



# Back Bay Station – Concourse Renovation Project



# Agenda

1. Project Overview & History
2. Signage Approach
3. Project Schedule & Phasing Plans
4. Project Outreach Plan
5. Questions for MBTA Team

# Project Overview

In partnership with the MBTA, BXP is reinvesting \$37M into Back Bay Station's Concourse level to:

- **Create a first-class transit hub of “airport quality”**
  - Restore the station architecture to its original condition
  - Renovate the public restrooms
- **Improve customer experience and access**
  - Create new and expanded waiting areas for ridership
  - Add lighting and temperature controls to improve and modernize the Station's interior and sense of comfort
  - Clarify signage and wayfinding components
- **Generate revenue to support station operations**
  - Add retail opportunities to serve MBTA riders and the community

# Project History

## Project Start

August 2015 - **Concourse Improvements**

2016 - **30% Concept Plan**

2019 - **Station Bathroom Renovations Complete**

## Project Restart

2020 - **Concourse Improvements**

January 2021 - **PDG Update**

February & March 2021 - **Stakeholder Workshops**

2020-2022 - **Ongoing Coordination with Retail Tenants, Pedestrian Bridge and Back Bay South End Gateway Tower Projects**

September 2021 - **60% Concourse Improvements Set**

Spring 2022 – **Concourse Improvements CD Start**

June 2022 – **PDG Update**

July 2022 – **90% Concourse Improvements Set**

September 2022 – **PDG Update**

November 2022 – **100% Concourse Improvements Set**

December 2022 – **Bids Received**

January 2023 – **Contractor Interviews**

January 2023 – **Permit Set Issued**

February 2023 – **Final GC Selection**

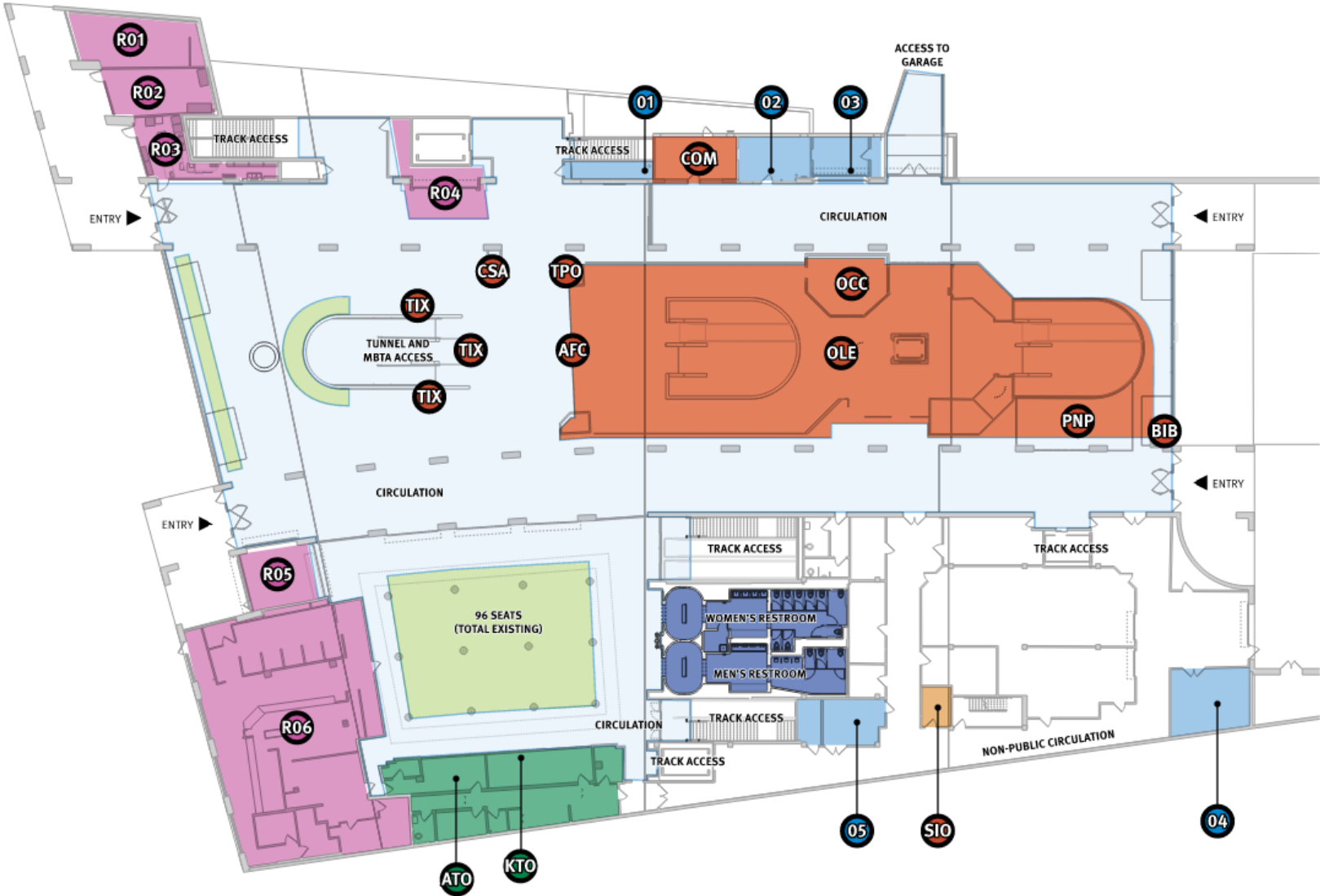
March – July 2023 – **Early engineering and equipment release**

August 2023 – **Estimated Construction start**

|                             | EXISTING AREA |   | PROPOSED AREA |                          |
|-----------------------------|---------------|---|---------------|--------------------------|
| <b>MBTA USES</b>            |               |   |               |                          |
| AUTOMATED FARE COLLECTION   | 9 GATES       | ↑ | 15 GATES      | 67% increase             |
| TICKETING MACHINES          | 12 UNITS      | = | 12 UNITS      |                          |
| ORANGE LINE ENCLOSURE       | 5,700 SF      | ↓ | 2,500 SF      | 56% decrease             |
| PEDAL AND PARK BIKE PARKING | 450 SF        | ↑ | 670 SF        | 49% increase             |
| <b>PUBLIC USES</b>          |               |   |               |                          |
| PRIMARY CIRCULATION SPACE   | 12,100 SF     | ↑ | 12,900 SF     | 7% increase              |
| DEDICATED WAITING SPACE     | 3,050 SF      | ↑ | 5,150 SF      | 69% increase             |
| FIXED SEATING SPACE         | 165 LF        | ↑ | 250 LF        | 52% increase + 160 seats |
| HEATED/COOLED SPACE         | 1,950 SF      | ↑ | 7,550 SF      | 287% increase            |
| <b>RETAIL USES</b>          |               |   |               |                          |
|                             | 4,800 SF      | ↑ | 14,850 SF     | 209% increase            |

