

City of Cambridge

## Commission for Persons with Disabilities

51 Inman Street · Cambridge, MA · 02139-1732

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Nicole Horton-Stimpson  
*Chair*

Debbie Cheng  
Elizabeth Dean-Clower  
Gary Dmytryk  
Sandy Durmaskin  
Maria Fontellio  
Zahra Kanji  
Bet MacArthur  
Naomi Pinson  
Alicia Zeh-Dean

Michael Muehe  
*Executive Director/  
ADA Coordinator*

Kate Thurman  
*Project Coordinator*

Katie Ashwill  
*Pro Bono Associate*

**The next meeting of the Cambridge Commission for Persons with Disabilities will be held in the 2<sup>nd</sup> Floor Conference Room at 51 Inman Street on Thursday, April 14, 2016 at 5:30 p.m.**

**PLEASE MAKE EVERY EFFORT TO ARRIVE BY 5:30 PM**

### AGENDA

**Please turn OFF your cell phones before the meeting begins. Thank you.**

**NOTE: CCPD meetings may be audio recorded for the purpose of taking minutes.**

- |  |         |   |
|--|---------|---|
| 1. Introductions                             | 2 min.  |   |
| 2. Approval of March 10 Minutes              | 2 min.  |   |
| 3. Announcements                             | 2 min.  | CCPD staff / board  |
| 4. Update on MBTA                            | 30 min. | Laura Brelsford, Assistant GM,<br>System-Wide Accessibility, MBTA |
| 5. Chair's Report                            | 20 min. |   |
| <i>Nominations for Chair &amp; Secretary</i> |         |   |
| <i>Filling Board Vacancies</i>               |         |   |
| <i>Summer Schedule</i>                       |         |   |
| <i>October Employment Event</i>              |         |   |
| 6. Public Works Update                       | 5 min.  | Debbie Cheng  |
| 7. Police Community Liaison                  | 5 min.  | Jack Albert   |
| 8. Disability Reframed Film Series           | 5 min.  | Bet MacArthur/Kate Thurman  |
| 9. Executive Director's Report               | 5 min.  | Michael Muehe   |
| 10. Project Coordinator's Report             | 5 min.  | Kate Thurman  |
| 11. Public Input                             | 3 min.  | general public  |
| 12. Old Business                             | 2 min.  |   |
| 13. New Business                             | 2 min.  |   |

**This is a scent-free meeting.** In consideration of individuals with environmental illness and/or multiple chemical sensitivity, please refrain from wearing perfume, after-shave or any other scented products to our meetings. Thank you for your consideration.

The City of Cambridge, Commission for Persons with Disabilities, does not discriminate on the basis of disability. The Commission for Persons with Disabilities will provide auxiliary aids and services, written materials in alternative formats, and reasonable modifications in policies and procedures to persons with disabilities upon request.



Approved 5/12/16

**Cambridge Commission for Persons with Disabilities (CCPD)**

Minutes for Thursday, April 14, 2016

51 Inman Street, 2<sup>nd</sup> Floor Conference Room, Cambridge, MA 02139

Meeting was called to order at 5:41pm

Present

**Members:** Debbie Cheng, Elizabeth Dean-Clower, Sandy Durmaskin (by phone), Zahra Kanji, and Bet MacArthur.

**Absent:** Gary Dmytryk, Maria Fontellio, Nicole Horton-Stimpson and Alicia Zeh-Dean.

**Alternates:** Donald Summerfield

**Staff:** Michael Muehe and Kate Thurman

**Guests:** Laura Brelsford, Assistant General Manager, MBTA System-Wide Accessibility; Naeem Ahmed, Community Member; and Carmelle Madhere, Community Member.

**Documents/Materials Used:**

- Agenda
- Minutes from March 10
- MBTA System-Wide Accessibility Initiatives, dated November 20, 2015
- MBTA Update on Current Accessibility Initiatives
- Cambridgeport Construction Summary
- I Can Help flyer
- Flyer for April 29 screening of *Healing Voices*

**Minutes:**

A motion to approve the March 10, 2016 minutes was seconded and passed unanimously.

**MBTA Accessibility Update:** Laura Brelsford, Assistant General Manager for System Wide Accessibility at the MBTA presented on MBTA accessibility progress and initiatives. Please see attached documents for details.

**Chair's Report:** Bet MacArthur chaired the meeting in Nicole Horton-Stimpson's absence. She opened the floor to nominations for the positions of Chair and Secretary.

Zahra Kanji respectfully declined the nomination she received for Secretary at last month's meeting.

Elizabeth Dean-Clower nominated Nicole Horton-Stimpson for Secretary, and Sandy Durmaskin seconded the nomination. Ms. Horton-Stimpson was not present to accept the nomination.

Nominations will also be taken at the May meeting, followed by elections.

Ms. MacArthur reported that CCPD currently has two Board vacancies, with an additional two coming up with Sandy Durmaskin and Elizabeth Dean-Clower completing the second of their three-year terms in August. Michael

Muehe is working with the City Manager's Office on posting the vacancies. They will likely be posted in early May and will be included in the June-July issue of *AccessLetter*. Interviews are expected to be held in late June or early July.

Elizabeth Dean-Clower noted that it would be great to get applicants who have expertise in mental health.

Ms. MacArthur reported that CCPD typically takes either the month of July or August off and that a vote will be held at the May meeting as to which month members would like to take off.

