

A Rider's Guide Student Edition

September 2022



Building a better T.



Produced by Customer Experience



A Rider's Guide to Planning Ahead Table of Contents



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The MBTA is Building a Better T



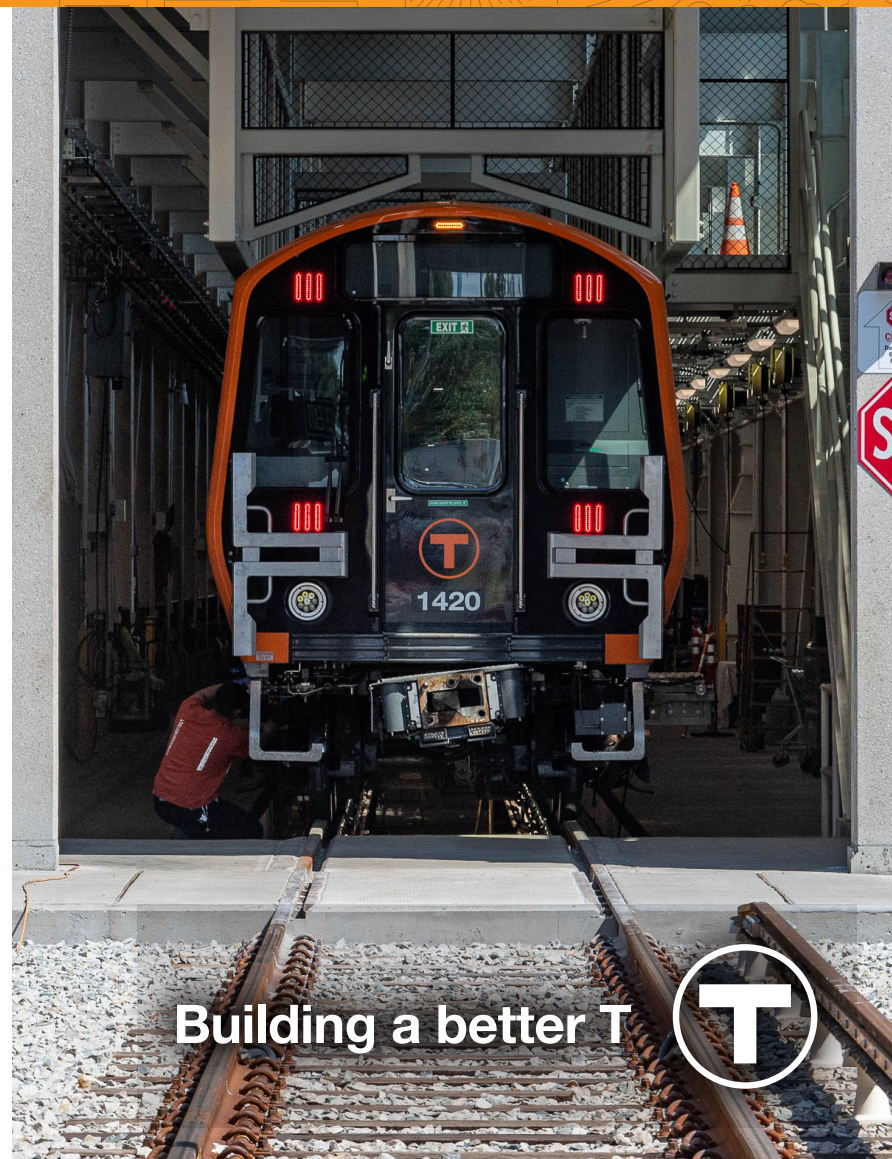
The MBTA is upgrading the 120-year-old rapid transit Orange Line serving the communities of Malden, Medford, Somerville, and Boston.

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.



Building a better T





Current Closures

Service suspensions have been undertaken to accelerate projects to make the T better and more reliable for riders.



Orange Line Closure

- The Orange Line from Oak Grove to Forest Hills is now fully closed 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.



