



GREEN LINE TRANSFORMATION (GLT) PUBLIC MEETINGS 2019



#	Location	Date	Time
1	State Transportation Building 10 Park Plaza, 2 nd Floor, Boston, MA	Tuesday, September 10	6:00 PM – 8:00 PM
2	Coolidge Corner School 345 Harvard Street, Brookline, MA	Thursday, September 12	6:00 PM – 8:00 PM
3	Boston University – Jacob Sleeper Auditorium 871 Commonwealth Avenue, Boston, MA	Tuesday, September 17	6:00 PM – 8:00 PM
4	Newton Free Library 330 Homer Street, Newton, MA	Monday, September 23	6:00 PM – 8:00 PM
5	Tobin Community Center 1481 Tremont Street, Boston, MA	Thursday, September 26	6:00 PM – 8:00 PM

GLT Program Team Senior Leadership

Angel Peña | *Chief of Green Line Transformation*

Kimberly Woollard | *Sr. Director*

Desiree Patrice | *Sr. Director*

Tamieka Thibodeaux | *Sr. Director*

John Buck | *Program Manager*

Nancy Farrell | *Community Engagement Lead*

Sheri Warrington | *Communications Lead*

OVERVIEW

Green Line Transformation (GLT) Goal: Improve the Green Line **quality of service**, including **increased capacity** and **enhanced accessibility**, through fleet modernization, infrastructure/facility upgrades, and **state-of-the-art technology**.

Proactive Engagement is Key

The GLT portfolio of projects aligns all work to upgrade and modernize the entire Green Line to maximize outcomes and minimize inconvenience. The GLT team knows that the most effective approach to achieving the goal of the program is to engage early and often with the riders and communities that rely on and trust in the T. The **GLT team held five initial public meetings** at key locations across each branch to introduce the holistic program to the communities served by the Green Line. These meetings allowed the public to engage with the GLT team, ask questions about the plans for modernization, raise concerns about impacts, and become involved in shaping the future of the Green Line. At each of the five public meetings, the GLT leadership team spoke about the expertise they bring to the program and their shared vision for how the transformation will be achieved. In addition to presenting details about the program, the team answered questions and had one-on-one conversations with attendees.

“The public will hold us accountable and they should.”

-Angel Peña, Chief of Green Line Transformation

We heard you!

The approach and locations of each meeting were key to understanding the varying challenges of stakeholders who access the system from everyday riders, the aging community, small business owners, developers, and landowners among others. Attendees at each location offered very specific insight to distinct challenges along each branch. As a result, the GLT team was able to better understand the specific challenges riders are confronted with every day. Some common themes at each location included:

- The B Branch community was interested in the **station consolidation** and current **Complete Streets** construction work along Commonwealth Ave.
- The C Branch community was interested in approving the travel time of the system with the use of **Transit Signal Prioritization (TSP)** along Beacon St.
- The D Branch community voiced their understanding of the need for current diversions, but also raised concerns about the noise of night work and the scope of the program. A major focus was the daily **crowding** issues, during peak periods and during Red Sox games.
- The E Branch community was very keen on supporting service to the **branch terminus (Heath)**.
- Consistent across all branch communities was the need to use **rubber pedestrian crossings** for ease of access for all modes of transportation.
- Many stakeholders raised concerns regarding upgrades to **fare collection**. Many fare collection issues will be addressed through the Automated Fare Collection 2.0 (**AFC 2.0**) Program.

Thank you.

The GLT team felt a spirit of collaboration with attendees and appreciated everyone who took the time to attend the sessions. There were many good questions raised during each of the sessions, as detailed in this summary. Most importantly, however, the input from these sessions will help to guide the efforts of Green Line Transformation team going forward.

Public Attendees

See [Appendix A: Public Attendance](#).

Purpose/Subject

The purpose of the public meetings was to introduce the Green Line Transformation program and to provide information about how the MBTA plans to improve the Green Line quality of service.

Format and Process

The meetings included a **presentation, question and answer** session, and then **one-on-one interactions** with the GLT Program Senior Directors for any other questions or comments. Meeting attendees were encouraged to participate in two interactive map activities at sign-in and upon entering the room:

- For the first activity, attendees received one red pin and one green pin to place on a system map board to identify where they work (red) and live (green).
- The second activity invited attendees to review a Green Line map.¹ Participants could identify where the biggest issues or opportunities for improvement are located by placing a numbered green dot at that location on the map. They could then write their comment or concern on a similarly numbered sticky note to identify the associated location. See: [Map Activity](#) for comments.

Attendees were also able to share comments and concerns on comment forms. Transcriptions of the comment forms submitted at the meetings are available in: [Comment Forms](#).

Presentation

A slideshow presentation was delivered at the beginning of the meetings (*same presentation at all meetings*). The presentation is available on the project website, www.mbta.com/glt.

Angel Peña, Chief of Green Line Transformation for the MBTA, welcomed attendees, outlined the meeting agenda, and invited the public to make comments or ask questions during the question and answer period or the one-on-one discussions.

¹ Each meeting featured a different map: the September 10 meeting map was of the central subway; the September 12 meeting map was of the C Branch and surrounding areas; the September 17 meeting map was of the B Branch and surrounding areas; the September 23 meeting map was of the D Branch and surrounding areas; and the September 26 meeting map was of the E Branch and surrounding areas.

Goal

Mr. Peña explained that the goal of the program is to improve Green Line quality of service by increasing capacity and enhancing accessibility, which will include modernizing the fleet, upgrading infrastructure and maintenance facilities, and improving technology.

Program Overview

Mr. Peña gave an overview of the program, explaining that the Green Line Transformation program will organize and manage all projects that impact the Green Line to better coordinate the many aspects of maintenance and operational planning, resulting in improved safety and reliability, a more efficient allocation of resources, and streamlined communications about service impacts.

Green Line at a Glance

Mr. Peña reviewed the current number of vehicle maintenance facilities, miles of track, stations, and weekday passenger trips on the Green Line.

Improving Quality of Service for our Riders

Mr. Peña gave an overview of the five quality of service dimensions that the program is looking to improve:

- Safety and Resilience, which focuses on reducing collision risk and improving emergency readiness;
- Addressing Demand, which focuses on capacity, speed, and fleet size;
- Service Delivery, which focuses on improving reliability and efficiency;
- Access, which focuses on making the system more usable for people of all abilities; and
- Customer Experience, which focuses on improving all tangible elements of a rider's journey.

Program Team

Mr. Peña introduced the Senior Directors of the program team. The Senior Directors serve as activist liaisons, coordinating with other MBTA leads to secure the resources needed to improve quality of service on the Green Line. Desiree Patrice focuses on track, power, signals, accessibility, and stations. Tamiaka Thibodeaux's expertise is in operations, communications, and service delivery for riders. Kimberly Woollard's focus is on current and future vehicle programs and maintenance facilities.

Selected Near Term Improvements

Track, Power, Signal, and Stations

Ms. Patrice shared her background with the MBTA and other projects. She explained that current Green Line infrastructure needs to be upgraded to prepare for the transformation. The current station platforms are inadequate and need upgrades to support the Type 10 Supercar. The Type 10 will require longer, accessible platforms to accommodate the longer cars.



In addition to these significant future investments, there are signal and track upgrades happening now. Projects like D Branch Track and Signal Replacement, which is replacing over 25,000 feet of track, and Green Line Intersection Upgrades, which is upgrading intersections on the B and C branches, are already underway. Ms. Patrice explained that the team is aware of the pain the many service disruptions are causing. The MBTA is maximizing all ongoing scheduled diversions and GLT will coordinate projects in a way that achieves the greatest value out of diversions and service disruptions.

Other ongoing Green Line projects that focus on improving infrastructure include B-Branch Station Consolidation and Newton Highlands Accessibility Improvements.

Technology for Riders and Operations

Ms. Thibodeaux shared her background with the MBTA. She explained that the GLT team will be working to address infrastructure, outdated technology, speed restrictions, and communications systems. Ms. Thibodeaux discussed planned operational improvements that will improve rider experience and minimize disruptions (GLIDES and Transit Signal Priority) and tools for riders that will improve safety and reliability (upgrading Global Positioning System Train Trackers and e-ink Station Signs). She explained that while the improvements will require diversions and temporary shuttle buses, the GLT team will continue to keep riders up-to-date and informed of service impacts in advance so they can plan accordingly. She expressed excitement about the future of the Green Line with the coming changes.

Rolling Stock, Specialty Equipment, and Facilities

Ms. Woollard shared her background with the MBTA. She explained that the upgrades to power, track, stations, signals, and customer technology are all creating an infrastructure to support operations of the new Type 10 Supercar, perhaps the most tangible and exciting part of the Green Line Transformation. Ms. Woollard explained that up to and during the delivery of the Type 10 Supercar, the MBTA still needs to maintain and invest in the current mixed fleet of Type 7, Type 8, and Type 9 vehicles. Several programs are already underway, such as the Selective Systems Overhaul on the Type 7 fleet and the Reliability Improvement program for the Type 8 fleet.

Ms. Woollard reviewed the differences between the Type 10 Supercar and existing Green Line vehicles in terms of size, capacity, and design. The Type 10 Supercar will be 40 feet longer than existing trains, with low floor access and larger doors for ADA and passenger comfort. There will also be technology improvements, like digital signage, collision avoidance, real time passenger information, and vehicle health monitoring.

Ms. Woollard explained that in addition to the infrastructure upgrades required for the new Type 10 Supercar, maintenance facilities will also need modifications and upgrades. Investment in the new vehicles, with the needed infrastructure to operate them, can significantly increase the peak core capacity to better meet the needs of today as well as the future demand on the system.

