May 8, 2026

Dear Riders,

Welcome to our semi-annual update on the major accessibility initiatives underway here at the MBTA.

The year ahead promises to be a memorable one for the Boston area. FIFA's World Cup, the biggest sporting event in the world, will be taking place in our own backyard in June and early July, followed by Sail Boston 2026 and the return of Tall Ships to the Boston Harbor. These events will unfold against the backdrop of America's 250th anniversary, bringing riders from across the region—and around the world—onto the MBTA.

Moments like this are a reminder that building an accessible transit system is not only a day-to-day responsibility at the MBTA, but part of the longer work of ensuring that public transportation can serve everyone. To that end, we are pleased to share updates on more than 50 projects and programs aimed at expanding and improving accessibility across the system.

Here are some of the highlights:

- All new Orange Line cars are now in service
- Major accessibility upgrades are expected to be underway at Downtown Crossing, Central Square, Endicott, Wyoming Hills, and along the Green Line's C branch before the end of the year
- Automated ticketing of vehicles illegally parked in bus stops through bus camera technology will be launching at select locations this summer

As always, the progress reflected in this report would not be possible without your ongoing support, advocacy, and collaboration. If you would like additional information about any of the projects listed here, or if you would like to suggest an area of focus, please reach out by emailing accessibility@mbta.com.

Thank you for your continued partnership as we move closer to the goal of a 100% accessible system.

Laura Brelsford & the System-Wide Accessibility Team
Department of System-Wide Accessibility
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Accessibility Initiatives— May 2026: Table of Contents

INFRASTRUCTURE

Subway Stations

There are 54 stations located across the Red, Orange, Blue Lines (Heavy Rail) – 98% are accessible (all but Bowdoin). There are the 78 stations located across the Green and Mattapan Lines (Lights Rail) –just 67% are accessible. As described below, the MBTA is advancing major upgrades across the Light Rail system that are expected to result in 97% of Light Rail stations being accessible by 2030. In addition, several major upgrades are underway at Heavy Rail stations specifically to improve accessibility.

1. Symphony Station

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

   Update: Construction is set to begin on the station upgrades in June 2026 with substantial completion expected by 2030.

2. Remaining Inaccessible B-Branch Stations: Blandford Street, Packard's Corner, Griggs Street, Allston Street, Warren Street, South Street, Sutherland Road, Chiswick Road, Chestnut Hill Avenue

   Scope: Accessibility upgrades at each of these stations include widening the platforms to 8.5' wide. These upgrades were made possible through MBTA coordination with the City of Boston over the last five+ years to narrow roadway lanes where needed to accommodate the width necessary to widen the platforms. In addition to widening the platforms, they will be raised to 8" over a length of 140 ft.

   As part of this work, South Street and Chestnut Hill Ave. stations will be consolidated into a single station. Allston Street and Warren Street stations will also be consolidated due to their close proximity and the infeasibility of developing a compliant platform at Warren Street due to its non-compliant gradient. Blandford Street Station would likely be closed/consolidated due to the infeasibility of creating an accessible station suitable for level boarding of double T10 trains.

   Update: The MBTA is finalizing the design-build tender documents with release of the Request for Proposals in spring 2026. The Design-Builder is expected to be on board in fall 2026, with construction beginning in summer 2027 and concluding in fall 2028.

3. Remaining Inaccessible C-Branch Stations: Tappan Street, Fairbanks Street, Summit Avenue, Hawes Street, St. Paul Street, Englewood Avenue, Dean Road, Brandon Hall, and Kent Street

   Scope: Accessibility upgrades at these nine stations will consist of widening all platforms to at least 7.5' wide. This upgrade was made possible following coordination with the Town of Brookline over the last five years to secure the additional roadway width necessary to widen the platforms along Beacon Street. In addition to widening the platforms, they will be raised to be 8" ATOR to allow for accessible boarding. Finally, some trees and parking spaces are planned for removal to provide adequate platform width and length, as well as to improve pedestrian pathways and egress from station areas.