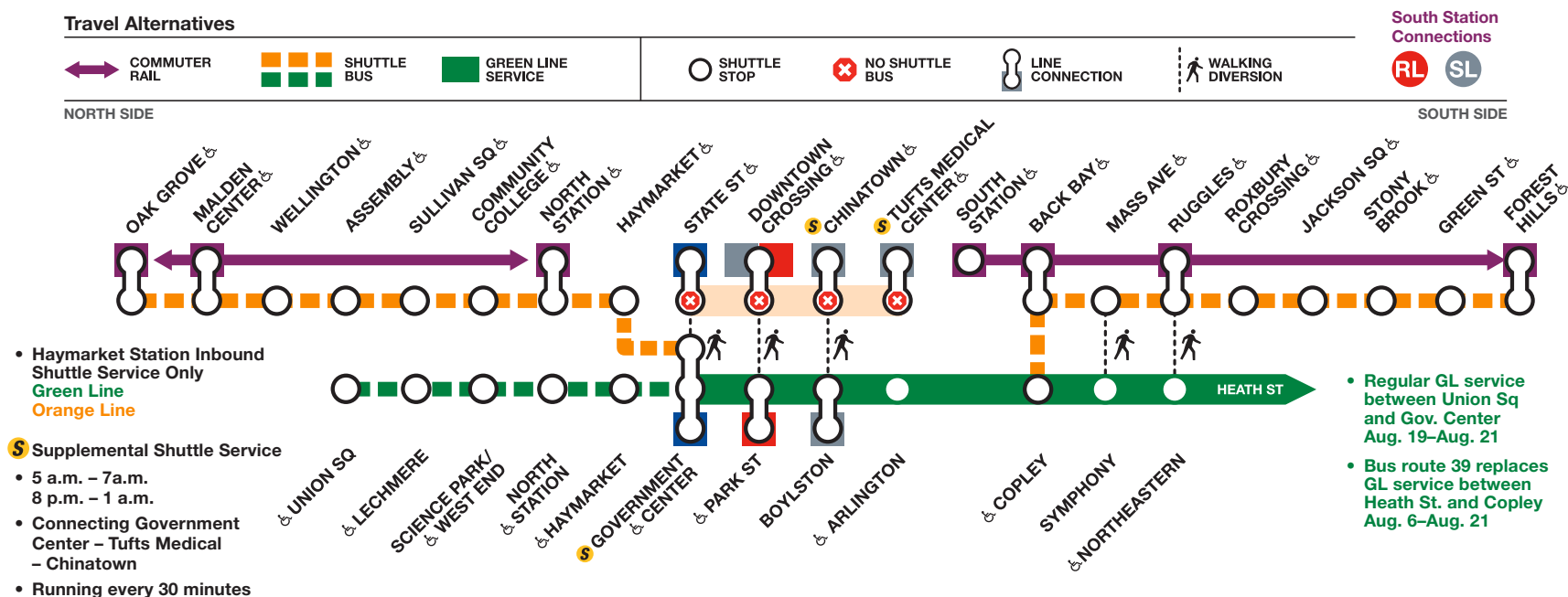
Green Line Closure (Union Sq. Branch)

- From 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.



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During the Green Line shutdown, students traveling between Government Center and Union Square will board free and accessible shuttle buses, which will make stops at Lechmere station and the Lechmere station bus loop.





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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Schools Along the Orange Line



Boston Public Schools

- BAA
- BCLA
- BGA
- BLA
- BLS
- Boston International High School
- Boston Teachers Union K-8 Pilot
- Brighton High School
- Charlestown High School
- Community Academy
- Curley K-8 School
- East Boston High School
- Eliot 7th/8th grade
- EMK
- English High School
- Excel
- Fenway High School Greater
- Egleston Hernandez
- Higginson-Lewis K-8 School
- Kennedy Academy for Health Careers
- Lyon
- Madison Park
- Margarita Muniz
- Margarita Muniz Academy
- McKinley
- O'Bryant
- Quincy Upper
- Snowden International

Universities/Colleges

- BU Medical
- Bunker Hill Community College
- Colleges of Fenway
- Emerson
- Harvard Medical School
- NE Law
- Northeastern
- Roxbury Community College
- Suffolk
- Tufts Medical





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 – 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 $\frac{3}{4}$ 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.