Stakeholder Outreach and Engagement

Mr. Peña reviewed the different ways GLT will keep stakeholders and communities informed and involved before giving concluding remarks and opening the floor for a question-and-answer session.

QUESTION AND ANSWER SUMMARY

September 10th Meeting (State Transportation Building)

Senator William Brownsberger thanked the team for its work and stated that he is glad to learn about the transformation program and meet the management team members. He is looking forward to working with them over the next decade and bringing their plans to the community and bringing the community's thoughts to the team.

Representative Tommy Vitolo stated that there is a lot in the program that will clearly improve the branches. One of the projects he's excited about is the work on the B and C Branches to improve the **grade crossings** (over intersections). Representative Vitolo commented on the **shuttle buses** that run on the weekends on the C Branch, describing them as not ideal for making frequent stops and that the aisles are narrow. He asked if the MBTA would be able to run its own buses rather than the coach buses. Ms. Thibodeaux replied that due to the other ongoing projects throughout the system, there are not enough MBTA buses to use them for these diversions. She explained that on the D Branch, the shuttles use MBTA buses because it is an ongoing project that will run through the end of the year, but the MBTA has to outsource the service for other projects. Representative Vitolo shared his excitement over **Transit Signal Priority (TSP)** improvements and said that the Town of Brookline is ready to work with the T to get them in place. Ms. Thibodeaux explained that GLT is currently testing TSP pilots on the B and E Branches but will have pilots on all branches in the future and will reach out for further discussion.

An attendee stated that it's not clear how the MBTA will implement **all door boarding**, and that it is important to share that information publicly. He asked if there are bugs in the programming or if there are things that haven't been thought of. He also asked what the MBTA had done, or will be doing, to get information on the plans for all door boarding out to the public. Ms. Thibodeaux replied that the Green Line currently implements all door boarding during rush hour (with 10:00 AM to 2:00 PM and operating hours after 7:00 PM being the only times without all door boarding), using the honor system with periodic checks. She explained that the MBTA is looking at different ways to collect fares and make boarding a faster process, but all door boarding is a different project. The attendee asked what the MBTA is doing for discussion around the future implementation of the fare system, **Automated Fare Collection (AFC) 2.0**. Ms. Thibodeaux stated that the agency cannot discuss or advertise anything until the plans are finalized and implemented, and the public will be notified prior to implementation. Senator Brownsberger referred the attendee to the MBTA's AFC 2.0 project website.

A participant asked when the **Type 10 Supercar** will be coming. He also asked if they will run less frequently and how they will work in the central tunnel. Ms. Woollard explained that there will be an operational plan when they come into service. She said that there are challenges in the central tunnel, and there are plans to conduct a study that will survey the whole tunnel and its restrictions. She further explained that whenever a new car comes into service, there are test runs to ensure the type can make it through the central tunnel. Ms. Patrice replied that the central tunnel study is a project that will be getting underway soon, and the team will be able to provide more information in the future.

An attendee stated that his understanding of the program is that it is more than just the lengthening of the cars, but that it is also about **widening the curves**. Ms. Patrice replied that both aspects are included



in the program and will be examined. Ms. Woollard added that that storage capacity will be a challenge so the train yards will also have to be restructured. She explained that the MBTA conducting studies of the storage yards to see what factors need to be considered to fit the new cars.

Senator Brownsberger asked at what stage the MBTA is at in the process for the new cars. Ms. Woollard replied that the package bid for the Type 10 Supercar will go out in December 2019 and that by **2025** new cars are expected for delivery and testing.

A participant asked if the team could talk more about the design specifications and if the MBTA is defining parameters for the vehicle builders or if it is allowing bidders to offer modifications. Ms. Woollard replied that the MBTA will be specifying the model and elements.

An attendee asked if the MBTA has a fallback plan if the Type 10 Supercar doesn't quite work out. Ms. Woollard replied that the MBTA has a legal team that will support the order. The process is about holding the car builder accountable if there are issues. The attendee stated that it would make more sense to buy more of the Type 9 cars that just came into service rather than to increase the size of the vehicle. Ms. Woollard said in addition to increasing the capacity load and ridership capacity, the Type 10 Supercar will also have more onboard technology that's not available on the Type 9. Adding additional features after a design is implemented and in service can cause operational issues with the vehicles, and the MBTA is working toward a single vehicle fleet. Ms. Thibodeaux replied that there may be an opportunity to put the **Type 9 cars on the Mattapan Line** as well.

September 12th Meeting (Coolidge Corner School)

Representative Tommy Vitolo, MA State House, congratulated the GLT team on its accelerated work for the Green Line Intersection Upgrades project, emphasizing its importance for customers unsteady on their feet. Speaking on Transit Signal Prioritization (TSP), Rep. Vitolo explained that five years ago the Town of Brookline set aside \$50,000 for TSP and looks forward to seeing it in action. Rep. Vitolo explained that the community is looking forward to the changes presented and continued transparent conversations with the GLT team.

An attendee asked when platforms on the C Branch would be raised, as she noticed many of the stops after Coolidge Corner haven't been raised. Ms. Patrice noted that some MBTA projects have started and then stopped, but in the future **all stations will need to be raised** to accommodate the new Type 9 and 10 vehicles (by 8 inches and 14 inches, respectively). The attendee then asked if there were plans to install countdown clocks at C Branch stations. Ms. Thibodeaux explained that the right of way in Brookline is narrow, which creates a challenge when planning where to place countdown clocks, but **E-Ink signs** will be placed along the B and C Branches in the future.

A participant asked if the project team had any goals regarding the **speed of trips**, explaining that trips usually take at least 30 minutes. Mr. Peña explained that the project team is working on creating a program for Green Line speed by the end of the year. Mr. Peña added that there are many factors that can improve speed, including track improvements, signal upgrades and station consolidation. The attendee suggested having an **honor system for Green Line payments**, as having each customer pay at stations outside of the central tunnel holds up service. Ms. Farrell explained that the AFC 2.0 project is working on improving payment options across the MBTA.

An attendee explained that he recently talked to a Green Line operator about **reduced speeds in the central tunnel** and was told that it is a result of signals. The attendee was confused as he explained he's been on trains that were stopped in the central tunnel with no other trains in front of it. Ms. Thibodeaux assured the attendee that the GLT team is working on improvements for the central tunnel, but all stops made during trips are for safety purposes.

A participant asked **why there needs to be a second operator** on Green Line trains if they aren't driving. Ms. Thibodeaux explained that they are there for safety reasons and to operate the door. The attendee then asked if the project team has considered using solar panels on bus and train shelters. Ms. Patrice explained that the project team is considering the utilization of solar panels wherever possible.

An attendee asked when C Branch commuters can expect TSP to be implemented, and why Yankee Coach buses are used for Green Line diversions instead of MBTA buses. Ms. Thibodeaux explained that she is working closely on TSP in Brookline and cannot say exactly when it will be implemented. Regarding **Yankee Coach buses**, Ms. Thibodeaux explained that there are not enough MBTA buses to keep up with all project improvements being made that require shuttling. The attendee then asked what the public can expect 12 months down the line in terms of tangible improvements. Ms. Thibodeaux explained that weekly progress updates are posted on the project website. Ms. Woollard explained that in 12 months the new Type 9 vehicles will be delivered and utilized. Mr. Peña explained that the team is working to identify what projects can be accelerated and reiterated that the Green Line Intersection Upgrades project has been accelerated to be finished by the end of the year.

A participant explained how he gets **motion sickness on the sideways seats** in Type 8 cars and hoped that the new Type 10 Supercar will have front or back facing seats instead. Ms. Woollard thanked the attendee for the feedback and explained that the Type 10 cars are still being designed.

An attendee explained that he owns a condominium abutting Beaconsfield Station on the D Branch, which is close to an MBTA truck pad. He requested that the truck pad be moved to Reservoir as the **current truck pad is close to over 60 condominium units** and causes significant disruptions. Ms. Thibodeaux explained that there have been conversations with workers about overnight volume, but there are some things that can't be controlled.

A participant noted that plans to lengthen platforms for the Type 10 Supercar are semi concrete for the E and D branch and asked what Brookline can do to encourage this project and secure an actual start date. Ms. Patrice explained that there are several questions within this question. She explained that there is not an exact date as to when construction will start on the C Branch, but every platform will need to be raised and lengthened for the Type 9 and 10 vehicles. Mr. Peña explained that the **project team is already fully committed** to securing the Type 10 Supercars, so construction will happen eventually. The project team is currently considering how to combine work to be less disruptive to the community.

An attendee expressed concern about Green Line capacity during Red Sox games, specifically citing the stairs in Type 8 cars as a safety hazard. The attendee also asked why there are only single car trains on the C Branch during the weekends. Ms. Woollard agreed that the **Type 8 stairs are a concern** and explained that they will be phased out once the new vehicles are secured. Ms. Thibodeaux explained that there are operations in place for special events like Red Sox home games, but there are only so many light rail vehicles. She also explained that the C Branch only has single vehicles on the weekends due to the ridership levels, but changes will be implemented when there are new cars. Ms. Woollard added that weekends are the best time to inspect the vehicles, which results in fewer vehicles being available for customers. The attendee finished by explaining how she heard a Green Line operator say you couldn't pay them to ride one of the new Type 9 cars. Ms. Thibodeaux assured the attendee that **all operators will learn to operate a Type 9 car**.

A participant expressed frustration about the **lack of ability to add value to her Charlie Card** in Brookline. Ms. Farrell explained that she will bring her concern to the AFC 2.0 project team.