   As part of this work, Fairbanks Street and Brandon Hall stations are proposed to be consolidated into a single station. Kent Street station, a short distance of approximately 750 ft. between both St. Paul station and Hawes St. Station, will be closed.

   Update: The MBTA has contracted with a Design-Builder to complete this work. Construction work is anticipated to begin in spring 2026 and to conclude in late 2026. Station work is being bundled into packages as designs are finalized in coordination with the Town of Brookline, in order to minimize impacts to riders. Tappan Street and Englewood Avenue Stations will be under construction in spring 2026.

4. Remaining Inaccessible E- Branch Stations: Back-of-the-Hill, Fenwood Road, Mission Park, Riverway

   Scope: These four stations on the E branch represent an anomaly within the Green Line in the sense that there are no dedicated platforms. Instead, the trains stop in the middle of the roadway for customers to board and exit. This project will include the design and construction of dedicated raised platforms and the relocation of adjacent tracks. Given the close proximity of stations, it is anticipated that one or two stations may be consolidated as part of this project.

   Update: Formal transit stations with raised platforms have completed 15% design. Based on feedback from internal and external stakeholders, the project will be advancing concepts that add two accessible stations at Mission Park and Riverway. Fenwood Road and Back-of-the-Hill stops would be closed due to the complexities of building stations at these locations and their proximities to nearby stations (Brigham Circle and Heath Street, respectively). As designs advance, numerous trade-offs related to the wide variety of street uses will be carefully evaluated, including vehicular travel, bicycle travel, and parking, in addition to Green Line light rail service and bus operations (routes 39 and 66).

Heath Street Station will also be rebuilt to support operation of two-Type 10 vehicle trainsets. The track loop at Heath Street will be eliminated.

100% design is scheduled for the summer 2027, with an advertisement for construction procurement expected by fall 2027.

5. Remaining Inaccessible D-Branch Stations: Beaconsfield, Chestnut Hill, Eliot & Waban Stations

   Scope: Accessibility upgrades at each of these four stations will occur in two phases.

   - The first phase will include a comprehensive set of interim upgrades, including: raising roughly 140 feet of the existing platform to 8" ATOR, installing detectable warning panels along the length of the platform, ensuring accessible paths between inbound and outbound platforms, and ensuring there are at least two accessible entrances/pathways to stations. This work can occur with minimal disruption to Green Line service.
   - The second phase will address all remaining ADA compliance issues. This will include ensuring all cross slopes are compliant and that at least two-thirds of the entrances at Eliot station are fully accessible. Two of the four entrances he will be made fully accessible during phase one.

   Update: The first phase of improvements are substantially complete at all four stations. As such, these stations are now generally accessible. Final design of the second phase of work is pending determination of final scope; coordination with MBTA stakeholders is ongoing.

6. 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 include an accessible entrance on Columbus Ave. and other upgrades to bring the station into full compliance. An additional elevator serving the Orange Line will also be designed.

   Update: In March 2025, the selected Design-Builder was granted Notice to Proceed (NTP). The construction duration will be approximately three years with substantial completion anticipated in March 2028. Construction is underway and is currently proceeding as planned.

7. Forest Hills Station Phase II

   Scope: Building on improvements made during Phase I, Phase II includes the upgrades to 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: Under the Phase I project, the new headhouse and elevator in the Southwest Corridor Park opened on November 5, 2019. This structure provides a second accessible entrance to the Orange Line platform. The design for Phase II is being refined to align with available funding, specifically targeting MAAB accessibility gaps.

Commuter Rail Stations and Ferry Docks

There are 143 stations located across the Commuter Rail network. 85% are accessible, either via mini high-level platforms or full high-level platforms – 21 (15%) are not. As described below, the MBTA is in the process of advancing accessibility at 8 additional stations.

1. Newtonville Station

   Scope: This elevated station located on the Worcester Line will be fully redesigned with 400 foot long platforms, served by an overhead structure with redundant elevators

   Update: The project is advancing using the Construction Manager-at-Risk (CMAR) delivery method and the selected Construction Manager was issued Notice to Proceed for preconstruction services in November 2025. To date, the 30% design phase has been completed. Immediate next steps focus on the procurement of the early action work scope, specifically targeting site preparation and utility relocations with the goal of that work being underway by the end of calendar year 2026.