Shuttle Stop Boarding Locations (By Station)

Shuttle Stops

ORANGE LINE: FOREST HILLS – COPLEY	
To Copley	To Forest Hills
Forest Hills Busway (Lower Level, Left Lane)	Copley Station (Boylston St between Dartmouth & Clarendon Sts, Centre Block)
Green St (Amory @ Green St, farside)	Back Bay Station (Columbus Ave @ Dartmouth St, nearside)
Stony Brook Station	Mass Ave Station (Columbus Ave @ Mass Ave, nearside)
Jackson Square Station	Ruggles Station (Tremont St @ Melnea Cass Blvd)
Roxbury Crossing (Columbus Ave @ Malcolm X Blvd, nearside)	Roxbury Crossing Station (Columbus Ave @ Tremont St, farside)
Ruggles Station (Tremont St @ Melnea Cass Blvd, far side)	Jackson Square Station (Columbus Ave @ Centre St, farside)
Mass Ave Station (Columbus Ave @ Mass Ave, farside)	Stony Brook Station (Amory St @ Boylston St, near side)
Back Bay Station (in front of station on Dartmouth St)	Green Street Station (Amory St @ Boylston St, nearside)
Copley Station (Boylston St between Dartmouth & Clarendon St, Centre Block)	Forest Hills Station (Lower Level, Left Lane)

ORANGE LINE: OAK GROVE – GOVERNMENT CENTER	
To Government Center	To Oak Grove
Oak Grove (Bank Pl Bus way)	Government Center (Cambridge St @ Government Center Station)
Malden Center East Busway (Outer Busway)	State St – No service
Wellington Station Busway	Haymarket – No service
Assembly (Grand Union Blvd @ Foley St, Centre Block)	North Station (Nashua St @ Red Auerbach Way, farside)
Sullivan (Busway, upper level)	Community College (Rutherford Ave @ Gilmore Bridge, farside)
Community College (Rutherford Ave @ Gilmore Bridge, nearside)	Sullivan (Sullivan Sq Busway, upper level)
North Station (Lomasney Way @ Nashua St, farside)	Assembly (Grand Union Blvd @ Foley St, Centre Block)
Haymarket (Congress St @ Sudbury St, farside)	Wellington Station Busway
State (State St @ Washington Mall)	Malden Center West Busway
Government Center – No service	Oak Grove (Bank Pl Busway)

ORANGE LINE: CHINATOWN-TUFTS CIRCULATOR	
Station	Loop
Tufts Medical Center	Washington St @ Tufts Medical Center
Chinatown	Washington St @ Essex St
Government Center	Court St @ Franklin Ave, nearside

GREEN LINE

**Union Square to Government Center –
Monday, August 22 to Sunday, September 18**

During the Green Line shutdown, riders traveling between Government Center and Union Square will board free and accessible shuttle buses, which will make stops at Lechmere station and the Lechmere station bus loop. More information is available at:

[MBTA.com/GLXshuttle](https://www.mbta.com/GLXshuttle)



Shuttle Stops

GREEN LINE	
To Government Center	To Union Square
Union Sq Station (Prospect St busway)	Government Center (Cambridge St @ Government Center Station)
Lechmere Station (Water St @ Lechmere Bus Way, farside)	State St – No Service
Science Park Station (Martha Rd @ Leverett Circle, farside)	Haymarket – No Service
North Station (Lomasney Way @ Nashua St, farside)	North Station (Nashua St @ Red Auerbach Way, farside)
Haymarket Station (Congress St @ Hanover St, far side)	Science Park/West End Station (Nashua St @ Leverett Circle, near side)
Government Center – No Service	Lechmere Station (Water St @ Lechmere Busway, farside)
	Union Sq Station (Prospect St Busway)

**View Animations with
step-by-step instructions:**

[Orange Line South Bound
Shuttling \(Narrated, English\)](#)

[Orange Line North Bound
Shuttling \(Narrated, English\)](#)

[Green Line Inbound
& Outbound Shuttling
\(Narrated, English\)](#)

For additional videos in
Spanish and Chinese, [the
MBTA YouTube Video Page](#)