An attendee echoed the capacity concerns during Red Sox games and asked if there was any way to have **an express train from Park Street to Kenmore** for Red Sox attendees. Ms. Farrell explained that this question could be answered more thoroughly in the breakout session.

A participant echoed the concerns about single C Branch vehicles on the weekend when there are city wide events. Ms. Woollard explained that capacity is an issue that will be addressed. The attendee asked if there was funding to address the issue, to which Ms. Woollard responded that the reason there is a mixed car fleet now is because of funding issues, but there is going to be a one car fleet in the future will be cheaper for maintenance.

September 17th Meeting (Boston University)

An attendee asked for more information about the new fare collection system. Ms. Checchio replied that AFC 2.0, the fare collection system, is a separate project. Ms. Thibodeaux replied that GLT assumes AFC 2.0 will be in place and directed the participant to the AFC 2.0 project team for additional information about schedule.

A participant asked why the Type 9 cars are heavier than Type 8 cars. Ms. Woollard replied that the Type 9 cars were procured off-the-shelf, but the MBTA had them modified to fit the tunnels. The Type 9s also have more rooftop equipment, which also makes the cars heavier.

An attendee asked for information on when the **station consolidation on Commonwealth Avenue** will happen. Ms. Patrice replied that station consolidation is still in the design process and there will be a public process to get input from the community.

An attendee requested that Blandford Street Station not be eliminated in the station consolidation as thousands of Red Sox game attendees use this station.

A participant stated that he supports a proposed BU West Station and Saint Paul Street Station consolidation.

An attendee asked what the use of energy for the Type 10 Supercar would be and how many vehicles would be acquired. Ms. Woollard replied that the Type 10 Supercar will eventually replace the Type 7, 8, and 9 cars, to have a single vehicle fleet. She explained that demand has exceeded the capacity of the existing fleet. The Type 10 Supercar will have a pilot program to test it along the lines but will eventually replace the existing fleet. Ms. Patrice replied that the MBTA is currently **conducting a Power Study** to understand the power upgrades necessary to operate the future Type 10 Supercar.

A participant stated that he was delighted the GLT team was there.

An attendee asked when the Type 9 vehicles would be put into full service, rather than as test runs. Ms. Woollard replied that the Type 9 vehicle is currently in service. She explained that when the MBTA receives new vehicles, it is required to test each one, which must pass 500 miles before they can go into revenue service. By the end of 2019, all 24 Type 9 vehicles will have been tested and accepted.

A participant asked if station platforms will have to be raised for the Type 10 Supercar. Ms. Patrice replied that the **platforms will be raised 14 inches** above the track. She explained that some will be more of a gradual increase, as they need to be raised to support the Type 9 vehicles. The participant asked if the trains would be able to run on the different heights of the platforms. Ms. Patrice replied that by the time the Type 10 Supercar is put into service, all platforms will be raised.

An attendee asked for more information about the construction work on the St. Paul St. and Pleasant St. intersections. Ms. Patrice replied that the work done at those intersections was for the **Green Line Intersection Upgrades Project**, which replaced the intersections, using rubber rather than asphalt, to make them easier for all traffic. The attendee stated that there is still asphalt and there is a bump that makes it more difficult for pedestrian traffic to walk without tripping. Ms. Patrice replied that the team would look into this issue and get back to him.

September 23rd Meeting (Newton Free Library)

An attendee asked how much the Program will cost and how it will be funded. Mr. Peña said the Program has **secured a total of \$913 million** in funding for the next five years, partly from Federal Transportation funds. A total cost will be determined at the end of the year with the development of the Program Plan.

A participant said 2040 is a long way away and asked when Green Line riders will first see an increase in rider capacity. Ms. Patrice said there will not be a drastic increase at any one time, but riders will see a slow progression between 2024-2040. There are multiple projects ongoing in the interim that are increasing efficiency and safety of the Green Line that will improve service, including the Green Line D Track and Signal Replacement Project.

A participant asked if the GLT team will have a Gantt chart of the program schedule that can be shared with the public. Ms. Patrice said that will be part of the Program Plan which will be ready by the end of the year and will be presented at the next set of public meetings.

An attendee asked where passengers will pay to get on the Type 10 Supercars. Ms. Woollard said AFC 2.0 will be in place for the Supercar, in which passengers can **pay at any door** when boarding. She noted there is a handout on AFC 2.0 at the sign-in table, if attendees want more information about that project.

An attendee said there are a lot of outdated power transformers and signals on the Green Line and asked what is being done about that. He asked how capacity will increase in the central tunnel and asked about Positive Train Control (PTC). Ms. Patrice said there is an ongoing Power Study to address all of the MBTA's power assets and needs. The Study will have a complete inventory of what needs to be updated or replaced by the end of the year. She said the Central Tunnel Study is ongoing as well to determine how the MBTA can improve and maximize capacity within the tunnel by upgrading signals (currently, the tunnel is not being used at its full capacity due to signal constraints). The tunnel cannot be widened due to space constraints with surrounding buildings, but with upgraded signals the trains can flow more quickly and efficiently through the tunnel, which will increase capacity.

A participant asked why the power lines were built to support **three-car trains on the D Branch** if they are rarely if ever used – he has only seen a handful. Ms. Woollard and Ms. Thibodeaux explained that three-car trains do run occasionally (Ms. Thibodeaux has operated them herself), but the fleet has limited availability system-wide, and there often are not enough available cars to run three-car trains. The participant asked what happens to retired trains. Ms. Woollard said the MBTA strips the cars of useful components (like engines) and then they are either recycled or purchased by another transit agency or the federal government.

An attendee thanked the GLT team for committing to make the trains accessible. She said with increased capacity on the trains, the MBTA should consider adding **additional handicap parking spaces** in the parking lots. Ms. Patrice said the team will be looking into that and will work with the municipalities/towns, as the MBTA does not own all of the property near its stations.

A participant asked approximately how many manufacturers make Type 10 vehicles and if the MBTA is concerned with the current trade climate. Ms. Woollard said there are about six potential manufacturers, but not many in the United States. She said Toronto currently uses Type 10 vehicles. She said the MBTA

wants to stop purchasing cars to accommodate its tunnels, and instead wants to update its tunnels to accommodate better cars. That way, the MBTA can call Toronto or another city for a part, if needed.

A participant asked if the GLT team is working with the MBTA's Office of System Wide Accessibility (SWA). Ms. Patrice said she and her team are partnering with SWA and working side-by-side for review and approval of all accessibility upgrades.

An attendee said the presentation was limited to service updates and information, but there are other issues with the neighborhood. She is an abutter and fought with the MBTA 25 years ago about pesticide use and won, but she noticed the MBTA recently sprayed more pesticides and she said they have not admitted to it. She said she received no notice about the spraying ahead of time, which used to be advertised in the TAB. Ms. Thibodeaux said the **MBTA only uses approved herbicides**, but she is happy to talk further during one-on-one Q+A time. Ms. Thibodeaux committed to follow up with the MBTA's Environmental Department about this issue and share the information with the attendee.

An attendee asked how much faster D Branch trains will run after the speed restrictions are lifted. Ms. Thibodeaux said the current speed limit of D Branch trains is 40 mph, but the speed restrictions will not be fully lifted until after the Track and Signal Project is complete.

A participant asked **how much faster a ride from Riverside Station to Park Street Station** will be if all the projects are completed and asked how the Type 10 cars will fit in Boylston Street Station. Ms. Woollard said Boylston Street Station is part of the Central Tunnel Study to see what is feasible, and one of the possibilities might be to remove Boylston Street Station since Park Street is very close. Ms. Thibodeaux said the larger cars with boarding at all doors will speed up the travel times.

September 26th Meeting (Tobin Community Center)

A participant explained that he previously lived in Madrid and noticed that their subway system regularly expands to accommodate the growth of the city. He believes the MBTA does the opposite, citing the removal of the A Branch and the cutback of E Branch service from Forest Hills to Heath Street as evidence. He requested that when the GLT team reports information to officials at the MBTA, they request to **expand service to grow with the city.**

An attendee expressed concern about the proposed Type 10 Supercars traveling past Brigham Circle Station and wondered if any of the improvements presented would bring a cutback of service. Ms. Patrice explained that there **will not be a reduction of service** on the E Branch and that studies are currently in place to address more efficient ridership.

A participant wanted to know if there would be a reduction of service on the E Branch once the Green Line Extension is complete. Ms. Woollard explained that 24 new Type 9 vehicles will be delivered by the end of 2019, so there will not be a reduction of service on the E Branch. The participant then asked about communication of information to customers, specifically asking about countdown clocks being placed along the E Branch and trains displaying where service will stop. Ms. Thibodeaux explained that **E-ink signs will be placed** on reservations and platforms along the E Branch as there is no infrastructure for countdown clocks on that branch. She added that all vehicles should display Heath Street as the destination. The only times that Brigham Circle is the final stop is if there is an emergency or construction issue. The participant explained that Symphony Station is a hazard for customers with disabilities. Ms. Patrice explained that there is currently a project underway to make Symphony Station fully accessible.

An attendee requested that the MBTA provide a written agreement stating that service will continue to Heath Street during and after improvements are made. He explained that there are multiple apartment complexes past Brigham Circle Station, including **elderly housing**, which require Green Line service. He also requested that the next meeting be held at Mission Park to discuss accessibility issues along Huntington Avenue.

