



Massachusetts Bay Transportation Authority

Bus Diversions

May 29, 2018 to October 15, 2018

Fiscal and Management Control Board

June 4, 2018



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Background

The Authority will complete \$850M in construction projects this summer, between June 1, 2018 and October 15, 2018.

- To complete this work, we partner with three third-party vendors to provide diversion service. The vendors are Yankee, Peter Pan and Paul Revere.
- Depending on the construction, four types/categories of diversions can be coordinated:
 - Urban short-term, weekend work: Longfellow Bridge
 - Urban mid-term, full week/weekend work: Commonwealth Avenue
 - Urban long-term, full week/weekend work: Wollaston Station
 - Suburban/Rural, weekend work: PTC



MBTA Diversions, to date

Planned

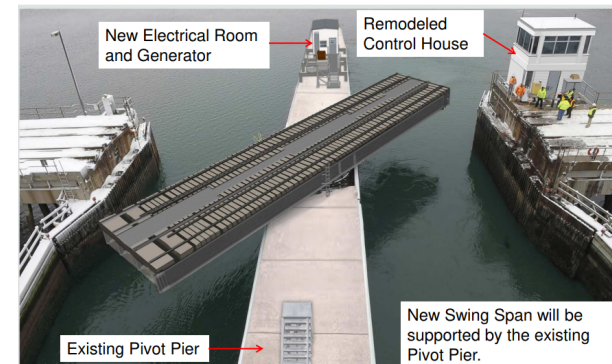
- Beverly Drawbridge
- Wollaston Station Reconstruction and Quincy Center Garage Demolition
 - Early Access
 - Three Stop Shuttle
- Longfellow Bridge
- Commonwealth Avenue, Phase I

Unplanned

- Snow Support

Highlights

- Replacement of 132-year old Beverly Drawbridge
- Installation of power cables, lighting, fencing, and security equipment and welding rails on the Longfellow Bridge
- \$92.9M Wollaston Station Reconstruction and Quincy Center Garage Demolition
- Replace the eastbound side of the Commonwealth Avenue Bridge





Commuter Rail Diversions, to date

Planned

- PTC:
 - Newburyport/Rockport
 - Haverhill
 - Lowell
 - Franklin
 - Stoughton
- Wollaston Station and Quincy Center Garage Demolition (service between Braintree and Quincy Center)

Unplanned

- Hingham Ferry Dock – Ice Damage
- Snow Support

Highlights

- 93, Equipment on Locomotives
- 58, Equipment on Control Cars
- 43.8, miles of Fiber
- 109, Wayside Radios
- 1,451, ACSES Transponders
- Dock repairs to Hingham Ferry Dock in January 2018.





Upcoming MBTA and Commuter Rail Diversions

MBTA Diversions

Wollaston Station
Quincy Center
Braintree Station
Green Line B and D Branch
Orange Line Southwest Corridor

Highlights

- 7,000ft of rail between Chestnut Hill and Lake Street
- 5,000ft of rail between BU West and Babcock (Comm Ave)
- 2,000ft of rail between Sutherland and Washington
- 7,000ft of rail along the Highland Branch from Riverside to Reservoir (Green Line Track and Signals)
- Southwest Corridor
 - 70 locations for concrete slab repairs
 - 2,800ft of rail

Commuter Rail Diversions

Lowell PTC & GLX
Worcester PTC
Stoughton PTC

Highlights

- 2, Locomotives
- 26, Control Cars
- 72, Wayside Interface Units
- 179.1, miles of Fiber
- 65, Wayside Radios (BCP)
- 929, ACSES Transportation
- 8, Core Ring (links)
- GLX early work and tree clearing