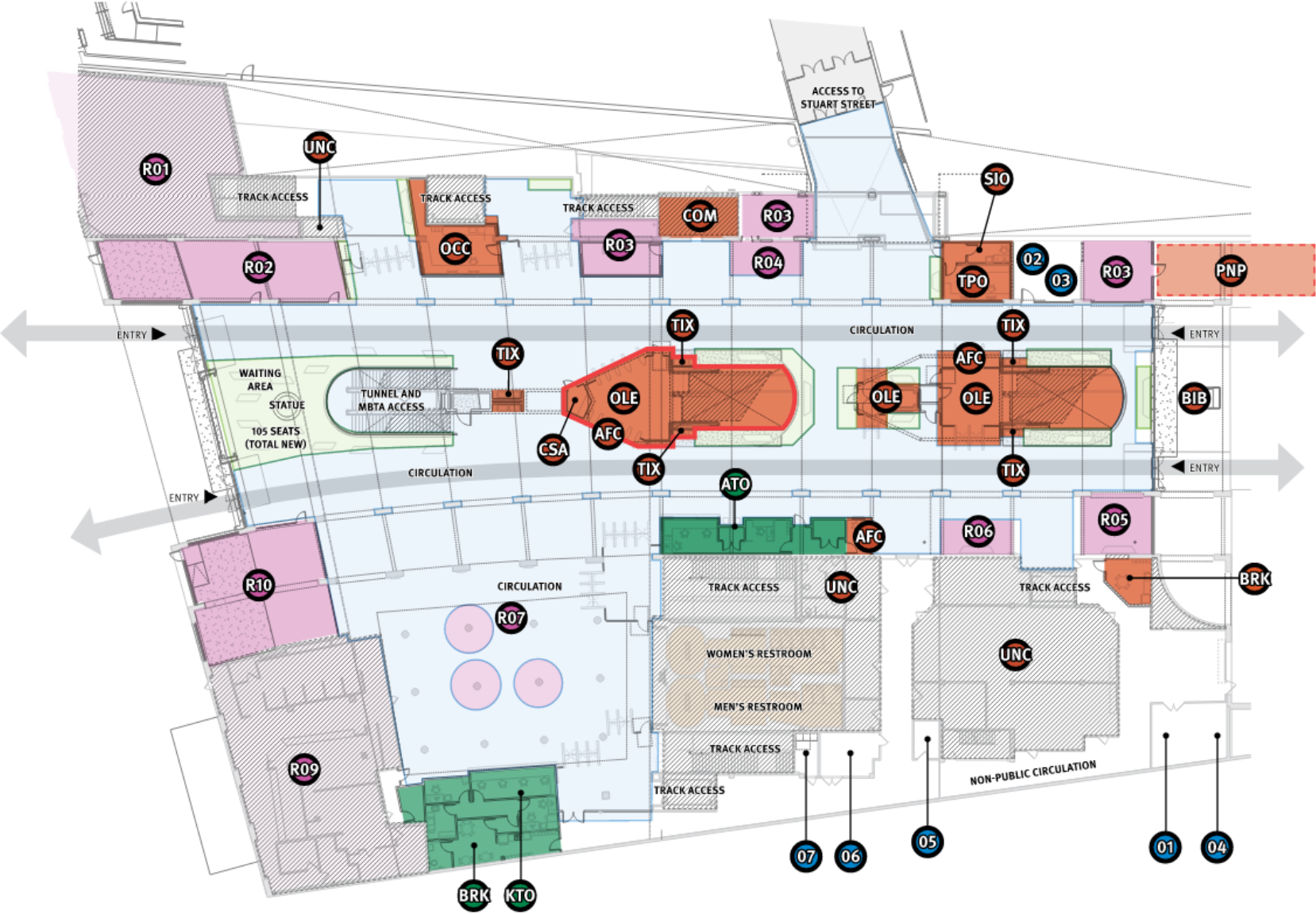


# EXISTING PLAN



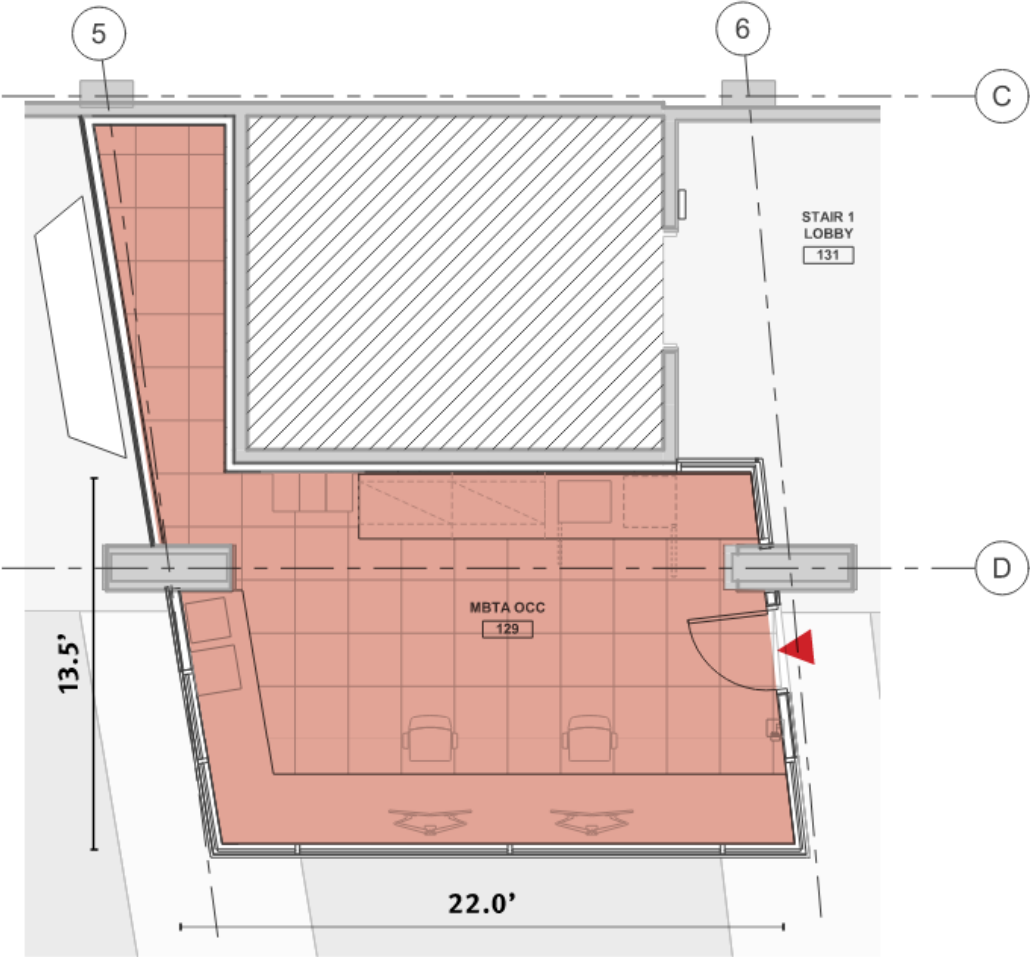
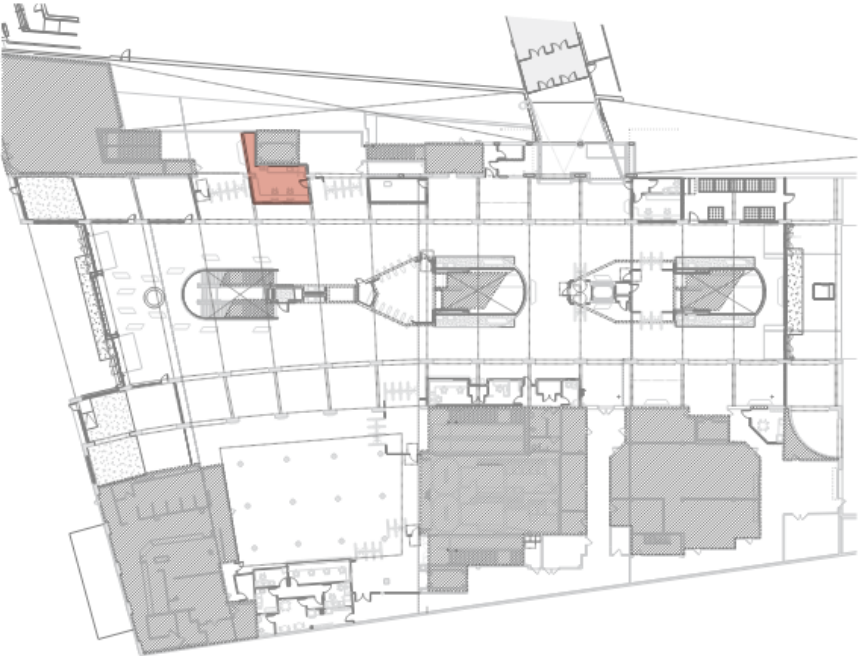
| MBTA USES - EXISTING              |                                  |
|-----------------------------------|----------------------------------|
| AFC                               | AUTOMATED FARE COLLECTION        |
| OLE                               | ORANGE LINE ENCLOSURE            |
| OCC                               | OPERATION & CONTROL CENTER HUB   |
| TIX                               | TICKETING MACHINES               |
| COM                               | COMMUNICATIONS ROOM              |
| SIO                               | STATION INSPECTOR OFFICE         |
| TPO                               | MBTA POLICE OFFICE               |
| BIB                               | BUS INSPECTOR                    |
| PNP                               | PEDAL AND PARK BIKE PARKING      |
| CSA                               | CUSTOMER SERVICE AGENT           |
| AMTRAK AND KEOLIS USES - EXISTING |                                  |
| ATO                               | AMTRAK TICKET OFFICE AND STORAGE |
| KTO                               | KEOLIS TICKET OFFICE AND STORAGE |
| RETAIL USES - EXISTING            |                                  |
| R01                               | BACK BAY DRY CLEANERS            |
| R02                               | FRESCO FLOWERS                   |
| R03                               | JUGO'S                           |
| R04                               | DUNKIN DONUTS                    |
| R05                               | DUNKIN DONUTS                    |
| R06                               | TASTY BURGER                     |
| BOSTON PROPERTIES USES - EXISTING |                                  |
| 01                                | STORAGE                          |
| 02                                | ELECTRIC ROOM NORTH              |
| 03                                | IT ROOM NORTH                    |
| 04                                | STORAGE                          |
| 05                                | COMMISSARY / STORAGE             |

