



Charles D. Baker, Governor  
Karyn E. Polito, Lieutenant Governor  
Stephanie Pollack, MassDOT Secretary & CEO  
Brian Shortsleeve, Chief Administrator and Acting General Manager



December 5, 2016

Dear MBTA Customer,

Accessibility continues to be a key priority for the MBTA. In 2015, the MBTA documented a set of concrete access initiatives that, when taken together, represent the next step towards advancing access system-wide. Since then, a number have been completed and new commitments have been added. These projects continue to be based on your feedback, commitments outlined in the MBTA/BCIL Settlement Agreement, as well as specific priorities identified by SWA.

It has been a busy and productive six months. The following semi-annual report contains an update on each initiative. Highlights include:

- Completion of accessibility surveys at over 6,000 bus stops
- The implementation of a new and improved travel instruction contract
- The finalization of the priority seating signage design
- Procurement of 170 Stryker evacuation chairs for placement on Commuter Rail

In addition to the progress made on these initiatives, many others are well underway or are in the planning stages for 2017. If you would like additional information on any particular initiative, or would like to suggest an area of focus, please contact us at [SystemWideAccessibility@mbta.com](mailto:SystemWideAccessibility@mbta.com).

As always, we thank you for your support as we work towards achieving our goal of making the MBTA a model transit system that is accessible to all.

Sincerely,

Laura Brelsford  
Assistant General Manager  
Department of System-Wide Accessibility

# **MBTA System-Wide Accessibility Initiatives**

December 2016 Update

## PLAN FOR ACCESSIBLE TRANSIT INFRASTRUCTURE

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 tablet-based bus stop survey tool was finalized and surveys of bus stops have been underway since September. To date, 6,421 surveys have been completed. It's expected that all bus stop surveys will be completed by the end of December.

The tablet-based survey tool is currently under development. Station surveys will commence in Spring 2017.

2. The MBTA will develop criteria to assist in prioritizing the removal of access-related barriers identified in PATI.

Update: In September, the MBTA met again with the PATI Engagement Committee to review the data sets compiled by SWA and CTPS that may be used to identify station priorities. The group discussed what weights might be given to specific criteria such as station accessibility status, daily ridership, proximity to alternate accessible stations, nearby RIDE ridership, census data related to seniors and people with disabilities, low-income status, and minority status. Based on the feedback received, the MBTA will be developing proposals for a prioritization formula to review at the next Engagement Committee.

With respect to bus stops, based on early survey results, the MBTA has identified a number of stops deemed "critical" for elimination or improvement. These are stops that are fundamentally inaccessible and would require customers to board from the street. By the end of this winter, all critical stops will be either eliminated or assigned to a design consultant tasked with designing modifications to the stop.

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: This initial report will be issued upon completion of station/stop surveys.

## VEHICLE MAINTENANCE

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 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: An automated version of the draft report developed last January has been created. SWA is now working on finalizing a template for the executive summary that will condense all of the raw data contained within the current report.

## BUS OPERATIONS

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: SWA and Operations have drafted a Special Order regarding when and how a bus is taken out of service if a broken lift or ramp is discovered. The Special Order will be issued this winter.

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: These guidelines will be issued alongside the policy regarding broken lifts/ramps (Initiative #6).

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

Update: A contract has been established with the vendor responsible for programming this upgrade and the upgrade is expected to be completed in early 2017.

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

Update: In October, 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.

While the design of the new decal is finalized, a timeline for the printing and installation of new signs has not yet been solidified.

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.

This initiative is now complete.

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. However, a timeline for the printing and installation of new signs has not yet been solidified.

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 and has been undergoing internal review. In November, SWA, Bus Ops, Service Planning, Capital Delivery, MassDOT Highway and the Federal Highway Administration met to review an updated draft and discuss internal processes that will need to be developed to ensure compliance with standards. Work will continue into 2017.

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.

## 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 will be formally documented by SWA and the Security Department in late 2016/early 2017.

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 2017 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. Beginning in 2017, Operations and SWA will begin documenting response plans for emergency diversions that happen on a more regular basis.

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.

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

Update: SWA and Railroad Operations identified the number of chairs required to ensure coverage on all trains—approximately 170. Chairs have arrived and are currently being installed throughout the Commuter Rail fleet.

## VEHICLE ENGINEERING

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 three times. VAAC members provided invaluable feedback on new Priority Seating decals, bus seat and stanchion arrangements as well as learned of the design work for new Red/Orange Line subway cars, Green Line Type 9 cars and 2 new ferries.

On December 7, 2016 VAAC members will see and experience the latest new buses. Looking ahead to spring 2017, all of the 325 new buses will be on site and entering service, a new catamaran ferry will be delivered, Red/Orange Line subway car design will be nearing completion and work will begin on the solicitation of design services for Green Line Type 10 cars.