Ms. MacArthur reminded members that CCPD's annual October Disability Employment Awareness Month event is coming up and asked if members were interested in joining the planning sub-committee. Ms. MacArthur expressed an interest.

CCPD staff will bring a list of past October events to the May meeting. For this year, it is not too early to think about a topic, speakers, the format, time of day, etc.

**Public Works Update:** Debbie Cheng reported that a freestanding public restroom for Central Square is in the design phase. DPW is trying to find a location for it.

Ms. Cheng provided a summary of Cambridgeport Construction; please see "Cambridgeport Construction Summary" attached for details.

**Disability Reframed:** Kate Thurman reported that the April 5 Disability Reframed/ReelAbilities Boston screening of *Mimi and Dona* at the Library was very successful.

She said that the director of a new documentary, *Blindsided* (see [www.lisaolivieri.com/](http://www.lisaolivieri.com/) for information about the film), who lives in Watertown contacted her about doing screening with Disability Reframed. However, while the film, which tells the story of a deaf blind woman, sounds terrific, it does not have captioning or subtitles for the deaf and hard of hearing.

Members noted that the Board had decided not to screen films without this accessibility feature. Because a vote had never been held on the topic, Sandy Durmaskin made a motion that as a matter of policy, CCPD's Disability Reframed will only show films that can display captioning during the screening.

The motion was seconded by Zahra Kanji and passed unanimously.

Kate Thurman will be in touch with the director to let her know we would be happy to consider screening the film once it's been captioned.

**Executive Director's Report:** Michael Muehe reported that Architectural Access Bill S1323 (AAB bill), which he has reported on in prior meetings, passed the state Senate and has moved to the House. There will be an opportunity for disability advocates to join the MS Society's lobbyists in meeting with legislators during the week of May 2.

Mr. Muehe said that the Cinderella's Pizza MAAB case continues. At the beginning of April, the MAAB granted a three month reprieve for providing accessibility plans because the owner of the building is planning on turning it into a hotel. If the hotel plans go through, accessibility to both Cinderella's and Toscanini's will be provided.

He said that DCR is still planning on holding a pilot adaptive cycling program, most likely on a Sunday this July.

Lastly, Mr. Muehe said that the City Manager is retiring this summer and has offered to come visit CCPD at the June 9 meeting.

**Project Coordinator's Report:** Kate Thurman reported receiving a call from a student at Harvard Business School about a pilot project they have created, iCanHelp. iCanHelp is a new website ([icanhelp.co](http://icanhelp.co)) that matches volunteers with people who are chronically ill, disabled, or elderly and need help with everyday tasks that they find difficult. Matches are based on both parties' location and availability to create a convenient volunteering experience. It was started by HBS students and is still in the pilot testing phase; they are hoping to demonstrate enough demand to garner further funding to get this off the ground. Their hope is to become a non-profit, but they currently get funding from HBS and request an optional matching fee of \$5.

River Festival is on Saturday, June 4 from noon to 6pm in a new location: the east Cambridge waterfront along Cambridge Parkway between Edwin H. Land Boulevard and the Lechmere Canal. As Ms. Thurman will be out of town, she asked if any members were interested in staffing a CCPD table. Bet MacArthur, Don Summerfield and Cambridge resident Carmelle Madhere all expressed an interest.

Ms. Thurman reported attending a presentation on assistive listening systems and the ADA. The current devices contain two channels and can be used both as assistive listening devices as well as for audio description or translation services.

The meeting adjourned at 7:02PM

Respectfully submitted by Kate Thurman



Charles D. Baker, Governor  
Karyn E. Polito, Lieutenant Governor  
Stephanie Pollack, MassDOT Secretary & CEO  
Frank DePaola, General Manager  
Brian Shortsleeve, Chief Administrator



November 20, 2015

Dear MBTA Customer,

In May of this year, the MBTA published a list of accessibility initiatives it is undertaking within the next one to three years. Projects were selected based on feedback received from customers, commitments within the MBTA/BCIL settlement agreement, funding availability, and priorities identified by the Department of System-Wide Accessibility (SWA). Taken together, these projects represent the necessary next step for improving access system-wide.

This report serves to provide an update on each initiative. Much work has been accomplished throughout the past six months, including:

- Advancement of numerous designs for elevator replacements, with several units about to move into construction
- The reinstatement of the Vehicle Access Ad Hoc Committee which recently provided critical feedback on a proposed bus design aimed at providing additional space for customers using wheeled mobility, strollers, and others
- The installation of an additional, easier to reach, CharlieCard target on every accessible faregate
- Numerous improvements to the Internal Access Monitoring program

While a great deal of progress has been made, some initiatives are just getting underway and others won't begin until later in 2016. If you'd like additional information on any particular initiative, or would like to suggest an area of focus, please contact us at [SystemWideAccessibility@mbta.com](mailto:SystemWideAccessibility@mbta.com). As always, we look forward to working together to advance our goal of becoming a model transit system that is accessible to all.

Sincerely,

Laura Brelsford  
Assistant General Manager  
Department of System-Wide Accessibility

# **MBTA System-Wide Accessibility Initiatives**

November 15, 2015 Update

## **PLAN FOR ACCESSIBLE TRANSIT INFRASTRUCTURE**

1. System-Wide Accessibility (SWA) and Design & Construction 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: On May 29, 2015, after interviewing three engineering firms, the MBTA issued a recommendation for STV and sub consultants to be selected to conduct accessibility surveys at MBTA stations and bus stops. A notice to proceed is anticipated in December. At that time, the station survey tool will be finalized and surveys will begin at the end of winter.

