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May 31, 2017

Dear MBTA Customer,

Welcome to the May 2017 MBTA System-Wide Accessibility (SWA) Access Initiatives update. The MBTA continues to reaffirm its commitment to becoming a nationwide model for accessible public transit—and to that end, we have been hard at work advancing efforts towards fulfilling and building upon our current access initiatives. As always, these are projects which have been selected based on both commitments outlined in the MBTA/BCIL Settlement Agreement and specific priorities identified by SWA, as well as on your customer feedback.

The following semi-annual report contains an update on each initiative. Highlights include:

- Completion of accessibility surveys at all 7,600+ MBTA bus stops!
- Finalization of policies & procedures regarding the oversight of the Internal Access Monitoring Program
- Significant work with community partners to develop a new accessibility-focused Community Engagement Group

In addition to the progress made on these initiatives, many others are well underway. If you would like additional information on any particular initiative, or would like to suggest an area of focus, please contact us at SWA@mbta.com.

Thank you for your continued support as we work towards ensuring that the MBTA is an accessible and reliable system for all.

Sincerely,

Laura Brelsford
Assistant General Manager
Department of System-Wide Accessibility

MBTA System-Wide Accessibility Initiatives

May 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 7643 bus stops have been located and surveyed as of May 2017.

The Station and Commuter Rail Stop Tablet Application development has commenced and is expected to begin field testing in August 2017 to allow for survey work to begin in September 2017. Station and Commuter Rail surveys will be focused on capturing meaningful barriers at accessible stations, while inaccessible stations will be reserved for design work.

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 July 2017 to have a dedicated prioritization criteria conversation.

Formal recommendations regarding prioritization are expected later this year.

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. 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.

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 has been drafted, is under review, and will be issued this June.

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 has been issued.

This initiative is now complete.

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

Update: The required upgrade has successfully been tested on each type of bus and will be pushed out to the entire fleet this summer.

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

Update: In October, SWA and Vehicle Engineering identified locations for Priority Seating decals on all new and existing buses. Locations were selected in a manner to ensure that there will be a net increase of four additional priority seats.

The design of the new decal has also been completed. The development of a timeline for the printing and installation of new signs is now underway.

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. The development of a

timeline for the printing and installation of new signs is now underway.

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 this summer.

15. SWA and Operations will adjust training modules regarding emergency preparedness and customers with disabilities and incorporate these modules in Bus and Subway Recertification trainings for Bus Operators, CSAs and Motorpersons.

Update: SWA and Operations have met to review content of existing trainings. These Operations trainings will be updated during 2017/2018 and revisions will ensure appropriate emergency preparedness material is incorporated.

16. Operations and SWA will develop a standardized procedure for employees to follow when responding to common emergency diversions, including establishing a procedure for ensuring that shuttle locations are accessible and that customer communications during a diversion address the needs of customers with disabilities.

Update: The MBTA currently has policies and protocol in place to help ensure all diversions are accessible. Later this year, 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.

VEHICLE ENGINEERING

19. SWA will reinstitute the Accessible Vehicle Ad Hoc Committee to solicit design feedback throughout procurement process of new Red/Orange/Green Line vehicles.

Update: Since the last update, The Vehicle Accessibility Advisory Committee met 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.

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, opportunities for the inclusion of additional accessible faregates may be identified.

STOP AND DESTINATION ANNOUNCEMENTS

22. Operations and SWA will issue a rule reminder to remind employees to make stop announcements on Subway. Additionally, Motorpersons Recertifications will be revised to include additional information regarding the importance of making stop announcements and the potential discipline associated with failing to make such announcements.

Update: SWA and Subway Operations are working to coordinate announcement expectations and scripts across all lines. A Special Order will be issued later this year.

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 later this year.

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 later this year.

VERTICAL TRANSPORTATION

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

Update: This spring, a contractor was selected to assume the tasks below. A scope is being finalized and work will begin later this year.

- 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 in early Summer 2017.

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

Update: Later this year, 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 early 2018.

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

Update: After several years, finalization of agreements with the City of Cambridge was completed in March 2017. Bidding was completed in March 2017. Construction is expected to begin later this year and to last approximately one year.

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

Update: Demolition of the headhouse and shaft of elevator 804 has begun and elevator reopening is expected in Fall 2017. Design work for 808 will be completed in late 2017.

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

Update: The finalization of agreements with the City of Cambridge was completed in March 2017 and the project was put out to bid with Harvard Elevator 821 in late March 2017. A Notice to Proceed for

construction is expected later this year. A shuttle bus will be provided between Central and Kendall Stations throughout construction.