An attendee expressed concern about **bridge plates not deploying properly** on Green Line trains, causing an accessibility concern for stations without a reservation. Ms. Woollard explained that Type 7 vehicles don't have bridge plates, but Type 8 vehicles do and should be deployed when needed. She continued to explain that Type 9 vehicles have a better design for bridge plates, and Type 10 vehicles would be fully accessible. The attendee stated that Fenwood Road Station is of notable concern for customers as they have to disembark in a traffic intersection and asked if TSP will be implemented to improve customer safety. Ms. Thibodeaux explained that **further implementation of TSP** will be completed in 2020. The attendee reminding the project team that South Huntington Avenue is a development corridor, which is why many riders have been asking for an extension of the E Branch.

A participant asked if the MBTA would install a **fare machine at Heath Street Station**. Ms. Thibodeaux explained that since the AFC 2.0 project is in development, the MBTA will not be adding any more of the current AFC 1.0 fare machines at stations. The participant asked if the project team had any goals in mind for preventing car traffic from passing when customers are boarding and disembarking stations without a reservation. Ms. Thibodeaux explained that the project team has been working with the City of Boston on safety mechanisms.

An attendee explained that she is part of a group conducting a noise study on Mission Hill and has consistently heard that Green Line trains are disruptive due to wheel squealing and honking. Ms. Woollard explained that the MBTA is currently looking at **wheel dampeners for the Type 7 and 8 vehicles** and that Type 9 vehicles have a skirt that reduces wheel scraping. She assured the participant that the Type 10 Supercar will also have wheel dampeners. Ms. Thibodeaux apologized for the honking, explaining that it is a violation for operators to honk their horns and that it should be reported if it continues to be a problem.

A participant expressed concern about regular service being maintained while E Branch stops are being made accessible and emphasized the importance of service continuing to Heath Street. The participant noted that she's seen the work being completed for the Green Line Intersection Upgrades project on the B and C Branch and requested that it be completed on the E Branch as soon as possible, along with a redevelopment of Huntington Street. Ms. Patrice assured the participant that there are currently no plans to cut back service on the E Branch. Ms. Patrice continued to explain that the reason intersections work hasn't been performed on the E Branch is because the MBTA is currently conducting a feasibility study, which will be brought to the public when completed.

An attendee said that numerous Green Line trains have **broken fare boxes** that don't accept bills and asked the MBTA to repair them. The participant also explained that some fluorescent bulbs in Arlington Station and throughout the central tunnel are burnt out and need to be replaced.

A participant asked how the outlined projects and changes will contribute to trip time. He explained that a trip from **Boston College to Kenmore averages about 35 minutes**, which discourages some customers from taking the Green Line. Ms. Thibodeaux explained that track and signal infrastructure must be updated before speed restrictions can be lifted, and other projects like TSP and the B Branch Consolidation project will help improve on-time performance. Mr. Peña explained that the Green Line Transformation is looking at holistic projects to improve all aspects of the Green Line.

An attendee expressed concern about E Branch trains being able to travel past Brigham Circle during **winter storms** and reiterated that E Branch trains should announce where they will stop service so customers can plan accordingly. Ms. Thibodeaux explained that they are working on improving communication, but customers tend to not board an E Branch train unless it says Heath Street. Ms. Thibodeaux stated that the goal is to always have trains travel to Heath Street.

A participant asked if the project team is planning on improving coordination between E Branch operators and Route 39 bus drivers.

A participant explained that a friend who uses a wheelchair couldn't fully cross the tracks between Huntington Avenue and requested that the project team make accessibility a priority.

An attendee expressed concern about previous questions not being answered fully, requesting clarification about communication between E Branch operators and Route 39 bus drivers. Ms. Thibodeaux explained that there is currently communication between operators during emergencies, but if that isn't happening it will be addressed with staff. The attendee asked for clarification on TSP being implemented on the E Branch. Ms. Thibodeaux explained that TSP will be looked into with the intention of making Heath Street safe for customers. The attendee reiterated that the MBTA must guarantee that service will continue to Heath Street.

Representative Nika Elugardo explained that she has heard the concerns voiced by community members in the meeting multiple times before, and that she would appreciate any help from the project team. She also explained that her office will be collecting pedestrian and accessibility issues during an upcoming “ride-a-long.”

KEY THEMES/QUESTIONS FROM ONE-ON-ONE DISCUSSIONS

September 10th Meeting

- Track
 - What does a deficient track look like?
 - Quality control for track
- Power
 - What is the power study? What will it tell us?
- Transit signal priority (TSP)
 - How many intersections on the B Branch will have TSP?
- Rail design
 - Will the rail laid in the street be the European style design?
- Shuttle buses
 - Use of coach buses versus MBTA buses
- All door boarding
- Intersection upgrades
 - Status
 - Status of B Branch upgrades specifically
- Heath Street stop
- Data feeding to apps
- Wayfinding
- Fleet
 - Type 9 cars: request they run on B, C, and D Branches
- Operations improvements
- Communications process: responses to questions and comments

September 12th Meeting

- Brookline High School Expansion
- AFC 2.0 and fares
- Increase the number of tracks
- Stations
 - Mid-station track crossing
 - Station consolidation
 - Station maintenance
- How can the Town of Brookline help?
- Materials used in track and station construction
 - Use of rubber at stations
 - Wooden ties versus concrete ties
- What is the power study?
- Sustainability
 - Addition of solar panels in GLT
 - Environmentally friendly initiatives
- Noise complaints
- Fleet
 - Need to keep trains clean
 - Type 8: why invest in maintaining?
 - Type 10 Supercar: how will manufacturer be chosen, install cameras to address vandalism
- Express trains from Park Street Station to Kenmore Station
- Infrastructure concerns
- Shuttle buses: use of coach buses versus MBTA buses
- Central tunnel improvements
- Connecting B and C Branches via light rail
- Service during sporting and other special events
- TOD project impacts
- Use of technical terms on posters
- CTPS model: outdated
- Announcements: inconsistent, not accurate times

September 17th Meeting

- AFC 2.0 and fares
- Stations
 - Consolidation: How will stations be consolidated, construction delays for events at Agganis Arena
 - Raised platforms
 - Station improvements: countdown clocks, real time information
- E-ink signs
- Fleet
 - Will the whole fleet be replaced?
 - Procurement process
 - Type 8: challenges
 - Type 9: will they run on all lines?
 - Type 10 Supercar: specifications and timeline, schedule, power consumption, emissions
- Sustainability
 - Operational efficiency and environmental concerns
- GLIDES system
- Intersection Upgrades
 - Not completely smooth
 - Accessibility concerns
 - What goes into upgrades
 - What are benefits
 - Schedule (ahead of schedule)
- Cost of all GLT program improvements
- Deficient track
- Power study and upgrades
- Congestion in central tunnel
- Transit Signal Priority

September 23rd Meeting

- Fleet
 - Type 10 Supercar: schedule of implementation, headway impacts, Boylston curve
- Need for increased capacity on Green Line as soon as possible
- AFC 2.0
- Pesticide/herbicide use by MBTA
 - Schedule of spraying
 - Notification of neighbors
- Resiliency of Green Line (preparing for climate change)
- Service impacts during construction
- Loud screeching noise at stations
- TOD project impacts
- Access to the airport
- Funding
- Completion of work in near-term

September 26th Meeting

- Green Line trains honking
- E-Ink signs and countdown clocks
 - Will the E-Ink signs be big enough to see from far away?
 - Timeline for E-Ink signs
- Accessibility improvements
- Feasibility of expanding service beyond Heath Street
- Parking enforcement and/or removal
- Intersection upgrades on E Branch
- Fare collection
- Station upgrades
- TSP
- Street painting
- Onboarding and disembarking on Huntington Ave.
- How GLT interfaces with GL Operations

APPENDIX A: PUBLIC ATTENDANCE

September 10th Meeting

A total of **22** people signed in at the September 10 meeting.

First Name	Last Name	Position/Agency
Faith	Bigenhagen	
Mia	Chen	BU News Service
Matt	Crawford	
Adelyn	Davidson	
Marc	Ebuna	Keolis
Evan	Foss	
Sandy	Johnston	Central Transportation Planning Staff (CTPS)
Jordan	King	
Stephanie	Le	Assembly Connect
Jakob	Menendez	Berkeley Beacon
Nathan	Myatt	
Thomas	Nally	A Better City
James	Neider	MBTA
Eileen	O'Grady	
Robert	Petrie	
Alan	Rosen	
Nicole	Singleton	MBTA
Tommy	Vitolo	Brookline Representative, MA House of Representatives
Ralph	Walton	
Travis	Wojcik	Citizen
Alan	Wu	Wikipedia Editor
Nickolas	Yiokarinis	

September 12 Meeting

A total of **31** people signed in at the September 12 meeting, with an additional **14** people who did not.

First Name	Last Name	Position/Agency
Noor	Adatia	Student
Catherine	Anderson	Brookline Town Meeting Member and Senator Creem's Office
Lee	Biernbaum	Citizen
Nomi	Burstein	Resident
Cara	Caro	Town Meeting Brookline
Richard	Close	Resident
Jonathan	Davis	Brookline Town Meeting Member
Norma	Elkind	Retired
Michelle	Folts	Rider
Maria	Foster	Transportation Resources, Information, Planning, & Partnership for Seniors/Brookline Senior Center
Leslie	Friedman	Retired
Linda	Jason	Public Transportation Advisory Committee
Yetta	Katz	Retired
Ben	Kaufman	Legislative Aide, Rep. Vitolo
Stuart	Kurtz	
Sean	Lynn-Jones	
Marilyn	MacNab	
Ariel	Maddocks	Brookline Town Meeting Member
Elenore	Parker	Resident
Max	Pavlov	
Linda	Pehlke	Town Meeting Member
Gary	Richard	
Clint	Richmond	Town Meeting Member
Sibyl	Senters	Resident of Brookline
John	Shreffler	
Jonathan	Traum	Resident of Brighton
David	Trevvett	Chair, Brookline Pedestrian Advisory Committee
Tommy	Vitolo	Brookline Representative, MA House of Representatives
Tauby	Warriner	Resident



First Name	Last Name	Position/Agency
Garrett	Wollman	
Dorothy	Yorde	



September 17th Meeting

A total of **16** people signed in at the September 17 meeting, with an additional **3** people who did not.