2. The MBTA will develop criteria to assist in prioritizing the removal of access-related barriers identified in PATI.

Update: The MBTA has compiled initial data for this effort including—station accessibility status, daily ridership, and proximity to alternate accessible stations. By early 2016, the MBTA will issue additional recommendations for prioritization criteria which may include—nearby RIDE ridership data, census data regarding seniors and people with disabilities, feasibility of station modifications, etc. An ad hoc PATI engagement group will be convened to assist.

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. 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 cards are currently being revised and the final draft will be complete by the end of 2015.

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 draft report containing this information has been developed and modifications will be made pending internal review.

## 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: This policy is currently under development.

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: This policy is currently under development.

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

Update: Operations is currently coordinating with the vendor responsible for programming this upgrade to establish a timeline.

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

Update: This work will be undertaken following the redesign of priority seating signage.

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: Draft signage has been designed and will be circulated internally and externally for feedback in December/January.

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: This work will be undertaken following the redesign of priority seating signage.

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 and is undergoing internal review.



13. Operations and SWA will revise and reissue policy regarding service animals to ensure consistency across all modes.

Update: Operations and SWA have updated the MBTA's service animal policy and a special order will be issued in December 2015.

## 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. In September, SWA played a role in a drill focused on the release of a chemical agent in a subway system. In October SWA played a role in a drill focused on evacuating customers from a smoke-filled Commuter Rail coach. SWA also helped to evaluate the drills. This protocol will be formally documented in 2016.

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: These Operations trainings are scheduled to be updated during 2016. SWA and Operations will coordinate revisions to 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. Beginning in 2016, Operations and SWA will begin documenting response plans for emergency diversions that happen on a more regular basis.

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.

18. MBTA will procure additional emergency evacuation chairs to ensure presence on all Commuter Rail consists

Update: Funding has been identified and an order of approximately 300 additional chairs will be placed by the close of FY16.

## 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: SWA and Vehicle Engineering have reinstituted the Vehicle Accessibility Advisory Committee (VAAC). Currently, it is comprised of representatives of BCIL, MA Office on Disability, AACT, Metropolitan Area Planning Council and general riders. Meetings to date have focused on providing general feedback to MBTA Vehicle Engineering on:

- interior seat and stanchion layout and bridgeplate design for rail cars

- seating arrangement for 325 new buses that allows for maximum flexibility in providing space for wheeled mobility users, strollers, and other customers

Meetings have occurred on July, September, and October and will continue throughout 2016. SWA continues to seek representatives from the Deaf and Hard of Hearing community.

## AUTOMATED FARE COLLECTION

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.

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 Design & Construction and SWA.

Update: The installation of multiple accessible fare gates in fare arrays is now the internal working standard. This will be formalized in the forthcoming Design Guide for Access.

## 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: A rule reminder and complimentary training bulletin have been drafted and are undergoing approval. The rule reminder will be issued in December/January.

23. SWA and Ops will develop a protocol for how/when Bus Operators must announce stops if Transit Master is not working.

Update: This initiative will be undertaken in 2016.

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: A rule reminder and complimentary training bulletin has been drafted and is undergoing approval. The rule reminder will be issued before close of 2015.

## VERTICAL TRANSPORTATION

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

Update: In October 2015, SWA, Design & Construction and Engineering & Maintenance met to discuss the approach to developing an elevator and escalator replacement plan. In early 2016, a firm specializing in vertical transportation will be tasked with the following:

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

26. Design and Construction will procure design of next set of replacement elevators. Number of units to be determined.

Update: A Capital Funding Request to support the design of future replacement elevators was submitted for consideration in the FY17-21 CIP cycle. Once funding availability is determined, design work will be procured.

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

Update: Presently, it is SWA's intention to provide oversight using internal staff. This decision will be finalized leading into FY17.

28. SWA will establish quarterly meetings between SWA, Design & Construction, and Operations to discuss elevator-related issues, including elevator reliability and design and construction projects

Update: The first of these quarterly meetings took place on October 22, 2015 and focused on the need to develop a long-term elevator replacement plan. The next meeting will occur in January 2016.

29. Design and Construction will finalize the design and construction 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 is moving forward so work can occur within the developer's timeline. 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. The project has funding and has been advertised for construction bids with Notice to Proceed in February 2016. It is anticipated that construction will take approximately two years with substantial completion near December 2017.

30. Design and Construction will finalize the design and construction of Harvard 821 replacement.

Update: The design has been finalized and a Notice to Proceed is expected by April 2016.

31. Design and Construction will finalize the design and construction of Park 804 and 808 replacements

Update: Design for 804 has been completed and construction will begin by early 2016. Design work for 808 will begin in 2016.

32. Design and Construction will finalize the design and construction of Central 861 replacement

Update: The design has been finalized and a Notice to Proceed is expected by April 2016.

33. Design and Construction has virtually completed the design and construction of Tufts 872, 879, 880 replacements.

Update: Design work for these three elevators is virtually complete and the project is expected to go to bid in Spring 2016. D&C and SWA will be collaborating on scheduling and sequencing shutdowns with other elevator replacement projects to reduce impacts on customers.

