

A Rider's Guide to Planning Ahead

Upcoming Orange & Green Line Service Suspensions

August – September 2022

updated 08/18/22



Building a better T.



Produced by Customer Experience



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The MBTA is Building a better T

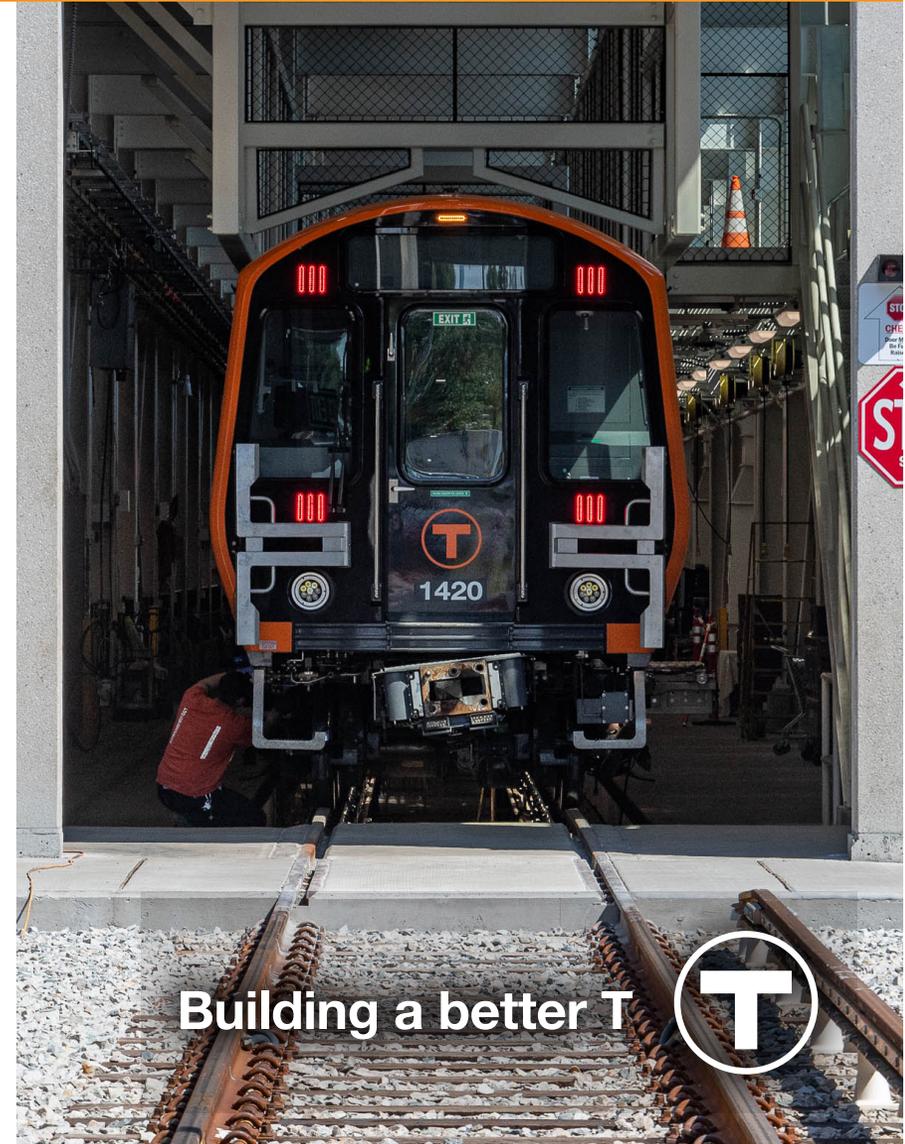
The MBTA is upgrading the 120-year-old rapid transit Orange Line serving the communities of Malden, Medford, Somerville, and Boston.

When complete, this work will bring to Orange Line riders an improved overall quality of service, faster travel times, and better service reliability.

The Green Line Extension extends the Green Line from Lechmere in East Cambridge to Union Square in Somerville.

The T will perform final-phase construction work necessary to open the Medford Branch, which is now anticipated to open in fall 2022. The diversion is also necessary to allow for continued work by the private developer responsible for the demolition and redevelopment of Government Center Garage.

