas of Downtown Crossing Station. It also will include an elevator that connects the Orange Line northbound to the Red Line southbound, and an enlarged Elevator 808 at Park Street as an alternate connection between the Orange Line southbound and the Red Line northbound via the Winter Street Concourse.

Update: The MBTA has procured a design consultant for final design and construction phase services. The design will start in summer 2019. Construction funding has not yet been identified.

#### 11. Future Replacement and New (Redundant) Elevators

Scope: The following elevators will be brought to 100% design:

- 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
- 2 new units at Central stair-only exits + 1 replacement

Update: The MBTA is in the process of procuring multiple design consultants for final design and construction phase services. Capital Delivery has selected seven consulting firms to submit proposals for final evaluation and selection. The design will start in fall 2019.

For Central, MBTA has procured a design consultant for final design and construction phase services. The design has started and the construction is scheduled to start by the end of 2020.

## 12. Vertical Transportation Study

Scope: The MBTA will develop a system-wide elevator and escalator replacement plan. 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

Update: The MBTA has procured an engineering consultant to assess the long-term life-cycle condition of the Authority's vertical transportation assets and develop a capital plan. The consultant will start the work in summer 2019.

## 13. Elevator Cleanliness

Scope: An interdepartmental task force comprising Engineering and Maintenance, Operations, Customer Experience, Transit Police, and System-Wide Accessibility will develop and document a protocol for addressing the issue of elevator cleanliness.

Update: The task force will convene this summer.

### Bus Stops:

#### 1. Critical Stops

Scope: In 2015, the MBTA identified 50 of its highest ridership stops that had significant accessibility barriers and warranted reconstruction. Following that effort, in 2017, the MBTA surveyed all 7,690 bus stops and determined that 273 were "critical"—meaning the stop is so inaccessible, customers using wheeled mobility must board/exit in the street. Of these 273, the MBTA determined 170 would be closed. The remaining would be reconstructed.

Update: Of the 170 stops slated for closure, 42 have been closed and the remaining 138 will be. For those stops being reconstructed, 130 stops will be constructed by fall 2019 and the remaining 54 stops are in design, to be constructed intermittently through 2020.

## 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 level and number of barriers present. Bus stops were identified as high, medium, and low priority. High priority stops have more than one significant barrier present such as, but not limited to, a sloped landing pad, narrow sidewalk, lack of a curb, or unusable curb ramp. The MBTA identified 844 stops that are classified as high priority, with multiple barriers to access. The MBTA will be advancing the design and construction of access improvements at these locations.

Update: The MBTA has selected a consultant for planning, design, and construction phase services for the 844 bus stops categorized as high priority. The 844 stops are currently under review for daily ridership; proximity to adjacent accessible stops; and possible transit infrastructure upgrade coordination opportunities. Each bus stop location will be analyzed to determine appropriate action: closure, relocation, or modification. Stops identified for modification will then be reviewed for scope of work.

## 3. Sharing Bus Stop Data and Grant Information with Cities/Towns

Scope: Plan for Accessible Transit Infrastructure (PATI) town profiles will be created to summarize the PATI bus stop counts, scores, and types of barriers for each municipality served by the MBTA bus service. Each packet will be coupled with information regarding grant opportunities that the towns may pursue to potentially aid in advancing work.

Update: The MBTA is working on information distribution for later this year, to be coordinated with the Bus Stop Amenities Program municipal outreach efforts.

## 4. Bus Stop Amenities

Scope: As the MBTA's current 15-year agreement with JCDecaux, its shelter manager, comes to an end, the MBTA is developing and will procure an updated and expanded program of bus shelters and amenities.

Update: Following customer feedback, internal workshops, and financial research done to date, the MBTA will, over the next few months, finalize the scope of the bus shelter and amenity procurement, seek municipal participation in the program, and release a Request for Proposals to the industry.

#### 5. Bus Stop “Ownership”

Scope: Operations, Real Estate, and SWA will post on the MBTA 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 MassDOT GIS Services to upload all of the PATI bus stop data to the GeoDOT GIS mapping tool. The GeoDOT tool will allow the PATI data to be viewable on a map with ownership of each bus stop noted. This data will be reviewed over the coming months.

## 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 six-car consist is scheduled to go into service in the summer of 2019.

#### 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: Work continues on the Red Line test track in advance of the initial pilot car delivery, which is anticipated for late summer 2019. The cars are being tested at the Chinese manufacturer before shipment to the MBTA.

#### 3. Green Line Type 10 Vehicle Design and Procurement

Scope: The MBTA will design and procure the next-generation Green Line train. The procurement will be for 165 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: Stakeholder engagement on vehicle design is expected to take place this summer through the Vehicle Accessibility Advisory Committee (VAAC). An RFP is expected to be released in early 2020, with carbuilder Notice to Proceed in early 2021.

