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## Public Involvement Plan

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### 6.1 Requirements of the Secretary's Certificate

MassDOT and the MBTA are committed to active engagement with the public during completion of the Green Line Extension, through engineering, into construction and eventual Project completion. The Secretary's Certificate on the DEIR requires development of a PIP for the Project:

- To facilitate collaborative land use planning, review of advanced Project design elements (notably station design), and implementation of mitigation measures.
- To clearly outline how a broad range of participants (i.e., representatives of regional planning agencies, local government, business interests, community groups, representatives of environmental justice areas and the disabled community, abutters, and bicyclist and pedestrian groups) would continue to provide meaningful community involvement throughout the duration of the entire Project, including detailed design, engineering, construction phases.
- To build on the lessons learned from the previous Advisory Groups convened in association with the Project, to consider ideas presented as part of the Community Corridor Planning Project, to reflect on comments received on the DEIR, and to represent a serious commitment by both MassDOT and the MBTA to actively engage the public upon completion of MEPA review.
- To provide not only a plan for procedural engagement of the various participants, but that it would also outline the primary substantive topics that are anticipated to be addressed through the PIP process.

This chapter lays out strategies and tools for accomplishing MassDOT's goals and complying with the Secretary's Certificate.

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### 6.1.1 Overview

MassDOT developed and implemented a robust program of community involvement during previous stages of planning for the Green Line Extension Project. The Project has benefitted from strong interest and involvement in Cambridge, Somerville and Medford, as well as neighboring communities. Local government officials, planners, community organizations, neighborhoods and hundreds of individuals have participated in the Project. They have shared their time, ideas and concerns at meetings, in letters and emails, on websites and in newspaper articles.

In partnership with the MBTA, MassDOT would continue this outreach through the design, engineering and construction of the Green Line Extension. This chapter lays out the elements of the PIP that would guide that outreach through the remaining phases of the Green Line Extension Project.

Public outreach for the Green Line Extension has four principal goals:

- To provide an interactive, collaborative and credible public process;
- To equip the design team with ideas and recommendations from the public that would inform the design of the Green Line Extension;
- To solicit input from local residents and businesses, local and regional government agencies and interest groups; and
- To provide methods to keep residents, business owners and municipal officials informed about construction, its potential impacts and schedule, and to lessen those impacts as much as possible.

The team has consulted with the corridor municipalities, community groups and many others in developing this plan. Suggestions made in the DEIR/EA comment letters were strongly considered, as were lessons learned from the public process undertaken during preparation of the DEIR/EA. While this plan outlines a set of approaches and topics, it is a flexible and evolving document. MassDOT plans to periodically update the PIP, to assess successes and/or challenges associated with the outreach and consider suggestions for changes or improvements.

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### 6.1.2 Public Involvement Background and Lessons Learned

MassDOT established a public involvement process for the environmental review/conceptual engineering phase of the Green Line Extension Project in September 2007. This effort was, in some sense, a continuation of the work begun in 2004 during the *Beyond Lechmere Major Investment Study/Alternatives*

*Analysis* process. MassDOT formed a Green Line Extension Advisory Group (which included some participants from the *Beyond Lechmere* process), conducted public meetings and coordinated with staff and elected officials of Cambridge, Somerville and Medford, as well as other stakeholders and neighborhood interest groups along the corridor.

The public involvement effort during the environmental review/conceptual engineering phase included:

- Eleven Advisory Group meetings (between September 2007 and March 2009);
- Two rounds of public meetings (two meetings in January/February 2008 and two in March 2009, of which one round included more than 600 people);
- Five station workshops in January and February 2008; and
- Participation in numerous community and neighborhood briefings.