The MBTA is committed to working with the City of Boston and all our municipal partners to provide our riders with alternative travel options during upcoming service disruptions. *The Rider's Guide to Planning Ahead* is a tool to provide you with options and information to inform your travel needs while the MBTA continues to Build a better T.



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Upcoming Closures

These closures will aim to accelerate projects to make the T safer, faster, and more reliable for riders



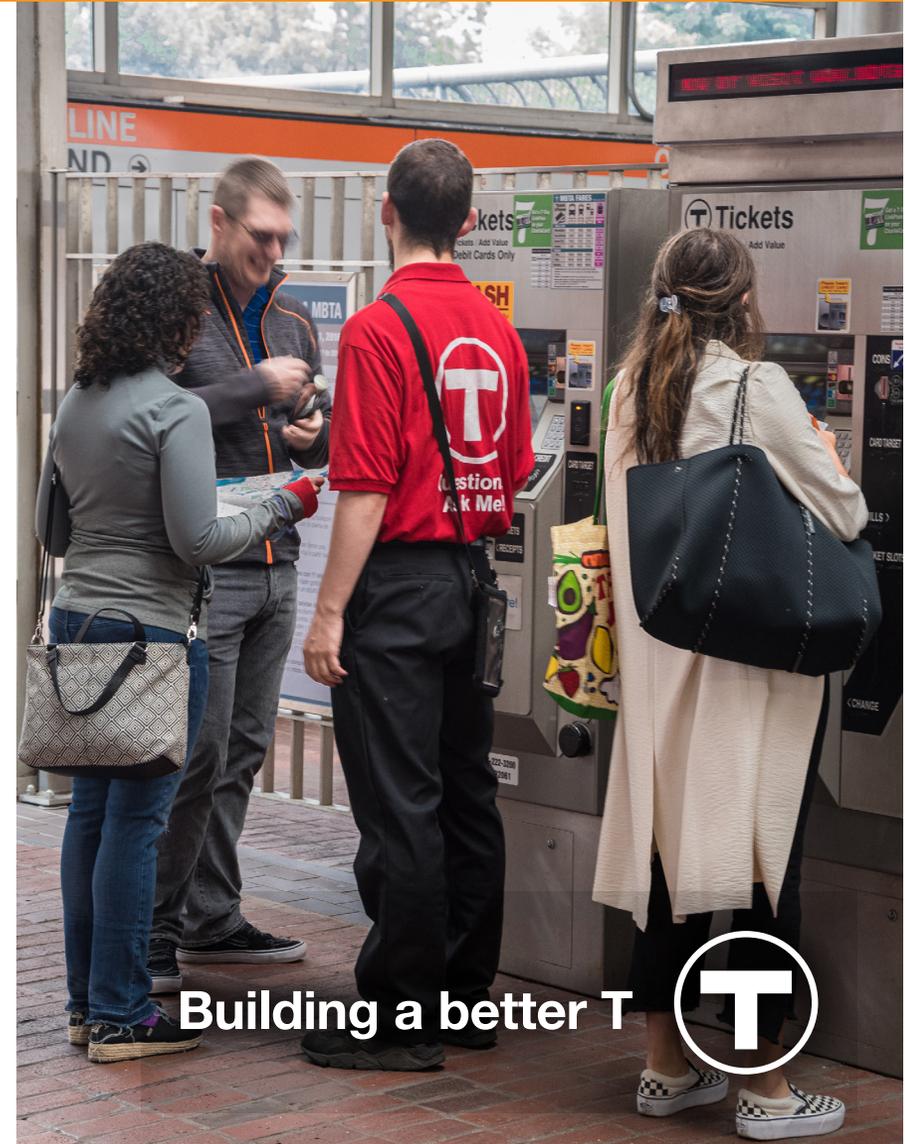
Orange Line Closure

- The MBTA is planning for a full closure of the Orange Line from Oak Grove to Forest Hills beginning Friday, August 19, 2022, at 9:00 pm through Sunday, September 18.
- The closure will address a maintenance backlog and planned construction investments, all of which are focused on safety improvements and returning the system closer to a state of good repair. This extended full access closure will bring to Orange Line riders an improved overall quality of service, faster travel times, and increased service reliability.