34. Design and Construction will finalize the design and construction of Andrew 857, 858, 859 replacements.

Update: The project is expected to go to bid in spring 2016. D&C and SWA will be collaborating on scheduling and sequencing shutdowns with other elevator replacement projects to reduce impacts on customers.

35. Design and Construction will finalize the design and construction of Alewife 813, 814, 815 replacements

Update: Design work for these three elevators is scheduled to be completed in May 2016 and the project is expected to go to bid in summer 2016. D&C and SWA will be collaborating on scheduling and sequencing shutdowns with other elevator replacement projects to reduce impacts on customers.

36. Design and Construction will finalize the design and construction of Quincy Adams 805, 806, 807 replacements

Update: Design work for these three elevators is scheduled to be completed in May 2016 and the project is expected to go to bid in summer 2016. D&C and SWA will be collaborating on scheduling and sequencing shutdowns with other elevator replacement projects to reduce impacts on customers.

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: Operations has developed a draft template for elevator out-of-service signage which includes detailed alternative service information for each unit. A procedure for posting this signage is currently being drafted.

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

Update: On October 22, 2015, SWA, Design & Construction and Engineering & Maintenance met to discuss approach to developing an elevator and escalator replacement plan. In early 2016, a firm specializing in vertical transportation will be tasked with the following:

- Reviewing and revising prioritized inventory of existing units
- Determine what future changes may be needed to maintenance contract to maintain or exceed current levels of uptime

- Determine at what rate units must be replaced in order to maintain or exceed current levels of uptime
- Identify any roadblocks to replacing elevators and escalators quickly and efficiently, and provide 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 draft Snow & Ice Plan, basic parameters have been 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 will be utilized this winter, and revised as needed.

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 as verified as part of the Plan for Accessible Transit Infrastructure (PATI).

41. Operations will begin sharing monthly reports with impacted municipality's' transportation and Police Departments regarding bus stops obstructed by illegally parked vehicles.

Update: The practice will be established in 2016.

42. MBTA will partner with other organizations (e.g. MOD, Walk Boston, etc) to advocate for proper maintenance at bus stops.

Update: Once the ownership/responsibility of each bus stop has been determined, SWA will convene a working group 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: A workgroup consisting of representatives from SWA, Customer Communications, Operations Control Center and Bus and Subway Operations was created to advance the needed improvements to the customer complaint process that have been identified. Workgroup members have participated in four meetings since July to discuss the planned improvements and determine a strategy for implementation.

Policies that are actively being drafted and/or revised include:

- complaint investigation guidelines for Bus and Subway Operations management
- a training module for Customer Communications Agents on proper documentation and response to customer accessibility complaints
- rules that outline the responsibilities of Customer Communications agents during complaint intake process.
- requirement for Customer Communications supervisors to review all accessibility complaints following their submission

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 are currently reviewing the existing procedure for providing Braille/alternate format schedules to customers upon request and will update and retrain staff in early 2016.

## SUBWAY OPERATIONS

45. Operations will post on the MBTA's website an updated inventory of emergency callbox locations.

Update: This will be undertaken in 2016.

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 Design & Construction have nearly completed a formal specification for CAAs. Once complete, a timeline for installing CAAs at Heavy Rail stations will be developed.

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: This will be undertaken in 2016.

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: Revised station checklists have been drafted and are undergoing internal review.

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: This will be undertaken in 2016.

## 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 is nearing completion. During 2016, SWA and Operations will collaborate to develop Phase III.

51. Operations and SWA will review the 8 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 2016 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: Operations and SWA will be reviewing and updating the Subway Recertification trainings in 2016.

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 2016.

## INTERNAL ACCESS MONITORING

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

Update: Over the last six months, the IAM Program has updated its Monitors' Handbook as well as scripted and filmed extensive video for monitors' training. In early 2016, the monitors' training itinerary will be formalized and the training videos should be completed.

55. All monitoring forms will be converted from paper surveys to digital surveys

Update: The IAM Program is on track to have all survey forms converted to digital forms by Q1-2016.

56. All policies/procedures related to SWA's internal Access Monitoring Program will be reduced to writing

Update: A draft set of comprehensive procedures for the governance of the monitoring program has been developed and is undergoing final revision.

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.

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. This October the IAM Program Coordinator began entering these deficiencies into the maintenance database on the same day they were received.

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: The IAM Program's policies have been updated to ensure alternate service routes are monitored.

## COMMUNITY ENGAGEMENT

60. In concert with the Title 6 public participation plan, the MBTA will develop a public engagement plan for seniors and people with disabilities

Update: In November 2015, the MBTA hired a Title 6 specialist as part of its Office of Diversity & Civil Rights (ODCR). In 2016, SWA and ODCR will collaborate to develop a public engagement plan for seniors and people with disabilities

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 2016

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: With input from AACT, the MBTA has developed a customer survey aimed at identifying areas for improvement in engaging with the disability community, via AACT or other means. Conversations regarding potential changes to AACT's MOU will be partially informed by these survey results and will continue throughout 2016.

#### MISC. DESIGN & CONSTRUCTION

63. SWA and Design & Construction 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: SWA has developed a draft RFP for the development of the Design Guide and it is currently being reviewed internally. The RFP will be posted publically in early 2016.