## AUTOMATED FARE COLLECTION

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.

21. The MBTA will develop a policy to include at least two accessible faregates at all new stations. Additionally, a second accessible faregate 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 the internal working standard. This will be formalized in the forthcoming Design Guide for Access. Additionally, as the MBTA looks ahead to AFC 2.0, opportunities for the inclusion of additional accessible faregates may be identified.

## 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: SWA and Subway Operations are working to coordinate announcement expectations and scripts across all lines. A Special Order will be issued in early 2017.

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 2017.



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: These rule reminders are being coordinated with additional rulebook revisions and will be issued in early 2017.

## VERTICAL TRANSPORTATION

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

Update: In October 2015, SWA, Capital Delivery, and Engineering & Maintenance met to discuss the approach to developing an elevator and escalator replacement plan. In late 2016/early 2017, a firm specializing in vertical transportation will be tasked with:

- 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 design of next set of replacement elevators. Number of units to be determined.

Update: The 2017-2021 Capital Investment Plan (CIP) includes a line item for \$16 million for the design of future new and replacement elevators. Capital Delivery and SWA have established two contracts to advance the effort. Units/Stations were selected based on a variety of criteria established in 2008 and recently updated.

The first contract identifies the following 30-32 elevators that will be brought to 30% design, with the intention of advancing them to 100% thereafter. Units include:

- 2 replacement units at Wood Island
- 1 new unit at Sullivan lower busway and 2 replacements
- 3 new units at Davis and 2 replacements
- 2 new units at Chinatown and 2 replacements
- 2 new units at North Station--Valenti Way Lobby to OL platforms
- 1-2 new units at State Street City Hall entry and 2 replacements
- 1 new unit at Mass Ave and 1 replacement to OL platform
- 2 new units at Broadway and 2 replacements
- 1 new unit at Jackson Square and 1 replacement to OL platform

The second identifies the following 28-34 elevators that will be brought to 30% design at which point it will be determined which should advance to 100%. Units include:

- 3 new units at Tufts--South Cove entrance
- 2 new units at Central Sq and 1 replacement
- 2-3 new units at Readville CR from Franklin platform to inaccessible west parking lot/neighborhood entrance and supplement ramp system to Hyde Park Ave
- 1-2 new units at Fenway to connect to Park Drive/Beacon St
- 3 new units at Arlington St at Berkeley exit
- 3 new units at Prudential and 3 replacements
- 2 new units at Beachmont and 2 replacements
- 2 new units at Courthouse and 2-4 replacements
- 2 replacement units at Wellington

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

Update: In early 2017, SWA and E&M will be documenting a set of responsibilities, to be assumed by SWA, regarding the provision of this oversight.

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: A schedule for these regular occurring meetings will be established in late 2016.

29. Capital Delivery will finalize the Capital Delivery 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 is 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 construction will be substantially complete in early 2018.

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

Update: The finalization of agreements with the City of Cambridge is still underway but expected to be complete within weeks. A Notice to Proceed is expected in early 2017.

31. Capital Delivery will finalize the Capital Delivery of Park 804 and 808 elevator replacements.

Update: Demolition of the headhouse and shaft of elevator 804 has begun and elevator reopening is expected in mid-2017. Design work for 808 will be completed in late 2017, with construction completed in 2018.

32. Capital Delivery will finalize the Capital Delivery of Central elevator 861 replacement.

Update: The finalization of agreements with the City of Cambridge is still underway but expected to be complete within weeks. A Notice to Proceed is expected in early 2017. A shuttle bus will be provided between Central and Kendall throughout construction.

33. Capital Delivery will finalize the Capital Delivery of Tufts 872, 879, 880 elevator replacements.

Update: Notice to Proceed was issued in October. Construction will begin in Spring 2017 and elevators will reopen in Spring 2018. A shuttle bus will be provided between Tufts and Back Bay throughout construction.

34. Capital Delivery will finalize the Capital Delivery of Andrew 857, 858, 859 elevator replacements.

Update: Notice to Proceed was issued in October. Construction will begin in late 2017 as construction of Tufts' elevators winds down and elevators will reopen in late 2018. A shuttle bus will be provided throughout construction.

35. Capital Delivery will finalize the Capital Delivery of Alewife 813, 814, 815 elevator replacements.

Update: Design work for these three elevators was completed in Summer 2016. Following design completion, the MBTA determined it was necessary to install an oil water separator and direct discharge to existing sewer line in the station. A Notice to Proceed for the elevator replacements is expected in early Spring 2017.

