



GREEN LINE EXTENSION PROJECT



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Massachusetts Department of Transportation



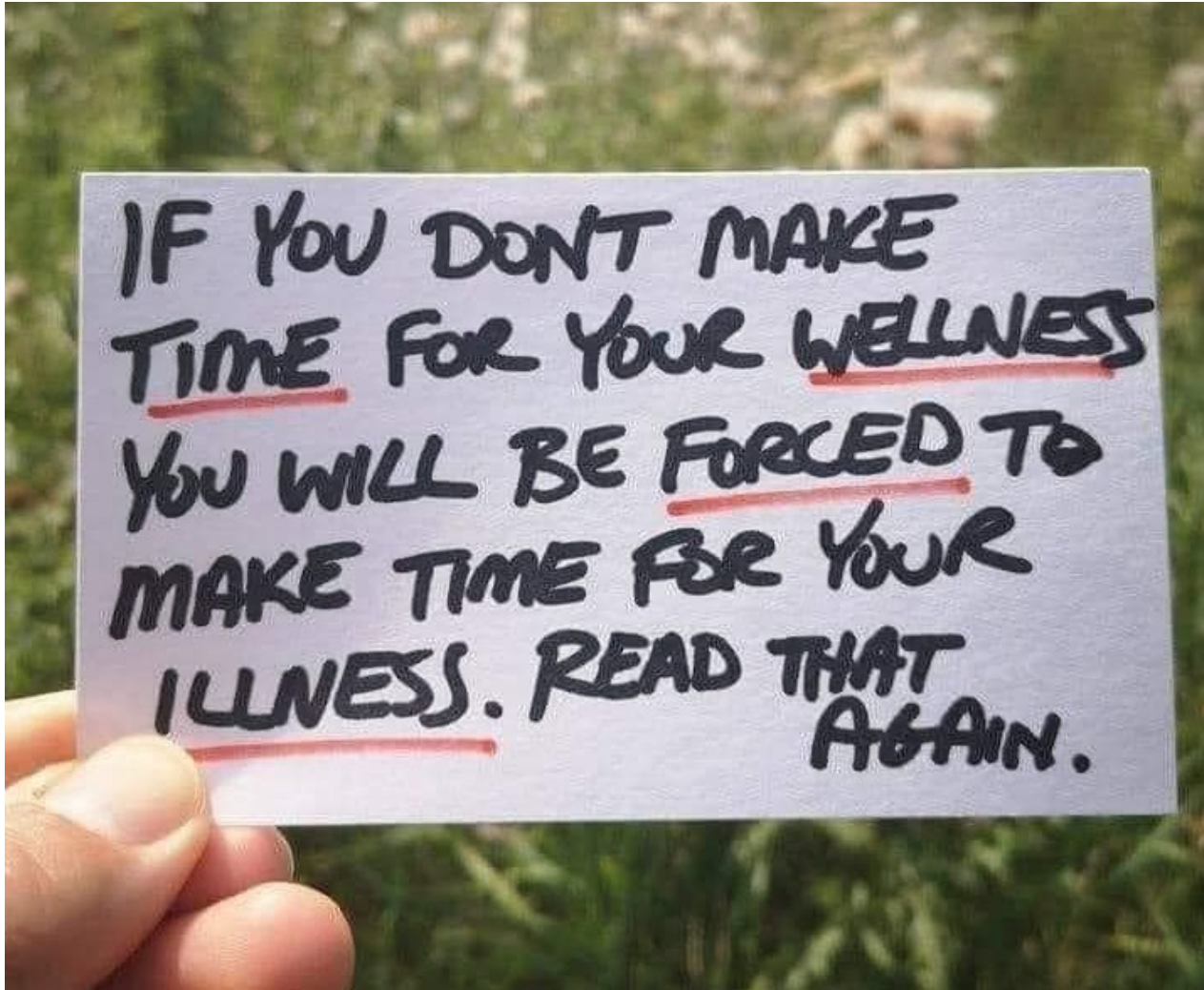
GLX Community Working Group
Monthly Meeting #47
October 5, 2021