# PROPOSED PLAN



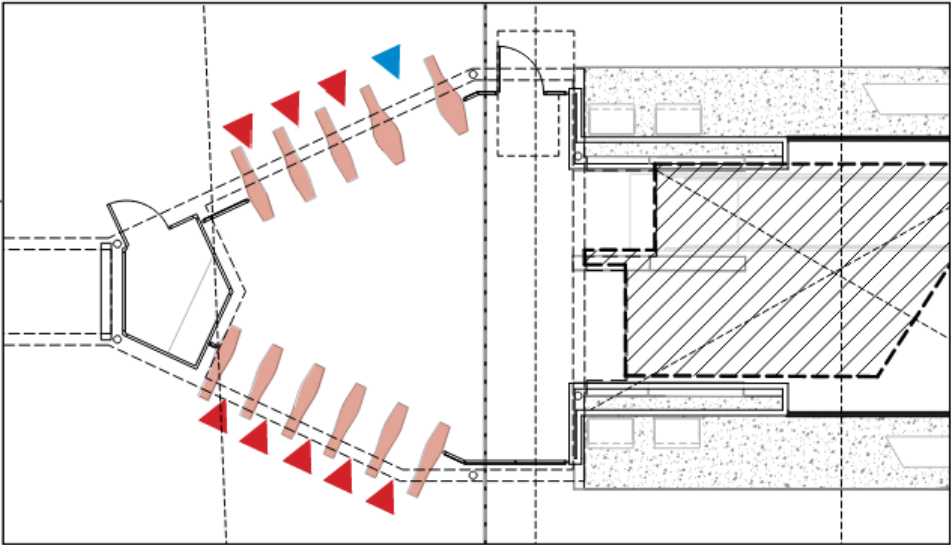
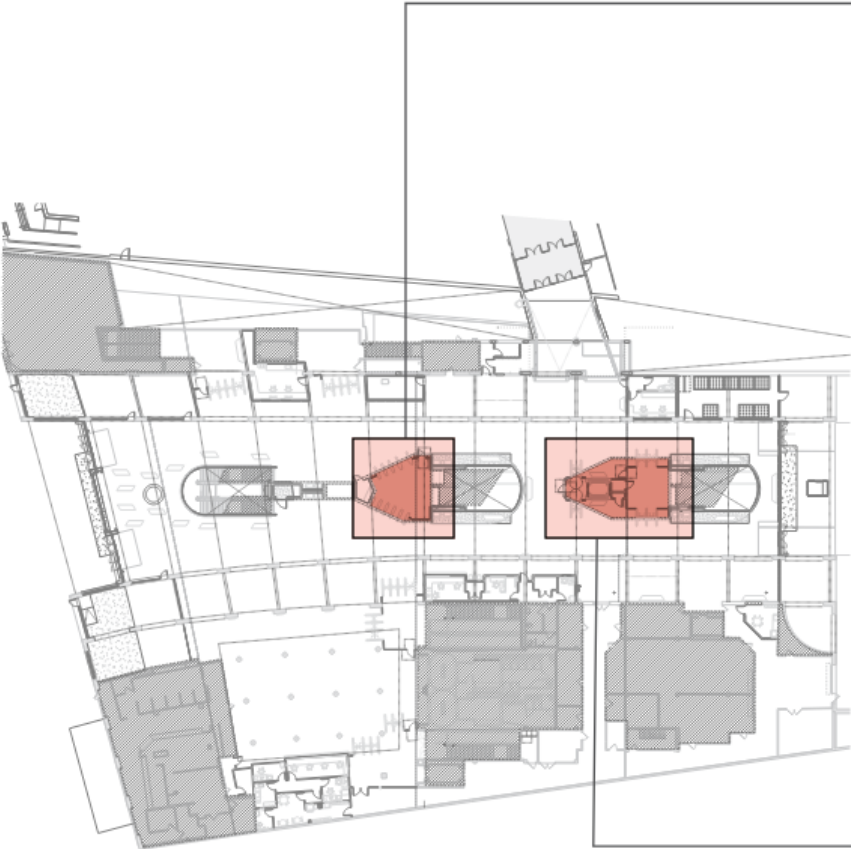
| MBTA USES - PROPOSED              |                                  |
|-----------------------------------|----------------------------------|
| AFC                               | AUTOMATED FARE COLLECTION        |
| OLE                               | ORANGE LINE ENCLOSURE            |
| OCC                               | OPERATION & CONTROL CENTER HUB   |
| TIX                               | TICKETING MACHINES               |
| COM                               | COMMUNICATIONS ROOM              |
| SIO                               | STATION INSPECTOR OFFICE         |
| TPO                               | MBTA POLICE OFFICE               |
| BIB                               | BUS INSPECTOR                    |
| PNP                               | PEDAL AND PARK BIKE PARKING      |
| CSA                               | CUSTOMER SERVICE AGENT           |
| UNC                               | UNCHANGED USES                   |
| AMTRAK AND KEOLIS USES - PROPOSED |                                  |
| ATO                               | AMTRAK TICKET OFFICE AND STORAGE |
| KTO                               | KEOLIS TICKET OFFICE AND STORAGE |
| BRK                               | BREAK ROOM                       |
| RETAIL USES - EXISTING            |                                  |
| R01                               | EASTERN BANK                     |
| R09                               | TASTY BURGER                     |
| RETAIL USES - PROPOSED            |                                  |
| R02                               | SERVICE RETAIL                   |
| R03                               | SERVICE RETAIL                   |
| R10                               | SERVICE RETAIL/NEWSTAND          |
| RETAIL USES - FUTURE              |                                  |
| R04                               | SERVICE RETAIL                   |
| R05                               | SERVICE RETAIL                   |
| R06                               | SERVICE RETAIL                   |
| R07                               | CARRY OUT FOOD/BEVERAGE KIOSKS   |
| BOSTON PROPERTIES USES - PROPOSED |                                  |
| 01                                | STORAGE                          |
| 02                                | IT ROOM NORTH                    |
| 03                                | ELECTRIC ROOM NORTH              |
| 04                                | BP ELECTRIC ROOM                 |
| 05                                | IT ROOM SOUTH                    |
| 06                                | ELECTRIC ROOM SOUTH              |
| 07                                | COMMISSARY                       |