Green Line Closure (Union Sq. Branch)

- Beginning Monday, August 22, through Sunday, September 18, service will be suspended on the Green Line between Government Center and Union Square to allow the T to perform final-phase construction work necessary to open the Medford Branch, which is now anticipated to open in fall 2022.
- This diversion is also necessary to allow for continued work by the private developer responsible for the demolition and redevelopment of Government Center Garage





Enabling Major Revitalization Work on the Orange Line

The Orange Line closure will allow us to achieve planned repairs and upgrades



Orange Line work

Thirty days of 24-hour access will replace **more than five years** of Orange Line night and weekend diversions, and allow us to achieve repairs and upgrades.

- Track repairs to eliminate critical slow zones at Jackson Square, Back Bay, Tufts, and Haymarket
- Implementation of Maintenance of Way workplans to replace signals, power, track, ties, and ballast to bring the system into an advanced state of good repair
- Replace 3,500 feet of rail at Wellington Yard
- Replace crossovers to facilitate train movements, improve reliability, and add future capacity
- Repair Southwest Corridor special trackwork to improve reliability
- Install upgraded signal system at Oak Grove and Malden to increase safety and reliability
- In-station diversion signage via digital screens and posted advisories



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Helping Facilitate Fall '22 Opening on GLX Medford Branch

Suspension of Union Square Branch service enables final-phase construction work of the Medford Branch



Green Line work

Suspension of Green Line (Union Square to Government Center) service will enable the MBTA to facilitate the opening of the Medford Branch and perform final-phase construction work.

- Adjustments to the overhead wire on the East Cambridge Viaduct that will eliminate a temporary 10 mph speed restriction, allowing trolleys to operate at the system's designed speed of 25 mph on a permanent basis
- Final testing and integration of track switches, power lines, signal equipment, and digital communications between the Green Line's currently operating Union Square Branch, the soon-to-be-operational Medford Branch, and the MBTA's Operations Control Center
- Installation of the last remaining sound wall panels along the Union Square Branch and other non-critical work items along the Medford Branch



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Onsite Navigation & Assistance



Onsite Signage will include:

- In-station communications: digital screens, PA announcements, posted advisories
 - foreign language print ads
- Highly-visible feather flag banners will mark all shuttle bus boarding areas at each stop throughout the 30-day diversion for riders
- Weekly diversion email



Transit Ambassadors will also be available to assist riders:

- We are increasing Transit Ambassador staffing at OL station street level locations for the duration of the closure



MBTA's Trip Planner Tool

- For help with personal travel and identifying the best route from their specific location, riders can access the MBTA's online Trip Planner tool: [MBTA.com/trip-planner](https://www.mbta.com/trip-planner)



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Alternative Travel Options for Orange Line Riders (Overview)

Enhanced Commuter Rail Options

- Riders commuting downtown are encouraged to use the [Commuter Rail](#)
- Riders can simply show their CharlieCard or CharlieTicket to conductors to ride the Commuter Rail in Zones 1A, 1, and 2 on ALL Commuter Rail lines at no charge.

Subway

- [Green Line E Branch](#)

Shuttles (all shuttles are accessible)

- Free shuttle buses between Oak Grove and Haymarket, Government Center
- Free shuttle buses between Forest Hills and Back Bay, Copley
- Accessible vans are also available upon request

The RIDE

- Due to the free shuttle bus service, RIDE trips that begin and end within $\frac{3}{4}$ mile of the Orange Line will be free for RIDE users during the 30-day shutdown.

Alternative Bus Routes to Orange Line

- [Silver Line 4](#) - SL4 stop added in Chinatown at Surface Artery and Kneeland Street
- [Silver Line 5](#) - enhanced service from Park Street to Downtown Crossing
- [Route 39](#) bus, servicing Forest Hills – Back Bay Station
- [CT2](#) bus, servicing Sullivan Square – Ruggles Station
- [Route 92](#) and [Route 93](#), servicing Sullivan Square – Downtown Crossing
- [Route 43](#), servicing Ruggles – Park St.