Agenda - Meeting #47

- **Welcome & Safety Moment**
 - **GLX Project Update**
 - **MBTA System-Wide Accessibility**
 - **Q & A**
- Terry McCarthy, MBTA – GLX Deputy Program Director, Stakeholder Engagement
 - Laura Brelsford, MBTA Assistant General Manager, Department of System-Wide Accessibility
 - All



Safety Moment



- Annual Check-Ups
- Cancer Screenings
- Mental Health
- Heart Disease Prevention
- Healthy Diet
- Exercise Plan
- Proper Sleeping Habits
- PTO



GLX Project Update

- Terry McCarthy, GLX Deputy Program Manager, Stakeholder Engagement



GLX Transition to Revenue Service

A few general notes:

- Next month marks the GLX Community Working Group's 48th consecutive monthly meeting.
- Heavy civil construction is finishing up and focus is now on Testing & Commissioning.
- GLX Community Working Group meetings will be switching to the Microsoft Teams format.



School and Medford Street Bridges Status

School Street Bridge is now open for emergency vehicles and pedestrians ONLY:

- School Street Bridge is expected to reopen to all traffic in a few weeks
- Medford Street Bridge is expected to reopen for all traffic late fall 2021
- When Medford Street reopens, there may intermittent closings on Street Bridge to perform final punchlist activities.



October 5, 2021



School and Medford Street Bridges Status



School St. Bridge facing Medford St., October 5, 2021



School St. Bridge facing Highland Ave, October 5, 2021



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Testing & Commissioning Status

Training of First Responders is underway

- Firefighter and Ambulance vehicles arrive at GLX Vehicle Maintenance Facility to engage in training exercises.



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Testing & Commissioning Status

Training of First Responders is underway

- Firefighter and Ambulance personnel from Somerville, Cambridge, and Medford attend training session and new GLX Vehicle Maintenance Facility which is now operational



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Testing & Commissioning Status

Equipment Testing

- “Truck” lift operation at GLX Vehicle Maintenance Facility.



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Testing & Commissioning Status

Final punch list items

- Line painting at GLX Vehicle Maintenance Facility.



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MBTA System-Wide Accessibility

- Laura Brelsford, MBTA Assistant General Manager,
Department of System-Wide Accessibility



Join Zoom Meeting

<https://zoom.us/j/91663912036?pwd=UIRVajZneTZRWkxmTnBpd2RvVkhKdz09>

Meeting ID: 916 6391 2036

Passcode: 196369

One tap mobile

+19292056099,,91663912036# US (New York)



GLX Community Working Group

10/5/21



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Department of System-Wide Accessibility

- Reports to General Manager
- Focused on fixed-route system
- Responsible for compliance with Title II of ADA, 521 CMR and BCIL Settlement
- Clearinghouse of Subject Matter Expertise regarding access-related regulations and best practices
 - Reviews all customer-facing policies and procedures
 - Reviews all Capital Delivery plans and projects
- Design Standards (Design Guide to Access)
- Long-term planning (PATI)
- Oversees Internal Access Monitoring Program
- Tracks disposition of all access-related customer complaints
- Travel Instruction Services