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

Update: Notice to Proceed was issued in October 2016. Elevator shutdown is projected for September 2017 and elevators will reopen in Spring 2018. A shuttle bus will be 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: Notice to Proceed was issued in October 2016. Construction will begin in late 2017 as construction of Tufts elevators winds down and elevators will reopen in late 2018. A shuttle bus will be provided throughout construction.

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

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

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

Update: Design work was completed in April 2016. However, after reviewing the customer service impacts and cost of providing shuttle service for approximately one year (to mitigate the elevator outage), a decision was made to fast-track the design of a redundant elevator to the Red Line platform. Design should be completed by August 2017, with bid advertisement in November 2017.

37. Operations will enhance its procedure for notifying passengers of elevator outages to include posting outage information physically on affected elevators 1 week (or as soon as possible) in advance of any planned shutdowns (in addition to posting on mbta.com).

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

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

Update: This spring, a contractor was selected to assume the tasks below. A scope is being finalized and work will begin later this year.

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

ACCESS TO STATIONS/FACILITIES

39. Operations and SWA will develop snow removal standards for bus stops and stations.

Update: As part of the MBTA's 2015/2016 and 2016/2017 Snow & Ice Plans, basic parameters were documented for ensuring accessible paths of travel through snow/ice at stations, as well as what must be cleared at bus stops to maintain accessible boarding. These guidelines were utilized last winter; however, suggestions have been made regarding how to enhance the guidelines and they will be reissued later this year.

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 later this year.

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 advocate for proper maintenance.

CUSTOMER COMPLAINT PROCESS

43. The MBTA will establish a procedure for handling accessibility-related customer complaints. This procedure will:
 - identify the information that must be collected during intake;
 - identify the circumstances under which a customer complaint requires further investigation;
 - require supervisory staff to review and approve the content of all accessibility-related complaints during the intake phase;
 - identify other roles/responsibilities of customer service staff and supervisory personnel;
 - identify an Operations supervisor's role and responsibilities when investigating access-related complaints; and

- set quality and timeliness standards for responding to customer complaints.

Update: 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 Subway Operations has been finalized and will be implemented this summer. Guidelines for Bus Operations is undergoing a final review process and will also be ready this summer.

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.

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 later this year.

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. 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 boards. The MBTA has been meeting regularly with the vendor to advance a pilot of 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 late 2017/2018, 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 late 2017 and a schedule for implementing any recommended revisions will be developed.

52. Operations and SWA will review accessibility-related modules within Subway Recertifications to determine whether any revisions are warranted. If Operations and SWA determine revisions are warranted, they will implement them accordingly.

Update: SWA and Operations have met to review content of existing trainings. These Operations trainings will be updated during Summer/Fall 2017.

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

Update: SWA will begin work on this initiative in late 2017.

INTERNAL ACCESS MONITORING

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

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

55. See addendum for previously completed initiatives.
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. See addendum for previously completed initiatives.
58. See addendum for previously completed initiatives.

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.

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: Since the last Title VI update on accessibility initiatives, the MBTA, through its Office of Diversity and Civil Rights (ODCR), has

initiated work on the MBTA's public participation and language assistance plan and accessible meeting policy, to provide more clarity, feasible alternatives, and improved practicality. Additionally, the Title VI unit has created an online tool called Engage, in collaboration with the Office of Transportation Planning, an online resource designed to assist staff to hold more inclusive public meetings. The tool includes three features: a growing list that identifies over 300 accessible meeting locations throughout the Commonwealth; over 4,000 local community-based organizations across the state that can be accessed for e-mail and direct phone or mail outreach; and a mapping of Limited English Proficient persons by languages spoken at a geocode or project area level to support the translation of vital information.

MassDOT is also working with municipalities across the Commonwealth on training to create ADA transition plans for the right of way and on a pilot application for curb ramp assessment, which would include access in relation to the MBTA service area, as applicable.

61. Marketing and SWA will develop and implement a marketing campaign designed to highlight improvements to fixed-route access and to spread the message that access benefits all customers.

Update: This will be undertaken in 2017/2018 in coordination with marketing materials developed for the MBTA's forthcoming travel instruction program.

62. The MBTA will work with AACT and other disability stakeholder organizations to review the AACT MOU and will revise as needed to improve community engagement.