2. Endicott, Wyoming Hills, Wellesley Hills, Cedar Park, Lincoln, Concord, Belmont,– Additional Interim Freestanding Mini-high Level Platforms

   Scope: As recently as the start of 2025, there were nearly 30 Commuter Rail stations that were fundamentally inaccessible and did not allow for accessible/level boarding via 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 has developed an interim solution for providing accessibility quickly without requiring the alteration of underlying platforms – thereby not triggering the obligation to construct full-level platforms immediately. Specifically, the MBTA has designed an entirely freestanding mini-high platform structure that can be deployed at many stations across the system.

Update: The first four Commuter Rail stations to benefit from interim freestanding mini high platforms included Wellesley Square[1], West Medford, Franklin and Walpole. These locations opened for service in early 2025.

An additional seven stations – Endicott, Wyoming Hills, Wellesley Hills, Cedar Park, Lincoln, Concord, and Belmont, stations are moving forward. The designs for Endicott and Wyoming Hills stations are complete. The construction work is starting this spring and the platforms are expected to go into service by the end of the year. Wellesley Hills, Cedar Park, Lincoln, Concord, and Belmont have initiated site visits and the design work is progressing. Construction activity is expected to start in 2027.

In addition to freestanding mini-high platforms, each of these locations is being evaluated to identify additional accessibility upgrades that the stations might require (e.g., accessible parking, sidewalk upgrades, etc.).

3. Hingham Ferry Dock

   Scope: The Hingham Ferry Dock project will deliver major accessibility upgrades, including the installation of a new, fully accessible dock and a gangway system, and a new climate-protected covered walkway.

   Update: Notice to Proceed with construction was awarded in September 2025. Ongoing construction activities include electrical ductbank trenching and generator pad, dredging was completed as well as the installation of all piles and two barges. The project is expected to be completed by Fall 2026

4. Accessibility Audit of Ferry Docks and Vessels

   Scope: The MBTA will conduct an audit of each of the ferry docks and vessels currently in service to identify barriers to accessibility.

   Update: In the fall of 2023, the MBTA Department of System-Wide Accessibility (SWA) completed a comprehensive accessibility audit of the ferry docks in the MBTA network. Findings are currently being used to identify priorities for upgrades and related funding requests. In 2025, SWA evaluated the vessels in use, including the newly purchased bow loading catamarans. The information from these evaluations will be reflected in a new ferry accessibility metric in the 2025 Service Delivery Policy Report, which should be published in late spring 2026.

Vertical Transportation

1. Downtown Crossing Accessibility Phase II and Park Street 808

[1] The path of travel connecting the inbound and outbound sides of Wellesley Square is currently inaccessible. The MBTA, in collaboration with the town of Wellesley, to provide an accessible path.

Scope: This project will create a fully accessible connection between the Orange and Red Lines at Downtown Crossing with the construction of three new elevators: an elevator connecting the Washington St. surface with the Orange and Red Line southbound platforms; an elevator connecting the Orange Line northbound and Red Line southbound platforms; and an enlarged replacement Park Street Elevator 808 at the end of the Winter Street Concourse, connecting the Orange Line southbound and Red Line center platforms.

Update: Downtown Crossing Phase 2 and Park Street 808 have been strategically bundled with the Central Square project to streamline execution and maximize impact. The project delivery method will be Construction Manager-at-Risk (CMAR) and a Construction Manager was selected and Notice to Proceed was issued in September 2025. The project is currently in the bidding and permitting phase. Construction is scheduled to begin in. The three critical components to the project will be phased in the following way:

- **Winter Street Elevator (Replaces Elevator 892 and adds 1 stop**) - Will take ~2 years, starting late fall 2026.
    - Project will replace the existing 2-stop Winter Street elevator with a larger, 3-stop elevator, which will provide transfers from and to street level, Orange Line Southbound, & (new stop) Red Line Southbound Platforms.
- "**Macy's" Elevator (New)** - Will take ~2 years, starting late fall 2026.
    - Project will construct a new 2-stop elevator, which will provide connection from and to the Orange Line Northbound to the Red Line Southbound Platforms.
- **Park Street Elevator (Replaces Elevator 808)** – Will take ~2 years, starting around late 2028, or at the completion of the Winter St elevator
    - Project will replace the existing 2-stop Park Street elevator, which provides connection from and to Orange Line Southbound, Green Line Eastbound, and Red Line Center Platform.