Bus Service Then & Now

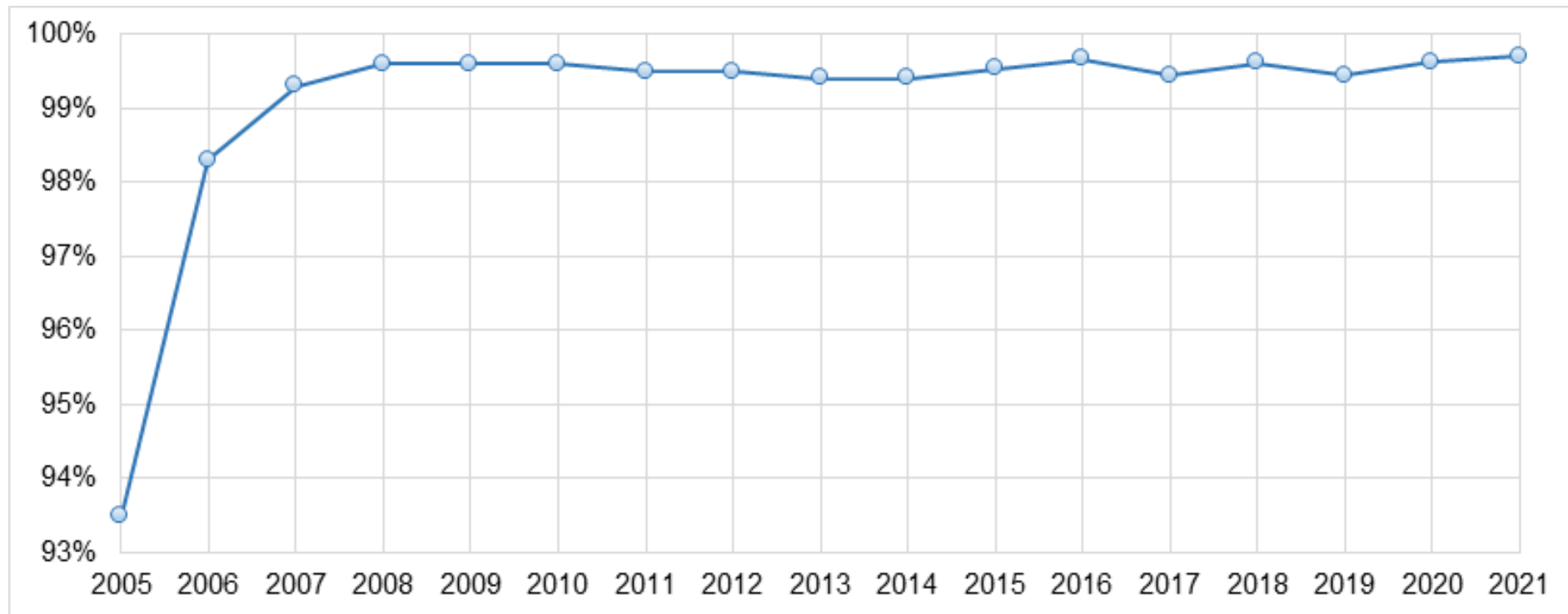
Accessibility Issue	2005*	2019^
Destination Signage Missing or Incorrect	15%	1.5%
Customer with disability unable to board due to broken lift/ramp	19%	0%
Operator refuses to use kneeler/lower bus	11%	0.1%
Operator denies service to customer with disability	11%	<0.5%
Wheeled Mobility Device Not Properly Secured (using 4 straps)	91%	6%

*-Data as reported by Delta Services Inc., August 2005

^-Data as reported by SWA's Internal Access Monitoring Program, Combined Q1 & Q2-2019



Elevator Uptime (2005-2021)

