



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



November 30, 2017

Dear MBTA Customer,

As 2017 comes to an end, we are pleased to share the enclosed updates on the MBTA's current accessibility initiatives. They include a diverse 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.

This semi-annual update includes the current status of each initiative, as well as an addendum that includes the projects that were recently completed and removed from the list. Highlights from this issue include:

- Comprehensive accessibility surveys at 178 stations have been completed as part of the Plan for Accessible Transit Infrastructure (PATI)
- Operators' badge numbers are now shared audibly and visually on all buses
- The launch of a brand new, more accessible mbta.com!

In addition to the progress made on these initiatives, many others are well under way. 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**

November 2017 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 Bus Stop Survey Tablet Application was developed and deployed for field work in September of 2016. All 7685 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 are under design and will be reconstructed in spring 2018. Dozens more are pending evaluation.

The Station and Commuter Rail Stop Tablet Application development started in spring 2017 and field testing began in August 2017. The Station and Commuter Rail 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. The Station surveys are now undergoing the QA/QC review process before Station reports are generated.

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

Update: The PATI External Engagement Committee convened again in May 2017 to review Bus Survey progress, data metrics, and possible options for prioritization criteria. The group was

presented with examples of various stop surveys and the start of scoring options for bus stops. The status of the Station tool, station tool questions and the hierarchical relationships between sections and elements was presented. The group plans to meet in Jan 2018 to have a dedicated prioritization criteria conversation.

Formal recommendations regarding prioritization are expected spring/summer 2018.

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

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

This initiative is now complete.

7. See addendum for previously completed initiatives.
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 ordered for all existing buses and a timeline for their production and installation of is now being finalized.

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. SWA and Operations are currently working to identify appropriate locations on Subway vehicles.

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.

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, and will be issued shortly. .

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 2018 and revisions will ensure appropriate emergency preparedness material is incorporated.

Additionally, in June 2017, a detailed accessibility module was developed by SWA, Ops, customers and Block by Block, the vendor responsible for staffing select locations with Transit Ambassadors.

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 2018, 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. Currently, there is at least one evacuation chair on 90% of train sets.

## **VEHICLE ENGINEERING**

19. See addendum for previously completed initiatives.

## **AUTOMATED FARE COLLECTION**

20. See addendum for previously completed initiatives.
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 faregates 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, new fare arrays will be required to have two accessible gates.

## **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 2018.

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 2018.

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 2018.

## **VERTICAL TRANSPORTATION**

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

Update: The MBTA continues to work through scope and budget negotiations with the selected contractor. Assuming these issues are resolved by January 30<sup>th</sup> 2018, the contractor will then accomplish the following tasks within 2018:

- 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 \$10 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 were recently updated.

The first contract identifies the following 29+ elevators that will be brought to 15% design, with the intention of advancing them to 100% thereafter as funding and elevator priorities dictate.

Units include:

- 2 replacement units at Framingham CR Station
- 2 replacement units at Wood Island
- 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
- 1-2 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

The second contract identifies the following 30+ 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 at South Cove
- 2 new units at Central stair only exits + 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 / emergency entrance
- 3 new units at Prudential + 3 replacements
- 2 new units at Beachmont + 2 replacements
- 2 new units at Courthouse + 2-4 replacements (depending on water damage)
- 2 new units + emergency egress and 2 replacement units at Wellington

Design work began in March 2017, with preliminary designs due at year's end 2017. A selected group of elevators will be advanced to final design based on priority and available remaining funds. Additional funding request will be needed to complete the design and construction for all the elevators in the program.

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

Update: In 2018, 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 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 Mid 2018.

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

Update: Design has been completed and a notice to proceed with construction was Issued in June. Construction is expected to begin in spring of 2018 and to last approximately one year.

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

Update: The shaft for Elevator 804 is complete and the elevator cab is being installed. The anticipated reopening of the elevator is in winter 2017/2018.

Design work for 808 will be completed in late 2017. Bidding is anticipated in early 2018 with construction starting in fall of 2018. The elevator will be out of service for six months.

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

Update: The notice to proceed with construction was issued in June. Construction is expected to begin in spring of 2018 and to last approximately one year.

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

Update: The notice to proceed with construction was issued in October 2016. Elevators were taken out of service on October 16, 2017 and elevators will reopen in spring 2018. A shuttle bus is provided between Tufts and Back Bay Stations throughout construction.

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

Update: The notice to proceed with construction was issued in October 2016. Construction will begin in mid-2018 as construction of Tufts elevators winds down... A shuttle bus will be provided throughout construction

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

Update: The notice to proceed with construction was issued in April. Construction is expected to begin in spring of 2018 and 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 Capital Delivery of Quincy Adams 805, 806, 807 elevator replacements.

Update: Bidding is anticipated in early 2018 with construction starting by summer of 2018. The project duration is anticipated

to be 2 years with elevators phased to keep one elevator in service.