Bus Diversions, of note



- **Wollaston**
 - **Duration:** 20 months, beginning in November 2017
 - **What:** Construction of a new station
 - **Investment:** \$33M
 - **Flag:** This is a long-term duration that requires bus diversions between North Quincy and Quincy Center.
- **Commonwealth Avenue**
 - **Duration:** July 26, 2018 and August 11, 2018
 - **What:** Accelerated bridge construction to replace the full superstructure (West Bound)
 - **Investment:** \$81.8M
 - **Flag:** This is the second phase of Commonwealth Avenue construction. The Green Line experiences high ridership. The corridor is business dominant.
- **Positive Train Control**
 - **Duration:** Deadline of December 31, 2018
 - **What:** Installation and testing of Positive Train Control technology and associated supporting positive train control technology and associated supporting infrastructure required to comply with the federally-mandated PTC requirements (49 CFR 236, Subpart I).
 - **Investment:** \$515.7M
 - **Flag:** Deadline of December 31, 2018, as mandated by Congress. The work stretches across the region.
- **Green Line Track Work and Maintenance**
 - **Duration:** TBD approx. 36 months, 9pm to close of service – Fall 2018
 - **What:** Improvements to power, signal, track and stations, across all Green Line branches
 - **Investment:** ~\$120M
 - **Flag:** This long-term work will begin in September 2018 when schools are returning to the area.



MBTA Bus Diversions, by Line

GREEN LINE

Approved

B: Boston College-Washington Street
Weekends | Jun 2-17
(Track work)

B: Boston College-Packards Corner
Weekends | Jun 23-Jul 22
(Track work)

B: Babcock Street-Blandford Street
All days | Jul 26-Aug 11
(Track work)

Pending

D: Stations TBD
9p-close | Sep 1-Dec 28
(Track work)

D: Kenmore-Brookline Hills
Weekends | Sep 29-30, Oct 27-Dec 16
(Track work)

Mattapan Line Shutdown

Dates pending, Anticipated for 5 to 8 days
(Demolish building abutting Central Ave platform)

ORANGE LINE

Approved

Forest Hills-Ruggles
Weekends | Jun 23-Jul 22, Aug 18-Sep 9
(Concrete replacement)

Pending

Forest Hills-Ruggles
Weekends | Jul 28-Aug 12
(Concrete replacement)



Green Line Rail Damage



MBTA Bus Diversions, by Line

RED LINE

Approved

North Quincy - Braintree

Mon-Thurs 9pm | June 17-Dec 20

(Wollaston & Quincy Center Projects)

Pending

North Quincy - Braintree

Weekends | Sept 7-23, Nov 9-11

(Wollaston & Quincy Center Projects)

Alewife - Harvard

Weekends | Nov 3-8

(Floating Slab Project)

SILVER LINE





Commuter Rail Bus Diversions, by Line

LOWELL LINE

Approved

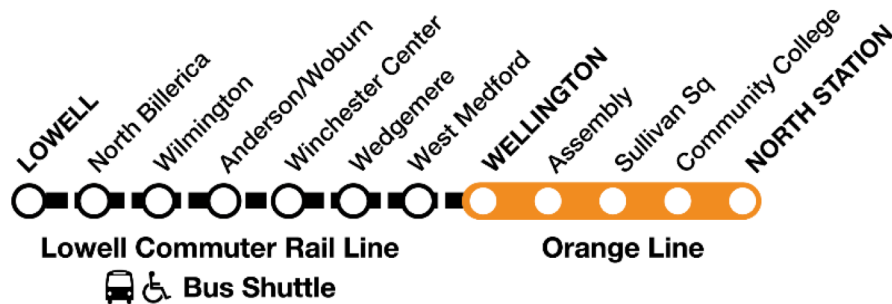
Lowell – Wellington (Orange Line)

Weekends | July 7-29 and August 11-26
(PTC Testing) **no work weekend of July 28/29 due to Lowell Folk Festival**

Pending

Anderson – Wellington (Orange Line)

Weekends | Sept 22-Nov 11
(GLX Work)



FITCHBURG LINE

PTC Weekly Activities

Updated on May 22, 2018

All activities along the commuter rail lines listed below are within the MBTA right-of-way. This schedule is a projection for planned PTC activities in the weeks ahead and is subject to change.