In response to public requests, the Green Line Extension team held technical tutorials on ridership modeling; conducted a technical tutorial and tour of the Green Line Riverside vehicle maintenance and storage facility; and in response to public concerns, produced a full study of the maintenance facility site selection process and added several new sites to the evaluation process. In response to suggestions from the public, MassDOT studied the possibility of constructing tunnel segments for the Green Line Extension. Also based on public concern about construction impacts, the Green Line Extension team developed a construction staging plan to help minimize potential future impacts, which would continue to be updated throughout the next phases of Project development.

MassDOT translated materials into languages spoken in the Project area, provided interpreters as requested and prepared audiotapes and large-print documents. An electronic and postal mail database was maintained and frequently updated. Email blasts updated the public on meetings and other Project-related activities; postal mail was used for people who do not use email.

The Project website provided and continues to provide easy access to current and archived documents, meeting notices and summaries, and reference materials; it also provides a way to sign up for the Project mailing list and to send questions to the Project Team. Between November 2007 and March 2009, the site attracted more than 23,000 new visitors and had a total of more than 145,775 page views.

Based on public comments received during the DEIR process, MassDOT understands that the next phase of public involvement should build upon past experiences and gained knowledge to meet the goals we have now set out. Furthermore, the Green Line Extension Project is now entering a fundamentally

new phase – one with a focus on physical and site-specific design rather than large-scale planning issues – requiring a different kind of public involvement process. In particular:

- Meetings of the Project Design Working Group should be scheduled on a regular and predictable basis so participants can plan in advance and have their time and commitments respected;
- Disagreements or conflicts should be addressed promptly and solutions or agreements shared publicly;
- Participants in the Design Working Group should be committed to and supportive of the planning process for the Green Line Extension Project;
- Topics raised and covered by the Design Working Group should be generally germane to the Green Line Extension Project as it has been defined and must not claim resources of the Project and the Design Working Group that could be better dedicated to pertinent and pressing issues;
- Options for mitigation must be understood and described effectively (mitigation is provided to prevent or remediate negative impacts caused by the Project); and
- MassDOT and the MBTA must be full partners in the process, with support from the corridor communities.

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## 6.2 Topics

While it is not possible to predict all of the issues the corridor communities, residents and businesses would be interested in during the upcoming phases, the list below is based on the Green Line Extension planning process to date, DEIR comments and feedback from reviewers, comments on the process and documents and experience with transportation engineering and construction.

Before listing the primary topics on which MassDOT would be seeking public input during the upcoming phases of the Green Line Extension Project, it must be noted that special attention should be paid to the topic of mitigation, which has been cited frequently as a topic of interest. While the Green Line Extension Project is in general a low-impact project, the Green Line Extension team would outline avoidance or mitigation policies, construction mitigation, and mitigation for long-term operation of the system to the extent possible. These strategies would include vehicular, bicycle and pedestrian mitigation; traffic mitigation; and construction management and detour plans. Mitigation decisions would be made both on a corridor-wide basis (i.e., construction of sound walls) and an individual property basis (when there are impacts to be mitigated). The MBTA has existing policies on mitigation, which would be followed for the Green Line

Extension. MassDOT has pledged to work with the corridor municipalities to develop station-area parking enforcement plans as appropriate, although ultimate establishment and enforcement would be local responsibilities. Plans to mitigate noise and vibration would be presented to the public, with adherence to existing standards (in accordance with the FTA guidance) to serve as the goal. The design documents would detail how MassDOT would evaluate, monitor and compensate affected parties along the corridor with respect to noise and vibration and other impacts. FEIR Chapter 8 outlines Section 61 mitigation commitments as required by the FTA and state regulatory programs.

The following topics represent other key subject areas where MassDOT expects that members of the public are likely to comment. While MassDOT welcomes this input, topics related to building and operating the transit system safely must remain in the purview of MassDOT and the MBTA.

The sub-topics listed below are representative but not necessarily exhaustive. MassDOT and the MBTA would present them in the context of the financial, operational and program constraints within which the agencies operate.