2. Jackson Square Elevators

Scope: The MBTA will construct one additional (redundant) elevator and replace/modernize existing Elevator 846. Areas of rescue assistance will also be constructed. Additionally, excessive vertical gaps between the platform and subway cars will be eliminated through a modest platform raising.

Update: A Notice to Proceed was issued in June 2025. Utilizing a Design-Build procurement approach, the project team has completed the platform work as well as the structural steel erection for the new elevator and stairs. The project remains both on budget and on schedule, with all milestones currently aligned to meet the target completion date by Fall 2027.

3. Central Square

   Scope: The MBTA will construct two additional (redundant) elevators—one on the inbound side and one on the outbound side—and replace/modernize the existing outbound elevator. Areas of rescue assistance will also be constructed.

   Update: Downtown Crossing Phase 2 and Park Street 808 have been strategically bundled with the Central Square project to streamline execution and maximize impact. The project delivery method will be Construction Manager-at-Risk (CMAR) and a Construction Manager was selected and Notice to Proceed was issued in September 2025. The project is currently in the bidding and permitting phase and is expected to start construction in fall, 2026 with the goal of being completed by end of 2028.

4. Kendall/MIT

   Scope: As part of two distinct projects led by MIT and a private developer, respectively,
   redundant elevators will be constructed serving both the inbound and outbound platforms.

   Update: As part of a broader project led by MIT, a redundant elevator serving the inbound platform went into service in February 2023. As part of a development project led by a private developer, a new headhouse and elevator serving the outbound (Alewife) platform are nearly finalized and expected to be open in May 2026.

5. Elevator Refurbishments

   Scope: The MBTA has initiated a program to perform significant overhauls to elevators across the subway system to enhance their reliability and extend their longevity. This program will prioritize upgrades to the least reliable units at high ridership stations. Each upgrade will take approximately 8-10 weeks.

   Update: Three elevators were overhauled in 2025 – Braintree 811, Park 808 and Chinatown 876. Thus far in 2026, overhauls of an additional 3 elevators have been completed - Chinatown 922, Broadway 867, and Broadway 868. Additional elevators at five stations are in the pipeline for upgrades in 2026 and early 2027.

6. Customer Information Displays in Station Lobbies

   Scope: The MBTA will develop and install large digital displays in subway stations that will include information about elevator outages across the system. The displays, which will be located near the fare gates in pre-fare station lobbies, will provide

information about current and upcoming elevator outages, as well as details about alternate accessible routes riders can utilize when those outages occur.

Update: Customer information displays (CIDs) are now installed at 57 subway stations. The remaining CIDs are planned to be installed in two stations by the end of summer 2026. Downtown Crossing is one of the last stations to get screens and is the largest and most complex station in the network. After this is completed, CIDs will be present at all gated subway stations.

7. Future Vertical Transportation Maintenance Contract

   Scope: The MBTA will put out an RFP in the Winter of 2026 for the next Vertical Transportation Maintenance Contract. This contract will cover maintenance of all MBTA owned and operated elevators and escalators for a period of at least 5 years.

   Update: The MBTA released the RFP in April of 2026 – two bids were received and are currently under review. System-Wide Accessibility worked closely with the Power Department (which oversees vertical transportation), Procurement, Safety, Stations, and Engineering to ensure the RFP will yield a contract that facilitates strong elevator and escalator reliability. Key provisions in the RFP include requirements for annual clean downs and preventative maintenance to enhance reliability, strict timelines for responses to outages, incentives to conduct as much work as possible during non-revenue service, and service level agreements that set a 99.4% uptime minimum for elevators with corrective actions and penalties if this minimum is not met for consecutive months.

