










Standards

During pre-planned subway diversions, the MBTA strives to provide substitute service according to the following standards. These diversion service standards are intended only for Heavy Rail and Light Rail diversions. The following may not apply in full during an emergency situation.

Service Objective	Standard
 Service Availability	<ul style="list-style-type: none"> • Other, existing MBTA service (subway, bus, commuter rail and/or ferry) are considered as substitute service options during a diversion, provided they meet these diversion standards. • The MBTA strives to keep walking diversions to less than 0.25 miles distance whenever possible. Walking diversions are considered a substitute service option provided the walking path is safe and accessible as determined by the MBTA's department of System-Wide Accessibility. Walking diversions will be evaluated on a case-by-case basis and reviewed regularly. • Shuttle bus service will be provided if other MBTA services or walking diversions are not sufficient.
 Frequency	<ul style="list-style-type: none"> • Substitute service should operate frequencies as similar as possible to the service it is replacing.
 Span of Service	<ul style="list-style-type: none"> • Substitute service will provide the same span of service as the service it is replacing.
 Capacity	<ul style="list-style-type: none"> • Substitute service should provide capacity to support 70%¹ of historical demand on the corresponding rapid transit segment.
 Accessibility	<ul style="list-style-type: none"> • All substitute service vehicles are 100% ADA compliant. • 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. • The MBTA is working towards using all low-floor, ramp-equipped buses when replacement shuttle bus service is provided. The MBTA is committed to tracking the use of low-floor, ramp-equipped buses annually to work towards this target.
 Customer Information	<ul style="list-style-type: none"> • Accessible information in multiple languages² will be made public at least two weeks before the start of a diversion, and at least 60 days before the start of a surge³ event. • 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. • The MBTA is committed to reducing additional customer journey time during diversions. • The MBTA is working towards to providing real-time customer information on all services impacted by diversions.
 Fares	<ul style="list-style-type: none"> • Fares will not be higher for substitute service than the same trip with regular service. • Fares should help manage passenger load in a fair, logical, and efficient manner. • Fares should be collected when possible.

1. 70% assumes fewer people will travel during a diversion based on historical data. This value is subject to change based on ridership trends.

2. 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.

3. A surge consists of any full diversion of service of continuous time exceeding a weekend (Saturday and Sunday) plus 1 day, or two weekdays. For example, a Friday-Sunday diversion does not constitute a surge, nor does a Tuesday-Wednesday diversion; however, a Thursday-Sunday or Friday-Monday diversion would constitute a surge.