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### 6.2.1 Preliminary Engineering Topics

The Project Team anticipates that the topics listed below would be of interest to Project constituencies. While this interest is welcome, final determination of many elements of the transit system would be guided by regulation and established practice. In these cases, the Project Team would provide relevant explanations for policies and decisions.

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#### Design

- Design, approaches to and use of each station in the corridor, including the look and feel of the stations (to be the subject of workshops in the communities);
- Access to each station, traffic management and approaches to the stations, safety, connectivity – for all modes;
- Accessibility (stations and the Community Path);
- Connectivity with bus service;
- Pedestrian access and safety;
- Bicycle approaches and storage;
- Design of the Community Path;
- Design of the Maintenance Facility, layover storage and yard layout;

- Mitigation of operations, noise, safety; and
- Bridge redesign.

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## Land Use

- Land use planning in the station areas: the topic of the first round of Green Line Extension Workshops; the results would be presented to the corridor municipalities for their use in local planning and zoning;
- Connections to the Community Path and other local destinations; and
- Siting and land acquisitions for stations and maintenance facility.

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## Operations and Maintenance

- MBTA station program elements and operation;
- Maintenance of stations;
- Protective fencing;
- Community Path maintenance and safety;
- Maintenance facility and yard use; and
- Mitigation of noise and vibration (noise walls, vibration mats and other mitigation).

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## Final Design, Construction Impacts and Testing

- Communication: Project schedule and updates, construction office and access to staff, progress updates, emails and notices to media;
- Management of right-of-way issues: noise, construction equipment and dust/dirt, safety;
- Permit management and compliance;
- Traffic management and detours; communication about detours and closings;
- Business operations (maintaining deliveries and customer access);
- Parking impacts;
- Effects on commuter rail (regional issue);
- Effects on bus travelers, pedestrians and bicyclists, if impacted by traffic detours; and

- Startup and operations.

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## Stakeholders and Constituencies

The Green Line Extension Project has benefitted from extraordinary public interest and support. The Secretary of the EEA received hundreds of comment letters and petitions expressing opinions on the Project during the DEIR phase. Almost all of the commenters supported the Proposed Project and had suggestions for improvements, enhancements or changes. The major stakeholders include:

- The FTA;
- The MBTA;
- The cities of Cambridge, Somerville and Medford, their municipal governments, elected officials and staff;
- Residents, businesses and property owners near the stations, maintenance facility and Community Path;
- Interested members of the general public;
- MBTA users; and
- Environmental justice populations in Cambridge, Somerville and Medford.

Throughout the Project, MassDOT has worked with and would continue to work with various local environmental justice community groups, including but not limited to:

- Affordable Housing Organizing Committee of Somerville
- Assembleia De Deus
- Bethel Evangelical Church
- Cambridge Council on Aging
- Cambridge East End House
- Cambridge Housing Authority
- Catholic Center at Tufts
- City of Medford Office of Human Diversity
- City of Somerville Multi-Cultural Commission
- Community Action Agency of Somerville
- Comunidade Evangelica Pentecostal Church
- Concilio Hispano, Inc.
- East Cambridge Planning Team
- East Somerville Main Streets
- East Somerville Neighborhood Association
- East Somerville Organizing Initiative
- First Church of Somerville

- Friends of the Community Path
- Green Line Advisory Group of Medford
- Groundwork Somerville
- Holy Cross Polish Church
- Igreja Presbiteriana De Boston
- Just a Start Corporation
- Latino Coalition of Somerville
- Massachusetts Alliance of Portuguese Speakers
- Medford Council on Aging
- Medford Green Line Neighborhood Association
- Medford Housing Authority
- Mission Church of Our Lord Jesus Christ
- Mystic Learning Center, Inc.
- Mystic Valley Elder Services
- Saint Ann's Parish
- SCM Community Transportation
- Somerville Climate Action
- Somerville Community Corporation
- Somerville Council on Aging
- Somerville Housing Authority
- Somerville Immigrant Service Providers Group
- Somerville Living Wage Committee
- Somerville Transportation Equity Partnership
- Somerville/Cambridge Welfare and Housing Coalition
- Somerville-Cambridge Elder Services
- Saint Clements Parish, Medford
- Saint Francis of Assisi Church
- Saint Joseph's Church
- Tri-City Community Action Program, Inc.
- Unity Church of God
- West Medford Community Center
- Zion Christian Fellowship Church