PROPOSED  
OPERATIONS CONTROL CENTER

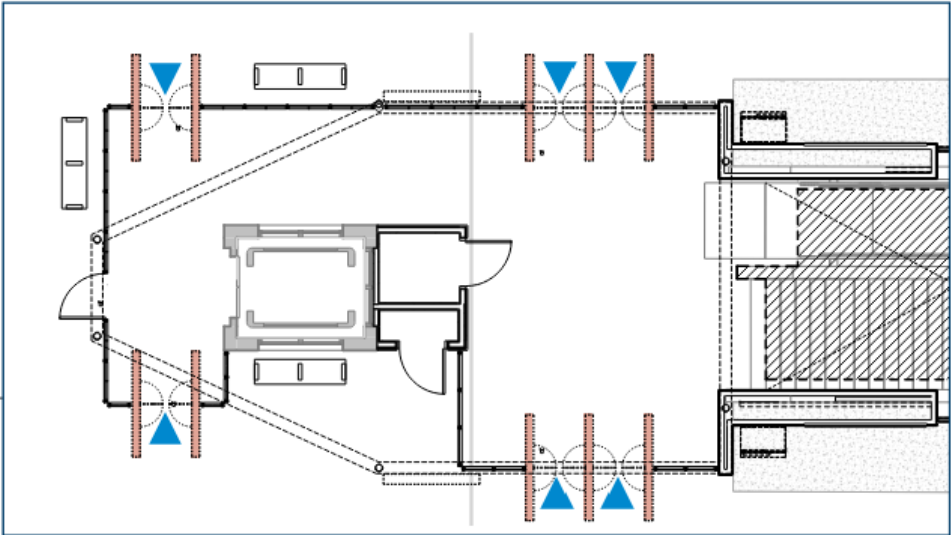




**ORANGE LINE FARE GATES**  
**PROPOSED**

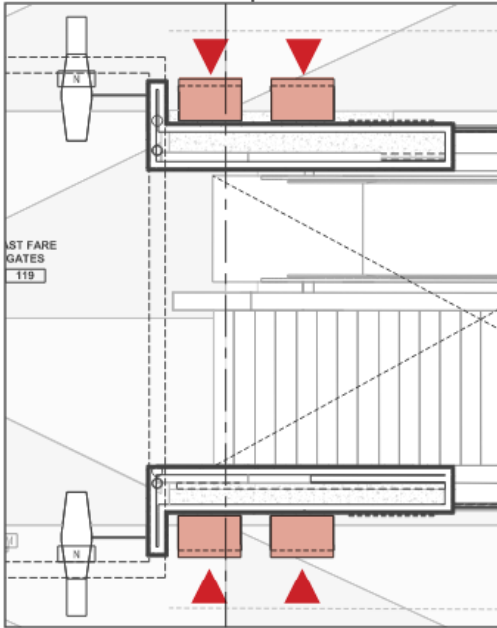
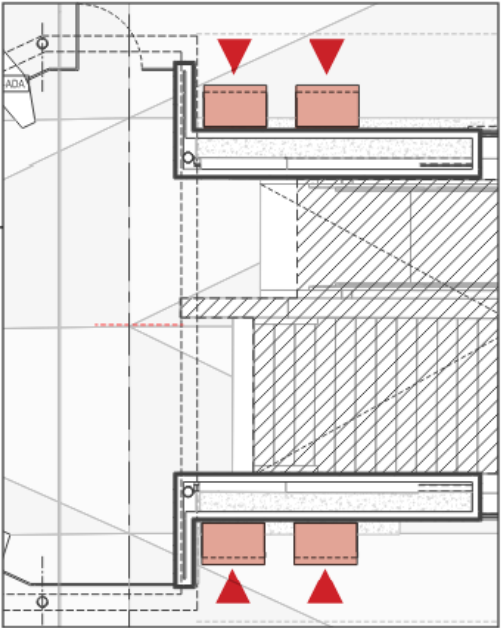
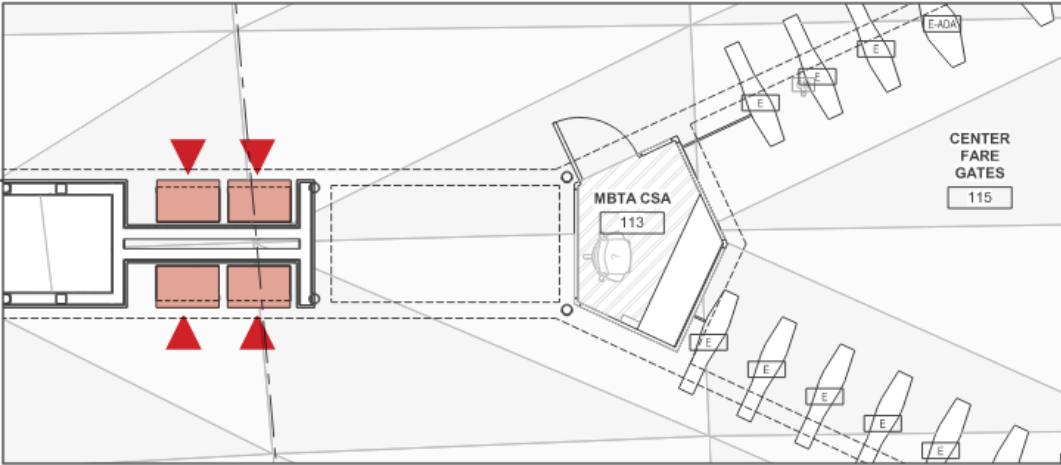


**REUSE EXISTING GATES**



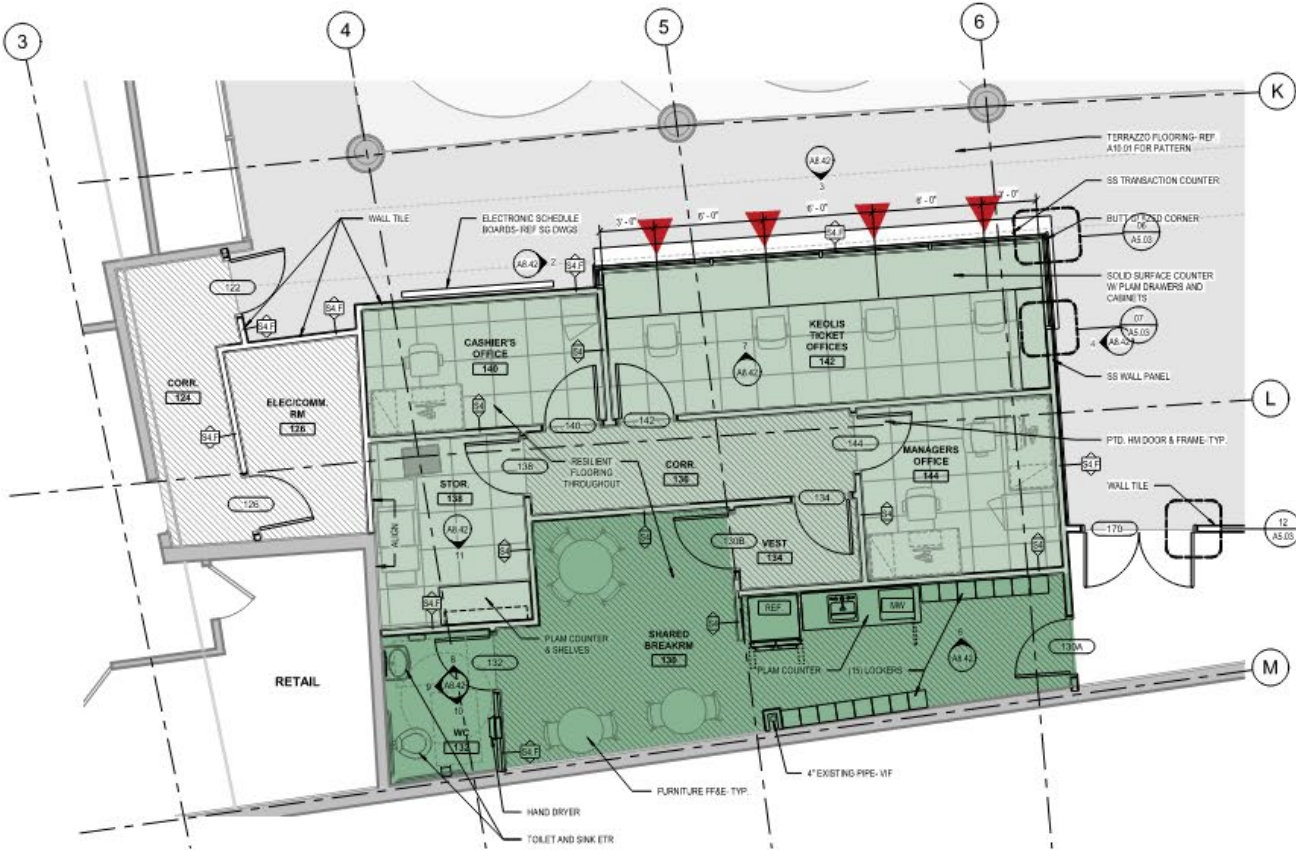
**NEW GATES**  
Standard PG|40 Fare Gates