Bluebikes

- Bicycle sharing system [Bluebikes](#) offers bike shares with stations located throughout the Boston metropolitan area
- **Note:** the City of Boston will offer free 30 Day Bluebikes passes to assist with alternative travel during this time
- To find the nearest bike station, use Bluebikes' "Find a Bike" System Map Tool: <https://member.bluebikes.com/map/>

MBTA's Trip Planner Tool

- For help with personal travel and identifying the best route from their specific location, riders can access the MBTA's online Trip Planner tool: [MBTA.com/trip-planner](https://www.mbta.com/trip-planner)



Alternative Travel Options for Orange Line Riders (by Station)

STATION	Commuter Rail	Shuttle Bus	Shuttle Van	Other
Forest Hills	✓	✓	✓	# 39 Bus
Green Street		✓	✓	# 39 Bus (Via Centre St.)
Stony Brook		✓	✓	# 39 Bus (Via Huntington Avenue)
Jackson Square		✓	✓	
Roxbury Crossing		✓	✓	
Ruggles	✓	✓	✓	Green Line E #39 Bus (Via Huntington Ave.) CT2
Massachusetts Avenue		✓	✓	Green Line E (@ Symphony)
Back Bay	✓	✓	✓	Green Line (@ Copley) #39 Bus
Tufts Medical Center		\$	✓	SL 4, SL 5 (enhanced service)
Chinatown		\$	✓	Green Line (@ Boylston) SL 4, SL 5 (enhanced service)
Downtown Crossing			✓	Green Line (@ Park) SL 4, SL 5 (enhanced service)
State			✓	Blue Line (Government Center 1 block away)
Haymarket		✓	✓	
North Station	✓	✓	✓	
Community College		✓	✓	
Sullivan Square		✓	✓	# 92 Bus # 93 Bus CT2
Assembly		✓	✓	
Wellington		✓	✓	
Malden Center	✓	✓	✓	
Oak Grove	✓	✓	✓	

\$ Supplemental Shuttle Service - 5 am – 7am | 8 pm – 1 am | Connecting Government Center – Tufts Medical – Chinatown | Running every 30 minutes



Alternative Travel Options for Orange Line Riders (Accessibility)

Key information for riders who depend on the accessibility of our service

Shuttle Type

- All shuttles will be accessible, and all are contractually obligated to meet USDOT accessibility standards.
- While some low-floor buses, with ramps at the front of the bus will be in use, the majority will be high-floor coach buses with wheelchair lifts near the rear of the bus.
- Note: upon request, accessible vans will be available for riders who prefer them for this reason.

Accessible Vans

- Approx. 20 wheelchair-accessible vans will be on hand to supplement alternative bus service.
- Vans will be combination of ramp-equipped and lift-equipped vehicles, and will be positioned at or nearby each Orange Line station. Again, any rider preferring to be transported via accessible van can request to do so.

Accessibility policies

- MBTA and Yankee employees are required to honor all reasonable requests for assistance, including providing sighted guide to/from shuttles and stations, finding a seat on a vehicle, requesting accessible vans, etc. Service animals are welcome on all shuttle buses and vans during all hours of operation.

On-site Staff Assistance

- Transit Ambassadors and other T personnel will be located outside each Orange Line station to assist riders.

The RIDE

- [The RIDE](#) continues to be available to anyone with a disability that prevents them from taking the fixed route. Due to the free shuttle bus service, RIDE trips that begin and end within ¾ mile of the Orange Line will be free for RIDE users during the 30-day shutdown.
- To schedule The RIDE, call 844-427-7433 (MA Relay 711). To learn more and/or apply for the service, please contact the Mobility Center at 617-337-2727 (MA Relay 711). Eligibility decisions take 1-3 weeks after completing the application, interview, and assessment process.

Questions or need to report a problem?

- To ask questions or report complaints about this diversion, or to request a reasonable accommodation, contact Customer Support Center by calling 617-222-3200 (MA Relay 711) or by submitting an [online customer complaint form](#).
- If you have questions specific to any of the accessibility considerations mentioned in this e-mail, you can also contact the Department of System-Wide Accessibility directly at swa@mbta.com.