First Name	Last Name	Position/Agency
Alicia	Brisson	Senator Brownsberger's Office
Emily	Cardona	Reporter (Student)
Tom	Clasby	Rider - D Line
Maximilien	Collins	Reporter
Matt	Conover	Nelson Nygaard
Jim	Curley	Boston University - Government Affairs
Ben	DeWinter	Brookline Resident and BU
Nate	Eckman	Consultant LTK
Carol	Gately	Rider - B Line
Aaron	Gold	Rider D & B
Dan	Goldstein	North Brookline Neighborhood Association
David	H.	N. Brookline Resident
Sarah	Leung	City of Boston - Disabilities comm.
James	Neider	MBTA
Jeff	Sierra	Boston University
Ben		



September 23 Meeting

A total of **40** people signed in at the September 23 meeting, with an additional **14** people who did not.

First Name	Last Name	Position/Agency
Saralynn	Allaire	Brookline Commission on Disability
David	B	
Ruth	Balser	State Representative
Sonya	Bhabhalia	Government & Neighborhood Affairs Boston Red Sox
Alicia	Bowman	Bike Newton
C	Carroll	Resident
Lucia	Dolan	
Evan	Foss	
D.	Fraioli	Abutter
Amy	Gates	T user
Ellie	Goldberg	Citizen
Steve	Goodwin	Deputy Chancellor Umass
Barbara	Gore	
Ronen	Hackim	Resident
Alta	Hodges	Auburndale
Bill	Humphrey	Citizen
Cynthia	Karos	
Joe	Keeffe	Jkeeffe.Transit
Caroline	Kerrigan	
Anne Marie	Killilea	Commission on Disabilities
Joan	Klaski	Resident
Jane	Lauridsen	Citizen
Steven	Lesser	Resident
Nathaniel	Lichtin	Newton Highlands Neighborhood Area Council
John	Lisker	Auburndale
Marilyn	MacNab	
Frederick	Martin	Newton Corner
Alex	Morgan	
Kathy	Pillsbury	Citizen
Girard	Plante	Newton Commission on Disability



First Name	Last Name	Position/Agency
Joyce	Plotkin	
Richard	Pober	Citizen
Greg	Reibman	Newton Needham Chamber
John	Seferiaois	Newton Highlands
Robert	Solomon	
Clark	T	
Ryan	Ward	Resident
Pam	Wright	
John		
Al		



September 26th Meeting

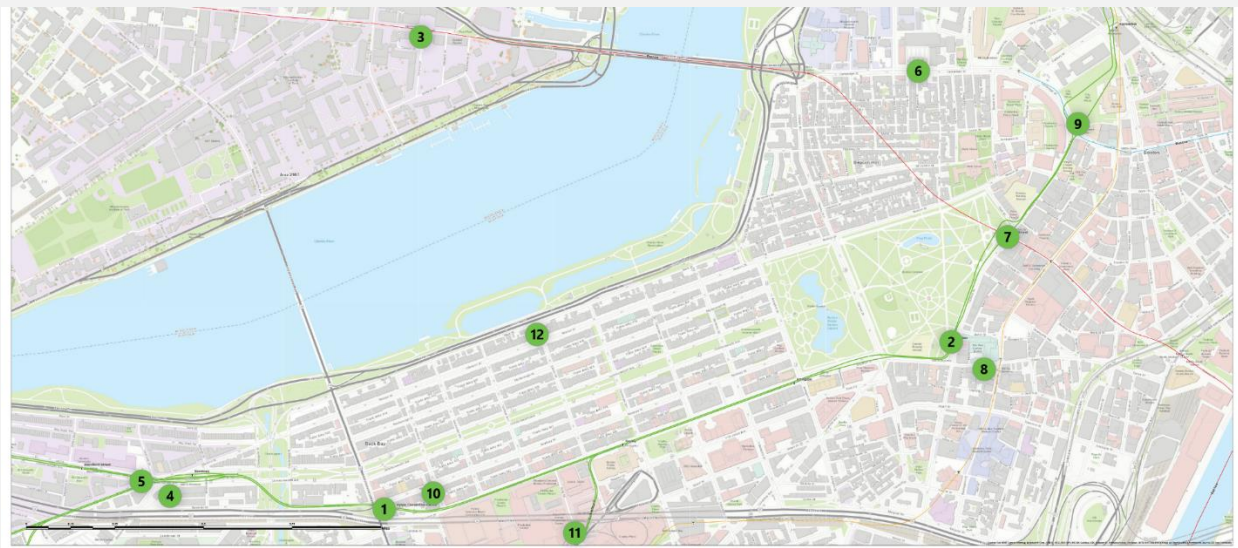
A total of **17** people signed in at the September 26 meeting, with an additional **3** people who did not.

First Name	Last Name	Position/Agency
Diane	Brown	
Josh	DeCosta	Resident
Nika	Elugardo	State Representative
Richard	Giordano	BOTHCDC
Cynthia	Harmon	Resident
Mitch	Hilton	Resident
Marilyn	MacNab	
John	Mims	Bay Cove
Kristen	Mobilia	Resident
Nikhil	Nadherni	Resident
Mary Ann	Nelson	
Alan	Rosen	
Franklyn	Salimbene	Arborway Comm. For Public Transit
Alan	Smith	Arborway Comm. For Public Transit
Ralph	Walton	
Karen	Wepsic	MBTA Rider Oversight Committee
Tito		

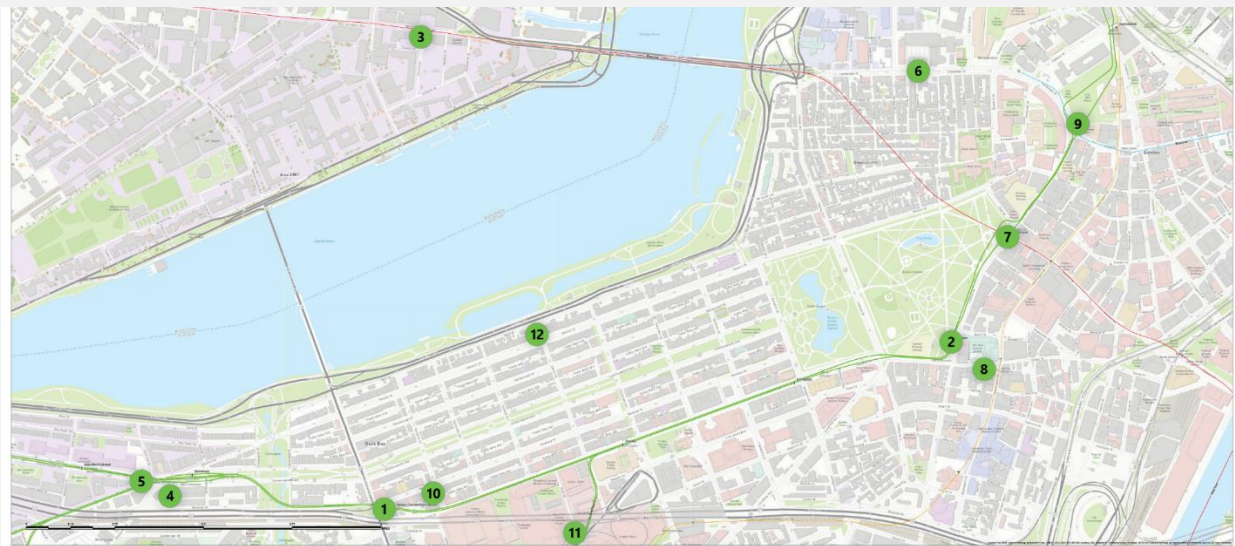
APPENDIX B: MAP ACTIVITY

September 10th Meeting

A total of **26** comments were submitted at the map/dot activity during the meeting. See the table below for comments.