Bus Stops

1. Critical Stops

   Scope: In 2017-2018, the MBTA surveyed all 7,690 bus stops as part of the Plan for Accessible Transit Infrastructure (PATI) survey 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:

   - 103 stops have been fully reconstructed
   - 15 stops are under either design or construction
   - 15 stops will be upgraded as part of outside municipal projects
   - 117 stops have been or will be eliminated due to safety concerns and/or extremely low ridership

Progress has been temporarily paused at the remaining 30 critical stops while issues related to property abutters and/or easements are negotiated and resolved. The MBTA is working with municipalities to resolve the ROW/easement issues that impact the bus stops.

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:

   - 155 stops have been fully reconstructed
   - 38 stops are under either design or construction
   - 29 stops will be upgraded as part of outside municipal projects
   - 81 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.

3. Bus Stop Amenities

   Scope: In order to improve customer experience at bus stops, the MBTA has developed plans to expand amenities across the bus network. This project includes the introduction of bus shelters and interactive digital information kiosks that feature real-time service information, maps, and trip planning information.

   Update: 23 new bus shelters have been installed throughout 2025, bringing the total number of bus shelters within the system to approximately 700. In addition, roughly 60 stops include real-time digital screens informing riders when the next bus is arriving. Additionally, the MBTA recently received $15M in Fair Share Funding specifically for a bus stop amenities and is in the process of evaluating bus stops to deploy 100 bus shelters over the next 24-30 months. Designs for the new shelters have been reviewed by SWA to ensure physical and informational accessibility for riders with disabilities, including audio access on E-inks for riders who are blind or have low vision. New shelter installation will be accompanied by full bus stop accessibility upgrades.

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 received went into service in summer 2019. All 152 Orange line cars have been delivered and are used in passenger service.

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, 66 new Red Line cars have been delivered with 60 cars available to be used in service. The remaining 186 vehicles are anticipated to be delivered over the coming years.

3. Green Line Type 10 Vehicle Design and Procurement

   Scope: The MBTA will design and procure the next-generation Green Line train (Type 10). 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 request for proposals (RFP) for the design of Type 10 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 next year, a contract to manufacture 102 new vehicles was awarded to CAF USA, Inc.

   A physical mockup of the new car was presented to the public in October 2024. The feedback received is being incorporated into final design decisions. Four pilot cars are being manufactured and on schedule to be delivered in 2026 with the first pilot due in September of 2026. Production and delivery of the remaining 98 cars will start in mid-2027.

4. Replacement of Mobile Lifts on Green Line

Scope: The MBTA is evaluating options to phase out the use of mobile lifts across Green Line stations, which today serve as back up means of mitigating gaps between trains and platforms if integrated ramps on vehicles fail.

Update: In May 2026 the MBTA received a portable carbon fiber bridgeplate on loan from Southeastern Pennsylvania Transportation Authority (SEPTA) to test throughout the Green Line for appropriateness as a mobile lift replacement. This bridgeplate will be evaluated at a variety of stations and on all low floor train types, including the new Type 10 cars, over a period of 6 months to determine suitability for widespread use.

5. Real-time Information on New Trains

Scope: With the design of the new Green Line Type 10 vehicles, the MBTA is working toward having passenger information systems on these new trains and buses support real-time information that can be broadcast both audibly and visually. For example, one goal for the system is to be able to notify riders on a train immediately when an elevator has gone out of service, rendering a station inaccessible for alighting.

Update: In October 2024, a physical mock-up of the next generation Green Line 'Type 10' light rail vehicles was presented to the public with printed mock-ups of example content that riders would see on screens. Since that time, the MBTA has continued work with CAF and the passenger information system vendor on visual content and system features to ensure new vehicles meet our aspirations for live, accessible, onboard information.

In addition, Vehicle Engineering has begun preliminary testing of a system that allows basic "canned" visual and audible messages to be pushed to customers on the new Red and Orange line cars from the Operations Control Center.