Bus Routes Serving Schools Along the Orange Line

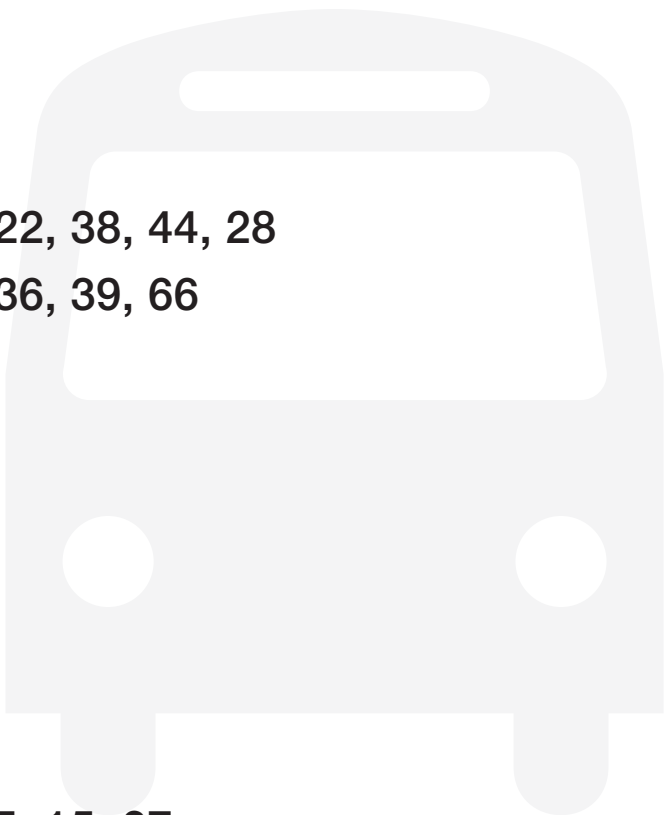


Schools

Academy of the Pacific Rim
ACC – Another Course to College
Boston Latin Academy
Boston Latin School
Brighton High School
Charlestown High School
Madison Park High School
Malden High School
Medford High School
Melrose High School
O’Bryant Math & Science
Opportunity
Saint Joseph Preparatory High School
Sumner G. Whittier School

Associated Bus Routes

32
32
36, 32, 66, 34, 45, 23, 10, 19, 22, 38, 44, 28
37, 21, 32, 34, 36, 19, 22, 28, 36, 39, 66
66
93
19, 15
108
101
137
66, 15, 23, 66, 19, 22, 23
40, 51, 32, 137, 32, 22, 108, 35, 15, 37
51
110