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## The Community Path

MassDOT has committed to completing 100-percent of the planning, design, and engineering for the proposed extension of the Somerville Community Path between Lowell Street and Inner Belt Road as part of the final design of the Green Line Extension Project (as described in the Secretary's Certificate, page 9). Planning for the Community Path would be part of the overall Green Line Extension outreach efforts, including:

- Focusing on connections between the stations and the Community Path at the public design workshops;

- Considering materials and design elements;
- Highlighting planning and design challenges (“pinchpoints,” etc)
- Considering landscaping and “green” design components;
- Seeking input on access to the Path as a way to support pedestrian and off-road bicycle access to stations; and
- Providing information on design progress and seeking input at key milestones.

The Project Team would plan for access to bicycle parking facilities at stations (as part of the design workshops). MassDOT is committed to working with the City of Somerville, residents and businesses in the Brickbottom and Inner Belt neighborhoods, and Community Path advocates to design the Path in such a way as to create improved connectivity within the Brickbottom and Inner Belt neighborhoods and between the Community Path and the Green Line Extension. MassDOT notes Somerville’s goal to secure funding for the simultaneous construction of the Community Path and the Green Line Extension. MassDOT is not able at this point to commit to funding the construction of the Community Path. However, MassDOT will continue to work with the City of Somerville to identify potential state and Federal funding opportunities for the construction of the Community Path.

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### 6.3 Public Outreach Strategies

MassDOT and the MBTA share the goal of maintaining a collaborative relationship with the Green Line Extension stakeholders and municipalities during the upcoming engineering and construction phases. The agencies plan to continue and enhance effective outreach strategies and hope to involve new stakeholders and interests in the design review. During construction, the outreach approach would shift to providing frequent and accurate public information on construction progress, schedule, traffic and pedestrian detours, and other pertinent issues.

The methods for this engagement are described in this section. They include public information meetings; community briefings, meetings and presentations; formation of a Design Working Group; Design Public Workshops; maintenance of a website; production of Project fact sheets and information materials; email notices and communication; media outreach; coordination with ongoing projects; and outreach to environmental justice populations.

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### 6.3.1 Public Information Meetings

MassDOT would host a number of public information meetings (with open houses before the formal meetings) to share milestone information and collect public comments and suggestions. These meetings are scheduled for non-work hours, in locations that are accessible and near public transportation. The meetings typically move among locations in Somerville, Cambridge and Medford and have attracted strong participation. The meetings would be held:

- To kick off the Preliminary Engineering work and introduce the MBTA's Station Design Program;
- Between the Schematic Design Update and Intermediate submittals (before designs are finalized for the facilities);
- Between the Intermediate and Pre-final Final submittals (when there are draft final materials for public review); and
- After the Pre-Final Submittal, but before the Design/Build construction contractor is procured, to present the preliminary design effort.

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### 6.3.2 Community Meetings, Briefings and Presentations

MassDOT and the MBTA would respond to requests for meetings and briefings with community, civic, business and citizen groups in Cambridge, Somerville and Medford, and other municipalities as appropriate. These would include presentations to elected and municipal officials; briefings for chambers of commerce, environmental or community groups; to residents and business owners along the right-of-way. These meetings augment larger forums and help MassDOT speak directly to stakeholders in convenient neighborhood or group settings.