Alternative Travel via Commuter Rail



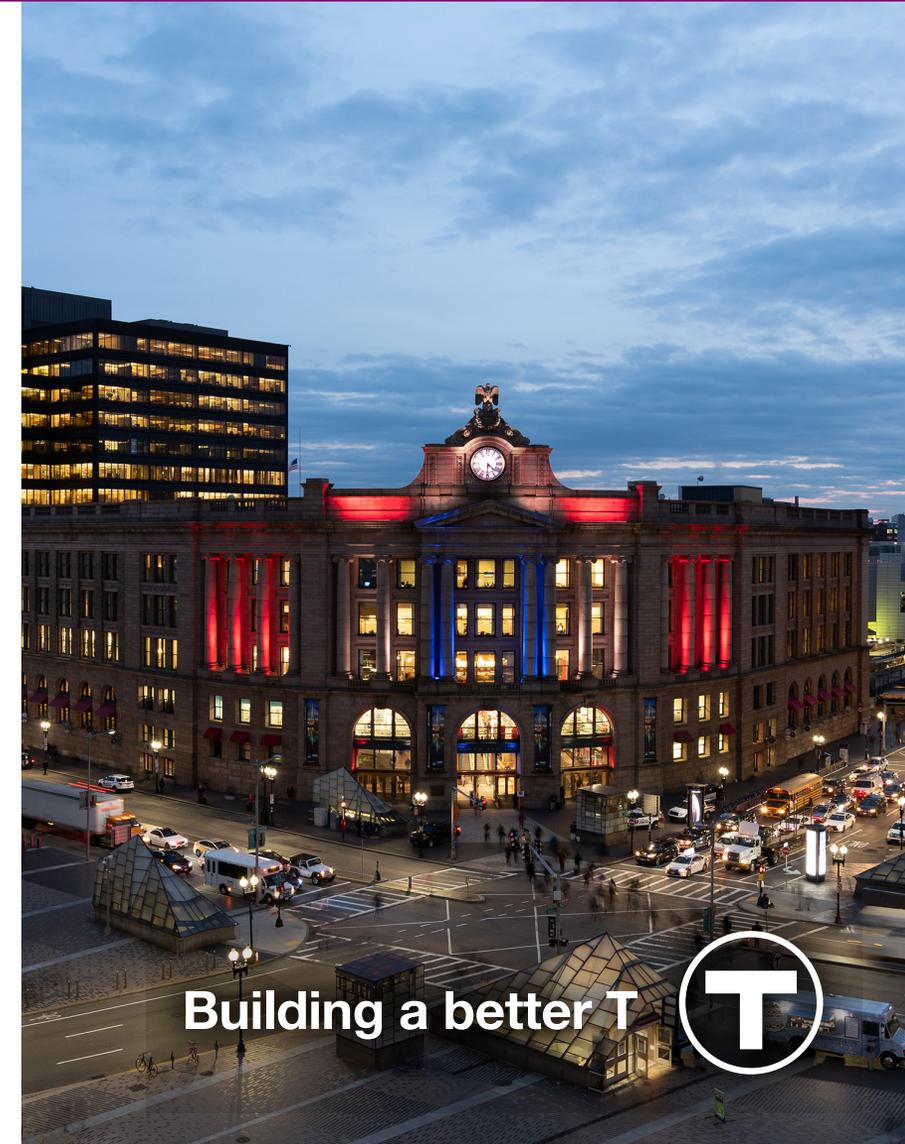
Orange Line riders commuting downtown are strongly encouraged to use the Commuter Rail as an alternative as the MBTA is making a series of changes in service to accommodate the change in travel patterns.



Riders can simply show their CharlieCard or CharlieTicket to conductors to ride the Commuter Rail in Zones 1A, 1, and 2 on ALL Commuter Rail lines at no charge.



Orange Line Stations with Commuter Rail Connection
Forest Hills
Ruggles
Back Bay
North Station
Malden Center
Oak Grove



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Increased Commuter Rail Service



South Side: Needham and Providence Line Commuter Rail trains will stop at Hyde Park, Forest Hills, Ruggles, Back Bay, and South Station.