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 is still under review.

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

Update: The MBTA continues to work through scope and budget negotiations with the selected contractor. Assuming these issues are resolved by January 30<sup>th</sup> 2018, the contractor will then accomplish the following tasks within 2018:

- 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
- development of escalator standard

## **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. These guidelines were utilized last winter; however, suggestions have been made regarding how to enhance the guidelines and they will be developed this winter.

Additionally, in October 2017 the Metropolitan Area Planning Council (MAPC) hosted a meeting to allow MBTA and representatives from 25 cities and towns that have high-ridership bus stops. The meeting focused around snow removal coordination, directed efforts to identify key areas for snow clearance and highlight difficulties with maintaining cleared pathways. The Municipal Partners plan to meet quarterly moving forward to continue discussing snow removal coordination.

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 2018.

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.

## **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: Since the last update, a number of important changes regarding the handling of customer complaints have been implemented. The role of receiving calls (questions, complaints, trip planning) has been assumed by a contractor who will begin receiving calls in June. Call Center staff training curriculum regarding accessibility complaints was developed by SWA. Customer Communications supervisors will be required to review all accessibility complaints following their submission.

Also notably, a software upgrade for the customer complaint database (HEAT) has been procured which will facilitate the tracking and reporting on of complaints. Finally, complaint investigation guidelines for Operations has been finalized and will be implemented in early 2018.

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 the new Call Center team is being trained on its requirements. Final materials expected in January.

## **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 has been conducted and descriptions of each location are being drafted, and will be posted in early 2018.



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 for the installation of CAAs at all remaining Heavy Rail stations in order to leverage external consultants to expedite the project is still underway.

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. Permits have been pulled for identified locations. A timeline for the removal of non-compliant phones is being developed.

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 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 2018, 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 2018 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 2018.

Additionally, in June 2017, a detailed accessibility module was developed by SWA, Ops, customers and Block by Block, the vendor responsible for staffing select locations with Transit Ambassadors.

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 2018.

### **INTERNAL ACCESS MONITORING**

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

Update: Following the loss of the program's long-term coordinator, all training materials are being reevaluated and enhanced. A final curriculum is expected in spring 2018.

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: The Title VI Unit, in the Office of Diversity and Civil Rights, submitted the MBTA's 2017 Title VI Triennial Report to the Federal Transit Administration. Over the next three years, the

Title VI Unit take on key tasks to implement this program, including:

- a. Convene an internal Title VI Working Group to support the MBTA's civil rights compliance obligation.
- b. Assess public-facing departments to identify potential risk factors for non-compliance, and train on Public Participation compliance for Title VI and ADA purposes.

Additionally, the Title VI Unit has revised the MBTA and MassDOT Public Participation Plan and will be introducing the draft document for public comment through outreach, including online and public meetings, designed to reach all constituencies, including minority, low-income, and individuals with disabilities. Furthermore, the MassDOT Office of Diversity and Civil Rights conducted a statewide public comment process for the Highway Division's ADA Transition Plan, which provided community members with an opportunity to learn, ask questions, and provide input on the results of the plan, including the prioritization of curb cuts that require remediation.

Finally, The Title VI Unit submitted the 2017 Highway Title VI Goals and Accomplishment Report, which updates the MassDOT Title VI Program and identifies the progress made implementing the Title VI program for MassDOT.

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 2018 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 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 was formed and has been meeting regularly to draft new bylaws. A draft of the bylaws is complete and over the coming winter the ad hoc committee and the MBTA will be working to finalize a formal MOU and launch the new group.

### **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: After reviewing proposals from three firms, the MBTA selected a team to oversee the development of the Design Guide in January 2017. The contract negotiations were completed in summer 2017, and the kick-off meeting is planned for December 2017.

## **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: Notice to proceed with construction was issued in February. The scope of work includes accessible access from the inbound to the outbound platforms via a covered compliant walkway. Two new mini highs will be constructed in the same footprint as the existing mini highs. New tactile will be placed on the existing platforms and the parking lots will be reconstructed. This is an 18 month project that will be complete in the summer/fall of 2018.

67. See addendum for previously completed initiatives.

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

Update: Capital Delivery has met with Legislators and Town Officials and have agreed to a design to advance that includes redundant elevators on the Southern (Inbound) end of the platform. Design will be complete in the winter of 2018.

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 fall 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 mid to late 2018. Upper busway construction continues, with work ending in the second quarter of 2018. The Upper busway canopy design is complete with a projected construction completion date of December 2018.

71. See addendum for previously completed initiatives.

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

Update: Design completion is expected to be complete January 2018. . Construction award and notice to proceed is expected in FY18.

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 are 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.

- 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: 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 2018.