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### 6.3.3 Design Working Group

MassDOT and the MBTA would convene a Green Line Extension Design Working Group. This group would advise MassDOT and the MBTA on the planning of public design workshops, participate in the workshops, share Project information with their neighborhoods, and serve as a corridor advisory group during engineering and construction. MassDOT and the MBTA invited the public to apply for membership with the goal of having representation from all of the neighborhoods adjacent to Green Line Extension facilities (the maintenance facility, Union Square, Lechmere, Brickbottom, Lowell Street, Ball Square and College Avenue, with interest in the Community Path as well). The group would include representatives from the MBTA and from Cambridge,

Somerville and Medford. The group would convene in June 2010 and at least quarterly, but potentially more often as engineering begins.

The Design Working Group would meet approximately quarterly for the duration of Preliminary Engineering and would advise MassDOT and the MBTA on issues related to station design, general construction, and other community-related concerns. Topics expected to be discussed in the meetings are described in Section 6.2, *Topics*. Meetings of the Design Working Group would be public, with a period at the end of each meeting for public comments and questions. Meetings of the group would be scheduled in advance with public notice. Summary meeting notes would be posted on the Project website and made available in print by request. A list of the Design Working Group members would be made available on the Project website once available.

If issues arise among the members of the Design Working Group that cannot be resolved, the members may bring concerns to the leadership of MassDOT and the MBTA. MassDOT and MBTA staff would endeavor to help resolve the issues if at all possible. A Green Line Extension Project Ombudsman would address issues that arise during construction; see Section 6.4, *Public Outreach During Construction*.

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#### 6.3.4 Green Line Extension Workshops

MassDOT and the MBTA would conduct a series of public workshops to gather input on land use and facility (stations, vehicle maintenance and storage facility, Community Path) design issues. The workshops would be organized around facility locations or groups of locations. All would be well-advertised, open to the public and in accessible venues. The workshops would be held in a series format in Cambridge, Somerville and Medford and would address the following topics:

- **Workshop Series 1:** Site issues and land uses around stations, the maintenance facility and the Community Path (late Spring 2010)
- **Workshop Series 2:** Station and facility elements (September 2010)
- **Workshop Series 3:** Design of each facility (November 2010)
- **Workshop Series 4:** Final review of Preliminary Engineering facility designs and the Community Path (Spring 2011)

MassDOT and the MBTA would organize the workshops and other events in consultation with city planners from each community, the Green Line Extension Design Working Group, and professional planners on the team. The workshops would include information on each facility location, maps and draft plans,

comment and review sessions, and other features. Information on the dates, agendas, etc., would be circulated using community resources, media, emails and flyers. Venues would be chosen in consultation with the communities and the Design Working Group.

Summaries of workshop materials and notes would be available on the Project website and presented to the communities. The workshops would include facilitated discussion groups, and interpreters would be available. The goals of the workshops are: (a) to gather opinions and ideas on facility issues in advance of key design milestones, (b) to present the facility designs for public review, and (c) to submit the designs for final public review in advance of final design and construction.

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### 6.3.5 The Green Line Extension Website

The Green Line Extension website is [www.mass.gov/greenlineextension](http://www.mass.gov/greenlineextension). The site includes a Project overview, history and ways to participate; stores Project documents, current and archival; announces meetings and events and new activities; welcomes comments and questions via email and invites site visitors to sign up for Project information and emails. The site is updated frequently. Notes and presentations from Project meetings, workshops and other activities are posted on the site.

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### 6.3.6 Project Fact Sheets

MassDOT and the MBTA would produce Project fact sheets during Preliminary Engineering to provide updates on Project status, key contracts, summaries of new reports or plans, schedule information and milestone descriptions. The fact sheets would be posted on the website for easy printing (in PDF format, so they can be downloaded and/or shared electronically) and distributed at Project meetings and presentations. The fact sheets would be available at all community and public meetings and in appropriate formats. Each issue would be translated into Spanish and made available in other languages on request.