6. Addressing Platform Gaps at Heavy Rail Stations

Scope: Based on recent recordings of excessive platform gaps on the Orange Line, the MBTA will conduct a comprehensive audit to identify specific locations of noncompliance and to identify options for reducing both horizontal and vertical gaps.

Update: In September 2023, the Office of the Chief Engineer oversaw an audit of platform gaps at every Orange Line platform. Findings confirmed the presence of excessive platform gaps – both horizontal and vertical – throughout numerous locations in the Orange Line. Additional audits were then conducted by Vehicle Engineering, Maintenance of Way and Facilities Engineering on both the Orange and Red Lines in the summer of 2024, and the Blue Line in 2025.

A multidisciplinary group was formed in the Summer of 2024, consisting of System-Wide Accessibility, Maintenance of Way, Vehicle Engineering, Transit Facilities

Maintenance, Asset Management, and Infrastructure Engineering. This group investigated root causes of the platform gaps, determined initial short-term solutions, and began planning long-term projects to address gaps. The group produced a corrective action plan memorializing their findings and next steps and continues to meet monthly to coordinate remediation work.

Work began in the Fall of 2024 to take advantage of station closures to adjust platforms and tracks to reduce gaps where possible. To date, rub rail has been installed at installed at 9 Orange and 3 Blue Line stations to reduce horizontal gaps and tracks were adjusted at 12 Orange, 4 Red and 3 Blue Line stations to reduce the vertical gaps. Additionally, the MBTA has begun to investigate novel ways to address gaps, including resurfacing the platform at Jackson Square to address the vertical gap without adjusting the direct fixation tracks. Furthermore, the MBTA is moving forward in planning a pilot of a new rub rail product that may offer an opportunity to narrow horizontal gaps to a further degree than with the rigid plastic rub rail product used today.

The MBTA will continue to advance work to reduce gaps at every opportunity where this work can be added to planned closures or capital projects while planning long term interventions for stations where gap reduction will require significant capital investment not currently allocated.

TRAININGS

1. Transit Ambassadors

   Scope: SWA, Customer & Employee Experience (CEX), and Block by Block will work to update the accessibility-focused training delivered to new and existing Transit Ambassadors who are responsible for providing assistance to riders throughout the system.

   Update: From Q2 2025 through Q2 2026, SWA, CEX, and Block by Block reviewed and updated the four-hour “Accessibility Awareness and Skills for Transit Ambassadors” training delivered during onboarding. Beginning this fall, Transit Ambassadors (TAs) will also take this course during Recertification and every three years thereafter.

   The training continues to include classroom learning, real-life scenarios, customer perspectives, and hands-on skills practice such as providing sighted guide. Recent enhancements include clearer, practical guidance for supporting riders during service diversions such as when accessible vans are provided, how to locate van information, and the TA’s role in requesting a van; as well as updated data, improved respectful communication guidance aligned with best practices, and expanded time for interactive discussion and instructor feedback on skills application

The updated curriculum is currently being piloted with new hires and is expected to be used for recertification beginning in Q3 2026.

2. Bus Operators

   Scope: SWA and the Operations Training School will update the existing accessibility-focused training for new Bus Operators as the accessibility recertification class for existing Operators

   Update: In Q1 and Q2 2026, SWA and the Operations Training School updated the Accessibility Awareness and Skills New Hire and Recertification curriculum for Bus Operators to deepen engagement and support a wider range of learning styles. The classroom portion now includes more structured touchpoints such as discussion questions tied to key video concepts, paired practice for skills like providing orientation assistance, and group scenarios to help reinforce learning and allow trainees additional opportunities to apply techniques in a supportive setting.

   Additional content has also been added based on customer and stakeholder input. This includes clearer guidance around the risks associated with boarding or exiting buses in bike lanes for all riders, with specific considerations for individuals who are blind or have low vision; a refreshed securements section designed for adult learners, with a more straightforward outline of the correct method and why each step matters; and an expanded emergency evacuation training emphasizing how to support riders with brain-based conditions and the importance of quickly reuniting riders with their mobility devices. These updates complement ongoing visual improvements and updated data and language alignment across the curriculum.