North Side: Haverhill Line Commuter Rail trains will stop at Oak Grove, Malden Center, and North Station.

Estimated Travel Times

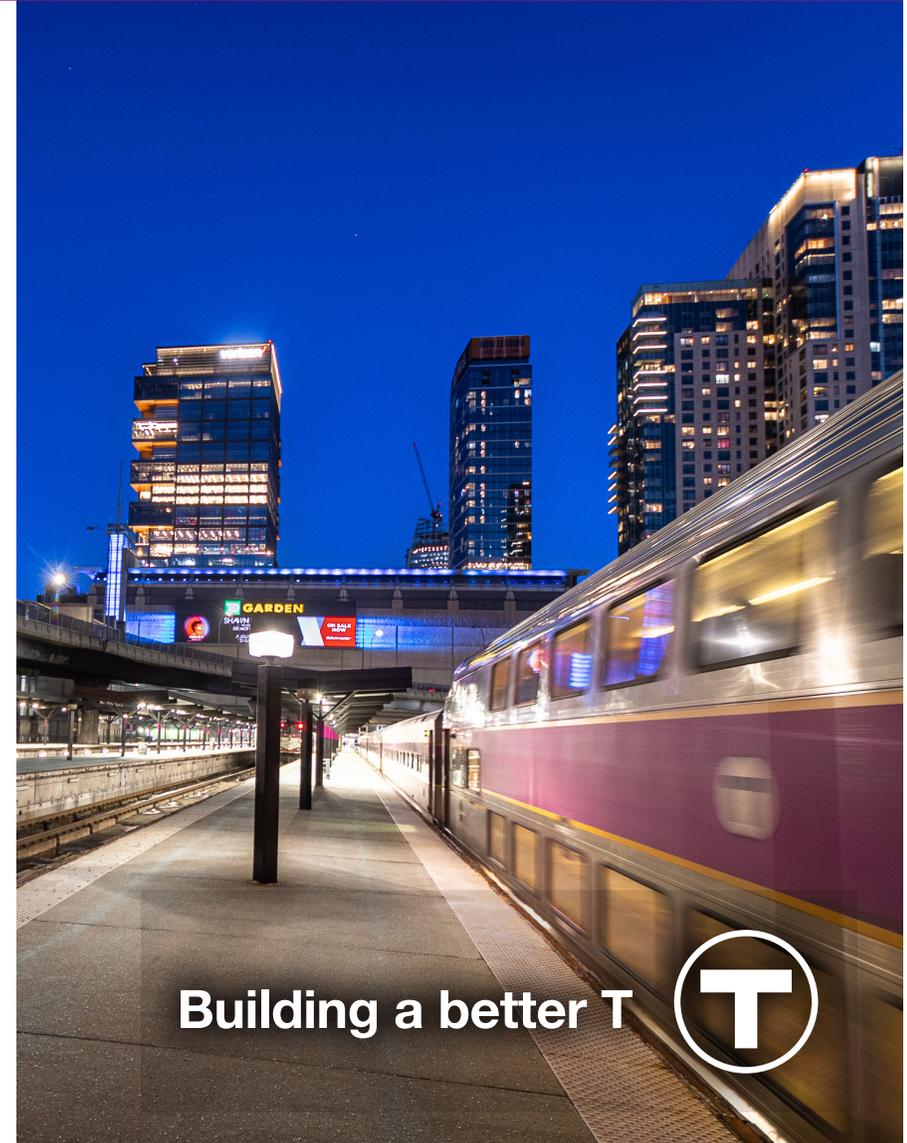
(Commuter Rail Alternative Service)

SOUTH SIDE (to South Station)	NORTH SIDE (to North Station)
From Hyde Park – 23 Mins	From Oak Grove – 19 mins
From Forest Hills – 16 mins	From Malden Center – 16 mins
From Ruggles – 10 mins	-

See full schedules:

[Haverhill Line \(Northside\)](#)

[Hyde Park – Forest Hills – Ruggles – Back Bay – South Station \(Southside\)](#)



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Haverhill to North Station Schedule