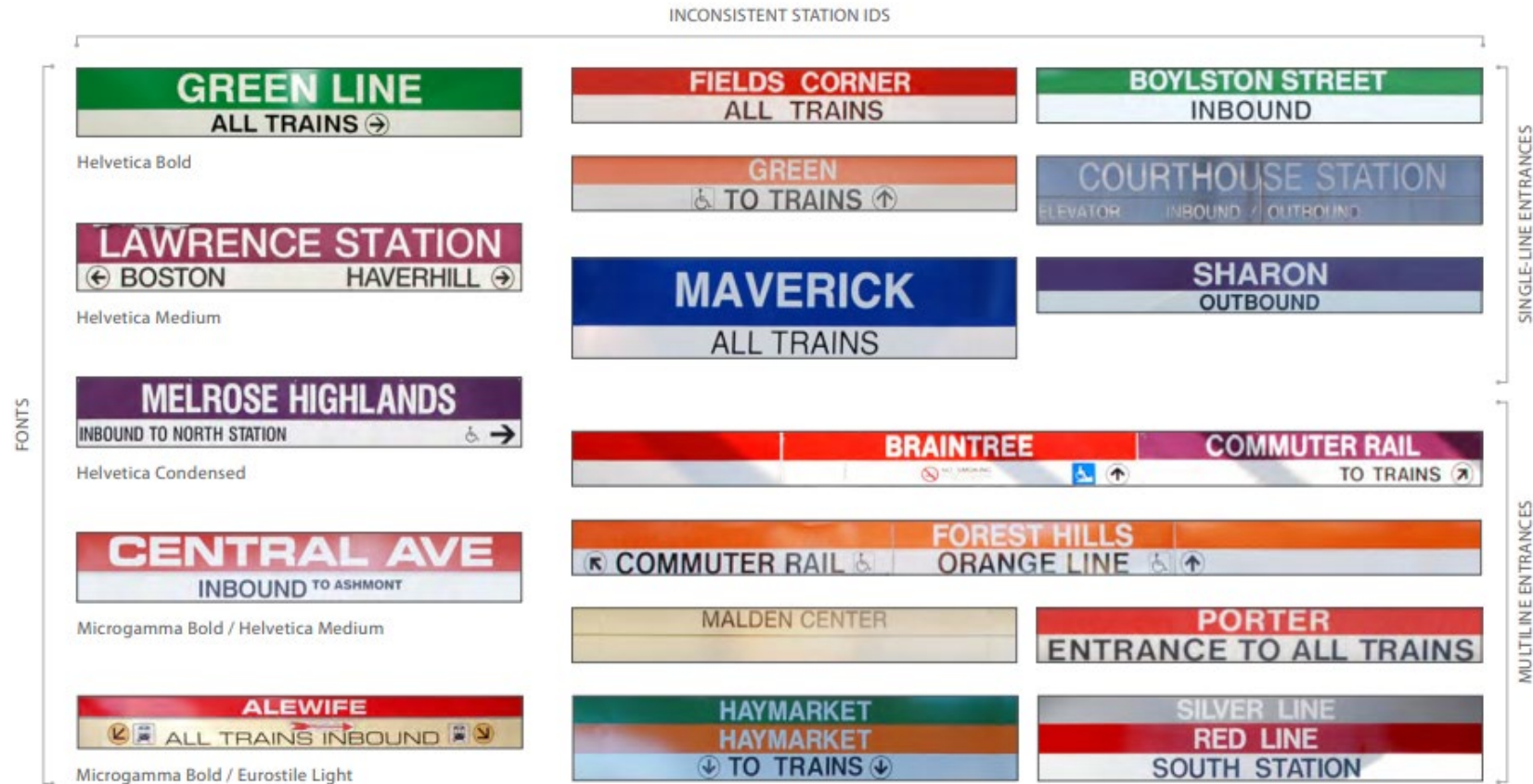


New Subway Vehicle Designs



- New fleet of Red and Orange Line vehicles
- Improved PA/VMS systems
- Door locator tones
- Enhanced color contrast
- Tactile/Braille car numbers at each door
- Additional seating areas for wheeled mobility users

Wayfinding Standards



AD HOC SIGNAGE

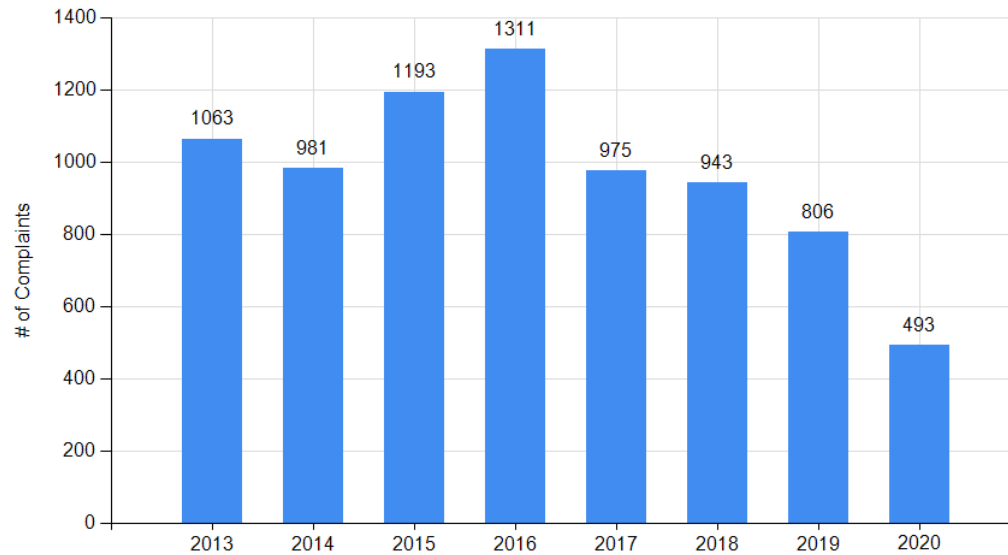


Assistance at Stations

- Ambassadors trained to
 - provide assistance
 - monitor accessible paths of travel and elevators
- Priority staffing locations developed
- Expanding coverage over next 2 years