Dot #	Comment
1	The bus waiting area at the entrance to Hynes Station forces many people to wait while subjecting people to frequent doses of cigarette/vaping drugs
2	Boylston needs accessibility and modernization: escalators, lifts, and better sound mitigations, please!
3	Kendall Station is overcrowded to hazardous conditions during rush hour. Also the kinetic sculpture has been loved to pieces and needs repair!
4	What's this?
5	Why isn't traffic light priority implemented on the Green Line?
6	Connect these. Please. [arrows pointing]
7	Opportunity to load multiple trains at the same time on each track
8	Use the provision built into Boylston Street Station for "post office sy. Ext" to connect trolley cars to South Boston waterfront under Essex Street
9	I have waited for over a year for the T to fix the track lubricator at Gov. Center. I asked about this a year ago at the FMCB
10	Open up the back door to Boylston @ Hynes
11	A reservation on Huntington Ave which also accommodates the #66 bus
12	Alleviate congestion on the central subway by not only extending the Blue Line to MGH, but also to Kenmore under Beacon/Storrow

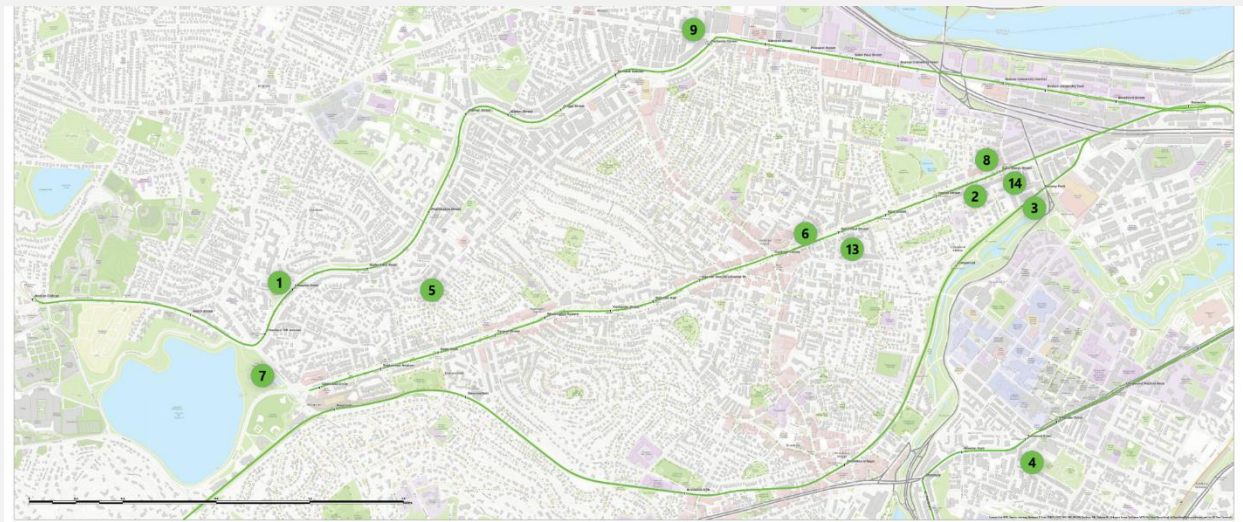


Dot #	Comment
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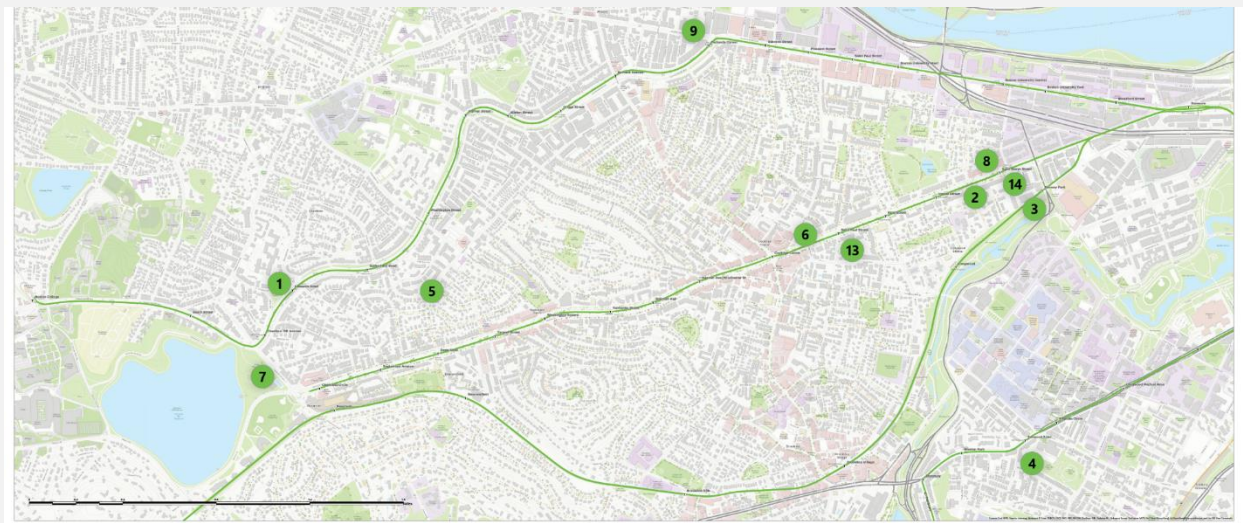
- | | |
|--|--|
| | - Crosstown buses are very slow and unreliable. Until the Urban Ring is built, bus priority lanes and signaling are badly needed |
| | - Reliable, accurate announcements (signage) of arrival time for next train on above ground D line and on apps for buses and trains |
| | - Is there ever a person who can address green line concerns on the telephone? |
| | - It is important to implement All-Door Boarding (ADB) well from the beginning. The plans should be vetted in public in advance, to avoid costly mistakes |
| | - More connections from Waltham to Riverside other than 558 bus - more frequent after rush hour |
| | - Escalator at Hynes inbound, to exit |
| | - Advertisements on above ground C line shelters block view of trains in opposite direction |
| | - 2 or 3 buses (esp. 66 and 39) or Green Line trains coming one after the other, after a long wait |
| | - C train being expressed from Washington Square to Cleveland Circle (all of 3 stops, including a very long light at Dean Rd., where the train will have to stop anyway) |
| | - No bench on S. Huntington Avenue at Huntington (going toward Forest Hills) for people to sit on during an often-long wait for the 39 bus |
| | - Not enough D line inbound trains during AM rush hour (perhaps PM rush hour also - I don't ride it then) |
| | - Why are trains occasionally taken out of service? Or trains and buses passing by "out of service" when many people are waiting? |
| | - Why can't trains and buses be evenly spaced, timewise? This has been a problem for many years, and I don't think it costs money to fix |
| | - Although many drivers are very considerate, some C or B line drivers will not open the doors if you knock - before they have started to move - but let you stand there |

September 12th Meeting

A total of **26** comments were submitted at the map/dot activity during the meeting. See the table below for comments.



Dot #	Comment
1	Stop spacing too close
2	What is happening to transit priority stopping @ Carlton?
3	Open Fenway Connector under Park Drive
4	Extend Huntington Ave. subway
5	Accessible, high-level platforms instead of death-strips in the middle of the road B&C
6	Improve snow clearance at Charles St crossing
7	Extend the C Line to BC when the B is being repaired. (Split the B work at CH Ave)
8	Extend underground on the C past Kenmore (e.g. St. Mary's)
9	Bring back the A however far is practical
13	Please fix traffic light (car one and T one) so wait not so long
14	Phone service often cuts here
-	TSP on C Line
-	No more custom trains! Buy commercial off the shelf like [illegible] for City, smart
-	SL4/5 should be trainway with preservation
-	Pay before boarding at all above ground trains
-	No AFC 2.0 use the \$ for capital and operating. Use \$1 coins instead
-	Transit App doesn't know when C Line trains are coming

