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June 5, 2023

Dear Riders,

We are pleased to introduce the semi-annual Accessibility Initiatives report for the spring of 2023. As we share the latest updates on accessibility-related projects and initiatives at the MBTA, we're especially cognizant of the individuals and organizations in the disability community who partner with us to identify, prioritize, and advance our access goals. With your feedback on board, we're making more progress than ever toward building a public transportation system that is truly safe, reliable, and accessible for all.

Highlights of the progress you'll read about in this report include:

- 26 inaccessible stations actively under design and/or construction for full accessibility upgrades
- An expansion of the Transit Ambassador program that includes:
  - A boost to the number of Transit Ambassadors throughout our subway stations for more available assistance to riders
  - A newly launched accessibility module in the Transit Ambassador training program, with over 250 Ambassadors trained so far
- The completion of pilot projects for the Quantum securement system on buses and a urine detection system on elevators

For an even greater sense of the progress we've made together on accessibility at the T, you can also peruse the addendum—a description of each of the projects and initiatives we've completed over the last four years.

If you would like additional information on any project listed here, or would like to suggest an area of focus, please feel free to get in touch by sending an email to [accessibility@mbta.com](mailto:accessibility@mbta.com). As always, we look forward to hearing from you, and to all the strides we'll be making with you toward our ultimate goal of a 100% accessible MBTA.

Sincerely,

Laura Brelsford & the System-Wide Accessibility Team  
Department of System-Wide Accessibility  
[mbta.com/accessibility](https://mbta.com/accessibility)

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# INFRASTRUCTURE

## Subway Stations

### 1. Forest Hills Station Phase II

Scope: This project will expand the accessibility of Forest Hills Station. The scope includes the replacement of three existing elevators: lobby to Orange Line platform, lobby to Needham Commuter Rail platform, and lobby to lower busway. A new elevator–stair tower will be designed to connect the upper busway directly to the lower busway.

Update: The new headhouse and elevator on the Southwest Corridor Park, which provides a second accessible entrance to the Orange Line platform, opened on November 5, 2019, under the Phase I project. The design for the broader station upgrades—including the new elevator between the upper and lower busways and the replacement of the existing elevators—is underway and is expected to be completed in summer 2023.

### 2. Ruggles Station Phase II

Scope: In addition to the station upgrades that were accomplished as part of Ruggles Phase I (see attached addendum), the Ruggles Phase II project will advance additional accessibility upgrades, including constructing an accessible entrance on Columbus Ave.; creating additional accessible entrances to the Orange Line; upgrading paths of travel around the station; and making other repairs to bring the station into full code compliance for a permanent certificate of occupancy.

Update: The design for Ruggles Phase II reached the 100% design milestone in August 2022. Due to cost escalation caused by material price increases, inflation, and other factors, the construction estimate increased significantly over the original project budget. The project team is currently working to identify possible cost savings. Due to restrictions on right-of-way access within the Northeast Corridor and the Orange Line, the project team is also assessing alternative scheduling possibilities.

### 3. Newton Highlands Station

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

Update: Interim accessibility upgrades were completed on platforms in December 2020 (a portion of the platform has been raised 8 in. above top of rail on both the inbound and outbound sides to provide accessible boarding). Design for the full station upgrade is expected to be completed in late summer 2023, with construction to begin in summer 2024.

### 4. Beaconsfield, Chestnut Hill, Eliot, and Waban Stations

Scope: This project will provide accessibility at these four stations through raised platforms and improvements to the paths of travel leading to the platforms.

Update: Designs for all four stations have reached 100%. The project is expected to be advertised in summer 2023, with construction beginning in fall 2023.

## 5. Symphony Station

Scope: This project will upgrade Symphony Station to a modern, accessible, code-compliant facility. It includes the construction of accessible routes from the street level to the platforms by means of four new elevators (two per platform), as well as raised platforms, accessible restrooms, improved wayfinding, and overall station brightening and modernization.

Update: In 2022, the project was split into two different phases: 1) Symphony Utility Relocation and 2) Symphony Station Improvement/Accessibility. The Utility Relocation phase began in April 2023. The Improvement/Accessibility phase is in design, with an anticipated start date of summer 2024.

## 7. Hynes Station

Scope: This project will deliver a fully accessible Hynes Station with redundant elevators, areas of rescue assistance, and accessible entrances from Boylston St., Massachusetts Ave., and Newbury St.

Update: As originally envisioned, this project was to be led by a private developer as part of an air rights development over Hynes Station and the Mass Pike I-90, at the northeast corner of Boylston St. and Massachusetts Ave. In the absence of clear development plans, however, the MBTA has proceeded with design work independently in order to advance the station accessibility upgrades (while not precluding future private development). The design is currently at the 30% milestone.

## 8. Packard's Corner, South Street, Sutherland Rd, Chiswick, and Chestnut Hill Ave Stations (B Branch); Tappan, Fairbanks, Summit Ave, Hawes, St. Paul Street, Englewood, Brandon Hall, and Kent Street Stations (C Branch)

Scope: Each of these street-level Green Line stops will be modified by raising the existing platforms by 8 in. and adjusting nearby infrastructure as needed in order to provide accessibility. Project scopes vary from stop to stop, but each requires meaningful coordination with the City of Boston and/or Brookline.

Update: Designs are underway for each of these stations, with the B Branch at 30% design and the C Branch at 15% design. Early timelines estimate that construction on the B Branch stops will begin in spring 2024 and be completed in late fall that year, with the C Branch to follow six months later.

## 9. Station Wayfinding

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

Update: Work at Park Street, North Station, Haymarket, State, Chinatown, and Downtown Crossing is complete. The designs for wayfinding, lighting, and station improvements at South Station, Back Bay, Malden, and Harvard remain underway, and the design team is currently working to identify additional code-related upgrades that need to be addressed.

## 10. Automated Door Openers

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

Update: As of May 2023, automated door openers have been installed at all accessible subway stations.