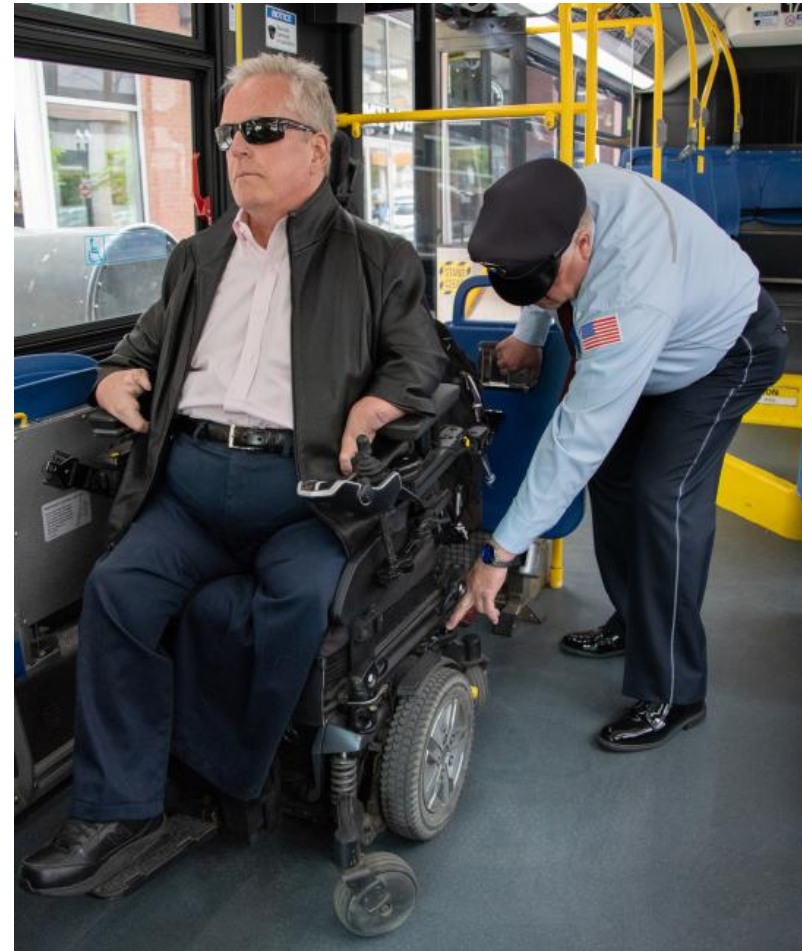
Improved Complaint Resolution & Tracking Process



- Investigation and resolution guidelines
- Closed loop process with follow-up to customer
- Improved database and reporting capabilities
- Oversight from SWA

Internal Access Monitoring Program

- Close collaboration with Operations
- Staffed by 20 part-time undercover monitors
- All modes monitored
- Over 1000 trips monitored/quarter
- Quarterly reports issued
- Discipline Guidelines issued for all serious access violations



Plan for Accessible Transit Infrastructure

- System-wide survey and inventory of barriers
- Established prioritization criteria
- Identify priorities that provide most meaningful benefit
- Develop long-term plan for achieving 100% accessibility



Innovative Ideas

- Hands-free accessible fare gates
- Urine detection pilot
- Real-time information displays at specific elevators
- Investigation of indoor navigation solutions



Travel Instruction Services

- Free group or individualized training for anyone looking to learn about accessibility and build confidence riding the T
- Contact 617-337-2756 or howtotravel@mbta.com



Riders' Transportation Access Group



Questions, complaints, accommodations?

- Call 617-222-3200 or visit MBTA.com and select "support"

Learn more about Accessibility at the T and how to get involved:

- [MBTA.com/accessibility](https://www.mbta.com/accessibility)
- [MBTA.com/SWA-initiatives](https://www.mbta.com/SWA-initiatives)





Massachusetts Bay Transportation Authority
Accessible Rapid Transit Stations as of 1990

1990





Q & A