Update: During the Fall of 2015, with input from AACT, the MBTA developed a customer survey aimed at identifying areas for improvement in engaging with the disability community, via AACT or other means. Based on survey results and other research, a series of recommendations for enhancing AACT and improving customer

engagement were issued by Judge King, the Independent Monitor of the MBTA/BCIL Settlement Agreement. A community ad hoc committee was formed and has been meeting regularly to draft new bylaws. Throughout this spring and summer, the committee will be working with the MBTA to establish 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. The contract is expected to be finalized this spring and work will begin this summer.

STATION UPGRADES

64. See addendum for previously completed initiatives.
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.

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

Update: Design for Mansfield is complete and a construction contract was awarded with NTP issued in February 2017. Construction is scheduled to begin in June 2017 and be completed in June 2018.

67. See addendum for previously completed initiatives.

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

Update: The design is now approaching 60% and will progress to 100% throughout 2017.

69. The MBTA will consolidate and reconstruct BU West, St. Paul, Babcock and Pleasant St stations into two fully accessible Green Line Stations.

Update: The design includes the construction of two new stations at Babcock/Pleasant and BU West/St. Paul and the demolition of the four existing stations. The design will be completed by Summer 2017. The 100% design is expected in late Summer 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.

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 May 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. Upper busway canopy design is approaching 90% 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 is expected to be complete in Fall of 2017 with a construction contract awarded in early 2018.

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 it may not be feasible to relocate the mini-high to a location that provides for a safe and improved boarding experience. Results are currently under review.

74. See addendum for previously completed initiatives.

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. 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 later this year.

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

Update: In October, SWA and RROPs began a review of alternative bridgeplates for use on Commuter Rail including Amtrak's new bridgeplate. Initial testing was positive and further reviews are underway.

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 are most needed and to research existing disability policy and training practices employed by other law enforcement agencies. 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 MBTA's web team has developed several key components of mbta.com that are currently in place--enhanced service alerts, improved schedule pages, better trip planning functionality, and new station information pages. The team has partnered with the Institute for Human Centered Design to ensure all aspects are fully accessible. The official launch of the new site will occur later this summer, with numerous improvements happening thereafter, depending on customer feedback.

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 later this summer.

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 2017.

83. MBTA will develop policy outlining which enterprise applications should be tested for compliance with accessibility standards, and how that testing should be completed.

Update: These policies and procedures will be drafted during late 2017/2018. 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 late 2017.

INITIATIVES ADDED IN MAY 2016

Throughout 2015/2016, a number of Capital Funding Requests were submitted for consideration in the 2017-2021 CIP. The approved CIP included over \$200 million worth of projects that will improve accessibility. Because of this, the following initiatives were made possible.

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

The MBTA intends to retire the approximately remaining high-floor buses in 2018.

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: 27 Green Line stations (including Boylston) and Bowdoin Station; the second on 29 Commuter Rail stations.

Currently, the Rapid Transit portion and Commuter Rail portion of this effort are being handled by two different design teams and are both underway. Reports are supposed to be completed by September 2017.

89. Capital Delivery will make Wollaston Station fully accessible.

Update: The 100% design is complete, the project was put out to bid in April 2017, and a Notice to Proceed is expected in Summer 2017, with construction beginning in the Fall of 2017. The station will be shut down for approximately 18 months during construction—however, the shutdown schedule will not be determined until a contractor is onboard and long-lead items are ordered.

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.

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

Update: Notice to Proceed for design was issued in late 2016 and design is expected to reach 100% in late 2017.

93. Capital Delivery will install a new commuter rail platform along Track 2 at Ruggles Station and a new elevator to the busway center

platform. Following this work, existing elevators 848, 849, 850, 851 and 852 will be replaced.

Update: Design is complete. Construction on the new platform, busway elevator and lower busway improvements, and replacement elevators is expected to begin in early 2018.

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 MBTA received 15% design submittal in the spring and will be holding a 30% design review in late May 2017.

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

Update: A conceptual design is underway.

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

Update: A Notice to Proceed for design was issued in late March 2017. Design is expected to progress through 2017.

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

Update: The design contract was awarded earlier this spring and will be completed in Summer 2018.

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

Update: Design contract was awarded in late 2016 and is underway.

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 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: A proof of concept is currently being developed and testing on a beta solution is expected this summer.

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

Update: There are 7,600+ 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 stops is approaching 90% design; the second is in the early stages of design.

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 December 2016 (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 and new cards are in circulation at all garages.

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.

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.

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.

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.

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.

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 Balsler, 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.