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### 6.3.7 Email, Communication and Notices

The Green Line Extension Project team would continue to use a number of methods for communicating with the public about Project meetings, issues and publications. In addition to the website, the team maintains an electronic database with contact information for over 4,500 people who have attended meetings, requested information, signed up online, written a comment letter, talked with a staff member, or are abutting property owners to the Green Line

Extension. The database contains emails and postal addresses. Emails are used regularly for notices; postal addresses for public meetings and others. The database would be updated after meetings and events. (Emails are not used for purposes other than sharing Green Line Extension information. Individuals can unsubscribe from the list upon request.)

In addition, the Project Team would continue to use the following communication strategies:

- Sending letters to right-of-way abutters notifying them of any upcoming field work and advising them how to stay informed on the schedule of work. For the field survey and boring work conducted February to June 2010, weekly updates were also mailed or emailed (as appropriate) to the database;
- Posting meeting information on the website and including it in emails to the database;
- When appropriate, preparing and distributing flyers at Lechmere and Haymarket Stations, at Orange Line Stations or door-to-door;
- Sharing meeting and Project information with community groups, the cities in the corridor, regional planning agencies, and translating them into Spanish (and other languages on request);
- Placing ads in local and regional publications for major meetings; and
- Using the MassDOT blog (*Commonwealth Conversations: Transportation*) and the MassDOT Twitter feed.

The team also provides materials in alternate formats on request (including large print and languages other than English). The Project Team welcomes suggestions on ways to continue to broaden communication and outreach.

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### 6.3.8 Media Outreach

MassDOT and the MBTA would provide frequent updates to local and regional media to enhance communication with residents and business owners in Cambridge, Somerville and Medford. The team would distribute media advisories/press releases for all public meetings, workshops, major document releases and events of interest. In the past, this communication has enhanced the release of Project information. The Project Team would also invite local cable television stations to film major meetings to make them more accessible to corridor residents who find it difficult to attend meetings in person.

Advisories would be distributed to the following media outlets:

**Newspapers**

Boston Courant  
Boston Globe  
Boston Herald  
Boston Metro  
Boston Post-Gazette  
Cambridge Chronicle  
Daily Medford Mercury  
El Mundo  
El Planeta  
Medford Transcript  
Somerville Journal  
Somerville News  
Vocero Hispano

**Radio Stations**

WBMX 98.5 FM  
WBOS 92.9 FM  
WBUR 90.9 FM  
WBZ 1030 AM  
WERS 88.9 FM  
WGBH 89.7 FM  
WHRB 95.3 FM  
WMBR 88.1 FM  
WMKI 1260 AM  
WRBB 104.9 FM  
WRKO 680 AM  
WTKK 96.9 FM  
WUMB 91.9 FM  
WXKS 107.9 AM  
WZLX 100.7 FM

**TV Stations**

Cambridge Community Television  
TV 3 Medford  
Somerville Community Access Television  
WPX TV  
WBZ CBS  
WCEA TV  
WCVB ABC  
WGBH  
WHDH NBC

WLVI CW

**Other**

State House News Service

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### 6.3.9 Coordination with Ongoing Projects

The MBTA and MassDOT are continually coordinating the planning and engineering of the Green Line Extension Project with other projects. This is an issue of concern to stakeholders, who often express concern about Project coordination or are interested in obtaining more information about other projects. When appropriate, the Project Team would include updates on coordination with relevant projects in the communities or corridor that might affect or be impacted by the Green Line Extension. These may include proposed transit projects, such as changes to the Orange Line, implementation of the Urban Ring, commuter rail service expansion, or roadway, projects or issues related to the bicycle and pedestrian path networks.