CHARLIE CARD TICKETING MACHINES  
PROPOSED



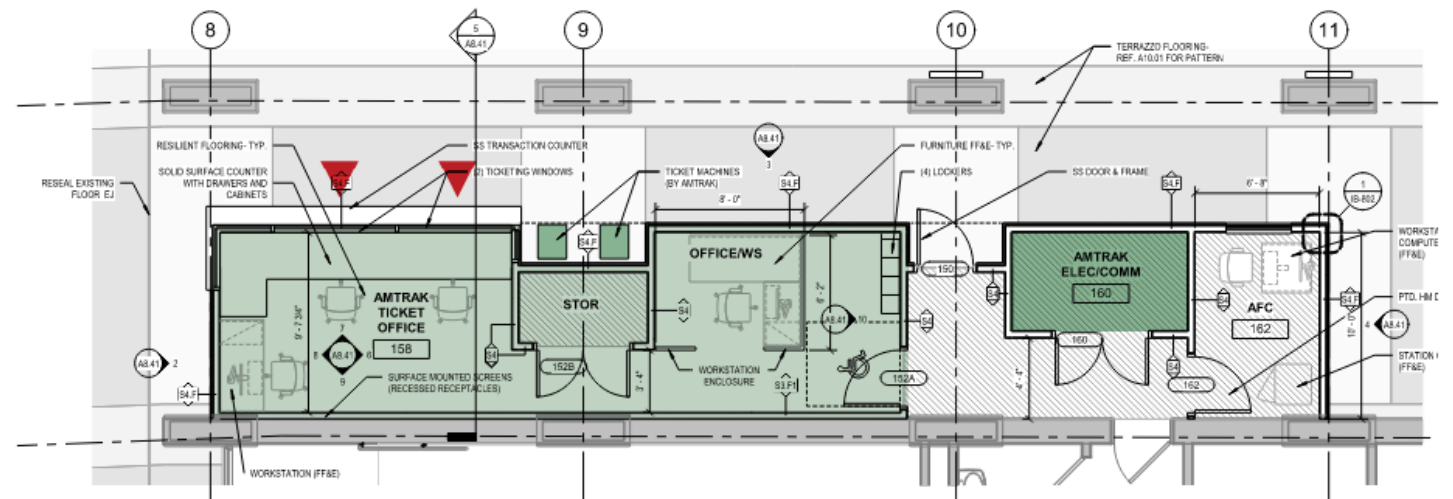
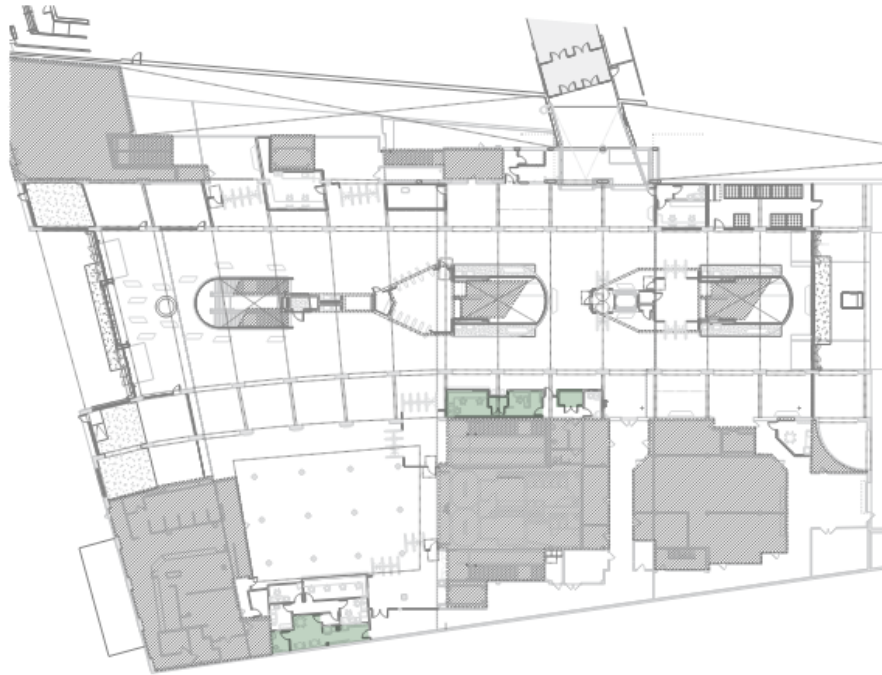
**12 MBTA TICKET MACHINES**  
AFC v1.5 FareGoST71 TVM – manuf. Scheidt-Bachmann

# KEOLIS TICKETING AND BREAK ROOM PROPOSED





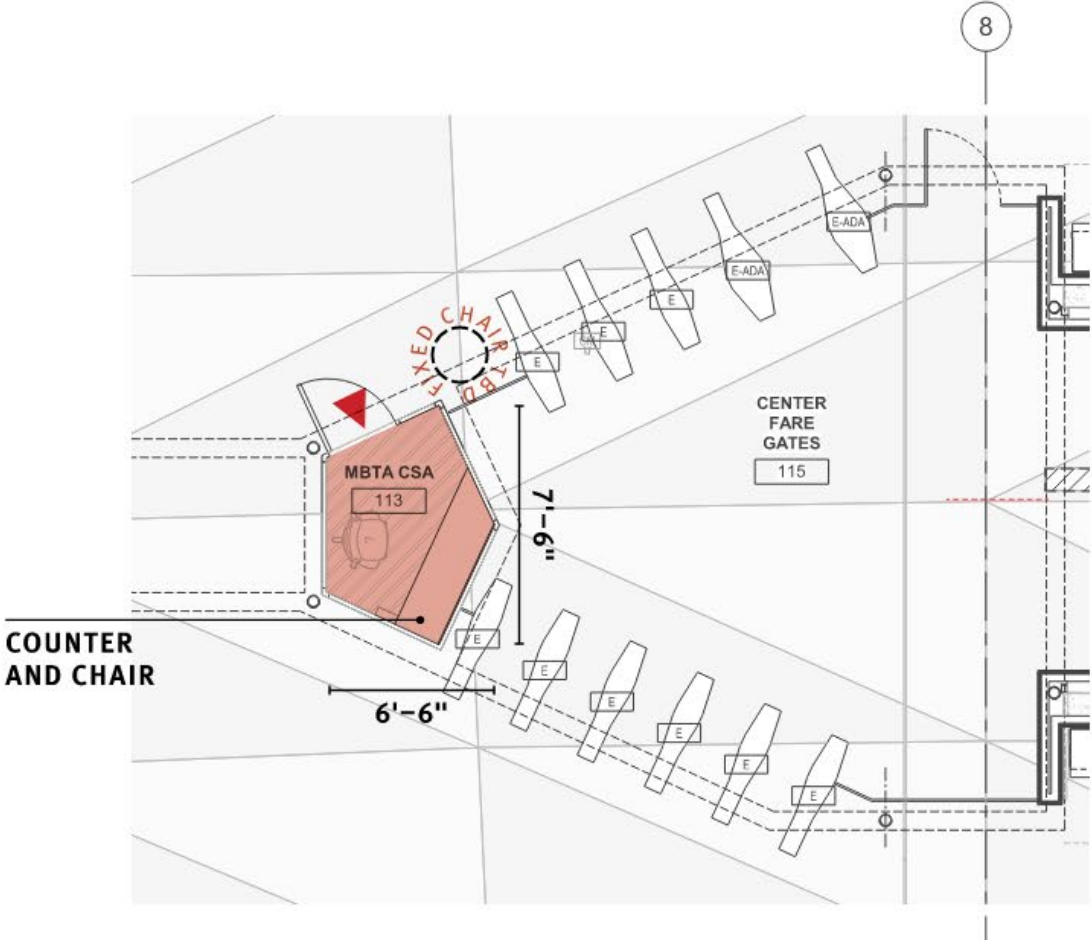
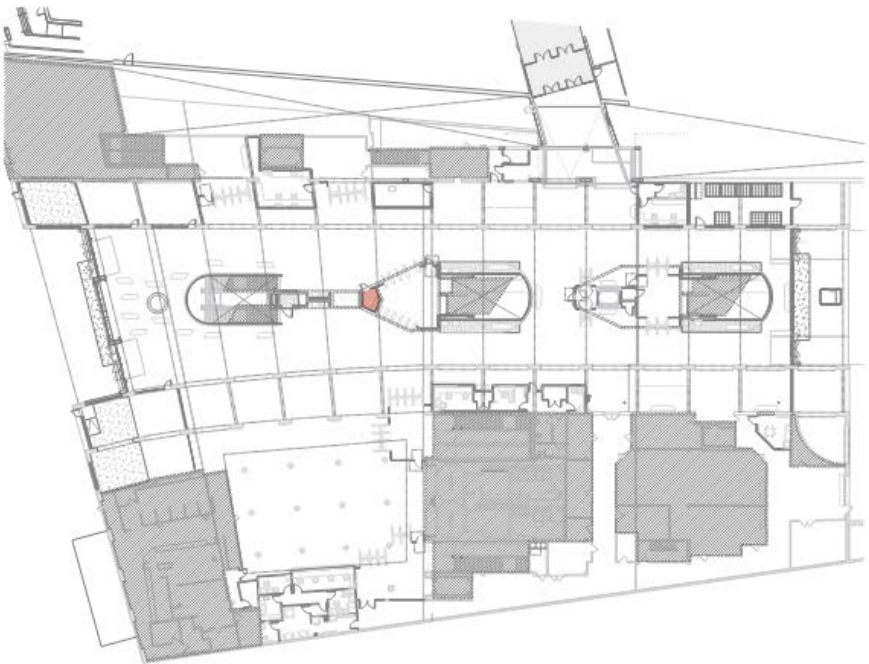
# AMTRAK TICKETING OFFICE & BREAK ROOM PROPOSED