#### STATION UPGRADES

64. Design and Construction will complete construction of renovated Government Center Station to ensure full access to Blue and Green Line platforms.

Update: Government Center is on track to being substantially completed and accessible by spring 2016.

65. Design and Construction will complete a design for an accessible Auburndale Commuter Rail Station

Update: Design is underway and will be completed by early 2017.

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

Update: Design for Mansfield is nearly at 100%. It's anticipated that the project will go to bid in Summer 2016.

67. Design and Construction will reconstruct a fully accessible South Acton Commuter Rail Station

Update: Work at South Acton is nearing completion pending elevator testing and DPS sign-offs.

68. Design and Construction will finalize the design of a fully accessible Winchester Commuter Rail Station

Update: The design for Winchester is expected to be complete by April 2016.

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 redesign of Commonwealth Avenue that includes the consolidation and reconstruction of two stops Babcock/Pleasant and BU West/Saint Paul will be completed by fall 2016. It is projected that the project will be bid in 2017 and completed in spring 2019. Construction will commence following the reconstruction of the Commonwealth Ave bridge over the MassPike.

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 with the contractor beginning the surface street realignment that will take much of next spring to complete. The second headhouse and upper busway canopy construction will occur shortly thereafter.

71. Design and Construction will finalize the design of a fully accessible Wollaston Station.

Update: The design for Wollaston is expected to be complete by March 2016.

72. Design and Construction will reconstruct a fully accessible Chelsea Commuter Rail Station.

Update: Work continues on the Silver Line Gateway project with Commuter Rail station construction beginning in 2016 and scheduled for completion in 2018.

73. Design and Construction 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: A Capital Funding Request was submitted for the relocation of the Ashmont mini-high as part of the FY17-21 CIP cycle. Based on funding availability, a timeline for completion will be developed.

74. Design and Construction will replace the ramp connecting subway platforms and busway at JFK/UMASS.

Update: JFK/UMass ramp was replaced in-kind during July/August 2015.

This initiative is now complete.



75. Design and Construction will procure a survey and conceptual design for a fully accessible Oak Grove Station

Update: A Capital Funding Request was submitted for the design and upgrade of Oak Grove station as part of the FY17-21 CIP cycle. Additionally, Engineering & Maintenance recently worked to lower the elevator buttons to bring them into compliance, based on customer feedback.

76. Design and Construction will procure a survey and conceptual design for a fully accessible Newton Highlands Station.

Update: Design & Construction completed the conceptual design for Newton Highlands Station. On October 17, 2015 the MBTA presented the 15% Alternative Analysis for Newton Highlands Station to community members, Mayor Setti Warren, and state Representative Ruth Balser.

This initiative is now complete.

## 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 begun collaboration on an accessibility-focused training, with input from a customer advisory group. A pilot training is expected to be complete in early spring 2016.

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

Update: Work on this initiative will begin in 2016.

## TRANSIT POLICE

79. SWA and the Transit Police Academy will develop a training regarding providing appropriate service to people with disabilities

Update: Work on this initiative will begin in 2016.

## INFORMATION TECHNOLOGY

80. MBTA will rebuild mbta.com, ensuring it is fully accessible

Update: An RFP for the complete rebuild of mbta.com is currently being drafted with input from SWA.

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: Work on this initiative will begin in 2016.

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.

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

Update: This policy and procedure will be formalized during 2016. The MBTA now has access to a state blanket contract that greatly simplifies the procurement of accessibility-focused IT specialists.

## MOBILITY MANAGEMENT

84. SWA will issue an RFP for travel instruction services for seniors and people with disabilities

Update: An RFP has been drafted and is undergoing internal review. The RFP will likely be posted publically in early 2016.

## 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 2016.

# MBTA Update on Current Accessibility Initiatives

Presentation to CCPD

April 14, 2016



# Overview

- Initiatives drafted in May 2015
- Selected based on:
  - Customer feedback
  - Commitments within MBTA/BCIL Settlement
  - Funding availability
- Updates will be drafted and shared every 6 months
- New initiatives will be added as additional priorities identified and resources become available





# Vehicle Access Advisory Committee

- Upcoming vehicle procurements:
  - 325 low-floor buses
  - Red & Orange Line cars
  - “Type 9” Green Line cars
  - Commuter ferries
- VAAC Comprised of multiple disability stakeholders
- Provides feedback on designs for new buses, Red and Orange Line cars, and Type 9 Green Line cars
  - Helped develop seating layout for new buses; more flexibility for mobility devices, strollers, etc.
- Has met 5 times since Spring



# Vertical Transportation

- Quarterly meetings between SWA, Design & Construction and Engineering & Maintenance instituted
- Plan developed to partner with consultant in early 2016 to develop long-term elevator/escalator replacement strategy
- New posters developed to give customers advanced notice regarding upcoming elevator outages and alternate service options







# ELEVATOR

**OUT OF SERVICE  
JANUARY 2 - 3**

**SERVICE ADVISORY**



**HAYMARKET 905  
FOREST HILLS  
PLATFORM  
TO UNDERPASS**

Use **Haymarket 904** to EXIT to lobby at Congress St. For Green Line transfer, take **Haymarket 904** up to lobby. At lobby, take **Haymarket 903** down to Oak Grove-bound platform. EXIT right and travel to end of platform to **Haymarket 907** to cross under Orange Line tracks. EXIT **Haymarket 907**, turn right and proceed to **Haymarket 906** to Green Line platform.