## 11. Path of Travel Improvements

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

Update: Locations for path of travel improvements were identified by prioritizing stations with both the heaviest ridership and the highest number of significant barriers within the path of travel in and around the station. The first set of stations to receive upgrades are Back Bay, Savin Hill, JFK/UMass, Malden Center, Fields Corner, Park Street, and Stony Brook. To date, construction has been completed at Fields Corner, JFK/UMass, Malden Center and Savin Hill. Construction will begin this summer at Park Street, Back Bay and Stony Brook.

A second set of stations is currently being surveyed and assessed for path of travel deficiencies. These stations include Ashmont, Butler, Green Street, Nubian (Dudley Square), Mass Ave, Porter, Community College, Suffolk Downs, Beachmont, and Revere Beach.

## 12. Accessibility Upgrades at Station Restrooms

Scope: The MBTA will address accessibility deficiencies in restrooms at subway stations by leveraging data from Plan for Accessible Transit Infrastructure (PATI) surveys.

Update: There were 10 stations selected for restroom upgrades (totaling 18 restrooms): Alewife, Davis, Downtown Crossing, Government Center, Harvard, Haymarket, JFK/UMass, South Station, Wellington, and Wonderland. Locations were selected based on multiple factors, including the heaviest level of ridership and the highest number of restroom deficiencies at the affected station. Each restroom will be upgraded as needed in order to improve the location, height, and/or functionality of the following elements: partitions, toilet, urinal, flush valves, faucet sensors, sink, floor drains, pipe wrap, hand dryer, soap dispenser, and lighting. Designs have been completed and construction will begin in fall 2023.

## 13. "Hands-free" Fare Gate Feasibility Study

Scope: As part of the Fare Transformation program, the MBTA will explore the feasibility of piloting a "hands-free" system for riders who have difficulty reaching and interacting with fare gate targets.

Update: The vendor responsible for overseeing the implementation of the new fare collection system continues to advance the design of the new technology and its integration into existing accessible fare gates. The next step in the design process is for a working prototype of the gate to be set up in the Fare Transformation test lab, where it will undergo user testing with MBTA riders with disabilities. The MBTA is working with the vendor to finalize the testing cost and schedule.

## Commuter Rail Stations

### 1. Natick Center Station

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

Update: Construction is approximately 50% complete, including construction of two permanent ramps at the east end of the station: these provide access to the temporary low-level platforms, also newly constructed, that are currently in rider use. The contractor is installing mini-piles and pile caps to support the new accessible high-level platforms. Since the removal of the existing pedestrian bridge, the contractor has also been able to work on the elevator pits for each platform. Full station accessibility is expected to be completed in fall 2024.

### 2. Newtonville, Auburndale, and West Newton Stations – Design

Scope: This project will produce a design to make all three stations accessible via a full high-level platform at each station on both sides of the track.

Update: Design is approaching the 75% milestone. As part of the design process, the MBTA has modified the project scope to incorporate additional means of accessible independent egress (pedestrian ramps) at West Newton and Newtonville Stations. As a result, the design is now expected to be completed by February 2024.

### 3. Winchester Center Station

Scope: This project will make Winchester Center Station fully accessible. The station design includes full high-level platforms, canopies, elevators, and ramps.

Update: Construction is approximately 30% complete. The project is anticipated to be completed in April 2024. The station remains closed for construction, with nearby Wedgemere Station serving as the primary alternative for riders.

### 6. Worcester Station

Scope: This project will restore double-track service by building a full high-level center platform with elevators on both sides.

Update: Construction is approximately 45% complete. An accessible temporary platform is in place for rider use. Construction is anticipated to be completed by February 2024.

### 7. Lynn Station

Scope: Lynn Station will be fully rebuilt with two new enlarged elevators, a new full high-level platform, and new canopies, among other improvements.

Update: Due to the station's deteriorated condition, and to further evaluate the condition of the bridge structures below the station, Lynn Station was closed in October 2022, with shuttle service provided between Lynn and Swampscott. The MBTA is currently designing temporary platforms east of Silsbee St. in order to mitigate the station's closure. The design for these temporary platforms has reached the 75% milestone, and the platforms are expected to open in summer 2024.

The permanent location of Lynn Station will be shifted west. The existing parking garage entrance will be maintained, and a new entrance will be built west of Market St. This design will be closely coordinated with planned bridge work.

## 8. South Attleboro Station

Scope: This project will make South Attleboro Station fully accessible through the construction of full high-level platforms, with two accessible paths to each platform via a combination of ramps and elevators.

Update: MBTA service to South Attleboro Station was suspended as of February 2021 due to the structural condition of the pedestrian bridge; service will remain suspended until the station is fully renovated. The South Attleboro Station parking lots are open for riders. RIPTA and GATRA bus service is still in operation to and from the station area.

The design for the full station upgrade is complete and the MBTA continues to look at options for funding construction. In the meantime, demolition of select components of the existing station (e.g., the pedestrian bridge above the railroad tracks) have begun in order to eliminate potential safety issues, as well as to reduce the duration of the full station upgrade (once the upgrade is funded).

## 9. North Wilmington Station

Scope: This project will make North Wilmington Station fully accessible through the construction of a short raised platform that will serve all active doors of the train, as well as through path of travel upgrades.

Update: Design work is 90% complete. Construction is expected to begin in summer 2023 and to be completed within a year.

## 10. Interim Boarding Solutions at Inaccessible Commuter Rail Stations

Scope: There are 29 Commuter Rail stations that are fundamentally inaccessible and do not allow for level boarding through either full high-level or mini high-level platforms. As the MBTA continues to advance designs (and identify construction funding) for full high-level platforms, the agency is working to design a temporary freestanding platform solution that would allow for accessible boarding. If the design proves to be successful, the solution would be rolled out at several Commuter Rail stations.

Update: The design of a freestanding temporary raised platform is complete and will be piloted at Beverly Station, at which the existing mini high-level platforms are no longer salvageable. The freestanding raised platforms are expected to be in place by fall 2023.

Parallel to this work, four additional Commuter Rail stations—Wellesley Square, West Medford, Walpole, and Franklin—are being evaluated to determine what additional station upgrades might be required in addition to the freestanding raised platforms (e.g., accessible parking, sidewalk upgrades, etc.). If the platforms at Beverly are successful, upgrades at these four stations will move forward, as will design work for approximately 10 additional Commuter Rail stations across the network.

