



**R-TAG
Listening
Session**

**Accessibility of Alternative Service
During Diversions**
September 29, 2022

Agenda

- **Welcome & Introductions**
- **Zoom Directions**
- **Message from Chief Operating Officer, Erik Stoothoff**
- **Background on planning for accessible diversions, Laura Brelsford, AGM System-Wide Accessibility**
- **Feedback Session**

Zoom Directions: ASL Interpreter

- Our ASL Interpreters are Denise Martinez and Tom Lauterborn
- To view their video:
 - Find the interpreter's video in the gallery
 - In the top right corner of the interpreter's video, click the ellipses
 - Then, click the "Pin Video" option. This will keep the interpreter's video on your screen

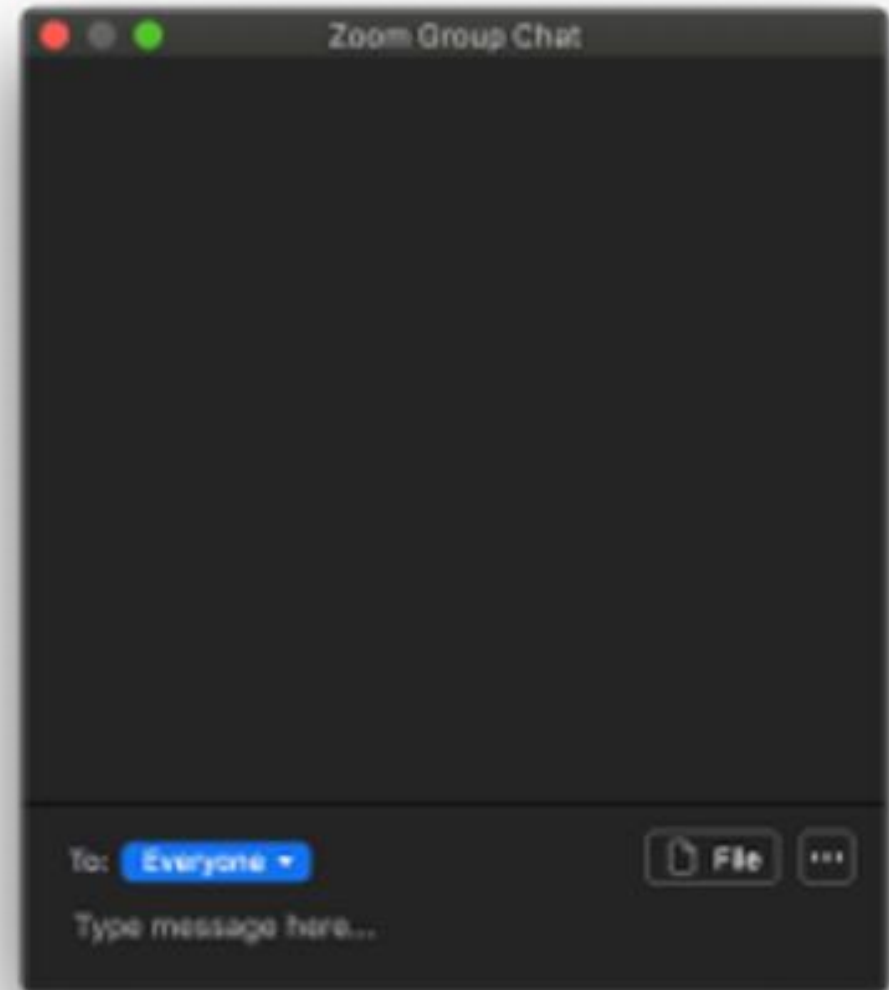
Zoom Directions: CART Captioning

- Our CART Captioner tonight is **Denise Gracia**
- To start viewing closed captioning click **Closed Caption** with the **CC** icon
- **Tip:** Click and drag the closed captioning to move its positioning in the meeting window.