For more information:  
617-222-3200  
617-222-5146 (TTY)  
[mbta.com](http://mbta.com)



Massachusetts Bay  
Transportation Authority



# Replacement Elevators

Station	Elevator #	Design 100%	Notice to Proceed
Harvard	821	Yes	October 2016
Central	861	Yes	October 2016
Park St	804	Yes	Early 2016
Tufts	872, 879, 880	Yes	Spring 2016
Andrew	857, 858, 859	Yes	Spring 2016
Alewife	813, 814, 815	Spring 2016	Summer 2016
Quincy Adams	805, 806, 807	Spring 2016	Summer 2016
DTX Phase 1	n/a	Yes	Feb 2016



# Station Upgrades

- JFK/UMASS ramp replaced
- South Acton opened and fully accessible
- Government Center on track to open fully accessible—3/21/16
- Mansfield Commuter Rail upgrades fully designed
  - Notice to Proceed expected in Summer 2016, pending funding



## Station Upgrades (cont'd)

- Wollaston design to be complete in 2016,
- Consolidation of BU West, St Paul, Babcock and Pleasant St stations into 2 accessible stations
  - Design to be complete in 2016
- Newton Highlands conceptual design complete
- MassDOT and FMCB approved air rights development (subject to negotiation) for deal that would fund \$30 mil for renovation of Hynes



# Customer Assistance Areas

- Full specification for station Customer Assistance Areas nearly complete





# Automated Fare Gates

- 2<sup>nd</sup> CharlieCard target installed at all accessible faregates



# Internal Access Monitoring Program

- All policies and procedures have been documented
- All surveys have been converted to digital forms
- “Smaller” vehicle defects are being entered into maintenance database same day
  - E.g.: inoperable stop request button, broken hand strap, etc.
- New training videos underway



# Emergency Preparedness

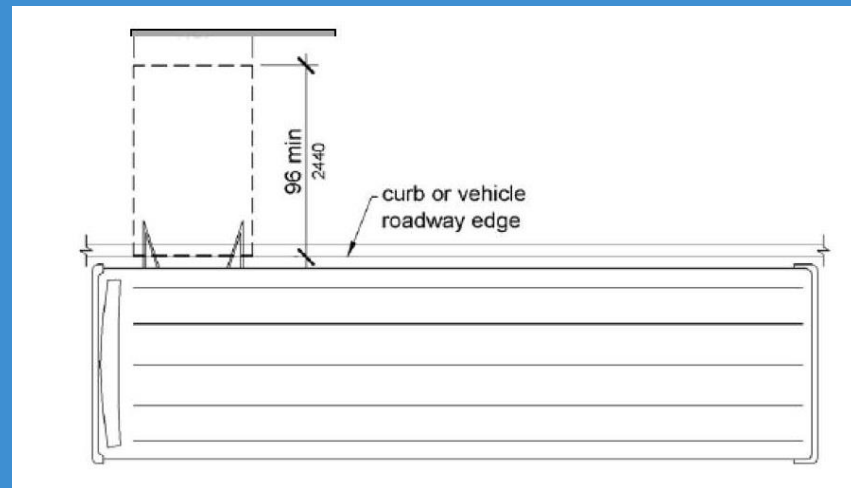
- Procedure for inspecting Stryker chairs in stations and on trains issued
- Two emergency drills held—each included people with disabilities and a review of access procedures
  - Release of chemical agent
  - Evacuating a smoke-filled Commuter Rail coach





# Winterization & Snow Removal

- MBTA responsible for clearing stations and bus stops along key routes
- Snow/ice removal guidelines drafted focused on maintaining accessible paths
- Report problems to:
  - [snowandice@mbta.com](mailto:snowandice@mbta.com)
  - 617-222-3200



# On-Going Accessibility Initiatives

- RFP for expansion of travel training issued
- Keolis accessibility training on-going
- RFP for redesign and rebuild of mbta.com nearly finalized



# Upcoming Efforts

- Revision of priority seating decals
- Revision of Operation's Recertification Trainings
- Purchase of Additional Stryker Chairs
- Design Guide for Access
- Development of Transit Police training
- Improvements to Customer Engagement



# Capital Investment Program Requests '17-21

- Recent access-related funding requests include:
  - Feasibility study for remaining inaccessible stations
  - Funds for additional elevator designs
  - Funds for bus stop improvements
  - Access upgrades at Wollaston, Oak Grove, Forest Hills, Mansfield, Ruggles, Winchester, Auburndale
  - Designs for Symphony, Newton Highlands, Natick, DTX
  - Add'l buses, bi-level CR coaches, next-generation GL cars
  - And more
- Draft funding plan available on-line; public meetings later this Spring



# Questions? Comments? Complaints?

- Customer Support Services Center
  - 617-222-3200
  - 617-222-5146 (TTY)
  - Mbta.com
    - Click on “Customer Support”







# Cambridgeport Construction Summary

April 2016

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## A. Tree Pits along Massachusetts Avenue

- The tree grates along Mass. Ave. (Sellers to Sidney, both sides of the street) have been problematic in terms of accessibility, tree health and ability to remove small debris.
- Removed 130 tree grates. Will be placing Flexi-Pave @ 150 trees.
- The work is scheduled to be completed this summer.
- Contact: Kelly Dunn, Public Works, 617.349.4870/  
[kdunn@cambridgema.gov](mailto:kdunn@cambridgema.gov).