Note: Because these platforms are intended to be temporary in nature, they will not be suitable at Commuter Rail stations that require extensive additional upgrades. For those locations, full station upgrades (including full high-level platforms) will be required.

## 11. Detectable Warnings on Commuter Rail Platforms

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

Update: Capital Delivery and SWA are working on establishing a method/on-call contract to advance the installation of detectable warning panels at several Commuter Rail stations. The first set of stations to receive new detectable warning panels will be identified in the coming months.

## Vertical Transportation

### 1. Elevator Uptime

Scope: Since 2008, the MBTA's average elevator uptime system-wide has been 99.5% or better. However, in 2022, a noticeable spike in outages occurred such that the annual uptime dropped to 98.0%. The MBTA will take all necessary steps to understand and address the root cause(s) of this shift.

Update: In fall 2022, the MBTA established an internal working group comprised of the Office of the Chief Engineer, Engineering and Maintenance, and SWA to assess the extent of the increase in outages and to identify potential root causes. The internal report is expected to be finalized in June 2023. The review has yielded a number of noteworthy findings, including:

- In 2022, outage time increased by 5X over the previous year. 98% of the total outage time was attributed to longer-term outages (outages lasting for three hours or more).
- No correlation exists between the age of the elevator and the frequency or duration of outages.
- Several of the root causes for the longest outages include the failure of highly customized elevator components, compounded by supply chain delays; infiltration of groundwater that damaged equipment; and delays related to inter-agency coordination.
- A number of opportunities exist to collect additional data to assist in monitoring the maintenance of both elevators and escalators and to enhance an existing quality management program.

Based on these findings, the MBTA has begun work to address each of the root causes of elevator downtime and to develop an enhanced program for quality management.



## 2. Quincy Adams 805, 806, 807

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

Update: Work on this project is approaching completion. Three of the four elevators are in service, and the fourth one (Elevator 805) will be in service by July 2023.

## 3. Downtown Crossing Accessibility Phase II and Park Street 808

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

Update: Design is at the 75%–100% stage for all three elevators:

- The elevator connecting the Oak Grove–bound Orange Line platform to the Ashmont/Braintree–bound Red Line platform (located by Macy’s)
- The elevator connecting the Forest Hills–bound Orange Line platform to the Ashmont/Braintree–bound Red Line platform (located at Winter Street)
- The Park Street Elevator 808 replacement unit

Construction advertisement is expected in early 2024.

## 4. Designs for Future Replacement and New (Redundant) Elevators

Scope: The MBTA will advance designs for the following elevators:

- Central: 1 replacement + 2 new units
- Sullivan: 1 new unit at lower busway + 2 replacements
- Davis: 3 new units (including Red Line platform redundant) + 2 replacements
- Chinatown: 2 new units + 2 replacements and lobby rebuilds
- North Station: 2 new units – Valenti Way lobby to Orange Line platforms
- State: 2 new units at City Hall entry + 2 replacements & lobby rebuild at OSMH
- Massachusetts Ave: 1 new unit + 1 replacement
- Broadway: 2 new units + 2 replacements
- Jackson Square: 1 new unit + 1 replacement
- Arlington: 3 new units at Berkeley exit / emergency entrance
- Wellington: 3 new units + emergency egress and 2 replacement units

Update: Elevator designs have been advanced as follows:

- Central: 100% design
- Davis, North Station, Massachusetts Ave, Jackson Square, and Arlington: Approaching 100% design
- Broadway, Chinatown and State: Approaching 75% design
- Wellington and Sullivan: 30% design

Select projects will move into construction as funding becomes available.

## 5. Vertical Transportation Study

Scope: The MBTA will develop a system-wide elevator and escalator replacement plan. The MBTA will have a consultant develop the fiscally unconstrained 20-year SGR Vertical Transportation Plan, based on:

- Reviewing and revising prioritized inventory of existing units
- Determining what future changes may be needed to the maintenance contract to maintain or exceed current levels of uptime
- Determining at what rate units must be replaced in order to maintain or exceed current levels of uptime
- Identifying any roadblocks to replacing elevators and escalators quickly and efficiently, and providing recommendations for their resolution

Update: For this study, the MBTA procured the engineering consultants WSP and Lerch Bates. These firms have assessed all MBTA vertical transportation units and are using the findings to develop a long-term capital plan for their maintenance and modernization. The vertical transportation asset database has been finalized, and includes ratings for each unit's age, condition, parts availability, redundancy, etc. These ratings are being used in the development of the long-term capital plan as a mechanism for prioritizing units for replacement and recommending practical replacement timeframes. The MBTA is currently reviewing a capital planning report that includes strategies, technologies, and improvements for potential application to the unit replacement process system-wide. The report will be finalized in the coming months.

## 6. Urine Detection Sensor Pilot

Scope: The MBTA will oversee the development of a prototype urine detection device to be used in elevators, with the goal of providing real-time notifications to the Maintenance Control Center regarding the need to clean a unit.

Update: From October 2022 through January 2023, the MBTA conducted [the pilot of a urine detection sensor](#) in a total of four elevators located at Chinatown, Downtown Crossing, and Park Street. The MBTA determined that the sensor did not reliably detect the presence of urine. Its error rate varied significantly across time and elevators; there were also seven instances of the sensor going offline, with operability decreasing over time. The MBTA did not assess cleaning-agent detection by the sensor, as it would not be operationally feasible for the cleaning vendor to verify sensor alerts. Based on these findings, the MBTA will not move forward with using this sensor on its elevators.

## 7. Rider Information Displays in Station Lobbies

Scope: The MBTA will develop and install large digital displays in pre-fare station lobbies, near the fare gates, with information about elevator outages across the subway system. The displays will provide information about current and upcoming outages, as well as details about alternate accessible routes.

Update: Customer information displays are now live in 10 stations: Ashmont, Back Bay, Charles/MGH, Forest Hills, Government Center, Maverick, Porter, Tufts Medical Center, Wellington, and Wonderland. The MBTA has an agreement with its advertising partner, Outfront Media, to install these displays in Red, Orange, and Blue Line stations over the next few years.

