

# Alternative Service Standards

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# Right of Way (ROW) Access and Alternative Service Planning Project

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The MBTA is undertaking an aggressive program to invest in track upgrades to eliminate speed restrictions and support a state of good repair.

In anticipation of this effort, the MBTA has been advancing a plan to:

- Reduce the strain on staff and resources
- Reduce negative impact of diversions on customers
- Promote early coordination across all groups that support ROW access and diversions



# Project Outcomes

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Prioritized Infrastructure Investments for inclusion in the MBTA Capital Investment Plan



Alternative Service Standards



Digital Playbook for Diversions



# Diversion Service Standards

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- Standards for alternative service during **pre-planned Heavy and Light Rail diversions** have been established to **provide transparency and help set expectations for customers**
- Standards are set recognizing existing constraints
- Standards align with Service Delivery Policy service objectives:
  - Service Availability, Frequency, Span, and Comfort
  - Accessibility
  - Customer Information
  - Fares
- Standards will also provide internal benchmarks to support more efficient planning for alternative service during diversions, allowing for improved customer communications earlier
- Departures from standards will require Chief Operating Officer approval
- Preliminary standards will be made available at [mbta.com](https://www.mbta.com) and incorporated into a forthcoming update of the MBTA's Service Delivery Policy (public process to begin in 2024).



# Standards: Service Availability

Service Objective	Standard
<b>Service Availability &amp; Capacity</b>	<b>Other existing MBTA services (bus, commuter rail and/or ferry) will be considered as substitute service options</b> during a diversion, provided they meet these diversion standards
	<b>Walking diversions will be considered as substitute service options</b> during a diversion, provided the maximum distance is <b>0.25 miles</b> and the path is <b>safe and accessible</b> In the rare event that it is not feasible to keep walking diversions limited to 0.25 miles, <b>alternative solutions may be permissible following review by System-Wide Accessibility</b> . Walking diversions will be evaluated on a case-by-case basis and reviewed periodically.
	<b>Shuttle bus service will be provided if other MBTA services or walking diversions are not sufficient</b>
	<b>Substitute service should provide capacity to support 70%* of historic demand on the corresponding rapid transit segment.</b>  <i>*70% assumes fewer people will travel during a diversion based on historical data. This value is subject to change based on ridership trends.</i>

# Standards: Accessibility

Service Objective	Standard
<b>Accessibility</b>	<b>All substitute service vehicles are 100% ADA compliant</b>
	Substitute service will not terminate at an inaccessible station
	At impacted stations, there will be a safe and accessible path between an accessible entrance and the substitute service
	Supplemental, accessible vans may be provided when the pedestrian path of travel between the impacted station and substitute service is complex, or when an insufficient number of low-floor buses is available
	<b>The MBTA is working towards using all low-floor, ramp-equipped buses</b> when replacement shuttle bus service is provided. We are committed to tracking the use of low-floor-ramp-equipped buses annually to work towards this target.



# Standards: Customer Information

Service Objective	Standard
<b>Customer Information</b>	<b>Accessible information in multiple languages* will be made public at least <b>two weeks</b> before the start of a diversion, and at least <b>60 days</b> before the start of a surge event</b>
	<i>*Languages for translation are selected based on the populations affected as identified in the MBTA's Language Assistance Plan, and typically include one or more of Spanish, Chinese, Portuguese, Haitian Creole and/or Vietnamese.</i>
	<b>MBTA personnel will be posted at all impacted stations, including the start and end points of a diversion, to be proactively responsible for assisting customers</b>
	<b>The MBTA is committed to reducing additional customer journey time during diversions</b>
<b>The MBTA is working towards to providing real-time customer information on all services impacted by diversions</b>	



# Diversion Service Standards Summary

Service Objective	Standard
Service Availability	<p>Other existing MBTA services will be considered as substitute service options during a diversion, provided they meet these diversion standards</p> <p>Substitute service should operate frequencies as similar as possible to regular service</p>
Capacity	<p>Substitute service will provide the same span of service as regular service</p> <p>Substitute service should provide capacity to support 70%* of historic demand on the corresponding rapid transit segment</p>
Accessibility	<p>Substitute service vehicles will be 100% ADA compliant and terminate at accessible stations with safe and accessible paths to connecting service</p>
Customer Information	<p>Accessible information in multiple languages will be made public at least two weeks before the start of a diversion, and at least 60 days before the start of a surge event</p>
Fares	<p>Fares will not be higher for substitute service than the same trip with regular service</p>



Questions?

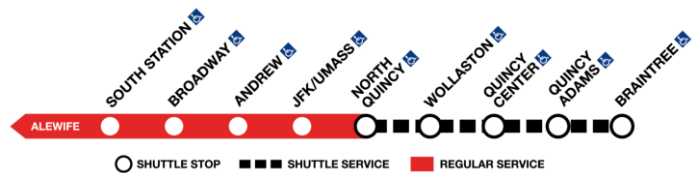
# Appendix

# Standards: Fares

Service Objective	Standard
Fares	<ol style="list-style-type: none"> <li>1. Fares will not be higher for substitute service than the same trip with regular service</li> <li>2. Fares should help manage passenger load in a fair, logical, and efficient manner</li> <li>3. Fares should be collected when possible</li> </ol>

## Diversion at the End of a Line

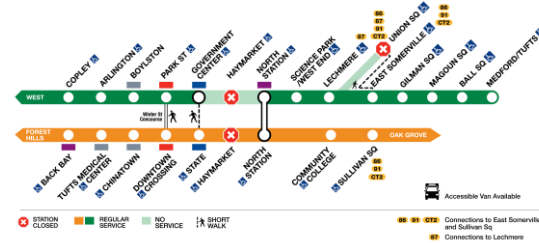
Example: Braintree Branch Diversion



- Shuttles from Braintree to North Quincy are fare-free
- Fares are charged at North Quincy as there is no risk a rider has already paid and will be overpaying

## Diversion in the Middle of a Line

Example: Government Center Garage / Haymarket Diversion



- Riders walk between Government Center and North Station, or transfer (free, behind-the-gate) to the Orange Line
- Fares are not charged at Government Center or North Station to avoid double charging riders who travel through the diversion

**Mode Shift:** Cognizant of the MBTA's fiscal situation, a tradeoff exists between using additional fare changes to encourage mode shift to other MBTA services (and limit the burden on shuttles) and reducing fares for everyday, unaffected riders of a substitute existing MBTA service. Staff are studying these tradeoffs.