The MBTA is making a series of changes in service to accommodate the change in travel patterns

Monday to Friday

Inbound to Boston		AM										PM												
Train No.		280	200	202	282	204	284	206	286	208	288	210	290	212	292	214	294	216	218	296	298	220	222	224
ZONE	STATION	Bikes Allowed																						
1A	Oak Grove	5:35	6:20	7:05	7:50	-	8:35	9:20	f 10:05	f 10:50	f 11:35	f 12:20	f 1:05	f 1:50	f 2:35	f 3:20	f 4:05	f 4:50	-	f 6:20	f 7:05	f 7:50	f 9:05	f 10:19
1A	Malden Center	L 5:38	L 6:23	L 7:08	L 7:53	-	L 8:38	L 9:23	L 10:08	L 10:53	L 11:38	L 12:23	L 1:08	L 1:53	L 2:38	L 3:23	L 4:08	L 4:53	-	L 6:23	L 7:08	L 7:53	L 9:08	L 10:22
1A	North Station	5:52	6:39	7:24	8:08	8:23	8:53	9:38	10:22	11:07	11:52	12:37	1:22	2:07	2:52	3:37	4:22	5:07	6:17	6:37	7:22	8:07	9:22	10:36

Monday to Friday

Outbound from Boston		AM										PM												
Train No.		201	281	283	203	285	205	287	207	289	209	291	211	293	213	215	295	217	297	219	221	223	225	
ZONE	STATION	Bikes Allowed																						
1A	North Station	5:55	6:40	7:25	8:10	8:55	9:40	10:25	11:10	11:55	12:40	1:25	2:10	2:55	3:40	4:25	5:10	5:40	5:55	6:40	7:55	9:35	10:55	
1A	Malden Center	f 6:06	f 6:51	f 7:36	f 8:21	f 9:06	f 9:51	f 10:36	f 11:21	f 12:06	f 12:51	f 1:36	f 2:21	f 3:06	3:51	4:36	5:21	-	6:06	6:51	f 8:06	f 9:46	f 11:06	
1A	Oak Grove	f 6:08	f 6:53	f 7:38	f 8:23	f 9:08	f 9:53	f 10:38	f 11:23	f 12:08	f 12:53	f 1:38	f 2:23	f 3:08	3:53	4:38	5:23	-	6:08	6:53	f 8:08	f 9:48	f 11:08	

Weekend

Inbound to Boston		AM					PM												
Saturday Train No.		1200	1202	1204	1206	1208	1210	1212	1214	Sunday Train No.		2200	2202	2204	2206	2208	2210	2212	2214
ZONE	STATION	Bikes Allowed																	
1A	Oak Grove	f 6:27	f 9:27	f 11:27	f 1:27	f 3:27	f 5:27	f 7:27	f 10:27										
1A	Malden Center	L 6:30	L 9:30	L 11:30	L 1:30	L 3:30	L 5:30	L 7:30	L 10:30										
1A	North Station	6:43	9:43	11:43	1:43	3:43	5:43	7:43	10:43										

Weekend

Outbound from Boston		AM					PM												
Saturday Train No.		1201	1203	1205	1207	1209	1211	1213	1215	Sunday Train No.		2201	2203	2205	2207	2209	2211	2213	2215
ZONE	STATION	Bikes Allowed																	
1A	North Station	7:00	9:00	11:00	1:00	3:00	5:00	8:00	10:55										
1A	Malden Center	f 7:11	f 9:11	f 11:11	f 1:11	f 3:11	f 5:11	f 8:11	f 11:06										
1A	Oak Grove	f 7:13	f 9:13	f 11:13	f 1:13	f 3:13	f 5:13	f 8:13	f 11:08										

Keep in Mind:

This schedule will be effective from August 19th to September 18th, 2022. Haverhill Line Trains will make additional stops at Oak Grove to accommodate Orange Line passengers impacted by the bus diversion between Forest Hills and Oak Grove.

Regular Spring/Summer schedule will resume on September 19th, 2022.

f Times in purple with "f" indicate a flag stop: Passengers must tell the conductor that they wish to leave. Passengers waiting to board must be visible on the platform for the train to stop.