3. Light Rail Motorpersons

   Scope: SWA and the Operations Training School will update the existing accessibility-focused training for new Light Rail Motorpersons as the accessibility recertification class for existing Operators

   Update: In Q2 2026, SWA and the Operations Training School worked on updating and enhancing the Accessibility Awareness and Skills curriculum for Light Rail Motorpersons with a focus on strengthening classroom engagement and improving customer experience. The updated trainings incorporate guided discussion questions linked to video content, paired and group skills practice, and collaborative scenario work to help reinforce key concepts in a more interactive way. A new customer perspective video was added to highlight the importance of accurate stop announcements, along with updated guidance on best practices for delivering effective manual announcements when automated systems are unavailable and practical steps for troubleshooting malfunctioning equipment issues.

Several additional content areas have been refreshed to better reflect current operations and customer needs. Updates include clearer guidance on Motorperson responsibilities for boarding, accessible door boarding procedures, and supporting riders using wheeled mobility devices. These refinements build on broader visual updates, revised data, and aligned language throughout the department's curriculum.

4. Transit Police

   Scope: SWA and the MBTA Transit Police Department will work together to develop an in-house training focused on serving individuals with disabilities.

   Update: SWA has developed a first of its kind accessibility-focused training specific to Transit Police Officers. Feedback from the Daniels-Finegold plaintiffs and RTAG was incorporated and the training is undergoing final review. SWA and the Transit Police Department are currently developing a strategy and timeline for delivering the training later this year.
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5. "How to Ride" Videos for Riders

   Scope: SWA will develop a series of videos focused on how to ride the MBTA with a focus on accessibility.

   Update: Throughout 2025, the MBTA worked with a professional videographer to create 10 "How to Ride" video, aimed at empowering people with disabilities and older adults to ride the MBTA safely and confidently. Currently, ASL tracks are being developed to accompany each video. It is expected that all videos will be completed and made widely available by July 2026.

INNOVATIVE SOLUTIONS

1. Accessible Wayfinding Technology

   Scope: The MBTA will pilot an accessible wayfinding technology called NaviLens at North Station, Kenmore Station, the Kenmore busway, and three bus stops on route 57 to assist riders who are blind or have low vision with navigating the subway and bus system.

   Update: The MBTA completed in-depth user testing for the NaviLens pilot in 2025 and found that it was consistently effective in helping riders who are blind or have low vision complete wayfinding tasks on totally unfamiliar trips. NaviLens was most effective in helping riders find a bus stop, where all participants located bus stops with ease and reported significant gains in confidence. While NaviLens worked well indoors, the pilot showed that deploying it to all stations would be financially and operationally infeasible. SWA and the Transformation & Technology Department are

in the process of developing a recommendation regarding next steps, in collaboration with RTAG.

2. “Hands-Free” Accessible Fare Gate Feasibility Study

   Scope: As part of the Charlie fare system upgrade, the MBTA will explore the feasibility of piloting a “hands-free” system for riders who have difficulty reaching and interacting with fare gate targets. A hands-free accessible gate is an upgrade to wide fare gates that allows a rider to pass through without having to tap their card at a reader. Instead, fares are collected from a hands-free accessible Charlie Card on a lanyard, bag, or mobility device when riders pass through the gates.

   Update: The vendor responsible for overseeing the implementation of the new fare collection system has completed design and early prototype of the new technology and its integration into existing accessible fare gates. In October 2024, the solution underwent user testing with MBTA riders with disabilities. In spring 2025, the MBTA began upgrading gates in stations with the hands-free technology. Field testing is currently underway at 28 locations (across 16 stations) with a small group of test users to confirm all functionality. Following field testing, installations will expand to additional locations until a hands-free gate is available in every subway station and hands-free cards are available to the general public.

3. Remote Ticketing of Vehicles Illegally Parked in Bus Stops and Bus Lanes

   Scope: The MBTA will investigate opportunities for—and the technical feasibility of—implementing remote ticketing of vehicles illegally parked in bus stops and bus lanes, leveraging camera-equipped buses to identify vehicles and issue tickets.