Commuter Rail Line	Ongoing PTC Activities
Fairmount	None
Fitchburg	Day operations (inspection)
Framingham/Worcester	Day operations. Bus shuttles on weekends.
Franklin	Day and night operations. Bus shuttles on weekends.
Greenbush	Night operations (testing)
Haverhill	Day operations (inspection)
Kingston/Plymouth	Night operations (testing)
Lowell	Day and night operations. Bus shuttles on weekends. Overnight test trains will run Sunday – Thursday.
Middleborough/Lakeville	None
Needham	Day operations. Rock drilling May 27 in Needham (east of Hersey).
Newburyport/Rockport	Day operations
Providence/Stoughton	Day operations. Daytime test trains will run on the Stoughton branch Sunday – Wednesday. Bus shuttles midday Monday – Wednesday.



Commuter Rail Bus Diversions, by Line

WORCESTER LINE

Approved

Worcester – Framingham
Weekend | May 26-June 17
(PTC Installation)

Framingham – Riverside (Green Line)
Weekends | June 23-July 29
(PTC Installation)



FRANKLIN LINE

FAIRMOUNT LINE

Approved

Morton Street - Readville
Saturday 6am-6pm | May 5-September 25
(Blue Hill Ave Station construction)

MIDDLEBOROUGH LINE

Approved

Braintree – Quincy Center
Weekends | September 8-September 16
(Wollaston & Quincy Center projects)



Commuter Rail Bus Diversions, by Line

KINGSTON LINE

Approved

Braintree – Quincy Center
Weekend | September 8-16
(Wollaston & Quincy Center projects)

GREENBUSH LINE

Approved

Braintree – Quincy Center
Weekend | September 8-16
(Wollaston & Quincy Center projects)

STOUGHTON LINE

Approved

Stoughton – Route 128
Tuesday to Wednesday Mid-day | May 21-22 to July 30-August 1
(PTC Installation)



Communicating with the Customer - Strategy

- From previous diversions, we know customers simply want to know how the service change will affect their own commutes.
- The Diversion Strategy for Customers includes:
 - Educate customers on transportation options available to them.
 - If they must use the diversion service, educate customers on when the work is happening, how they can access the diversion and provide them with a way to provide comment and feedback.
- We structure Diversion discussions in two ways:
 - Before the Diversion – focused on educating the customer in advance of the construction work.
 - During the Diversion – throughout the diversion we communicate with the customer to keep them updated.
- Feedback and Comments:
 - We receive feedback and comments through multiple mechanisms. We respond to each comment that is received. Feedback is shared with the appropriate department – maintenance, operations, system wide accessibility, etc.



Communicating with the Customer – Pre-Closure & During

Pre-Closure Outreach

- Press release and Legislative briefings
- Public meetings and briefings for stakeholders
- MBTA/Keolis website, T-Alerts and Twitter
- Printed materials (brochures, flyers) available in multiple languages
- Public Address announcements in stations and onboard trains
- Door to Door Business Outreach
- Publishing Detour Routes
- Project Website

During Closure Outreach

- MBTA/Keolis website, T-Alerts and Twitter
- Parking counts at impacted garages (for the first number of weeks)
- Real Time Traffic Monitoring System active during shutdowns and plan revision
- Public Address announcements in stations and onboard trains
- Additional station personnel
- Dedicated project email address
- Station signage and car card advertisement deployed onboard trains and buses
- Close coordination with local businesses including the Red Sox, Longwood Medical and Boston University
- Regularly scheduled meetings with Local and Elected Officials and Stakeholders



Communicating with the Customer – On the Street





Communicating with the Customer – In Person



CLOSING FOR RENOVATION

Red Line trains will run through Wollaston without stopping. Shuttle buses will provide service between QUINCY CENTER, WOLLASTON and NORTH QUINCY January 8, 2018 – Summer 2019