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### 6.3.10 Environmental Justice Populations

The Green Line Extension would benefit environmental justice communities by improving access to public transit. The Green Line Extension is not anticipated to disproportionately affect environmental justice populations through land acquisition or other impacts. During the next phases of Project development, the Project Team would continue to target efforts to reach this population. This outreach would include activities to:

- Widely distribute Design Workshop notices in multiple languages at local bus stops and to potential abutters, door-to-door (languages include Spanish, Portuguese and Haitian Creole; other requests would be accommodated);
- Provide information to city, community and neighborhood groups on the Project, on meetings and on how to participate;
- Provide interpreters, materials and flyers in multiple languages;
- Translate the fact sheet into Spanish and provide other languages, on request, and make these materials available on the website and in print;
- Provide accommodations such as taped meetings for the visually impaired and audio equipment at meetings and workshops for the hearing impaired; and
- Meet individually with community groups to present information on the Project and collect input and comments.

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### 6.3.11 Accessibility

MassDOT and the MBTA would conduct all of their meetings in accessible location and would provide accommodations on request for participants, including interpreters, audio equipment and large print materials. Notices would include Spanish and Portuguese text, at minimum, describing the importance of the announcement.

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## 6.4 Public Outreach During Construction

MassDOT and the MBTA are committed to continuing a robust public involvement process during the construction of the Green Line Extension. In general, MassDOT and the MBTA are committed to strategies that would (a) inform the public of construction plans, (b) provide regular updates on construction, traffic detours and other impacts, and (c) solve problems that arise during construction. MassDOT and the MBTA would achieve these goals in part by requiring the Green Line Extension construction contractor to commit to a spectrum of outreach activities and efforts to mitigate the impacts of construction. MassDOT and the MBTA would hold the construction contractor to these obligations. Working together, agency and contractor staff members would be dedicated to implementing these communication and problem-solving strategies.

- ▶ Establishing a **Project construction office** along the right-of-way that is accessible to the general public.
- ▶ Establishing the position of Green Line Extension Project **Ombudsman**; this staff member would be employed by the construction contractor and would field all construction-period comments and complaints, coordinate with the cities, and respond to public concerns.
- ▶ Providing a **Project phone number** for inquiries and setting up a **database tracking system** to respond to concerns.
- ▶ Continuing to maintain the **Project website** to post construction updates and bulletins, changes in schedules and traffic management updates.
- ▶ Meeting quarterly with the Design Working Group, which would become the **Construction Working Group**, to review issues associated with construction (e.g., notices, schedule, traffic management) and advise MassDOT and the MBTA on solving problems that often arise from unexpected conditions, weather or construction-related challenges.
- ▶ Hosting **construction kick-off meetings** for neighborhoods along the right-of-way before construction begins to outline work, schedules, detours, construction mitigation, etc. The team would schedule periodic briefings for

elected and municipal officials and coordinate technical issues with local and state agencies.

- ▶ Producing **quarterly construction updates** for website posting, emailing and sharing with communities. MassDOT and the MBTA would provide an annual summary of Project construction progress and schedule updates.
- ▶ Developing a **business outreach plan** to assist local businesses during construction. Assign construction management staff to work with the construction contractor(s) to keep businesses open.
- ▶ Implementing the MBTA's policies on mitigating construction impacts (such as dust, rodent control, pedestrian access, road detours and support for local businesses, as mentioned above).
- ▶ Providing **regular updates** on construction work to local and regional media. Update traffic management plan information through media advisories and Project update meetings (see above).
- ▶ Participating in **Project coordination meetings** to anticipate challenges, mitigation needs and solve problems that arise during construction. Meet with officials, residents and business owners to identify and solve problems.

MassDOT and the MBTA would review these communication and outreach plans in light of comments received on this document and the final Certificate from the Secretary of EEA, new ideas or proposals from the Design Working Group, communities, or individuals, and information that arises during the Preliminary Engineering phase. As always, MassDOT and the MBTA are committed to public outreach strategies that reflect the phase of the Project, that provide all interested individuals with an opportunity to give input and ask questions, and that assist the Project Team in its plans and designs for the Green Line Extension.

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