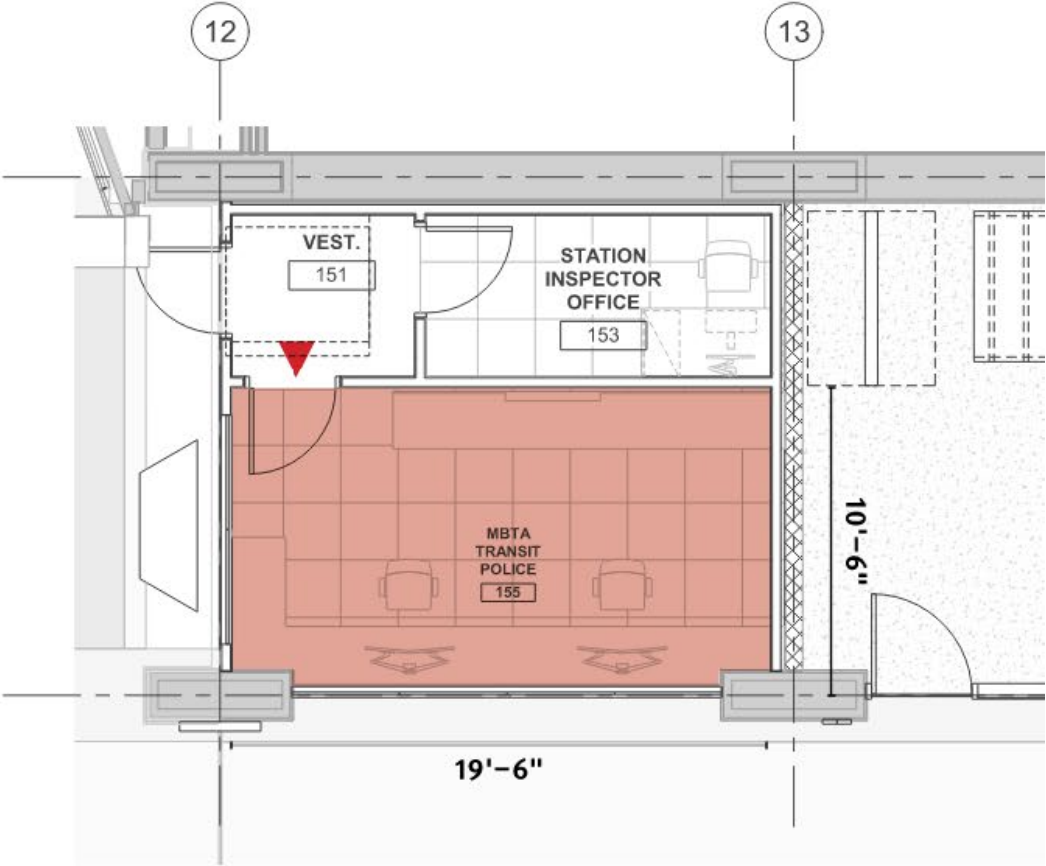
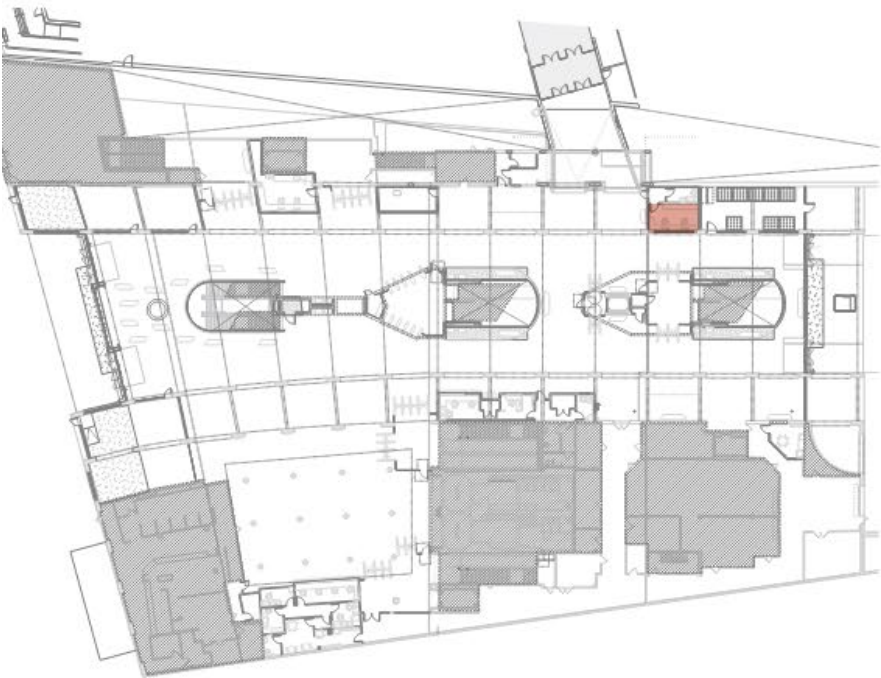
**TICKETING OFFICE**



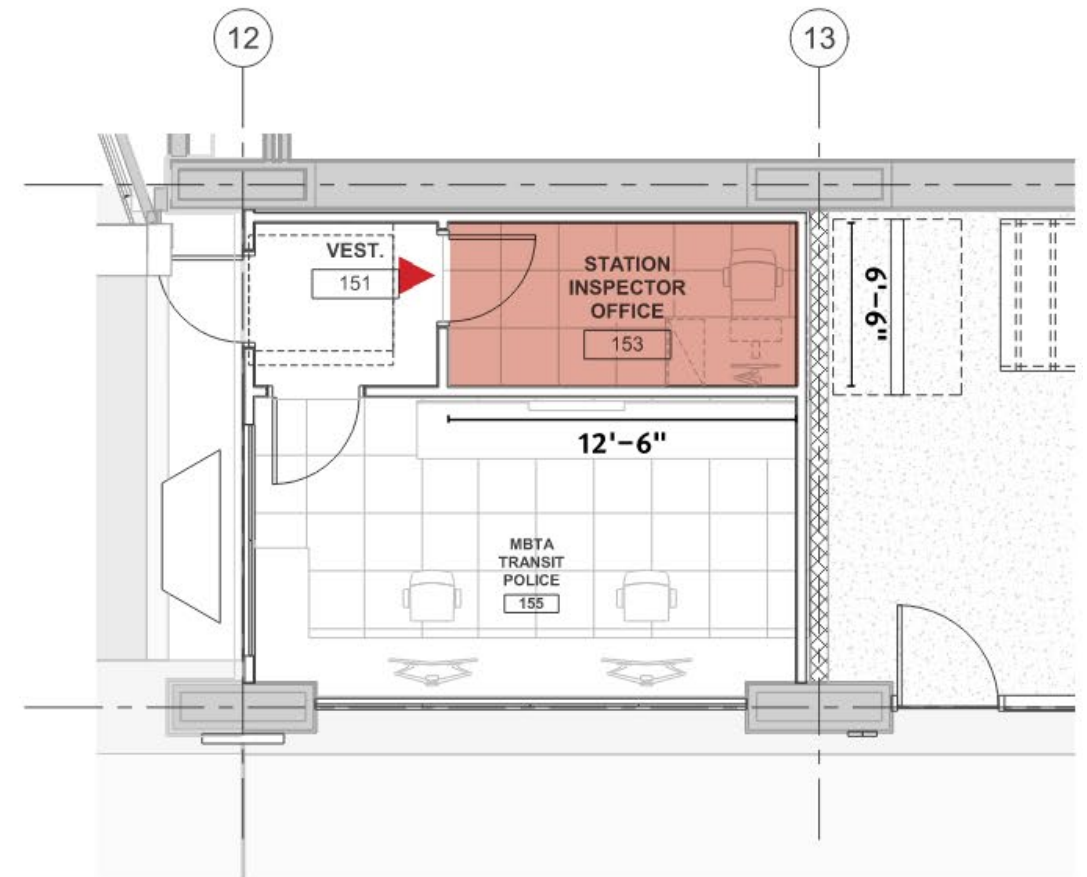
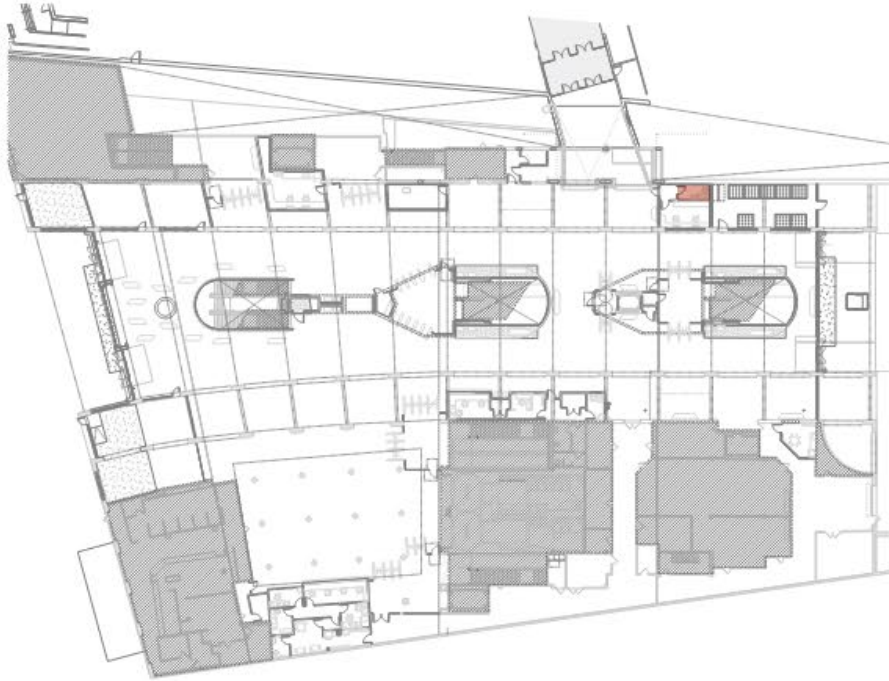
**CUSTOMER SERVICE AGENT BOOTH  
PROPOSED**