36. Capital Delivery will finalize the Capital Delivery of Quincy Adams 805, 806, 807 elevator replacements.

Update: Design work was completed in April 2016. However, after reviewing the customer service impacts and cost of providing shuttle service for approximately one year (to mitigate the elevator outage),

a decision was made to fast-track the design of a redundant elevator to the Red Line platform. Design should be completed by mid-2017.

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 MBTA has finalized the template for Out Of Service notifications, which includes detailed alternative service information for each unit. A procedure for posting this signage has been finalized and will be implemented in early 2017.

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

Update: In October 2015, SWA, Capital Delivery, and Engineering & Maintenance met to discuss an approach to developing an elevator and escalator replacement plan. In late 2016/early 2017, a firm specializing in vertical transportation will be tasked with:

- reviewing and revising prioritized inventory of existing units
- determining what future changes may be needed to 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

## 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 2015/2016 Snow & Ice Plan, basic parameters were 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. These guidelines were utilized last winter, however, their effectiveness was difficult to

measure due to a lack of snowfall. Their effectiveness will be monitored throughout this coming winter and additional guidance will be developed as needed.

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: This information will be obtained and verified as part of the Plan for Accessible Transit Infrastructure (PATI). SWA has obtained stop location data and is working with the relevant departments to identify ownership and maintenance responsibilities.

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 early 2017.

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 convene a working group to advocate for proper maintenance.

## 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 the fall of 2015, a workgroup consisting of representatives from SWA, Customer Communications, Operations Control Center (OCC), and Bus and Subway Operations was created to advance the needed improvements to the customer complaint process that have been identified. This group has developed a series of policies/procedures that are currently being finalized, including:

- complaint investigation guidelines for Bus and Subway Operations management;
- a training module for Customer Communications Agents on proper documentation and response to customer accessibility complaints;
- rules that outline the responsibilities of Customer Communications Agents during complaint intake process and
- requirement for Customer Communications supervisors to review all accessibility complaints following their submission.

Additionally, a plan to upgrade the complaint intake/tracking database has been developed and funds have been identified to support the effort. This upgrade will improve the quality control of intakes and facilitate tracking and oversight of complaints by Operations' management and SWA. A timeline for the rollout of the software upgrades has not yet been finalized.

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 have drafted a revised procedure for providing Braille/alternate format schedules to customers upon request and will update and retrain staff in early 2017.

## SUBWAY OPERATIONS

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

Update: A review of the existing database of callbox locations identified a number of inconsistencies. A resurvey is currently being conducted and should be conducted by spring 2017.

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. A cost estimate is currently being developed for the installation of CAAs at all remaining Heavy Rail stations in order to leverage external consultants to expedite the project.

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: A survey of all stations was conducted in September to identify where TTYS are located and functioning. In early 2017, the MBTA will develop a plan for fulfilling this initiative.

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.



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 boards. The MBTA is currently working to develop a solution for broadcasting information audibly.

## 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 70% completion. In 2017, 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 2017 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 2017.

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 2017.

## INTERNAL ACCESS MONITORING

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

Update: Updates to the Monitors' Handbook are being finalized, five out of six training videos have been completed and will be closed captioned, and a training PowerPoint is currently under development.

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 have been developed and are currently undergoing copyediting.

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 completed 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: In September 2015, IAM Program’s policies were updated to ensure alternate service routes are monitored. Since then, only a handful of alternate service trips have been monitored. Going forward, SWA will be collaborating with Operations to identify all future planned diversions, to better schedule monitoring trips.

## 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 November 2015, the MBTA hired a Title VI specialist as part of its Office of Diversity & Civil Rights (ODCR). During 2016 ODCR initiated an effort to restate major policy that ensures equity analyses in the instance of proposed major service changes and all fare changes. This effort has involved a series of meetings with key stakeholders and members of the general public, and will result in a policy recommendation to the FMCB for adoption by January 2017.

Outreach included groups that represent seniors and people with disabilities. In 2017, SWA and ODCR will collaborate to develop a public engagement plan for seniors and people with disabilities.

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 2017 in coordination with marketing materials developed for the MBTA's forthcoming 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 enhancing AACT and improving customer engagement were issued by Judge King, the Independent Monitor of the MBTA/BCIL Settlement Agreement. A community ad hoc committee is currently being formed to help develop new and improved structures and processes.

## 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 MBTA issued a Request for Qualifications in October and proposals were reviewed. Three firms have since been issued a Request for Proposals and they are due in mid-December. A consultant will be selected by the end of January 2017.

## STATION UPGRADES

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 will be completed in late winter 2017 with an expectation of going out to bid in April 2017. Construction may take up to 2 years.

66. Capital Delivery will reconstruct Mansfield Commuter Rail Station, including building an accessible connection between the Inbound and Outbound portions of station.