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

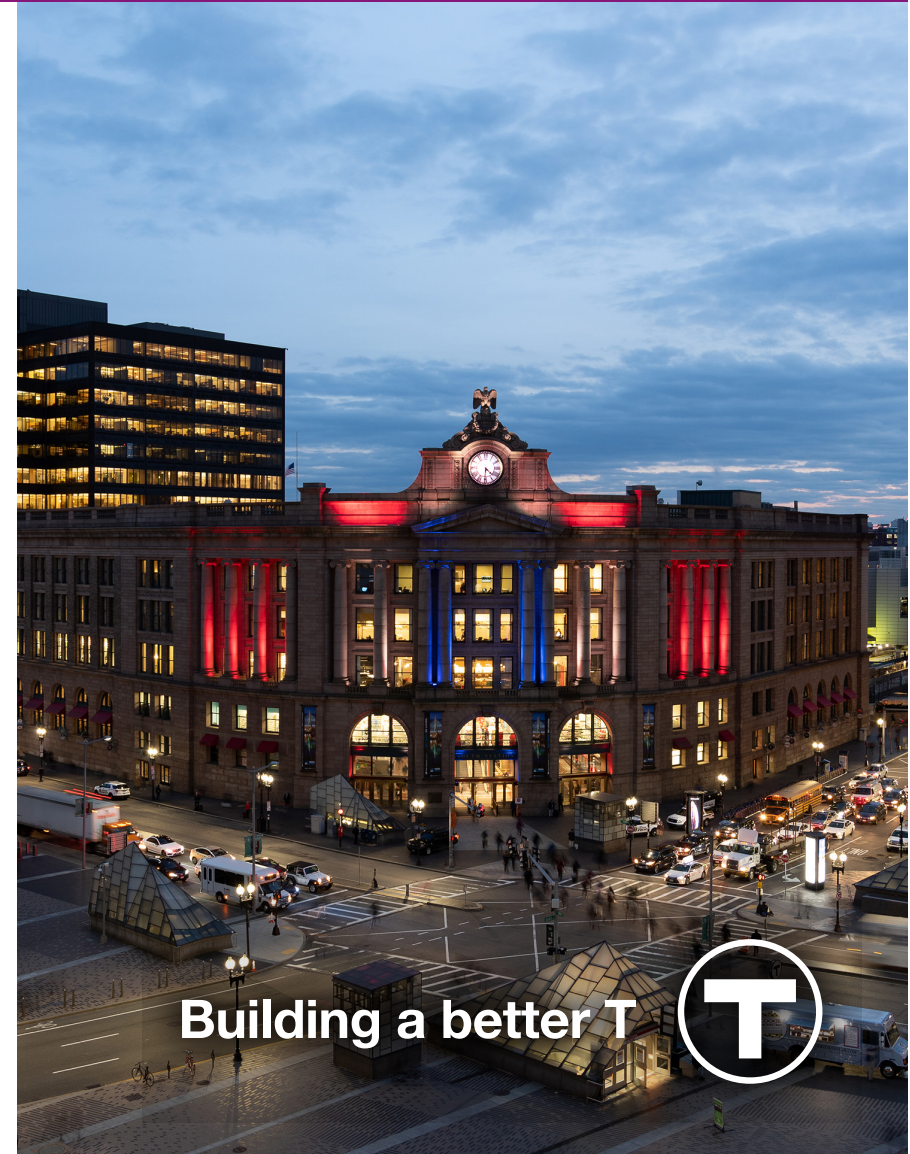
Ruggles

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

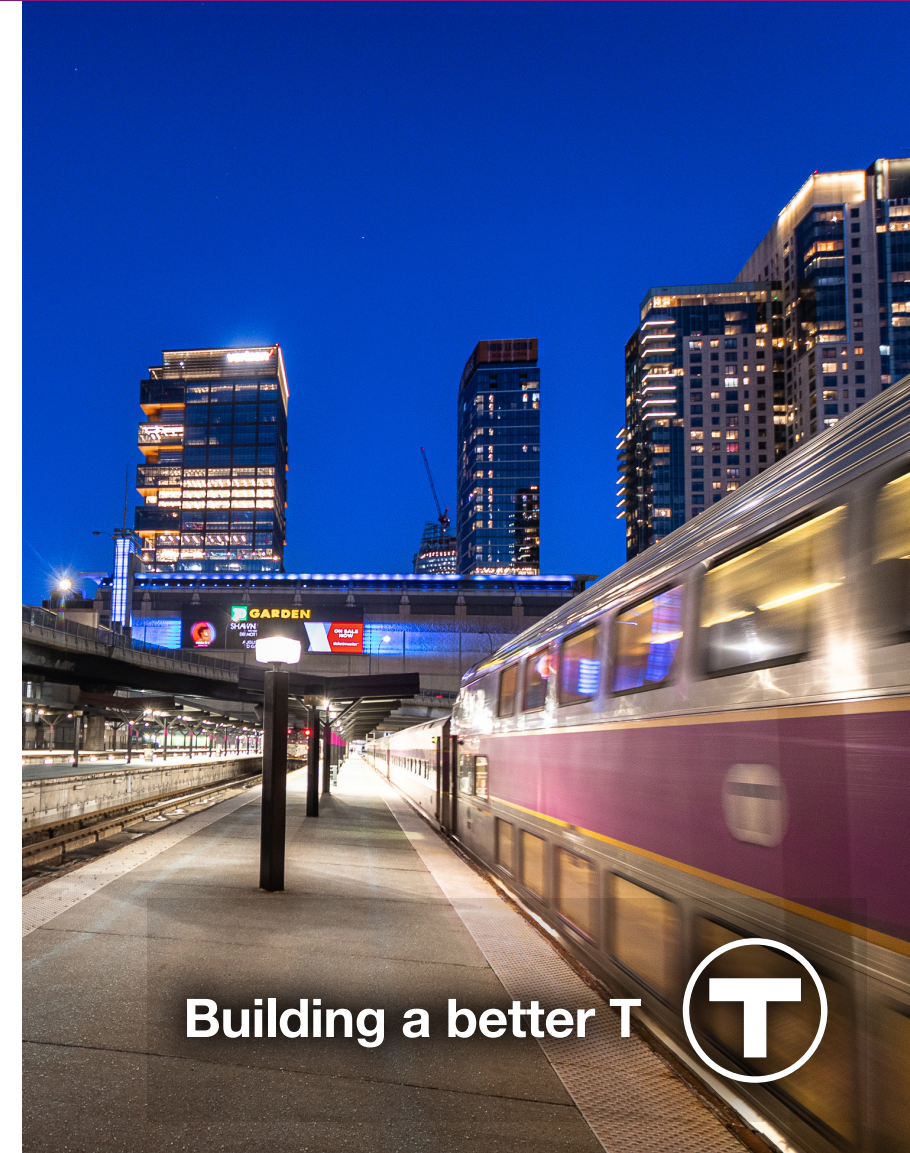
(Commuter Rail Alternative Service)

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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Middle and High School Student CharlieCards



If your middle or high school participates in the Student Pass Program, students are eligible for either an M7 Card or an S-Card at the beginning of every school year, depending on your school.