ĐÓNG TRAM WOLLASTON ĐỂ SỬA CHỮA LẠI

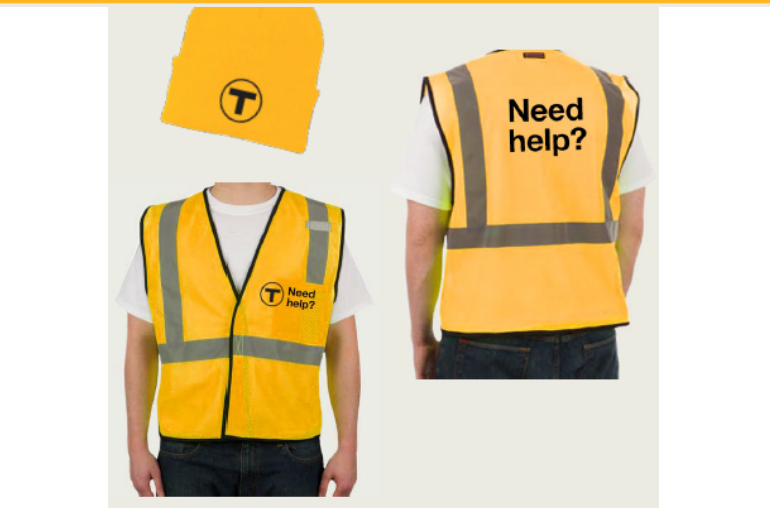
Các xe lửa của hệ thống 30 (Blue Line) sẽ chạy thẳng qua Wollaston mà không dừng. Các xe buýt shuttle sẽ cung cấp dịch vụ từ Wollaston đến North Quincy Ngày 8 tháng Giêng 8, 2018 đến mùa hè năm 2019

車站關閉裝修

火車將在 Wollaston 車站關閉期間(North Quincy 之車站)繼續行駛。2018年1月8日至 2019年夏季

車站關閉進行裝修

Red Line 火車將繼續通過 Wollaston 車站。不會停站。 shuttle 巴士將提供 Wollaston 與 North Quincy 之車站間服務。2018年1月8日至 2019年夏季



- For the first two weeks of each diversion, or the first two weekends of each diversion, a full staffing team is onsite at each drop off/pick up.
 - MTBA Staff
 - Keolis Staff
 - Third Party Vendor Staff
 - T Police
- After the first two weeks, or first two weekends, staffing is reduced to skeleton staffing. Social media and comments are monitored regularly to ensure coverage. If issues are flagged, plans are revised to ensure adequate staffing.
- For some diversions, we work with local community groups, such as the Quincy Asian Community Resources to staff stations with personnel who have the proper communication skillsets.



**Massachusetts Bay
Transportation Authority**

Appendix:

Bus Diversions, by Month/Line



June, MBTA and Commuter Rail Bus Diversions – For Planning Purposes

		June																														
	Full Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
Red	Wollaston Station Reconstruction																															
Orange	Sullivan Square Busway Reconstruction																															
Green			B. BC-Washington St (Track refurb)							B. BC-Washington St (Track refurb)							B. BC-Washington St (Track refurb)								B. BC-Washington St (Track refurb)						B. BC-Washington St (Track refurb)	
Silver			S. Sta-SL Way (Massport Garage)																													
Middleborough Kingston/Plymouth and Greenhush			Porter-N Sta [NB] (GLX)							Porter-N Sta [NB] (GLX)							Porter-N Sta [NB] (GLX)															
Worcester			Worcester-Framingham (PTC)							Worcester-Framingham (PTC)							Worcester-Framingham (PTC)									Framingham to Riverside (PTC)					Framingham to Riverside (PTC)	
Stoughton					Midday Rte 128-Stoughton (PTC testing)							Midday Rte 128-Stoughton (PTC testing)							Midday Rte 128-Stoughton (PTC testing)							Midday Rte 128-Stoughton (PTC testing)						
Fairmount			Morton St-Readville 6a-6p (Blue)							Morton St-Readville 6a-6p (Blue)							Morton St-Readville 6a-6p (Blue)								Morton St-Readville 6a-6p (Blue)					Morton St-Readville 6a-6p (Blue)		