The Customer Technology department is currently in the process of procuring additional hardware, and new installations are expected to begin in fall/winter 2023.

## 8. Customer Information Displays at Specific Elevators – Pilot

Scope: The MBTA will pilot the use of smaller digital displays at select elevators, which will include details about that specific elevator in addition to elevators system-wide.

Update: The smaller digital displays will be piloted at one station, Forest Hills, with an expected launch date in summer 2023. The hardware has been received and electrical work has been completed. The Customer Technology department is currently developing the software to power the displays, as well as an engagement plan to collect actionable feedback from riders with disabilities and other stakeholders.

## Bus Stops

### 1. Critical Stops

Scope: In 2017/18, the MBTA surveyed all 7,690 bus stops as part of the Plan for Accessible Transit Infrastructure (PATI) and identified 280 stops that were categorized as critical—meaning the stop is so inaccessible, riders using wheeled mobility must board/exit in the street. A number of these 280 stops will be fully reconstructed, while others that experience extremely low ridership will be closed.

Update: Of the 280 bus stops categorized as critical:

- 102 stops have been fully reconstructed
- 22 stops are under either design or construction
- 7 stops will be upgraded as part of outside municipal projects
- 99 stops have been or will be eliminated due to safety concerns and/or extremely low ridership.

Progress has been temporarily paused at the remaining 50 stops while issues related to property abutters and/or easements are negotiated and resolved.

### 2. High Priority Stops

Scope: In 2017, the MBTA surveyed all 7,690 bus stops for accessibility barriers as part of the Plan for Accessible Transit Infrastructure (PATI). Bus stop elements were scored based on the severity and number of barriers present. Bus stops were identified as critical, and/or as high, medium, and low priority. The MBTA identified 662 stops that were categorized as high priority—meaning the stops have more than one significant barrier present, including but not limited to a sloped landing pad, narrow sidewalk, lack of a curb, or unusable curb ramp. The MBTA will be advancing the design and construction of accessibility improvements at these locations.

Update: Of the 662 bus stops categorized as high priority:

- 141 stops have been fully reconstructed
- 181 stops are under either design or construction
- 16 stops will be upgraded as part of outside municipal projects

- 17 stops have been or will be eliminated due to safety concerns and/or extremely low ridership

The remaining high priority stops will move into design as funding becomes available.

Note: In addition to the critical and high priority stops that have been reconstructed as part of PATI, another 97 stops have also been reconstructed to improve accessibility. These stops are typically located directly across from previously reconstructed critical and high priority stops.

### 3. Bus Stop Amenities

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

Update: In response to rider requests for more bus shelters and greater availability of real-time information, in 2021 the MBTA partnered with the media company Intersection to expand amenities across the bus network. This project includes the introduction of bus shelters and interactive digital information kiosks, which will feature real-time service information, maps, and trip planning. Revenues from kiosks and shelter advertising will be used to fund additional shelters, shelter amenities, and other upgrades. Information kiosks have been installed at Maverick and Roxbury Crossing. The installation of new bus shelters across the bus network will start in spring 2023, with a priority on locations with high ridership and service to transit-dependent populations. Designs for the new shelters and kiosks have been reviewed by SWA to ensure physical and virtual accessibility for riders with disabilities, including audio access to service information at kiosks for riders who are blind or have low vision.

## VEHICLES

### 1. Deployment of New Orange Line Vehicles

Scope: The MBTA has ordered and will deploy an entire fleet of new Orange Line vehicles with wider doors, seating areas for wheeled mobility device users, an improved PA/VMS system, and other accessibility improvements.

Update: The first new Orange Line cars went into service in summer 2019. To date, 76 new cars are used in service. New cars comprise the entirety of the current in-service fleet; these will be supplemented by legacy cars as service requirements increase, as well as by additional new cars as they arrive. The schedule for the arrival of new cars is under continuous evaluation and discussion with the manufacturer. Impacts from the COVID-19 pandemic and global supply chain delays have influenced schedule disruption.

### 2. Deployment of New Red Line Vehicles

Scope: The MBTA has ordered and will deploy an entire fleet of new Red Line vehicles with wider doors, seating areas for wheeled mobility device users, an improved PA/VMS system, and other accessibility improvements.

Update: The first new Red Line cars went into service in December 2020. To date, 10 new cars are available to be used in service. The schedule for the arrival of future cars is under continuous

evaluation and discussion with the manufacturer. Impacts from COVID-19 pandemic and global supply chain delays have influenced schedule disruption.

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

Scope: The MBTA will design and procure the next-generation Green Line train. The procurement will be for vehicles to replace the Type 7 and Type 8 fleets. Vehicles will be 100% low-floor and approximately 40 feet longer than legacy fleets.

Update: The Vehicle Engineering department worked with numerous stakeholders and peer departments, including SWA, to finalize the RFP for the design of new Green Line cars and to capture all key accessibility considerations. The RFP was released in December 2019. Proposals from numerous vehicle manufacturers were received in August 2021 and evaluated by MBTA selection committees; the following year, a contract to manufacture 102 new vehicles was awarded to CAF USA, Inc. Vehicle design is currently in progress. Four pilot cars are expected for delivery in spring 2026, with production and delivery of the remaining cars starting in spring 2027. Additional vehicles are available within the contract terms in the event that they are required to support future service needs.

### 4. New Securement System – Pilot

Scope: As part of its next bus fleet procurement, the MBTA will pilot a new rear-facing securement system that enables the wheeled mobility user to secure themselves independently.

Update: A new automatic securement system called Quantum was installed on 10 of the MBTA's newest buses, which went into service on Route 111 in February 2021. Throughout 2021 and 2022, the MBTA hosted five user-expert testing sessions and invited approximately 20 wheeled mobility device users to try the Quantum system. The user extensive feedback included uncertainty about the system's ability to effectively secure the diverse range of wheeled mobility devices utilized by MBTA riders, particularly mid-wheel and front-wheel drive motorized wheelchairs. At this time the MBTA is not moving forward with additional installations of the Quantum securement system on its bus fleet.

