



System-Wide Accessibility at the MBTA

Noteworthy Updates regarding Fixed-Route Service June-November 2017

General:

- On November 30, 2017, the MBTA published updates on current “Access Initiatives”—80+ on-going accessibility-focused projects
- Plan For Accessible Transportation Infrastructure (PATI)
 - All bus stop surveys have been completed and modifications to 130 of the least accessible are planned for this Spring
 - 178 Station surveys have just been completed
 - Prioritization criteria for barrier removal is under development
- At the end of our first year of travel instruction, 501 people received large or small group system orientation training and 46 have received intensive one-on-one travel instruction. 42 of these 46 individuals graduated, i.e. learned how to travel on the MBTA’s system safely and independently.
- A brand new, more accessible mbta.com launched in September
- An RFP was issued and budget approved for AFC 2.0—the T’s next-generation fare collection system
- Contract finalized for the for the “Design Guide to Access”—a resource regarding access standards and best practices relevant to the MBTA
- In collaboration with MassDOT and GATRA, the MBTA populated an accessible, on-line, searchable directory of public and private transportation services available throughout the Commonwealth. The directory is available at www.massridematch.org.

Station Access:

- Wollaston, last inaccessible Red Line station, to be made accessible by Summer 2019.
- Conceptual Designs completed for all inaccessible subway and Commuter Rail stations except Boylston and Bowdoin
- Elevators operational 99.4% of time; Escalators operational 98.9% of time (June 2017 through November 2017)
- Elevator replacements moving forward:

- Park (804) will reopen this Winter!
- Tufts (872, 879, 880) to reopen this Spring 2018.
- Harvard (821), Central (861), Andrew (857, 858, 859), Alewife (813, 814, 815): Designs at 100%, construction to begin next year
- 60+ other elevators at 15% design; Designs will progress based on funding availability and coordination with other upgrades

Vehicle Access:

- All 325 new low-floor buses with improved interior access have arrived
- 252 Red, 216 Orange & 24 Green Line cars on order, Initial OL pilot cars arrive in December 2017
- New MBTA ferry, *Glory of the Seas* is now in service to Hingham
- Bus Operators' badge numbers now broadcast audibly and visually

How to Learn More:

- Sign up to observe an Operations' Bus Operators' Recertification or Security training by contacting KEchols@mbta.com or 617-222-5254
- Learn more about attending a free System Orientation session or One-on-One Travel Training offered by the MBTA by contacting HowToTravel@mbta.com or 617-337-2756
- Ask a question, file a complaint or commendation by calling the Customer Support Services Center at 617-222-3200 or by going to "Contact Us" at www.mbta.com.
- Customer Engagement Committee:
 - The MBTA continues to work with Judge King, Greater Boston Legal Services, AACT, and community stakeholders to create a new customer engagement committee that is able to comment on and advocate for accessibility improvements to the MBTA
 - Contact Jessica Podesva at (617)-603-1664 jpodesva@gbls.org
- Follow accessibility news on Twitter! #TAccess

Judge King's next public meeting will is scheduled for 6/13/17, 5-7PM
 Visit www.mbta.com for details and updates.