- M7 Cards are preloaded with passes paid by schools for the entire school year.
- S-Cards need to be loaded with cash value or passes by students, parents, or guardians.

For additional information and details on the M7 and S-Cards, visit: mbta.com/studentcard

Are you a middle or high school administrator interested to learn about ordering cards and offering them to students?

Visit mbta.com/pass-program/student



College Student Passes

Most colleges and universities in Greater Boston offer their students discounted MBTA fares on Semester Passes. Students can use these unlimited passes all semester long to get to class, head to work, or catch up with friends.

- Students' CharlieCard or CharlieTicket arrives loaded with the Semester Pass of their choice:
 - Semester LinkPass: Unlimited travel on subway and local bus
 - Semester Commuter Rail Pass: Unlimited travel on the Commuter Rail (up to the zone distance purchased), plus unlimited subway and local bus trips
 - Bus-only passes and ferry passes are also offered.
- University Passes are also available, billed monthly for use throughout the entire year. Schools are billed for the rides students take.

For additional information on Semester and University Passes, visit: [mbta.com/college](https://www.mbta.com/college)

Are you a university administrator interested to learn about ordering cards and offering them to students?

Visit [mbta.com/pass-program/semester](https://www.mbta.com/pass-program/semester)





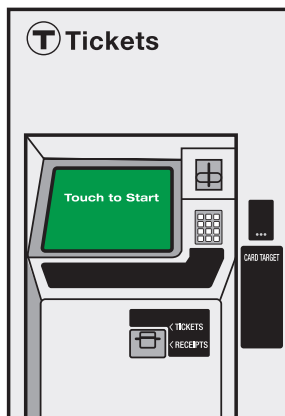
How to Use Your CharlieCard



Step 1: Add Value

A CharlieCard is a reusable transit fare card. You can load it with value or passes to ride the subway or bus.

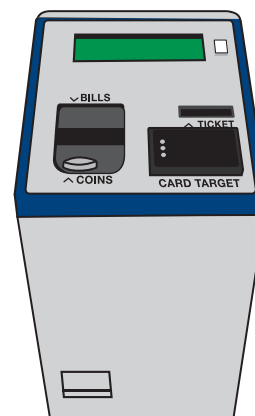
Learn more at
mbta.com/charliecard



At a subway station

You can add value using a fare vending machine located inside the station.

1. Tap your card on the target.
2. Select the value or pass you want to add.
3. Pay with cash/credit.
4. Tap the card again to finish.



On a bus or street-level train

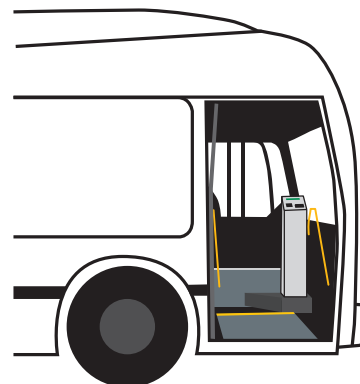
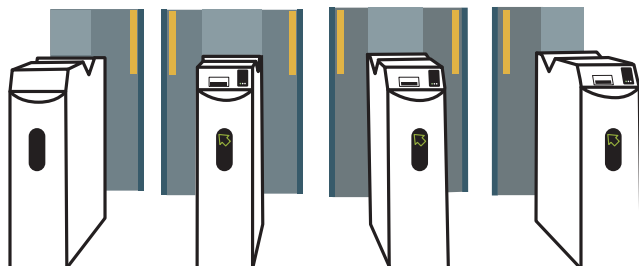
You can add value using the onboard fare box located at the front of the bus or subway car.

1. Press the white button.
2. Tap your card on the target.
3. Insert cash or coins.
4. Press the white button again.
5. Tap the card again to finish.

Step 2: Tap and Hop On

At a subway station

You can enter and pay by tapping your card on a fare gate target at the station's entrance.



At a bus or street-level train stop

You can board and pay by tapping your card on the fare box near the front door as you enter.





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)

For the latest service updates, news, and more,
follow the MBTA on social media.



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