## B. Massachusetts Avenue Sidewalk

- Continuing on the previous sidewalk work that was completed in Central Square, additional sections of sidewalk will be reconstructed.
- Work will include accessible sidewalk (concrete walkway & brick furniture edge) and bike parking.
- Coordination with areaways is required, but these are the priority locations.
  - YMCA block (Sellers to Pleasant) & Dunkin Donuts block (Carl Barron Plaza to Pearl)
- Contract will be awarded in April, 18 month overall contract duration (includes Pearl Street).
- Contact: Dan Riviello, Public Works, 617.349.4825 / [driviello@cambridgema.gov](mailto:driviello@cambridgema.gov)

## C. Pearl Street Reconstruction

- Project includes street and sidewalk reconstruction between Mass. Ave. and Granite Street.
- Contract will be awarded in April, 18 month overall contract duration (includes Pearl Street).
- Contact: Dan Riviello, Public Works, 617.349.4825 / [driviello@cambridgema.gov](mailto:driviello@cambridgema.gov)

## D. MBTA Elevator

- MBTA is finalizing their plans for the replacement elevator in front of Dunkin Donuts and anticipates bidding this summer.
- Contact: Katherine Watkins, Public Works, 617.349.4751 / [kwatkins@cambridgema.gov](mailto:kwatkins@cambridgema.gov)

## E. River Street

- Full reconstruction of River St (street, sidewalk and utilities), similar to the scope of the recently completed Western Avenue, is in the City's 5-Year Plan.
- The project will include the reconstruction of Carl Barron Plaza.
- Design funds are anticipated in FY19, with construction planned for FY20.

## **F. Other Streets and Sidewalks in 5-Year Plan Streets and Sidewalks**

- Chestnut St, FY20
- Cottage and Lopez streets, FY18
- Green St, FY19
- Franklin St, FY17
- Kenwood St, FY17

## **G. Pacific Street Dog Park**

- \$250,000 for reconstruction of dog park.
- Drainage work is on-going, equipment has been ordered and the park is scheduled to reopen this summer.

## **H. Other Projects and Information**

### **● Public Toilet**

- \$320,000 in FY16 budget for a public toilet in Central Sq.
- With the completion of the public toilet in Harvard Sq, beginning design of Central Sq location.
- We have been working to identify potential locations that meet the various criteria
  - Available space (above and below ground)
  - Access to utilities
  - Visibility to ensure that the facility can be easily monitored
  - Proximity to restaurants, transit and pedestrian traffic
- In April, we would like to review potential locations with various community groups to get feedback.
- We anticipate installing the public toilet the Pearl Street and Mass. Ave sidewalk work.
- Contact: Dan Riviello, Public Works, 617.349.4825/ [driviello@cambridgema.gov](mailto:driviello@cambridgema.gov)



### **● Street Lights**

- The Electrical Department has completed upgrading the existing pedestrian scale lights to LED.
- The Electrical Department will be hiring a contractor to repaint all of the pedestrian scale lights black.