## **TRAININGS**

### 1. Development of Training Videos – Instructional and First-Person Perspective

Scope: SWA will produce training videos for accessibility training programs that are designed for front line MBTA personnel, including but not limited to Bus Operators, Subway Motorpersons, and Transit Ambassadors. The videos will aid in instructing MBTA personnel on how to perform accessibility-related procedures and will document first-person perspectives from riders with disabilities.

Update: In 2022, SWA began working with a filmmaker to produce several training videos. To date, two instructional videos (how to provide sighted guide and how to deploy a bridgeplate) and four first-person perspective videos (awareness of non-apparent disabilities; the best way to offer assistance to riders; the importance of stop announcements; and the importance of priority seating) are nearing completion and will be added to the relevant accessibility training programs this summer. In summer/fall 2023, SWA will begin developing additional videos on topics still to be decided.

## 2. Bus Operations Recertification Training

Scope: Bus Operations and SWA will review and revitalize the accessibility-related content within the Bus Recertification program.

Update: SWA and Bus Operations met in March 2020 to begin working on the new Bus Recertification program content, but progress was paused shortly after due to the COVID-19 pandemic. SWA and Bus Operations reconvened in 2021, and continued their work to create a fully refreshed recertification program for existing Bus Operators. The program includes a dedicated accessibility module and hands-on experience with key accessibility protocols and best practices. Its content was largely drawn from highlights of the recently refreshed full-day accessibility training for new Bus Operators (see attached addendum).

## 3. Subway Operations Recertification Training

Scope: Subway Operations and SWA will review and revitalize the accessibility-related content within the Subway Recertification program.

Update: SWA and Subway Operations will begin work on reviewing the existing recertification program for Motorpersons—and identifying opportunities for updating accessibility-related content—during the second half of 2023.

## 4. Transit Ambassadors Training

Scope: SWA will work with Block by Block (the Transit Ambassadors contractor) and the MBTA Customer Experience department to review and revitalize the accessibility training module for newly hired Transit Ambassadors. The training will include classroom and hands-on material, as well as videos documenting first-person perspectives from riders with disabilities.

Update: A full revision of the accessibility training module was completed and incorporated into the Transit Ambassador new-hire training program on March 1, 2023. Block by Block is in the process of training all existing Transit Ambassadors using the revised module, and all staff will attend training by July 2023. To date, the training has been attended by 259 Transit Ambassadors.

## 5. Transit Police

Scope: The MASS Collaboration (composed of SWA, BCIL, MBTA Transit Police, and the Boston Area Rape Crisis Center) will develop and pilot a disability-based train-the-trainer program for personnel from the MBTA Transit Police as well as the Boston and Cambridge Police Departments.

Update: An early draft of the curriculum for a disability-based training program was initially completed in early 2020. The COVID-19 pandemic put the program on hold until October 2022, when work resumed to finalize a train-the-trainer curriculum. The curriculum was subsequently reviewed and approved by the U.S. Department of Justice Office of Violence Against Women (OVW), which had funded and supported the project. In August 2023, the MASS Collaboration will move forward with hosting a train-the-trainer class for training personnel from TPD as well as the Boston and Cambridge Police Departments.

## CUSTOMER SERVICE, COMMUNICATION, AND OUTREACH

### 1. Expansion of Transit Ambassadors in Stations

Scope: The MBTA will establish a standard for staffing levels throughout its stations to help ensure that adequate personnel are available to provide assistance to riders. The MBTA will work toward expanding staffing levels to meet this standard as needed.

Update: In 2021, SWA worked together with the Customer Experience department, Operations, and Contract Services to establish a new standard for staffing levels in MBTA stations. As part of this process, station posts were prioritized based on a number of factors (e.g., ridership, station complexity, presence of elevators, etc.) and grouped into three tiers (I, II, and III). The standard calls for personnel to be present at all Tier I and II locations seven days a week, 6:00 AM to midnight, and for partial coverage at Tier III locations. This standard represents a meaningful increase in coverage compared with past staffing levels.

In September 2022, the MBTA Board of Directors approved a contract with Mydatt Services, Inc., the owner of Block by Block, for five years with three one-year options for the operation of the Transit Ambassador Program. In addition to securing the program for years to come, the new contract requires staffing levels then meet or exceed the newly developed staffing standard. With the necessary funding in place for the FY24 budget, Block by Block is expected to increase coverage and meet the new standard by August 2023.

### 2. Notifying Riders of Service Changes

Scope: In concert with the Title VI Public Participation Plan, the MBTA will develop a set of protocols for employees regarding when and how riders should be notified and/or engaged regarding various changes to service, policy, etc.

Update: In early 2023, the MBA updated its [Public Engagement Plan](#), which broadly addresses how the MBTA notifies and engages with riders about changes affecting service. A companion set of protocols is being drafted that specifies ways for employees to ensure outreach is conducted in an inclusive and successful manner. Detailed protocols for a range of service-related topics will be included, from temporarily relocating a bus stop to soliciting rider feedback about a major station redesign.

Outreach guidelines specific to bus stop service changes were drafted by the MBTA Service Planning department and SWA throughout the summer of 2022, with feedback on that draft provided by the Daniels-Finegold plaintiffs. These guidelines are currently being revised and are expected to be finalized in 2023. Also currently underway are guidelines specific to service diversions, station upgrades/capital projects, and fare policy, among other topics.

### 3. Marketing Campaign

Scope: The Customer Experience department and SWA will develop and implement a marketing campaign designed to highlight improvements to fixed-route accessibility and to spread the message that accessibility benefits all riders.

Update: The MBTA had contracted with an advertising agency to assist SWA and the Customer Experience department in the design and deployment of a marketing campaign dedicated to fixed-route accessibility. Campaign goals and concepts were developed in fall 2019, and both R-TAG

and the Daniels-Finegold plaintiffs provided feedback and direction to the team. Media and outreach strategies were underway, with the intention of a campaign launch in fall 2020. However, due to the COVID-19 pandemic, the marketing campaign was postponed. The campaign content has since been reviewed and reimagined, with significant input from the Daniels-Finegold plaintiffs and RTAG. The tentative launch date has been reset for summer/fall 2023.