- To adjust the caption size:
- Click the upward arrow next to **Start Video / Stop Video**
- Click **Video Settings** then **Accessibility**
- Move the slider to adjust the caption size

Zoom Directions: Use Chat for Technical Questions

- If you have a technical question about Zoom or the features of the meeting, please use the chat function
- Our technical assistant will attempt to troubleshoot your problem and get back to you



MBTA Service Diversions – 2022

Diversion	Dates	Purpose	Alternative Service
Brookline Hills Closure	4/2/21 - 1/8/22	Accessibility renovations	MBTA shuttle bus
North Station to Lechmere	5/20 - 3/21/22	GLX	Contracted shuttle
Riverside to Newton Highlands	Multiple weekends in Jan-Mar & May	Track, signal, crossing upgrades	Contracted shuttle
Haymarket Closure	1/8 - 1/10	Garage demolition	Accessible van
JFK/UMass to Broadway	Multiple weekends in Jan-Mar & Jun	Track & signal upgrades	MBTA shuttle
Sullivan to State	Multiple weekends in Feb & Mar	Track & signal upgrades	MBTA & contracted shuttle
Boston College to Kenmore	6/20 - 7/1	Track, signal, crossing upgrades	Contracted shuttle
Cleveland Circle to Kenmore	7/11 - 7/22	Track, signal, crossing upgrades	Contracted shuttle
Alewife to Harvard	Multiple weekends in Jan-Apr & Jul	Signal upgrades	MBTA shuttle
Wonderland to Orient Heights	5/21 - 6/8	Track upgrades & tunnel maintenance	Contracted shuttle
Oak Grove to Forest Hills	8/19 - 9/19	Critical infrastructure & safety upgrades & additional system improvements	Contracted shuttle, accessible van
Lechmere to Gov't Center	8/22 - 9/19	GLX	Contracted shuttle

Service Diversions-- Accessibility Considerations

- Accessibility of shuttle buses—low floor vs coach bus
- Accessibility of shuttle bus stops and connecting paths of travel
- Length of walking distance between closed stations and shuttle bus stops
- If/when to provide accessible vans to supplement buses
- Training for third party bus operators
- Design and placement of wayfinding signage
- Availability of Transit Ambassadors at closed and other affected stations
- Providing customers advanced notice of service diversions through T-alerts, in-station service advisories and audible and visual announcements
- Availability of alternative service information and shuttle stop locations on mbta.com

Unique Aspects of Orange Line Surge

- Entire Orange Line was shut down
 - Portion of Green Line shutdown simultaneously
- Duration – 30 days
- Short window for planning
- Approx. 190 additional buses required to support
 - Lack of accessible buses in the region required hiring a large number of out-of-state bus transportation contractors (45+) to supplement the Yankee fleet of shuttle buses
- Large pool of accessible vans used (20 vans)

Looking to Hear About Your Experiences

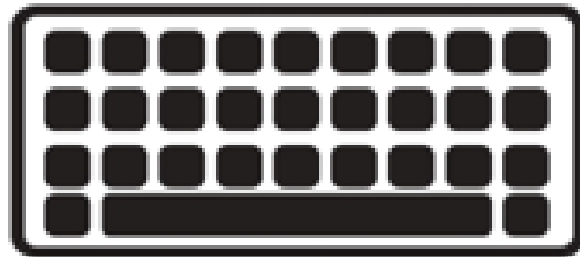
- Notifications and information about the diversions
- Accessibility of the bus stops and paths to them
- Signage and staff at impacted stations
- Boarding and exiting the buses – low floor vs coach style buses
- Accessible vans
- Stop Announcements
- Interaction with Bus Operators
- Requesting assistance, if needed

To Share Your Feedback

- To indicate that you have a comment, please use Zoom's "Raise Hand" feature located at the bottom of the screen.
 - When you raise your hand, it alerts the moderator that you'd like to speak. The moderator will unmute attendees to speak in the order that they raised their hands.



To speak, click
"Reactions" then
"Raise hand"



Alt + Y



*9 Raise Hand
*6 to Unmute

Thank You for Attending

**R-TAG
General
Meeting**

**Our Next Meeting will be held on
Thursday, October 27, 2022
5:30 P.M. - 7:30 P.M.**