Agenda - Meeting #47

• Welcome & Safety Moment ➢ Terry McCarthy, MBTA – GLX Deputy Program Director, Stakeholder Engagement

• GLX Project Update

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

• Q & A ➢ All
Safety Moment

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

IF YOU DONT MAKE TIME FOR YOUR WELLNESS YOU WILL BE FORCED TO MAKE TIME FOR YOUR ILLNESS. READ THAT AGAIN.
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
Testing & Commissioning Status

Training of First Responders is underway

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

October 5, 2021
Testing & Commissioning Status

Equipment Testing

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

October 5, 2021
Testing & Commissioning Status

Final punch list items

➢ Line painting at GLX Vehicle Maintenance Facility.

October 5, 2021
MBTA System-Wide Accessibility

Laura Brelsford, MBTA Assistant General Manager, Department of System-Wide Accessibility
Join Zoom Meeting
https://zoom.us/j/91663912036?pwd=UlRVajZneTZRWkxmTnBpd2RvVkhKdz09
Meeting ID: 916 6391 2036
Passcode: 196369
One tap mobile
+19292056099,,91663912036# US (New York)
GLX Community Working Group

10/5/21
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

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

*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

INCONSISTENT STATION IDS

- **GREEN LINE**
  - All Trains
  - Helvetica Bold

- **FIELDS CORNER**
  - ALL TRAINS
  - BOYLSTON STREET
  - INBOUND
  - COURTHOUSE STATION
  - ELEVATOR INBOUND / OUTBOUND

- **MAVERICK**
  - ALL TRAINS
  - SHAHAN OUTBOUND

- **MELROSE HIGHLANDS**
  - INBOUND TO NORTH STATION
  - Helvetica Condensed

- **CENTRAL AVE**
  - INBOUND TO ASHMENT
  - Microgams Bold / Helvetica Medium

- **ALEWIFE**
  - All Trains Inbound
  - Microgams Bold / Eurostile Light

- **BRAINTREE**
  - COMMUTER RAIL
  - TO TRAINS

- **FORST HILLS**
  - ORANGE LINE
  - TO TRAINS

- **MALDEN CENTER**

- **PORTER**
  - ENTRANCE TO ALL TRAINS
  - SOUTH STATION

AD HOC SIGNAGE

- **TO HAYMARKET VIA PARK STREET**
- **OUTBOUND B, C, D, E ONLY**
- **PARLIAMENT**
- **GALLERIA MALL**
  - FIRST RIGHT THROUGH TUNNEL
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
- MBTA.com/SWA-initiatives
Q & A