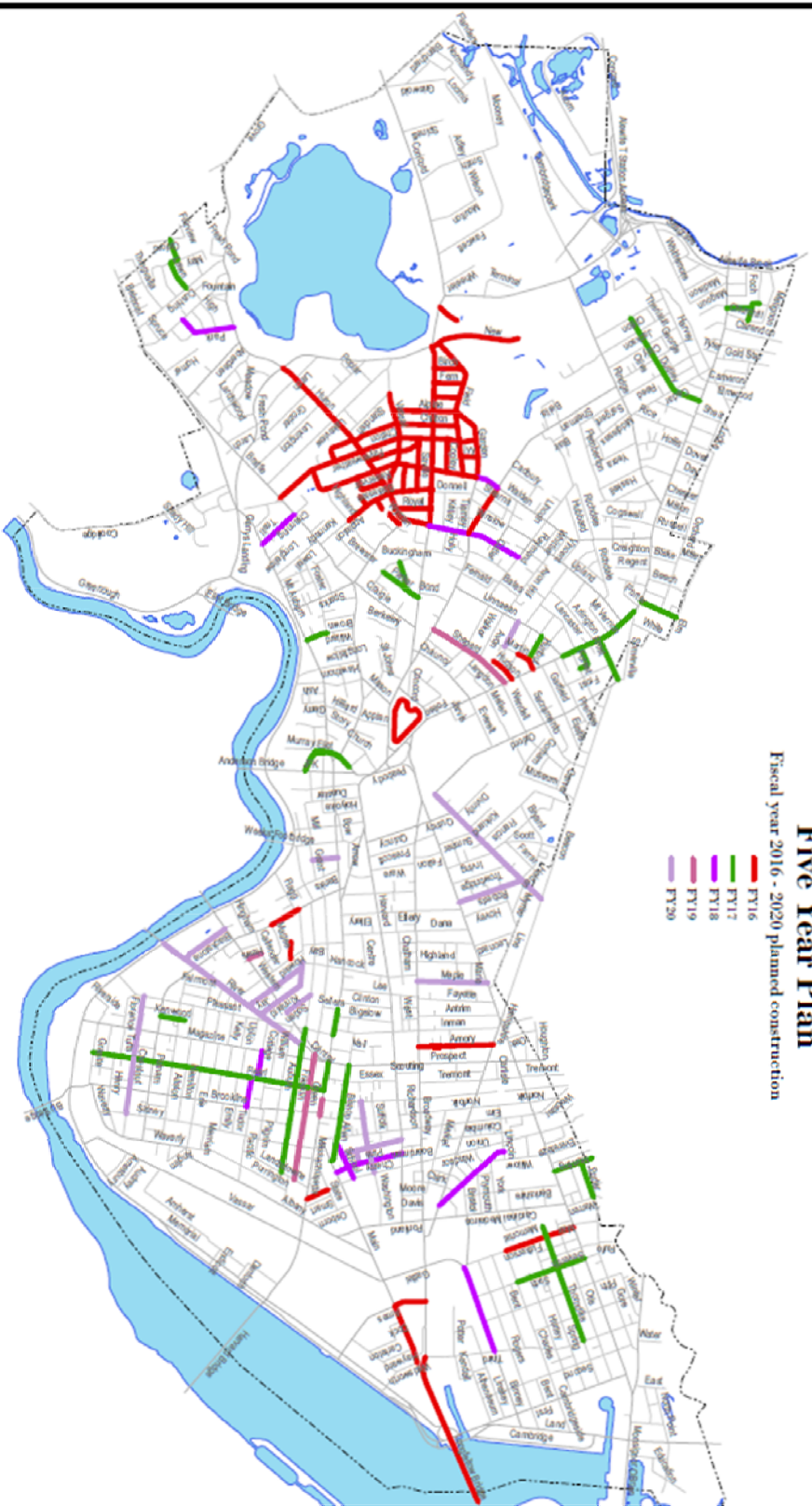
# Cambridgeport Construction Projects



# Five Year Plan

Fiscal year 2016 - 2020 planned construction

- FY16
- FY17
- FY18
- FY19
- FY20





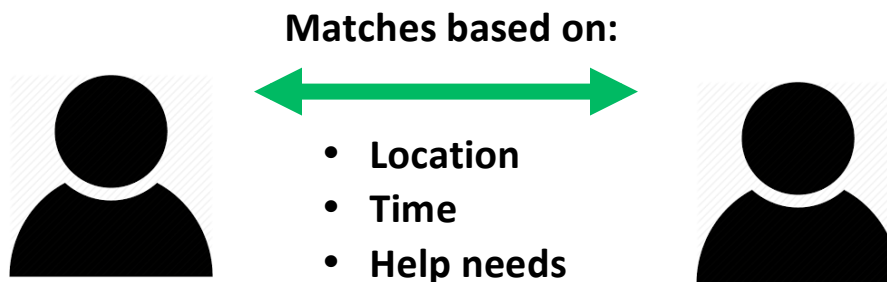


**Do you need help sometimes with daily tasks?**

**Get matched with a volunteer who can help you when you need it most.**

**Sign up at [iCanHelp.co](https://icanhelp.co).**

**iCanHelp matches volunteers with chronically ill, disabled, or elderly individuals** for help with everyday tasks that they find difficult. We make matches based on both parties' location and availability to create a convenient volunteering experience.



As a “helpee,” you would specify what type of help you need – things like cooking, reading, basic tidying, or laundry – and we find someone who can help you out.

**SIGN UP FOR THE BETA TEST!**  
**GO TO [ICANHELP.CO](https://icanhelp.co) AND SIGN UP.**

We will collect your location and time preferences, and match you with someone who can help!

What are we talking about when we  
talk about "Mental Illness"



# HEALINGVOICES

Let's change the conversation.

A DIGITAL EYES FILM PRODUCTION

DIRECTED BY PJ MOYNIHAN PRODUCED BY ORYX COHEN PRODUCED BY PJ MOYNIHAN  
MUSIC BY NATE CHRISTY VISUAL EFFECTS BY BEN CARON EXECUTIVE PRODUCER GAYLE BERG

HEALINGVOICESMOVIE.COM

Brought to you by



For more information please visit us online at:  
**HEALINGVOICESMOVIE.COM**

Disability Law Center, in collaboration with Cambridge  
Commission for Persons with Disabilities and Digital Eyes  
Film, invite you to a World Premiere screening of

# HEALINGVOICES

Friday, April 29th

Cambridge Public Library, Lecture Hall

449 Broadway, Cambridge, MA 02138

You are invited to be a part of the grass roots, non-theatrical  
release of **HEALINGVOICES**, a social action documentary that  
asks the question: What are we talking about when we talk about  
'mental illness.' This film is captioned.

Doors open at 12:00 pm for a light lunch

**Screening starts promptly at 1:00 pm**

Following the movie there will be a discussion about the  
role of peers with

Robert Rousseau, M.Div., MA, CPS  
Advanced Level WRAP Facilitator  
Senior WHAM Trainer  
CCAR Trained Recovery Coach TOT  
Director of Peer Recovery Services  
FHR, Inc.

**\*\* This event is free and open to the public but space is  
limited. You must RSVP to attend this event \*\***

Communication Access Realtime Translation will be provided.

**Please Note:** Out of consideration for people with environmental  
illness and/or multiple chemical sensitivity, please refrain from  
using perfume or other scented products.

**RSVP & request accommodations by April 22nd to  
[www.dlc-ma.org/hv](http://www.dlc-ma.org/hv) or 617-723-8455 x 123**