**MBTA POLICE OFFICE  
PROPOSED**



# STATION INSPECTOR'S OFFICE PROPOSED





- » EXTERIOR CONCRETE HAS BEEN CLEANED
- » EXTERIOR ARCHES TO BE RESTORED SHORTLY





DARTMOUTH STREET ENTRANCE PROPOSED





- » ARRIVAL FROM DARTMOUTH STREET IS VISUALLY CUT OFF FROM TRAINS AND ORANGE LINE
- » POOR WAYFINDING AND LIGHTING



**EXISTING STATION HALL**

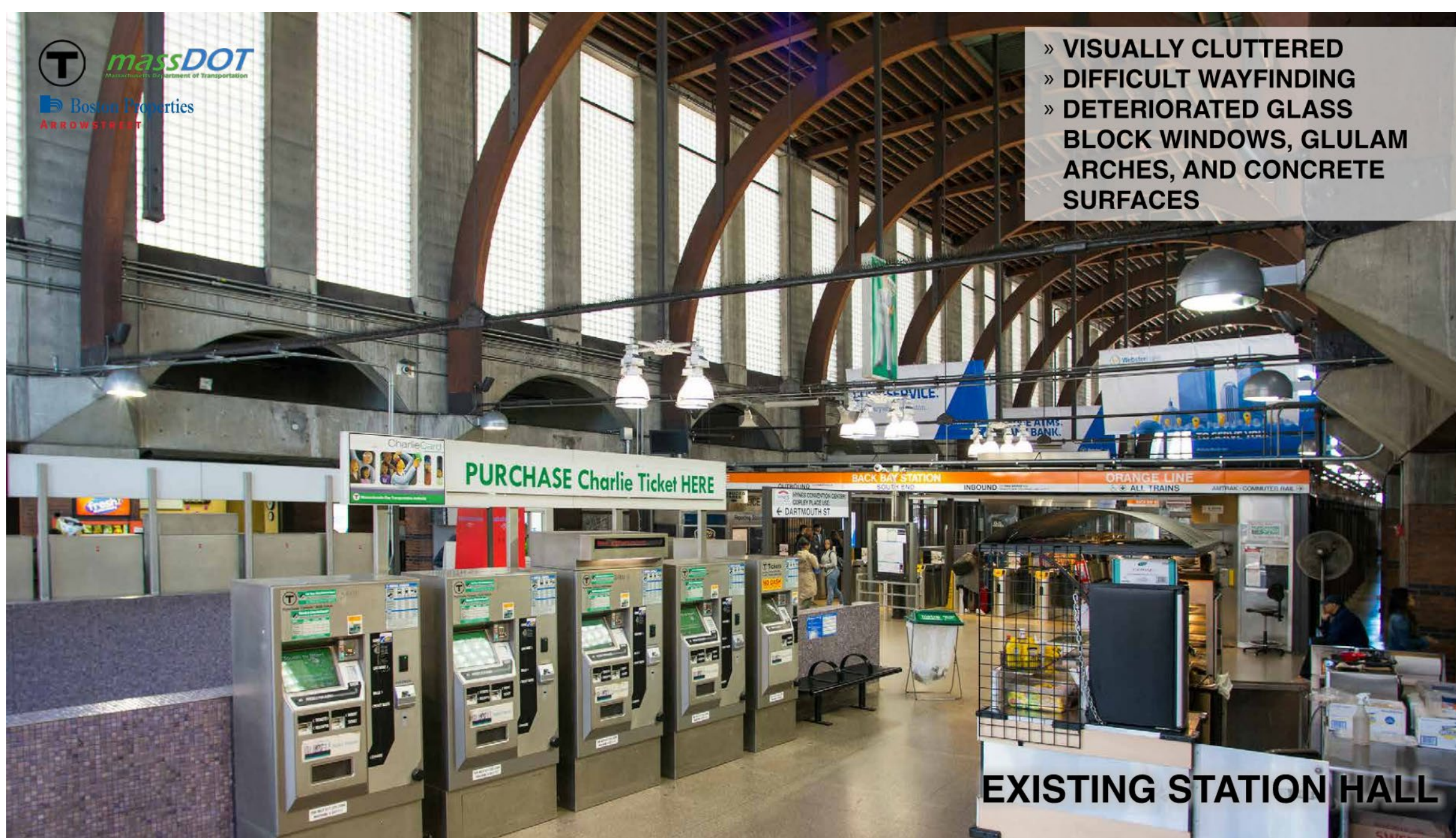


VIEW FROM DARTMOUTH STREET NORTH PROPOSED





- » VISUALLY CLUTTERED
- » DIFFICULT WAYFINDING
- » DETERIORATED GLASS BLOCK WINDOWS, GLULAM ARCHES, AND CONCRETE SURFACES