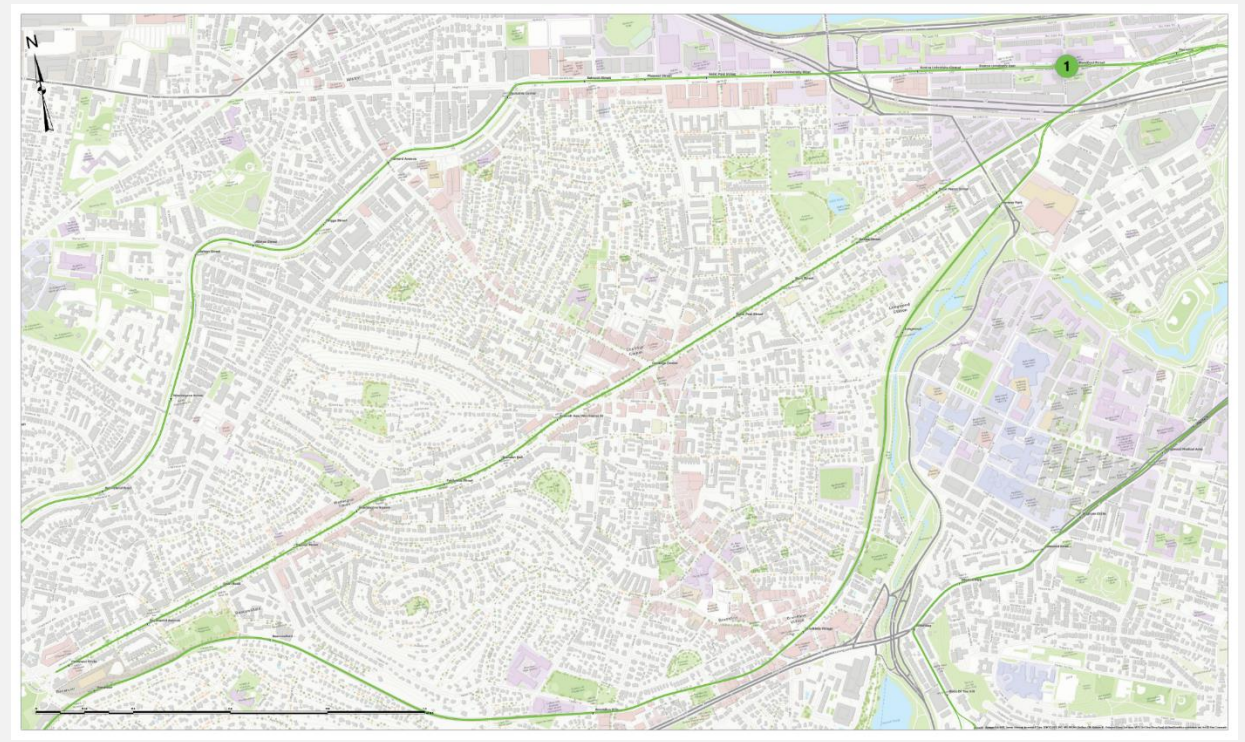


Dot #	Comment
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- | | |
|---|---|
| - | Cleveland Circle inbound - often the fares are not collected because the driver arrives in a hurry and has to get the train started before the fare collection system is running, so he/she just waves passengers on |
| - | Cleveland Circle inbound on C Line - inbound trains are at the inbound station but there is no sign board telling people who want to take the train when the train will leave. It's a real problem for people who are transferring from the D Line. They run to the inbound Cleveland Circle platform never knowing whether they have time to make the train or not |
| - | D Line Woodland inbound - the electronic sign doesn't tell people waiting for an inbound train how many minutes before the train will come EXCEPT it will say "1 minute" - or "is arriving." Both of these are silly because it's a straight track and people can see it. How about "in 5 minutes"? |
| - | Riverside - the start of the line is one stop up. Certainly, it can't be hard, given a schedule, for the sign to "predict" when the inbound train will reach Woodland. (By the way, the Woodland outbound station sign does give more arrival time information than the inbound station sign) |
| - | More frequent service. Two-car trains, not one-car. Three-car trains, if possible. |
| - | When can all of green line trains show which routes of bus(es) customers need to change? D line starts at first |
| - | The approach to the T service and platform should not be dark in color. Individuals with some cognitive struggles see the dark area as a big hole - they will avoid this service. The T service is for all the people |
| - | Digital Divide! How do individuals who do not have electronic devices to communicate and receive information with the T? |
| - | ADA/MAAB compliant ramps (Walnut St, Hyde St, and Station Ave) need to be covered (protected from weather). DO NOT duplicate the T ramp which is uncovered @ JFK/Umass Red Line station |

September 17th Meeting

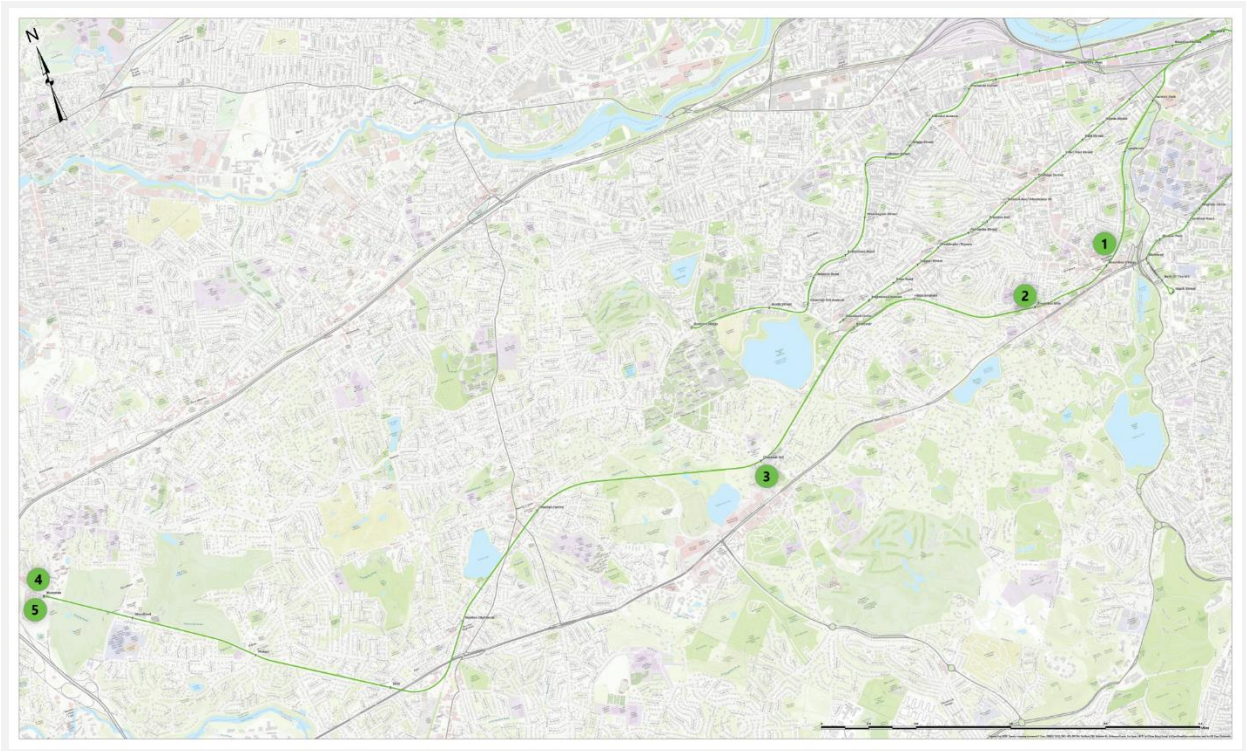
A total of 2 comments were submitted at the map/dot activity during the meeting. See the table below for comments.



Dot #	Comment
1	Please DO NOT eliminate Blandford St. Too many Red Sox fans use it, Kenmore can't handle more. At least keep it seasonal, so it's open during Sox games
-	Remove every other stop on B & C branches

September 23rd Meeting

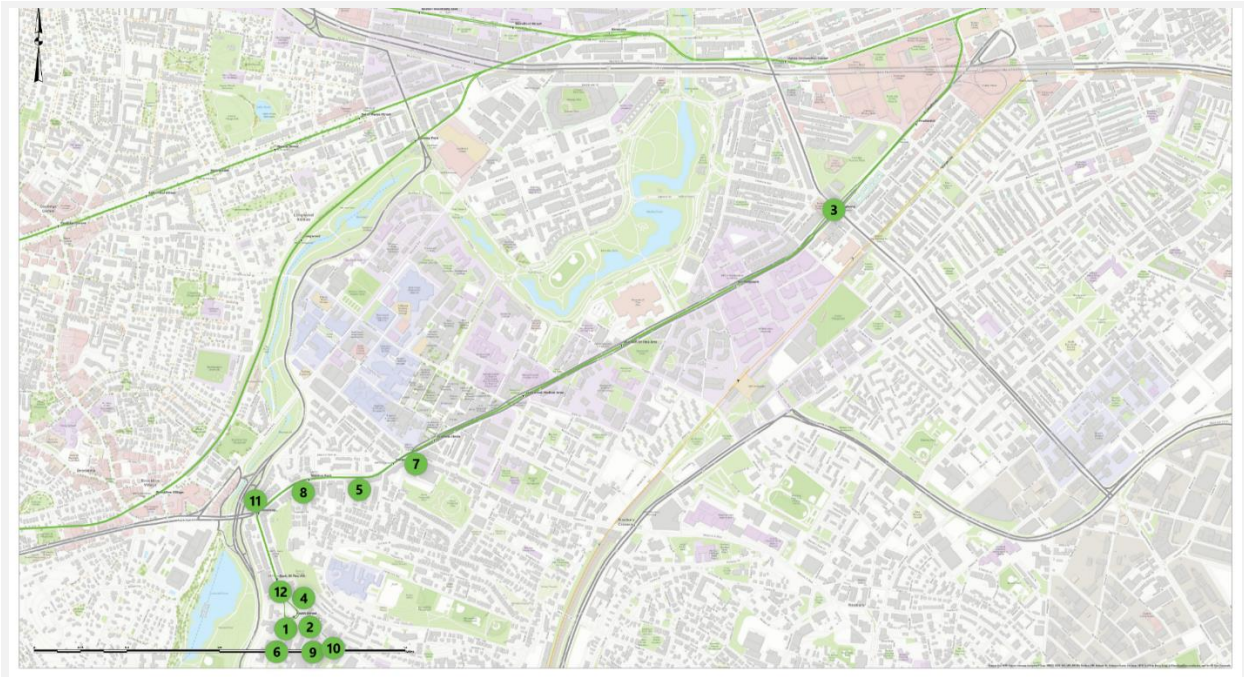
A total of 6 comments were submitted at the map/dot activity during the meeting. See the table below for comments.



Dot #	Comment
1	Need more handicapped parking
2	Need more handicapped parking
3	Need more handicapped parking
4	Connect Riverside to the commuter rail
5	Connect to the commuter rail
-	Thank you for doing this work. You are hearing everyone's frustration - because the T is so important to our lives.

September 26th Meeting

A total of **12** comments were submitted at the map/dot activity during the meeting. See the table below for comments.



Dot #	Comment
1	Need next train scheduling display. Warned wait area.
2	Countdown sign, more lights where people.
3	Needs elevator. Needs personal inside station. Fare gates often need maintenance.
4	The current platform would be better if the train went around the loop the other way.
5	On Huntington build staggered platforms to ADA standards, use center lanes for T ONLY (share with the #66 bus)
6	Extend service to Canary Square and Hyde Square (to end of South Huntington Ave.), the new expensive apartment will have an [illegible] value which should be levied to build transit improvement.
7	Tell BTM to point signal heads toward the platform and to facilitate crossing directly to 1 Brigham Place. The mission [illegible].
8	Please extend the transit reservation for the E Line, 39, and 66 along Huntington Ave!
8	I agree with 8
11	The train horn is so loud, and this intersection is always bad, so the train frequently honks at cars to move.
12	Train doesn't yield and has really bad visibility to bike traffic.
-	Remove parking on Huntington so people walking and taking the train are safe.

APPENDIX C: COMMENT FORMS

September 10th Meeting

A total of **3** comment forms were submitted during the meeting. See table below for comments.

Comment

Need to provide some indicator/status on stations when last train has passed and no more trains until morning. Mobile apps have been providing false information on last train for the night, mostly for surface stations along E line and others.