July, MBTA and Commuter Rail Bus Diversions – For Planning Purposes

		July																																
Full Month		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
Red	Wollaston Station Reconstruction	N Quincy-Braintree 9p-close (Wollaston & QC)						N Quincy-Braintree 9p-close (Wollaston & QC)						N Quincy-Braintree 9p-close (Wollaston & QC)						N Quincy-Braintree 9p-close (Wollaston & QC)						N Quincy-Braintree 9p-close (Wollaston & QC)								
Orange	Sullivan Square Busway Reconstruction	FH-Ruggles (Track refurb)						FH-Ruggles (Track refurb)							FH-Ruggles (Track refurb)								FH-Ruggles (Track refurb)											
Green		B: BC - Washington St (Track refurb)						B: BC - Washington St (Track refurb)							B: BC - Washington St (Track refurb)								B: BC - Washington St (Track refurb)							B: Blandford St-Babcock St (Comm Ave Bridge replacement)				
Worcester		Framingham - Riverside (PTC)						Framingham - Riverside (PTC)							Framingham - Riverside (PTC)								Framingham - Riverside (PTC)								Framingham - Riverside (PTC)			
Stoughton		Midday Rte 128-Stoughton (PTC testing)							Midday Rte 128-Stoughton (PTC testing)							Midday Rte 128-Stoughton (PTC testing)							Midday Rte 128-Stoughton (PTC testing)							Midday Rte 128-Stoughton (PTC testing)				
Fairmount								Morton St-Readville 6a-6p (Blue Hill Ave)							Morton St-Readville 6a-6p (Blue Hill Ave)							Morton St-Readville 6a-6p (Blue Hill Ave)								Morton St-Readville 6a-6p (Blue Hill Ave)				
Lowell								Lowell-N Sta (PTC testing)							Lowell-N Sta (PTC testing)							Lowell-N Sta (PTC testing)								Lowell-N Sta (PTC testing)				



August, MBTA and Commuter Rail Bus Diversions – For Planning Purposes

		August																														
	Full Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Red	Wollaston Station Reconstruction	N Quincy Braintree 9p-close (Wollaston & QC)		N Quincy-Braintree 9p-close (Wollaston & QC)							N Quincy-Braintree 9p-close (Wollaston & QC)							N Quincy-Braintree 9p-close (Wollaston & QC)							N Quincy-Braintree 9p-close (Wollaston & QC)							
Orange	Sullivan Square Busway Reconstruction				FH-Ruggles (Track refurb)							FH-Ruggles (Track refurb)							FH-Ruggles (Track refurb)							FH-Ruggles (Track refurb)						
Green		B: Blandford St-Babcock St (Comm Ave Bridge Replacement)																														
Fairmount					Morton St Readville 6a-6p (Blue Hill Ave Station)						Morton St Readville 6a-6p (Blue Hill Ave Station)						Morton St Readville 6a-6p (Blue Hill Ave Station)						Morton St Readville 6a-6p (Blue Hill Ave Station)									
Lowell												Lowell to Wellington (GLX)							Lowell to Wellington (GLX)							Lowell to Wellington (GLX)						



September, MBTA and Commuter Rail Bus Diversions – For Planning Purposes

			September																																
Full Month			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30			
Red	Wollaston Station Reconstruction					N Quincy-Braintree 9p-close (Wollaston & QC)				N Quincy-Braintree 9p-close					N Quincy-Braintree 9p-close					N Quincy-Braintree 9p-close															
Orange	Sullivan Square Busway Reconstruction	FH-Ruggles (Track refurb)								FH-Ruggles (Track refurb)																									
Green	Highland Branch 9pm Early Access																																Pending: D: Kenmore to Brookline Hills (MOW)		
Middleborough, Kingston/Plymouth and Greenbush										Braintree to North Quincy								Braintree to North Quincy																	
Lowell																									Anderson-N. Sta (GLX)								Anderson-N. Sta (GLX)		



October, MBTA and Commuter Rail Bus Diversions – For Planning Purposes

		October																																
	Full Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
Red	Wollaston Station Reconstruction							N Quincy-Braintree 9p-close (Wollaston & QC)							N Quincy-Braintree 9p-close (Wollaston & QC)							N Quincy-Braintree 9p-close (Wollaston & QC)							N Quincy-Braintree 9p-close (Wollaston & QC)					
Orange	Sullivan Square Busway Reconstruction																																	
Green	Highland Branch 9pm Early Access																																	
Lowell							Anderson-N. Sta (GLX)							Anderson-N. Sta (GLX)																				
Green																													Kenmore-Bldg Hills (Track refurb)					
Green																														D Branch 9p-close (Track refurb)				
Lowell																													Anderson-N. Sta (GLX)					