**EXISTING STATION HALL**



VIEW FROM DARTMOUTH STREET SOUTH PROPOSED





VIEW TOWARDS NEW AMTRAK TICKETING PROPOSED





VIEW OF AMTRAK TICKETING PROPOSED





VIEW OF AMTRAK TICKETING AND WAITING AREA PROPOSED





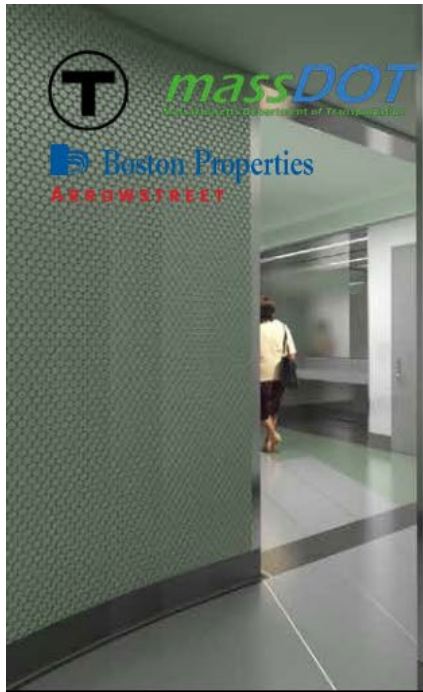
## VIEW OF NEW BRIDGE TO STUART STREET PROPOSED



## EXISTING RESTROOMS





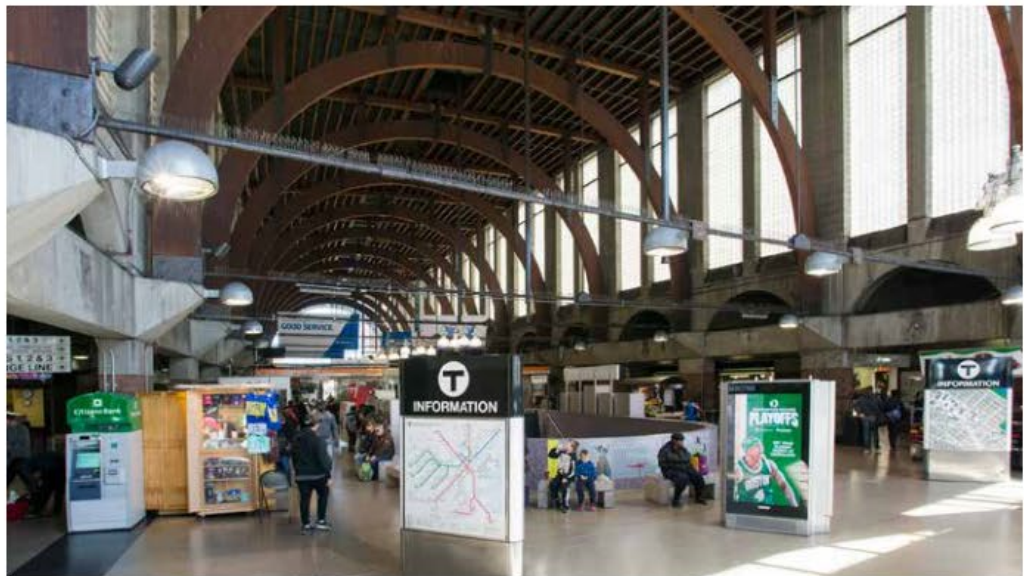


Completed Renovation



# Agenda

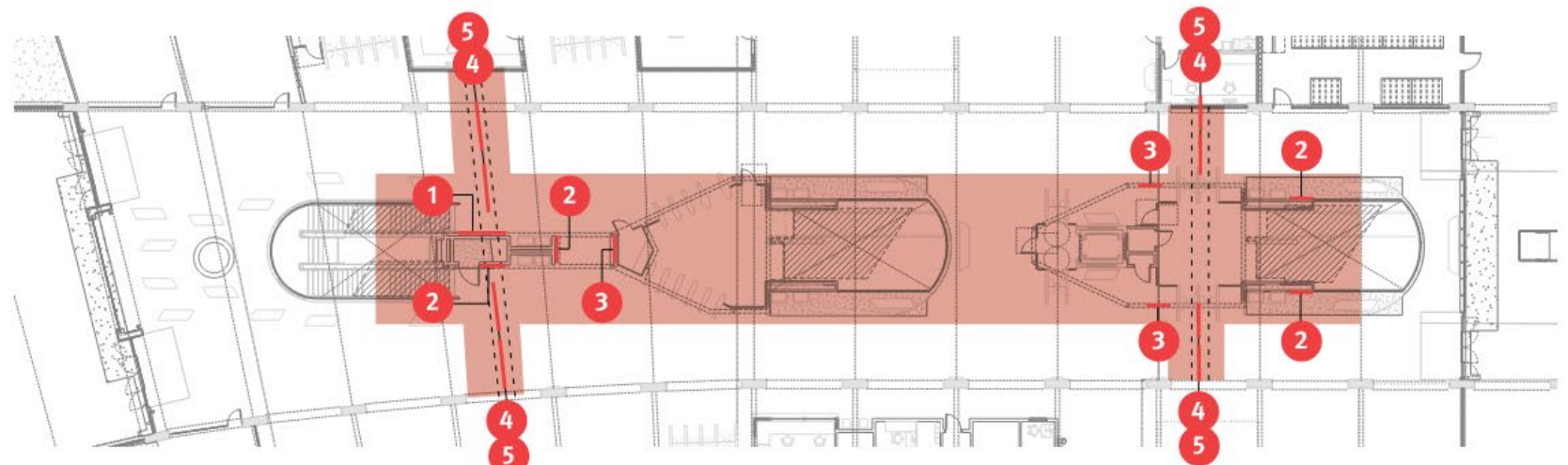
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## STATION SIGNAGE CENTRAL ZONE

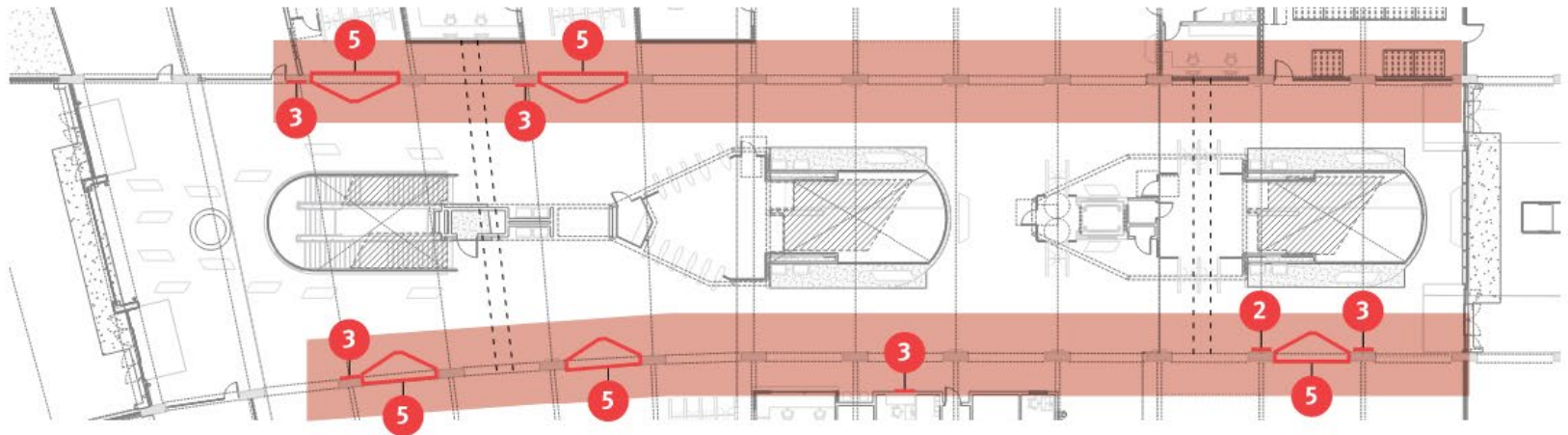
1. **DOUBLE PANEL MAP**  
Rapid Transit Lines  
Line System Maps
2. **SINGLE PANEL MAP**  
Commuter Rail Maps  
Line System Maps  
Neighborhood Maps
3. **DIGITAL INFORMATION SCREENS**  
Commuter Rail Schedule  
Amtrak Schedule  
Track Information  
MBTA Real Time Information
4. **VMS DISPLAYS**
5. **OVERHEAD DIRECTIONALS**





## STATION SIGNAGE CIRCULATION ZONE

1. **DOUBLE PANEL MAP**  
Rapid Transit Lines  
Line System Maps
2. **SINGLE PANEL MAP**  
Commuter Rail Maps  
Line System Maps  
Neighborhood Maps
3. **DIGITAL INFORMATION SCREENS**  
Commuter Rail Schedule  
Amtrak Schedule  
Track Information  
MBTA Real Time Information
4. **VMS DISPLAYS**
5. **OVERHEAD DIRECTIONALS**
6. **TENANT SIGNAGE**





# STATION SIGNAGE

## RETAIL HALL

1. **DOUBLE PANEL MAP**  
Rapid Transit Lines  
Line System Maps
2. **SINGLE PANEL MAP**  
Commuter Rail Maps  
Line System Maps  
Neighborhood Maps
3. **DIGITAL INFORMATION SCREENS**  
Commuter Rail Schedule  
Amtrak Schedule  
Track Information  
MBTA Real Time Information
4. **VMS DISPLAYS**
5. **OVERHEAD DIRECTIONALS**
6. **TENANT SIGNAGE**



### Feedback from 2.23.23 Signage meeting:

- Amtrak is proposing adding one exterior identification sign. All the signage included in the package, and all MBTA standard signage will remain. This is a system-wide request from Amtrak, which will require full review by the MBTA.
- MBTA standard lollipop and overhead signage to remain as is.