#### 4. Priority Seating Decals on Subway

Scope: The MBTA's new priority seating decal will be installed on existing subway cars.

Update: New priority seating decals will be procured from an outside vendor as part of a broader plan to install new safety-related signs for the existing subway vehicle fleet. Estimated completion of the procurement process is summer 2019. The priority seating signs will be subsequently installed; estimated completion is winter 2020.

## TRAININGS

### 1. Bus Operations

Scope: Operations and SWA will review and revitalize the eight-hour accessibility Recertification Program. The training will include classroom and hands-on material, as well as videos documenting first-person perspectives from customers with disabilities.

Update: SWA and Bus Operations have begun meeting to develop the itinerary and overall scope of the program. Focus groups with bus operators and customers are planned for this summer. A complete draft of the training is expected by the end of fall.

### 2. Subway Operations

Scope: Operations and SWA will review and revitalize the accessibility-related modules within the Subway Recertification Programs. The training will include videos documenting first-person perspectives from customers with disabilities.

Update: This initiative will be undertaken once the new Bus Recertification Program training has been drafted.

### 3. Transit Ambassadors

Scope: SWA will work with Block by Block (the Transit Ambassadors contractor) and MBTA Customer Experience to review and revitalize the accessibility

training module for newly hired Ambassadors. The training will include classroom and hands-on material, as well as videos documenting first-person perspectives from customers with disabilities.

Update: SWA has finished a thorough review of the current training, chosen a new delivery format, and begun work on updated materials. The curriculum will continue to be developed through the summer of 2019.

#### 4. Transit Police

Scope: The MASS Collaboration (comprising SWA, BCIL, MBTA Transit Police, and the Boston Area Rape Crisis Center) will develop and implement a curriculum for a disability-based training for Transit Police Officers.

Update: The MASS Collaboration has completed development of a curriculum for a disability-based training program for Transit Police Officers. In March 2019, using the newly developed curriculum, the MASS Collaboration facilitated a pilot training class for approximately 18 Transit Police Detectives and Supervisors. The next objective for the Collaboration is to refine the program curriculum using constructive feedback collected from the pilot training attendees. Once edits are complete and the revised curriculum is approved, the Collaboration intends to assist the Transit Police Department in fully implementing a training program for officers in winter 2019.

#### 5. Senior Leadership

Scope: SWA will develop an access-related training module for Senior Leadership to undergo upon hire/promotion. (Senior Leadership constitutes staff at Director level and above.)

Update: The outline for this training will be developed in late 2019-early 2020.

#### 6. Bus Evacuation Drills

Scope: System-Wide Accessibility, Security, Safety, and Operations will collaborate to implement a series of bus evacuation drills focused on the potential impacts on customers with disabilities.

Update: SWA, in cooperation with MassDOT Security & Emergency Management and MBTA Operations, plan to perform a series of small-scale bus emergency evacuation drills in late summer 2019. The drills will be based on scenarios—crafted by SWA—that are designed to test the ability of MBTA personnel to assist in the evacuation of customers with various physical and sensory disabilities in a safe and expeditious manner.

## **CUSTOMER COMMUNICATION / OUTREACH**

### **1. Tracking Accessibility-Related Customer Complaints and Feedback**

Scope: The MBTA will finalize enhanced guidelines for tracking and resolving accessibility complaints. Additionally, a new module within the MBTA's complaint database will be created to facilitate information-sharing and data analysis internally.

Update: Investigation/resolution guidelines are being finalized and will be issued this summer. This June, the MBTA IT Department will implement the new Investigation Form in the IRIS (HEAT) customer complaint database. MBTA Supervisors who are responsible for investigating accessibility complaints will be required to use the form to document all of the information pertinent to the investigation and resolution for each complaint. Training for staff is being provided now.

With the implementation of the Investigation Form, SWA will be capable of generating the quarterly Accessibility Customer Complaint Report solely through IRIS. All quarterly complaint reports subsequent to Q2-19 will be produced by SWA using this modernized method of reporting.

Going forward, SWA will also meet with MBTA Operations to present findings following the issuance of each quarterly complaint report.

### **2. Notifying Customers of Upcoming Work**

Scope: In concert with the Title VI Public Participation Plan, the MBTA will develop a public engagement plan for seniors and people with disabilities.

Update: The MBTA is updating all required contact information and is building out processes for notifying these key organizations when appropriate.

### **3. Marketing Campaign**

Scope: 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: The MBTA has contracted with the advertising agency Boathouse, Inc. to assist SWA and Customer Experience in the design and deployment of a marketing campaign for fixed-route access. Over the course of the spring of 2019, objectives for the campaign were identified by SWA and early options presented by Boathouse. SWA is currently in the process of providing feedback

for these options; additional input from customers will be solicited in the coming months.