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

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

**Update:** Over the past two years, the Service Planning department, SWA, and others have been working to develop guidelines to formalize processes for messaging to and collaborating with municipalities around issues affecting accessibility. A survey was distributed to local municipal partners in order to update contact information; in addition, a protocol was established that encourages municipalities to contact the MBTA if they are planning any work adjacent to a bus stop or station, in order to help ensure accessibility-related considerations are incorporated. Moreover, in December 2022 the MBTA hosted a meeting with local municipalities to discuss the importance of coordinated snow removal. Along with these discrete efforts, the MBTA is in the process of drafting an overarching communication plan to guide municipal coordination efforts into the future.

#### 5. Improving Outreach Through a Focus on Diversity and Inclusion

**Scope:** SWA will develop a strategic plan to expand the MBTA's accessibility-related outreach efforts, including its connections with individual and group stakeholders, by working to identify and address disparities in information access. Outreach strategies will incorporate best practices for information sharing that speaks to the needs and preferences of riders of different age groups in racially, ethnically, and economically diverse communities throughout the MBTA service area.

**Update:** In 2022, SWA surveyed riders and community organizations on their preferred means of learning about accessibility improvements at the MBTA. Findings are being incorporated into SWA's broader strategic outreach plan and corresponding goals, which are expected to be finalized in the second half of 2023.

While planning efforts are underway, much progress has already been made to broaden outreach regarding accessibility at the MBTA. SWA has partnered with Community Engagement and the MBTA Mobility Center to expand both teams' outreach. As part of this endeavor, the MBTA has developed a shared event calendar, reviewed weekly, in order to determine which teams to deploy to each outreach event. This information-sharing allows all MBTA teams involved in accessibility-related outreach to effectively coordinate and expand their efforts.

Key targets for accessibility-related outreach have included disability commissions and organizations, councils on aging, schools and libraries, and healthcare organizations, among others. Language translation has also been incorporated into outreach materials distributed to these targets for broader reach. Materials for the MBTA Travel Training program, in particular, have been translated into Spanish, Portuguese, Chinese, Cape Verdean Creole, and Arabic. Translation to other languages is an ongoing process as outreach activities continue to expand and new language needs emerge.



## SYSTEM-WIDE OVERSIGHT

### 1. Maintenance and Barrier Reporting

Scope: Enhanced and customized reports will be developed using the MBTA's new maintenance database in order to track accessibility-related barriers that are flagged by Station Officials and others as part of their daily inspections.

Update: In spring 2022, SWA collaborated with the Assets Management team to create a customized transit-facilities maintenance report, detailing every service request for accessibility-related defects reported by riders and Officials at MBTA stations and bus stops. The report—generated by the MBTA's maintenance database (Trapeze) at the beginning of each month—is designed to help SWA verify if accessibility asset defects are being identified and reported, and to monitor the timeliness of repairs. SWA continues to receive and review these customized accessibility maintenance reports on a monthly basis.

### 2. Design Guidelines for Accessibility

Scope: The MBTA will publish the *Design Guidelines for Accessibility* to provide clarity on design expectations as well as best practices for universal design.

Update: Throughout 2021–22, SWA and the Design Guidelines Working Group of internal stakeholders met regularly to draft and review content on the MBTA's standards for accessible and inclusive design. The first set of chapters—including those covering requirements for project scoping, accessible routes, seating, and parking facilities—have been reviewed by the Daniels-Finegold plaintiffs and RTAG. Final revisions of these chapters are currently in progress.

### 3. Expansion of the MBTA Internal Access Monitoring Program

Scope: The Internal Access Monitoring Program, overseen by SWA, has historically focused on monitoring the fixed-route system (bus, subway, Commuter Rail, and ferry). The program will be expanded to include the monitoring of paratransit services (The RIDE).

Update: SWA, in conjunction with the RTAG subcommittee on The RIDE, has drafted a set of goals and sample survey questions for the expansion of the Internal Access Monitoring Program. The draft will be refined and the survey questions piloted over the coming months, pending the hiring of an additional staff member to help oversee the program's expansion and implementation.

## **INITIATIVES RECENTLY IDENTIFIED AS COMPLETE IN PRIOR REPORTS**

### **1. Wollaston Station Renovation**

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

Update from November 2019 report: The station was shut down for construction in January 2018. The fully accessible station was reopened to the public on August 16, 2019, making all stations on the Red Line accessible.

### **2. Downtown Crossing Phase I**

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

Update from November 2019 report: The elevators were put into service June 14, 2019.

### **3. Andrew 857, 858, 859**

Scope: Capital Delivery will finalize the design and construction of Andrew 857, 858, 859 elevator replacements.

Update from November 2019 report: All Andrew elevator replacements opened on October 18, 2019.

### **4. Forest Hills Phase I**

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

Update from November 2019 report: The second headhouse with the new elevator, located on the southwest corridor park, was opened on November 5, 2019.

### **5. Harvard 821**

Scope: Harvard elevator 821 will be replaced and the existing shaft will be expanded to provide an enlarged elevator pass-through cab design.

Update from November 2019 report: The Harvard replacement elevator 821 reopened on October 31, 2019. The original unit measured 4'1" x 4'8" (19 square feet) with a 3'-wide door opening, and had virtually no visibility in or out of the elevator cab. The new elevator is 60% larger: 5.0' x 6.0' (30 square feet) with a 3.5'-wide door opening, and has a fully transparent cab and shaft.

### **6. Tracking Accessibility-Related Rider Complaints and Feedback**

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

Update from November 2019 report: In October of 2018, an effort was begun to build a new employee-facing portal for handling accessibility complaints. Many departments were involved in creating this new portal, including SWA, OCC, Information Technology, Bus and Subway Operations, and Rider Experience. The common goal was to create a "one-stop shopping" workspace for SWA rider complaint investigations.

On June 17, 2019, the new IRIS SWA Investigation Screen went live. Leading up to the launch, SWA held training classes for Bus, Subway, and various other areas that conducted SWA investigations. All relevant staff members received training on the new screen. The impact this new process had on the overall complaint system was immediately realized. Positive results:

- Easier collaboration and information sharing between departments
- Easier Oversight by Operations Management
- Ability to create quarterly reports much more quickly
- A significant reduction in the amount of time between a complaint being filed and an appropriate resolution

In addition, enhanced complaint investigation and resolution guidelines are complete. These guidelines clearly explain the steps which should be taken to complete an investigation and issue an appropriate resolution.