E line Heath St Station - replace unused dispatcher structure with a heated waiting area for passengers (with machine to add value to Charlie Cards, etc.). This is a final stop for E line and should be properly facilitated.

Bus Line Comment: Bus lines 60 and 65 need to stagger their arrival times at Brookline Village. Currently within minutes of each other with next bus arriving 30 minutes to 1 hour later.

September 12th Meeting

A total of **3** comment forms were submitted during the meeting. See table below for comments.

Comment

RE: Mid-station track crossings along surface Green line stops. Is there a standards doc, or guideline, that articulates when MBTA will establish a hard (paved) surface between rails to facilitate mid-station crossings?

Thank you for doing this project - we've been waiting for years!!! There is a great book on public transit transformation called Driving Excellent by Mark Aresch (?) who takes the Rochester bus system from failing and bankruptcy to money maker. Worth a read.

Can you please consider an express train option between Park St. and Kenmore during rush hour for Fenway/Red Sox games?

September 17th Meeting

A total of **1** comment form was submitted during the meeting. See table below for the comment.

Comment

Please make it easy (i.e. flat) to cross Commonwealth Ave. Asphalt "bump" at St. Paul & Pleasant. No more construction when event at Agganis.

September 23rd Meeting

A total of **7** comment forms were submitted during the meeting. See table below for comments.

Comment

Design of station. The overhangs do NOT protect the tracks and platform from snow. Example Field Corner Red Line station. Can the tracks be covered? [included rough sketch of station covering, showing the overhangs with a suggestion to close the area]

How could capacity be increased more quickly? What are the constraints - time to work on the upgrades, money to work on the upgrades? I realize there are a lot of steps to bring on Type 10 trains. What can be done to speed up the process? Can anything be done? What constrains that process? Could you propose or look into ways to shorten the timeline?

Who should we call in government to demand better funding for MBTA in general? I live just over a mile away from the Newton Highlands T stop. As part of the "better bus" project, now there are only 3 buses during rush hour (5:00 - 7:30 PM) to go home. The last bus is 7:15 PM. This is very limiting. Most people I've talked to say they don't take the bus because there aren't enough buses. Why did you (MBTA) take away buses?

Ink station sign - possibly it is the angle of this photo - what are the dimensions of the sign, how will it be hung from the ground? How large is the lettering? Includes smallest text. How is it lit? Back lighting...

Grateful for this info. Look forward to future updates. I love the Green Line D train!

Connecting the Green Line to the commuter rail at Riverside, Washington Street, and Needham would allow me to use the trains for daily commute and make transit-oriented development at Riverside and Washington Street real. Overcrowding in the cars is a common problem that hurts people with disabilities the most. I frequently see people with seeing eye dogs and in wheelchairs struggle to find space in the cars. Alarming long time until capacity improvements!

I start my trip at Riverside - would like to see trains starting out at regular intervals and would like a display telling me when the next train is leaving. It feels like the next train leaves whenever the driver feels like it.

September 26th Meeting

A total of **6** comment forms were submitted during the meeting. See table below for comments.

Comment

Dirty Green Line street cars: 3839, 3828. Passenger stop request button doesn't work on cars 3800, 3651. Destination bulbs on trains not working: 3699, 3868. Track area before Brigham Circle inbound has a bunch of trash. There's an abundance of leaves at the end of the tunnel for D Line. Bulbs at Arlington inbound and outbound need to be fixed (submitted complaint previously: ref #682443).

The section from Brigham Circle to Heath Street is a very dangerous corridor. It would be great to add a reservation to each stop along the way to Heath Street. That would improve safety for everyone.

My question relates to the chain of command - what happens if the Director of GLT and the Director of Green Line Operations disagree regarding Heath Street service? Whose decision supersedes the other's decision?

Automated announcements of stations alert riders to exit on left or right side. Need to include FRONT only when trains on street level.

Comment

1. Is the E Line extension to [illegible] Square in Somerville included in this project?
 2. Will Symphony Station be made handicapped accessible?
 3. Will there be any coordination between the E Line and the bus #39?
 4. Are temporary shuttles necessary? Why not just add service on bus #39?
 5. If there is real time info - could bus #39 info be included?
-
1. Keep E Line to Heath Street and go beyond.
 2. Improve track in the street conditions along Huntington/South Huntington. Track is not safe in a middle of road.
 3. Noise address "wheel squeal." E Line drivers seem to be honking horns a lot
- Transit should have priority on Huntington - South Huntington Aves
-

APPENDIX D: OVERVIEW OF SEPTEMBER 2019 PUBLIC MEETINGS

Issues and Comments Received

Table 1: Quantitative Summary

Date	Location	# Attendees ²	# Map Comments	# Comment Forms
9/10/2019	State Transportation Building (10 PP), Boston	25	26	3
9/12/2019	Coolidge Corner School, Brookline	45	26	3
9/17/2019	BU Jacob Sleeper Auditorium, Boston	20	2	1
9/23/2019	Newton Free Library, Newton	54	6	7
9/26/2019	Tobin Community Center, Roxbury Crossing	20	12	6
TOTALS		164	72	20

Table 2: Issues³ by Branch

Central Tunnel	B Branch	C Branch	D Branch	E Branch
Type 10 Supercar - timeline, design, frequency	E-Ink signs	E-Ink signs	<i>Increase frequency of trains</i>	<i>Continue service on the E Branch - distance and frequency</i>
Boylston Station - accessibility, modernization, noise mitigation	<i>Implement Transit Signal Priority</i>	<i>Implement Transit Signal Priority</i>	Noise from trains and construction	Heath Street Station upgrades
Central tunnel improvements	Station Consolidation	Station Consolidation	<i>Use MBTA buses for shuttle buses</i>	Noise from trains and construction
<i>Connect Boylston Street Station to South Boston waterfront</i>	<i>Connect Green Line branches</i>	<i>Use MBTA buses for shuttle buses</i>	Station upgrades needed for Type 10 Supercar	Accessibility improvements - stations
<i>Upgrade Hynes Station (escalator)</i>		C Branch station upgrades		Coordination between train operators and shuttles/buses
Widening tunnel curves		<i>Connect Green Line branches</i> Express trains		<i>Upgrade stations (reservations, etc.)</i>

² Includes attendees who did not sign in

³ Cells with bolded type indicate issues raised by multiple attendees. Cells with italic type indicate directed feedback versus requests for information/discussion topics.

Table 3: Issues by Topic Area⁴

General Programmatic	Service Delivery & Operations	Track, Power, Signals, & Stations	Vehicles & Maintenance Facilities
Noise from trains and construction	Automated Fare Collection (AFC) 2.0	Heath Street Station upgrades	Type 10 Supercar - timeline, design, frequency
Sustainability - operational efficiency and environmental concerns	Communications process	Intersection upgrades status	Type 9 vehicle - design, in service timeline
Central tunnel improvements	<i>Continue service on the E Branch - distance and frequency</i>	Station Consolidation	Train yard storage capacity
<i>Connect Boylston Street Station to South Boston waterfront</i>	E-Ink signs	Accessibility improvements - stations, additional parking	Type 8 vehicle - safety concerns
<i>Connect Green Line branches</i>	<i>Implement all door boarding</i>	Boylston Street Station - accessibility, modernization, noise mitigation	
Fenway Connector	<i>Implement Transit Signal Priority</i>	C Branch station upgrades	
<i>Improve announcements – reliable and accurate</i>	Fares - cost, fare machines	<i>Improve wayfinding</i>	
Program cost and funding source	Green Line capacity during special events	Power Study - what is it?	
Program schedule	Train schedule/timing	Quality of track and quality control for track	
	<i>Use MBTA buses for shuttle buses</i>	Rail design	
	Coordination between train operators and shuttles/buses	Station maintenance	
	<i>Improve data feeding to apps</i>	Station upgrades needed for Type 10 Supercar	
	Express trains	<i>Upgrade Hynes Station (escalator)</i>	
	<i>Improve communications - accuracy of apps, flyer language, timely notification, accurate and consistent announcements</i>	Use of solar panels on train shelters	
	<i>Improve train speed</i>	Widening tunnel curves	
	<i>Increase frequency of trains</i>		
	Operations improvements Operator feedback		

⁴ Cells with bolded type indicate issues raised by multiple attendees. Cells with italic type indicate directed feedback versus requests for information/discussion topics.



Table 4: Systemwide Issues⁵

Systemwide/General
Automated Fare Collection (AFC) 2.0
E-Ink signs
Fares - cost, fare machines
Green Line capacity during special events
<i>Implement all door boarding</i>
<i>Implement Transit Signal Priority</i>
<i>Increase frequency of trains</i>
Intersection upgrades status
Noise from trains and construction
Sustainability - operational efficiency and environmental concerns
Train schedule/timing
Type 10 Supercar - timeline, design, frequency
Type 9 vehicle - design, in service timeline
Accessibility improvements - stations, additional parking
Communications process
Fenway Connector
<i>Improve announcements – reliable and accurate</i>
<i>Improve communications - accuracy of apps, flyer language, timely notification, accurate and consistent announcements</i>
<i>Improve data feeding to apps</i>
<i>Improve train speed</i>
<i>Improve wayfinding</i>
Operations improvements
Operator feedback
Power Study - what is it?
Program cost and funding source
Program schedule
Quality of track and quality control for track
Rail design
Station maintenance
Station upgrades needed for Type 10 Supercar
Train yard storage capacity
Type 8 vehicle - safety concerns
Use of solar panels on train shelters

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Office of Green Line Transformation

Massachusetts Bay Transportation Authority (MBTA)