4. Audio equivalency policy

Scope: The Customer Technology Department (CTD) and SWA will develop a policy that defines when, and by what means, digital signage must have an audible component.

Update: Throughout the spring of 2019, representatives from SWA and CTD have met regularly to work on drafting an audio equivalency policy for digital signage. A completed draft is expected this summer.

5. Advertising Panels—Audio Solution

Scope: As part of a digital display screen roll-out, the MBTA will develop an app for making the screens' text-based information available audibly via a smartphone application.

Update: The Access/MBTA application has been developed as a Bluetooth beacon-based audio solution for digital screen displays. The application is now being tested at North Station, Park Street, and some of Downtown Crossing where Bluetooth beacons have been deployed. The application code has been handed over from the developer to the MBTA Customer Technology Department for continued user testing, before scaling to additional station locations planned for fall 2019.

6. Fixed-Route Brochure

Scope: SWA will update its core promotional brochure, originally published in 2012 and titled Accessibility at the MBTA: Your Guide to Fixed Route Services. New sections will be dedicated to the Riders' Transportation Access Group (R-TAG) and the MBTA Travel Training Program.

Update: New brochure text has been written, including sections on R-TAG and Travel Training, and language translations are complete. Photography and other graphics have been selected and formatting is being finalized. The brochure is expected to go to print in summer 2019.

7. Stop Announcements

Scope: SWA and Bus Operations will develop a policy denoting when and/or where bus operators are required to make stop announcements along a route if the automated announcement system is not functioning.

Update: This initiative will be undertaken throughout the rest of the year in conjunction with the new Bus Operations training.

#### 8. Improved Coordination with Cities and Towns

Scope: The MBTA will establish a protocol for communicating key accessibility information to the municipalities it serves in order to better collaborate on providing accessible service. This may include the sharing of information on bus stop snow removal guidance, strategies for keeping bus stops clear of illegally parked vehicles, etc.

Update: An agency-wide municipal coordination plan is underway. Currently a new piece of software is being evaluated which is designed to coordinate communications with municipal staff and the MBTA. Additionally, contact lists for key external municipal stakeholders are being updated.

#### 9. Transit Education

Scope: In collaboration with the Human Service Transportation Office, SWA will develop a program of information-sharing about community transportation options, tools, and resources with aging and disability service providers; other social service agency staff; and individual riders.

Update: Content is under development.

#### 10. Transit Education—Boston Children’s Hospital

Scope: SWA will partner with staff from Boston Children’s Hospital to provide information on fixed-route accessibility.

Update: A program is under development that will provide monthly travel training sessions to parents of children who are staying at Boston Children’s Hospital for long periods of time, as well as equip hospital staff with fixed-route service resources.

#### 11. Transit Education—UMMS

Scope: SWA will partner with the University of Massachusetts Medical School (UMMS) to develop a curriculum on transportation as an important element of health, and to integrate that curriculum into UMMS’ existing multidisciplinary clerkship program.

Update: A curriculum is under development that will teach future physicians about how transportation policy is made, as well as what transportation and

other mobility resources are available for patients and how to access them in various communities of the Commonwealth.

## **SYSTEM –WIDE OVERSIGHT**

### **1. System-Wide Accessibility**

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

Update: This policy will be drafted in the second half of 2019.

### **2. PATI Website**

Scope: SWA will build a web page dedicated to updating customers on PATI and the MBTA's efforts to expand access system-wide.

Update: SWA and the Customer Technology Department will be working to map out the contents and structure of the page throughout the end of this year.

### **3. Maintenance and Barrier Reporting**

Scope: MBTA station inspectors will perform regular station walk-throughs in accordance with protocol, and will report on station cleanliness, lighting, and notable barriers. Accessibility defects will be entered into a maintenance control database and coded for priority.

Update: The MBTA's Engineering and Maintenance Department (E&M) has a new maintenance tracking database for logging accessibility barriers and other maintenance issues. SWA is in the process of working with E&M to establish a regular reporting schedule for when accessibility barriers are submitted, outlining the output map, and a clear prioritization protocol for the database.

### **4. The Design Guide to Access**

Scope: The MBTA will publish The Design Guide to Access to provide clarity on design expectations as well as best practices in universal design.

Update: Over the course of the last year, The Design Guide to Access team has developed technical guidance content and book layouts for several chapters of the guide. Internal MBTA staff have reviewed several of the realized chapters, such as "Snow Removal" and "Temporary Paths of Travel," for feedback and comment. A full initial draft is expected by the end of this year.

## 5. Snow Removal Monitoring

Scope: The Internal Access Monitoring Program will incorporate a mechanism to better assess the quality and timeliness of snow removal at bus stops for which the MBTA has taken responsibility (currently stops along the 15 Key Bus Routes). A protocol will also be developed for reporting any deficiencies to maintenance teams in real time.

Update: Protocols are under development and will be implemented this coming winter.