## 7. Central 861

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

Update from May 2020 report: This fully modernized elevator was completed and put into service on April 2, 2020. The new elevator is now pass-through and largely transparent on all sides.

## 8. Bus Evacuation Drills

Scope: SWA, Security, Safety, and Operations will collaborate to implement a series of bus evacuation drills focused on the potential impacts on riders with disabilities.

Update from May 2020 report: MassDOT Security & Emergency Management and the MBTA conducted four small-scale bus emergency evacuation drills in October of 2019. Findings from the drills have been used by SWA to inform the development of the updated curriculum for new bus operator accessibility training and bus operator recertification training programs—each of which include instruction on assisting riders with disabilities during an emergency evacuation.

## 9. Transit Education

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

Update from May 2020 report: Content has been developed and training video posted at <https://www.mass.gov/manual/transportation-training-for-staff-of-aging-and-disability-service-providers>.

## 10. Fixed-Route Brochure

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

Update from the November 2020 report: The new SWA promotional brochure, *Access in Motion: Your Guide to MBTA Fixed-Route Services*, went to print at the end of summer 2019. Since then, the brochure has been distributed at numerous public meetings and transit-education sites. An accessible electronic version of the brochure is now [available online](#). Additional languages and alternate formats are also available upon request.

## 11. Plan for Accessible Transit Infrastructure (PATI) Website

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

Update from the November 2020 report: The "[System-Wide Accessibility Improvements](#)" [web page](#) launched in July 2020 and includes a mode-by-mode snapshot of the current state of accessibility as well as descriptions of capital projects currently in the works.

## 12. Building a Virtual Travel Training Experience

Scope: SWA's travel training program will work to develop and incorporate virtual learning tools for trainees in order to supplement in-person training experiences and allow for travel training to continue while social distancing remains critical.

Update from the May 2021 report: Through its current contractor of travel instruction services, SWA developed webinar material for older adults, individuals with disabilities, as well as agencies serving these populations to improve rider knowledge about resources, accessibility information and skills regarding how to ride public transit. Training can be requested via live Zoom webinars. All training material will also be posted on the MBTA's website and be available on demand starting in May 2021. In addition to webinars, the T is also working on short videos about how to access and ride the T. The first of 5 videos is titled "Planning your Trip" and is posted under "Resources for Riders" at <https://www.mbta.com/accessibility/travel-training>.

## 13. Transit Education - UMASS Medical School

Scope: SWA partnered with the University of Massachusetts Medical School (UMMS) in 2019 to develop a curriculum on transportation as an important element of health, and to integrate that curriculum into UMMS' existing multidisciplinary clerkship program.

Update from the May 2021 report: In 2020, for the second year in a row, SWA collaborated with UMMS to develop material that educates future physicians about transportation policy. The material also provides education about the transportation and other mobility resources that are available for patients in rural areas, and how to access those resources in various communities of

the Commonwealth. Because of the COVID-19 pandemic, the manner in which public and community transportation serve the needs of community residents is changing. Discussions with UMMS will continue about how best to educate future doctors about evolving mobility resources and a need to improve digital literacy in the communities they serve.

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

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

Update from the November 2021 report: On November 15, 2021, two new, fully accessible, Green Line stops – Amory and Babcock – opened for passenger service, replacing four inaccessible stops that have been decommissioned and demolished.

#### 15. Chelsea Station

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

Update from the November 2021 report: On November 15, 2021, the brand-new and fully accessible Chelsea Commuter Rail Station opened for service.

#### 16. Priority Seating Decals on Subway

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

Update from the November 2021 report: In addition to new priority seating decals being installed on the entire bus fleet, these decals have now been installed on all subway cars.

#### 17. Alewife 813, 814, 815

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

Update from the November 2021 report: This project is now complete. Construction began in summer 2018 and was phased in such a way that the station remained accessible at all times. Elevator 813 (lobby to platform) opened for service in the summer of 2019. Elevator 815 opened for service in March 2020. Elevator 814 was completed in September 2020.

#### 18. Elevator Cleanliness

Scope: An interdepartmental task force consisting of Engineering and Maintenance, Operations, Rider Experience, Rider Technology, Transit Police, and SWA will develop and document a protocol for addressing the issue of elevator cleanliness.

Update from the November 2021 report: The task force was established in the summer of 2019 and identified a number of key components/activities for maintaining elevators in the cleanest manner possible. These have been implemented and will be ongoing, representing a holistic approach to elevator cleanliness. Several of the specific activities underway include:

- Implementation of a new cleaning contract. In March 2020, the MBTA launched a new performance-based station cleaning program, of which elevator cleanliness is the key component.
- Replacement of elevator floors with new non-absorbent flooring materials at key locations. 30+ of the highest priority floors have been replaced since 2019 in addition to each of the recently modernized elevators (discussed above).
- Regular inspections conducted by Transit Ambassadors. Issues are reported in real time and yield an expedited request for cleanup. Monthly reports have been developed to help identify and track areas of concern
- Formation of a subcommittee consisting of Ambassador Management (MBTA contract oversight), Block by Block (contractor), E&M and SWA. The group meets on a regular basis to discuss the previous month's report. The data and subsequent analysis alerts the group where opportunities for improvement exist and resources can be shifted to address areas of concern.
- Sharing of elevator cleanliness reports with TPD on a monthly basis to alert them of potential areas of concern.
- Development of a prototype of a urine detection device. A demonstration of this device was conducted in early 2021. A larger scale pilot is planned for Spring/summer 2022.

#### 19. Green Line Rear Door Boarding Awareness Campaign

Scope: The Rider Experience Department and SWA will develop and implement a marketing campaign designed to highlight the availability of accessible rear door boarding on Green Line trains.

Update from the November 2021 report: Decals advertising the rear door boarding policy as well as drawing attention to the ISA button riders may push as one option to request access to the rear door were installed on all Green Line trains throughout the spring of 2021. Additionally, audio and visual (both poster and digital) messaging were deployed in Green Line stations and stops to educate riders about the rear door boarding policy in the summer.