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

Update: Keolis has analyzed each Commuter Rail coach series (there are various manufacturers and model types--200 series, 800 series, etc.), focusing on the width of the doors where bridge plates are positioned. Keolis currently has a variety of metal bridge plates that are either stored on the coaches or in some cases on platforms in locked holders. Keolis is testing a new model of a bridge plate that is possibly “universal” and



could be deployed on all, or the vast majority of all coach models, and would work effectively in all stations to span the gap and insure safe boarding. Data gathered from the testing will inform this project which hopefully will bring us closer to procuring a universal design that can be used on all equipment and at all platforms. A Bridge-Plate Project team is tasked with this work and includes employees from Safety, Transportation, Diversity/Title VI and Purchasing. conducted surveys of each Commuter Rail car type and platform configuration to determine the feasibility of identifying a universal solution. A model bridgeplate from France is currently being tested and results will be reviewed by year end

## **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) is in early stages of developing a disability-based training for TPD officers. The Collaboration is currently working to identify which training topics would be most beneficial. Next steps include the finalization of a course outline and the start of curriculum development.

## **INFORMATION TECHNOLOGY**

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.

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: SWA and THE RIDE are currently working with the web team to develop a number of improved access-specific pages. Drafts will be ready for customer review and feedback in early 2018.

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 throughout 2018.

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 late 2018. 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 2018.

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

The MBTA intends to retire the approximately 21 remaining high-floor buses by 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 is still in the process of researching options for modernizing the circle check procedure, and evaluating results of a system piloted last fall. Currently, Operations is looking into the idea of using TransitMaster to send an alert to OCC any time a ramp was not cycled during

pull-out; however, this would only apply to the ramp and not the other equipment included in a circle check.

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

Update: 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 end of 2018. Capital Delivery is procuring a consultant to develop the preliminary design (30%) and manage the final design and construction to make all Green Line station accessible. This program will need additional funding to complete the design and construction. The conceptual study of Commuter Rail Stations has been completed. The Capital Delivery Department is meeting with System Wide Accessibility and Railroad Operations to determine next steps. The Authority is entering the CIP process and the data from this study will help to determine priorities going forward.

89. Capital Delivery will make Wollaston Station fully accessible.

Update: Notice to Proceed with Construction was issued earlier this year and station will be shutdown beginning in January 2018. Station will be reopened as fully accessible in summer 2019. A shuttle will be provided throughout construction.

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: Auburndale design was completed earlier this year. However, the final design revealed a significant operational impact that was deemed unacceptable to the community. Currently, the MBTA is studying what options exist to improve access throughout the stretch of rail that contains Newtonville, Auburndale, and West Newton Stations. Going forward this initiative will be modified to reflect that change. The study is advancing and will be complete this winter. Once the data is analyzed in house the information will be presented to the City of Newton. This commitment will be modified in future reports to reflect the forthcoming decision.

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

Update: Notice to Proceed for design was issued in late 2016. Additional accessibility scope has been added to the design to provide direct access to the inbound platform from Hyde Street and to expand the both platforms to accommodate three car trains. The design is expected to reach 100% in late 2018.

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 June 28, 2017. Construction on the new platform, busway elevator and lower busway improvements, and replacement elevators is expected to begin in 2018 and 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 the process of procuring final design that is expected to start by spring 2018 for duration of one year followed by construction procurement and 30 months construction.

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

The feasibility study for an elevator in Washington Street Entrance that connects Orange Line Southbound to Red Line Southbound via the existing Winter St. elevator shaft has been completed. The Capital Delivery plans to advance this elevator design to 100% and construction. Additionally, a design for elevator that connects Orange Line Northbound to Red Line

Southbound via elevators at the corner of Macy's will be procured. Additional funding will be required to complete the final designs and construction. The elevator that connects Orange Line Southbound to Red Line Northbound will require additional feasibility study on utility relocation to create the space for the elevator.

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

Update: 20% design will be complete at end of 2017. The full design will be procured in 2018.

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

Update: The design contract was awarded earlier this spring and the 15% design was completed in October. 100% design expected in winter 2018/2019.

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

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

Update: A design procurement took place to add full high level platforms at South Attleboro Station. Since that time a developer has advanced a new Station proposal on the Massachusetts/Rhode Island border. As this new alternative is reviewed the Capital Delivery Department is identifying State of Good Repair opportunities at the existing South Attleboro Station.

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

Update: A proof of concept has been developed and additional user testing is underway.

100. 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 the content of the digital boards through the use of Bluetooth beacons.

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

Update: There are 7,865 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. As described above, 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 the contain moderate to severe barriers. The second 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. The first set of 130 stops is approaching 90% design, which will be under construction in spring 2018; the second set of 54 stops is in the early stages of design; and roughly 80 stops will be eliminated. Of the total 7685 stops, the remaining non-critical stops are still under review.

## **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 May 2017 (when the last SWA Initiatives report was issued).

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.

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.

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.

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.

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.)

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.