   Update: In late 2024, legislation was passed that will enable the MBTA to issue tickets remotely to drivers illegally parked in bus stops and bus lanes. In summer 2025 the MBTA adopted regulations including fine levels, appeal procedures, warning criteria, standardized forms and notices, and reporting standards. The MBTA is presently conducting a procurement to select a vendor to deliver the necessary equipment and technology. We anticipate launching the program in Summer 2026 with a systemwide expansion following swiftly thereafter. The MBTA is committed to continuing stakeholder outreach ahead of and during the launch of the program as required by law.
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4. Ensuring Accessibility of MBTA.com and Major Rider Apps

   Scope: The Transformation & Technology department will undertake a review of MBTA.com, the MyCharlie platform, and the new MBTA Go app to identify and remediate any accessibility barriers.

   Update: The Transformation & Technology Department has completed third-party accessibility audits of MyCharlie (including reduced fare applications), MBTA.com, and MBTA Go. MyCharlie and MBTA Go have completed remediation of all issues

identified by their most recent audit, with MBTA.com's remediation work still in progress and anticipated completion by June 2026. All three teams have developed processes to support ongoing compliance with WCAG 2.1 Level AA.

NEW STANDARDS AND STRATEGIES

1. 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: Sections covering requirements for project scoping, accessible paths of travel, temporary paths of travel, parking and passenger loading zones, walkways/sloped walkways/ramps, seating/benches, curb ramps, protruding objects, and doors/entrances have been reviewed by the Daniels-Finegold plaintiffs and the Riders' Transportation Access Group (RTAG). Additional chapters focused on building blocks, elevators, escalators/stairs, handrails, street crossings, track crossings, detectable warning surfaces, restrooms, platforms, and accessible egress are under development. Final revisions of all chapters are currently in progress.

2. MassDOT Complete Streets Planning and Design Guidelines\

   Scope: MassDOT, in collaboration with the MBTA, will develop an official Complete Streets Planning and Design Guidelines for the Commonwealth. These guidelines will ultimately replace the existing Separated Bike Lane Planning and Design Guidelines, and ensure that considerations unique to children, older adults and people with disabilities are incorporated.

   Update: In April 2026, the MassDOT-led project team hosted a kickoff meeting to begin development of the Complete Streets Planning and Design Guidelines. During the meeting the team focused on strategies and timelines for advancing the Guide One of the first areas of focus will be on soliciting feedback from various stakeholders including groups representing older adults and people with disabilities – something that will begin later this summer. It is expected that the development of the guidelines will take approximately three years to complete.

3. Snow and Ice Removal Protocols

   Scope: Following the winter of 2025/2026, which brought over 60 inches of snow to Boston, the MBTA and local municipalities faced significant challenges maintaining clear and accessible pathways at stations and bus stops. The MBTA will form an interdepartmental working group to identify lessons learned and opportunities for improvements.

Update: The MBTA is in the process of organizing an internal working group comprised of Operations, Facilities, Safety: Procurement, and System-Wide Accessibility. Initial areas of focus will include a review of existing contracts and opportunities for improving coordination with local municipalities regarding snow removal responsibilities.

4. Raising Awareness of Accessibility at The MBTA Among Older Adults

   Scope: In conjunction with the Mobility Center, SWA will undertake a review of past efforts to raise awareness of accessibility at the T among older adults and develop updated plans and strategies for expanding and deepening connections going forward.

   Update: SWA is currently synthesizing a two-year retrospective of engagement efforts targeting older adults. By mid-June, this analysis will provide a comprehensive map of successful inroads and existing service gaps. These insights will drive a targeted strategy to deepen connections with transit-dependent populations and historically underserved communities of older adults.

5. Roadmap for achieving 100% accessible stations

   Scope: Building on recent progress to expand station accessibility (83% of MBTA stations are now accessible), the MBTA will develop a roadmap for achieving 100% station accessibility, including additional access-related goals such as increasing the number of redundant paths of travel/elevators, and improving bus stop accessibility systemwide.

   Update: This effort will kick off in late summer 2027.