Update: Design for Mansfield is complete. Construction is scheduled to begin in spring 2017.

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.

68. Capital Delivery will finalize the design of a fully accessible Winchester Commuter Rail Station.

Update: The design for Winchester was expected to be complete by April 2016. However, Winchester's concerns and discussions with the Department of Public Safety regarding lighter, more modular platform designs delayed design completion significantly. The design is currently at 30% and will progress throughout 2017.

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/Saint Paul and the demolition of the four existing stations. The design will be completed by the summer 2017. It was forecast that the project would be bid in 2017 and completed in spring 2019, however, construction can only commence following completion of the reconstruction of Commonwealth Ave. and the Commonwealth Ave bridge over the MassPike, both projects by MassDOT Highway. Currently, Capital Delivery is working to have the MassDOT contractor construct the project as a change order work to be awarded by April 2017.

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 begun the surface street realignment. Following that, improvements to the second headhouse and upper busway will begin, with work ending in first quarter of 2018.

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.

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

Update: Design for an accessible station approaches 90%. However, funding for construction has not yet been identified.

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: Funding for this work has been identified. Design work will begin in December 2016 and construction will occur in summer 2017.

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: Funding for Capital Delivery work was secured as part of the 2016-2017 CIP. Meetings have been held with the designer to firm up the scope and cost for the 0-30% design. Notice to Proceed for design will be issued by end of 2016.

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.)

## COMMUTER RAIL

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

Update: SWA and Keolis have been collaborating on an accessibility-focused training since late 2015. Work was put on hold by SWA in mid-2016 while other initiatives advanced. However, work will resume in 2017.

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

Update: In October, SWA and RR0Ps began a review of alternative bridgeplates for use on Commuter Rail including Amtrak's new bridgeplate. Reviews will continue throughout 2017.

## 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) received grant funding to develop this training throughout 2017.



In the meantime, SWA developed and delivered a module to TPD Lieutenants that focused on providing accommodations.

## INFORMATION TECHNOLOGY

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

Update: The MBTA's web team has developed several key components of the new site that are currently being reviewed. These include—a new landing page, enhanced service alerts, improved schedule pages, better trip planning functionality and new station information pages. The team has partnered with the Institute for Human Centered Design to ensure all aspects are fully accessible.

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: Work on this initiative will begin in 2017.

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

Update: MassDOT has established 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 into 2017.

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 formalized during late 2017. The MBTA now has access to a state blanket contract that

greatly simplifies the procurement of accessibility-focused IT specialists.

## MOBILITY MANAGEMENT

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 and trainings are currently underway.

The initiative is now complete.

## 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 2017.

## ***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.

## BUS OPERATIONS

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

The MBTA intends to retire the approximately 60 remaining high-floor buses by the end of 2017.

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

Update: Bus Operations contracted with a consultant who has investigated how other transportation agencies approach the pre-trip inspection process and what the current state of technology is. The benchmarking revealed that the vast majority of agencies still use a pen and paper approach, as does the MBTA. Bus Operations then piloted a tablet-based inspection solution, Zonar, on 10 buses at a single garage and is currently evaluating the costs and benefits of implementing such a system.

## STATION UPGRADES

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: This effort has been split into two contracts. The first focuses on remaining subway stations—namely the remaining Green Line stations. The second focuses on the remaining Commuter Rail stations. Notice to Proceed for both contracts is expected in December.

89. Capital Delivery will make Wollaston Station fully accessible.

Update: Construction is scheduled to begin in spring 2017. The station will be shut down for approximately 18 months while under construction.

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

Update: The design for Winchester was expected to be complete by April 2016. However, Winchester's concerns and discussions with the Department of Public Safety regarding lighter, more modular platform

designs delayed design completion significantly. The design is currently at 30% and will progress throughout 2017.

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

Update: Auburndale design will be completed in late winter 2017 with an expectation of going out to bid in April 2017. Construction may take up to 2 years.

92. Capital Delivery will make Newton Highlands Station fully accessible.

Update: Notice to Proceed for design is expect in December and expected to reach 100% in mid-2017.

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: Construction on the new platform, busway elevator and lower busway improvements is expected to begin in early 2018 and take just over one year. Work on the five replacement elevators will begin in early 2019.

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: Funding for Capital Delivery work was secured as part of the 2016-2017 CIP. Meetings have been held with the designer to firm up the scope and cost for the 0-30% design. Notice to Proceed for design will be issued by end of 2016.

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

Update: A conceptual design is expected in January 2017.

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

Update: A Notice to Proceed for design is expected in December. Design is expected to reach 15% by April 2017.

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

Update: The contract for the design consultant is expected to be formally initiated in January 2017 and will likely take 18 months to complete.