#### 20. System-Wide Accessibility Charter

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

Update from the November 2021 report: A memo documenting SWA's roles and responsibilities was issued to all senior staff by the General Manager in May 2021. This document represents the memorialization of practices that have been in place for a number of years.

#### 21. Brookline Hills

Scope: The Town of Brookline is building a new high school building over Brookline Hills Station. As part of this work, the Town will be reconstructing the station with raised platforms and a number of path of travel upgrades.

Update from May 2022 report: Construction began in late 2019 and was completed in January 2022.

## 22. Mansfield Station

Scope: This project includes the construction of new compliant mini-highs, as well upgraded accessible parking, and accessible routes to cross under the tracks via MA Route 114.

Update from May 2022 report: The mini-high platforms and the new ramps for accessible routes were completed in early May 2020. All other upgrades were completed and approved in March 2022.

## 23. Ruggles Phase I

Scope: This project will install a new Commuter Rail platform along Track 2 at Ruggles Station and a new elevator (728) to the busway center platform. Existing elevators 848 (lower busway), 849 (Commuter Rail), 850 (Orange Line), and 851 (Forsyth St.) will also be replaced.

Update from May 2022 report: Construction is complete and all new elevators are in service as of February 2022.

## 24. Audio & Visual Equivalency Policy

Scope: The Rider Technology department and SWA will develop a policy that defines when, and by what means, digital signage must have an audible component as well as when information that is broadcast audibly must have a visual component.

Update from May 2022 report: The Rider Technology department, in conjunction with SWA, has developed a working set of guidelines regarding audio/visual equivalency policy, and has identified known best practices and practical solutions for a range of scenarios. One of the key takeaways in talking to blind/low-vision riders, as well as digital signage manufacturers and out-of-home advertising companies, is that there is no universal solution for audio-equivalence for digital signage. Because of this, audio/visual equivalence will be achieved using a variety of solutions, depending on a variety of factors (screen hardware, location, informational context, etc.), and the guidelines will be updated to reflect emerging best practices.

## 25. Stop Announcements on Bus

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

Update from May 2022 report: SWA, Service Planning and Bus Operations have worked together to develop a policy that requires Operators to contact the Operations Control Center as soon as possible if any issue arises involving the automated stop announcement system so that an alternate vehicle can be secured. Operators are required to make manual announcements for all stops along the route, with particular emphasis on major intersections and transfer points. As part of the Bus Network Design process, the MBTA will work to further refine what specific stops, route by route, are most critical to be manually announced if the automated system fails.

## 26. Oak Grove Station Upgrades

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

Update from the December 2022 report: The new elevator at the Washington St. entrance went into service in February 2021. The new elevator from the Banks Place busway/parking lot entrance to the lobby opened in early May 2022. Additionally, the new redundant elevator from the lobby to the Orange Line platform went into service in August 2021, and the replacement of the adjacent elevator went into service in November 2022.

## 27. Re-envisioning Travel Training and Launch of MBTA Mobility Center

Scope: Historically, SWA's travel training program (focused on empowering riders to use the fixed-route system) has been managed separately from The RIDE (paratransit) eligibility center and eligibility process. That will change in 2022, when the MBTA will be launching a new Mobility Center that serves to help older adults and riders with disabilities learn more about all of the accessible mobility options available to them based on their own unique needs. The center will house the paratransit eligibility process, new travel training services (virtual and in person), and assistance with trip planning, as well as a streamlined reduced-fare acquisition process. The center will also assist in holding outreach events with local communities and organizations.

Update from the December 2022 report:: The Mobility Center opened its "doors" on July 1, 2022. The center is accessible through several channels, including its physical location at 1000 Massachusetts Avenue, our website, or via phone 617-337-2727 (711 for MA Relay). In a shared space, the Mobility Center is a service, education and information hub, providing tools and information needed to empower each rider to make the best decision about the way they want to ride. The Center has a singular intake process for all riders and the menu of services include eligibility determination for the RIDE, travel training for individuals and groups, trip planning, technology training, and assistance with reduced fare card applications.

## 28. Creation of Online Application for Free and Reduced Fare CharlieCards

Scope: The MBTA will develop online applications to allow eligible older adults and people with disabilities to apply for one of the MBTA's free or reduced fare programs remotely on the web—this includes the Senior CharlieCard, Transportation Access Pass, Blind Access CharlieCard, and Youth Pass CharlieCard. The new online option will provide applicants with an alternative to the current paper-based or in-person application process.

Update from the December 2022 report: As of December 2022, the MBTA has now launched online applications for the four free and reduced fares programs:

1. [Senior CharlieCards](#) (eligible riders age 65 and older);
2. [Youth Pass CharlieCards](#) (eligible for low income riders aged 18-25);
3. [Blind Access CharlieCards](#) (eligible riders who are legally blind); and
4. [Transportation Access Pass](#) (eligible for riders with disabilities).

Riders utilizing any of these four programs can submit an initial application, request a renewal of their Reduced Fare CharlieCard, or request a replacement CharlieCard to these programs remotely and have their free or reduced fare CharlieCard mailed to their home.



In person support continues to be available at the [CharlieCard Store](#), [Mobility Center](#), and participating [Youth Pass cities and towns](#).

## 29. Bus Operations Training for New Hires

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

Update from the December 2022 report: SWA and Bus Operations collaborated to create an entirely new 8-hour Accessibility Certification training course, with support from the Daniels-Finegold plaintiffs' group and R-TAG. This course has been used to recertify supervisory personnel and selected bus operators since February 2021, and since May 2021 it has been utilized to train new hires as well as Operators who have been identified as in need of additional training.

## 30. Subway Operations Training for New Hires

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

Update from the December 2022 report: SWA and Subway Operations collaborated to develop an entirely new accessibility training for all new hires. The training, which was modeled on the Bus Operations 8-hour Accessibility Certification training, was launched in July 2021. Rider feedback via an online survey, as well as several meetings with R-TAG and the Daniels-Finegold plaintiffs' group, helped inform both specific content and the thematic direction of the new training.