L Times in blue with "L" indicate an early departure: The train may leave ahead of schedule at these stops.

Bikes: Bicycles are allowed on trains with the bicycle symbol shown below the train number.

High level platform and bridge plate available. Visit mbta.com/accessibility for more information.





Stay Connected

The MBTA is making a series of changes in service to accommodate the change in travel patterns

For assistance during the Orange Line closure:

Call Us

Monday - Friday: 6:30 AM - 8 PM | Saturday - Sunday: 8 AM - 4 PM

Main Hotline: **617-222-3200** | Toll Free: **800-392-6100** | TTY: **617-222-5146**

Email Us

[MBTA.com/customer-support](https://www.mbta.com/customer-support)

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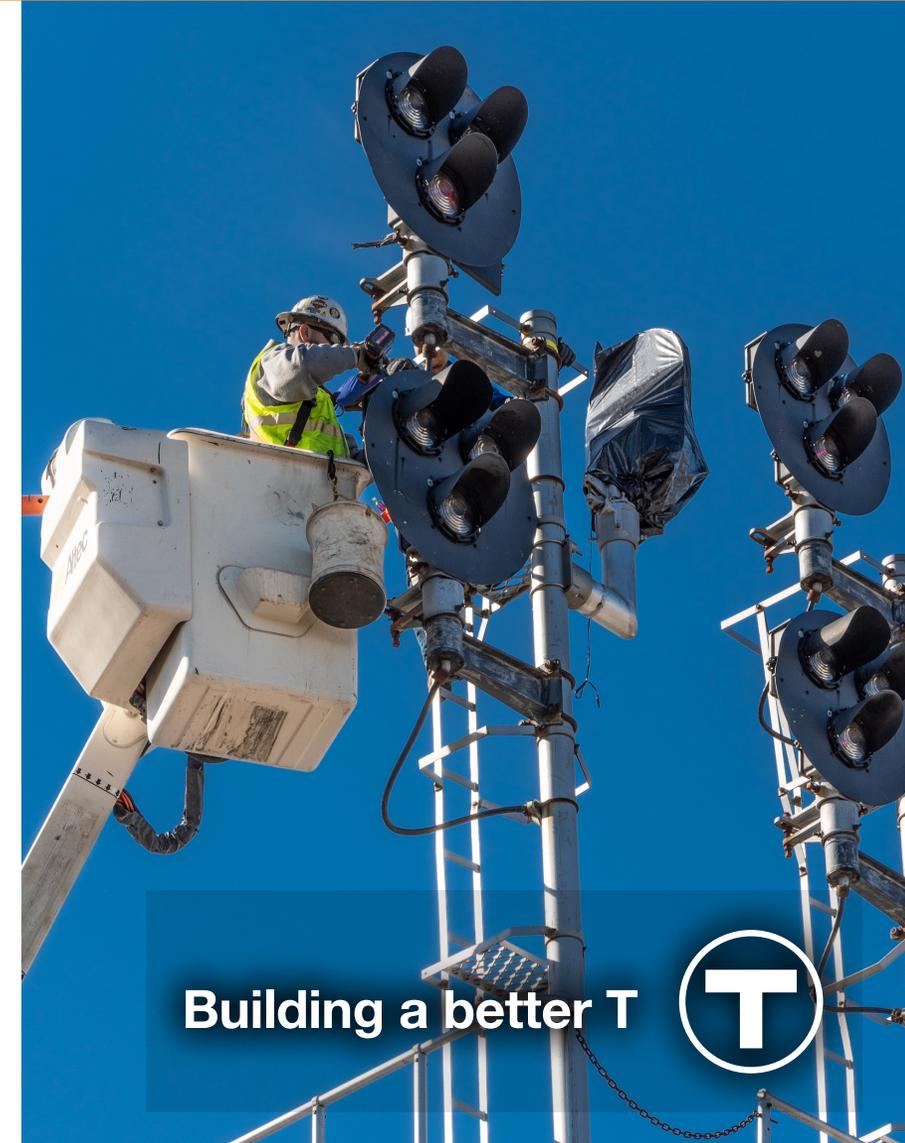
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