



Collaborative Approach to Mitigation

The upcoming unprecedented 30-day complete shutdown of the Orange Line and partial shutdown of the Green Line will severely disrupt the mobility of the region and require a tight mitigation plan to minimize, to the extent possible, impacts on riders, employers, institutions, the economy, and the environment. A Better City recognizes the collaboration between the MBTA, MassDOT, the City of Boston, surrounding municipalities, and stakeholders to develop a plan that addresses this common objective. We believe that successful mitigation during the shutdown is win for the entire region, and we will continue to offer recommendations and seek clarification on plans to be part of the collective solution that supports the region's economy during this month-long period.

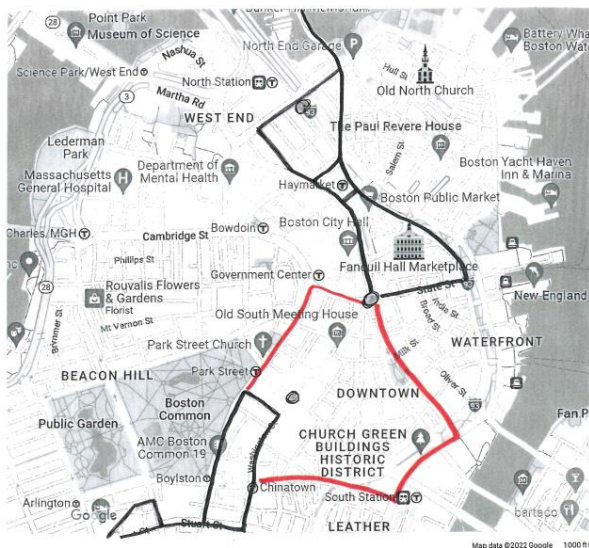
Targeted Recommendations for Enhanced Service Alternatives

A Better City offers the following recommendations to address the service gap in downtown Boston, to optimize Commuter Rail service to enhance service and reduce impacts on riders and the region, and to promote public transit use during the shutdown.

1. Fill the Transit Service Gap in the Downtown Area

The current MBTA mitigation plan leaves parts of the downtown area unserved. A Better City offers suggested downtown routes for the Orange Line Shutdown Shuttle Buses (Figure 1). The concept uses existing bus lanes, where available, and may require temporary use of bike lanes and curbside parking to accommodate bus operations on some streets. Some streets will experience significant traffic and bus conflicts that will need to be addressed. See **Annex 1** for details on bus route.

Figure 1: Suggested Downtown Orange Line Shuttle Bus Route



2. Optimize Commuter Rail Service to Enhance Service

A Better City's analysis and recommendations on commuter rail service and enhancements are underway and will be communicated shortly under separate cover.

Outstanding Questions for Clarification

To support a strong mitigation plan, reduce the burden of the shutdown on the region, and lean in on continuous improvement, A Better City has some outstanding questions on the mitigation plan, communications, and public information.

Communications and Public Engagement

- Messaging around fares on the Commuter Rail is confusing, would the MBTA consider rewording to clarify?
- Is the MBTA developing messaging for communications and public engagement that riders understand and simplifies the message?
- In addition to the visible feather flag banners that the Rider's Guide notes will mark all shuttle bus boarding areas at each stop throughout the 30-day diversion for riders, is the MBTA considering using Ambassadors to facilitate boarding shuttle buses,?
- How will the MBTA direct and encourage riders at Forest Hills, Ruggles, and Back Bay to use commuter rail rather than local bus if their destination is not near an intermediate station?
 - Signage can support this sorting out at Forest Hills: "Take the train to Ruggles, Back Bay, or South Station."

Transit Service Downtown

- Is the MBTA continuing to work on a plan that fills the shuttle service gap in the area? (see Recommendation above).

Copley and Government Center

- Can the Green Line platforms and stairs at Copley (especially) and Government Center accommodate increased riders boarding Green Line trains?
- Can headways on the Green Line central subway between Copley and Government Center be increased to add capacity to accommodate additional Orange Line riders?

Shuttle Buses

- What are the planned shuttle bus headways at peak periods, mid-day, and evening?

- In addition to local service, is there any consideration for express bus options for both the North and South? If so, how will this be communicated to the riding public?
- What are the hours of bus shuttle service during the shutdown, and will they be identical to the normal operating window?
- Trip times may increase with increased dwell times at stations with additional Orange Line boardings and alightings, will riders be able to track shuttle buses to plan for their commute more efficiently?
- Is the MBTA ensuring there is adequate space for riders to wait at bus stops near existing Orange Line Stations and space for riders to wait?
- How is the MBTA going to ensure enforcement of dedicated bus lanes?
- What are the acceptable crowding levels on the shuttle bus service? What is the threshold for crowding in terms of number of passengers?
- What measures are being taken to ensure adequate circulation in alternative services and to prevent crowding on alternative services?

Accessibility

- What are the requirements to access the disability vans referenced by the MBTA and how exactly will riders be able to request their use?
- What measures are being taken to allow access to the RIDE or other alternative services for riders vulnerable to extreme heat?

Impacts on Business Community

- What information has gone out to business in the affected areas related to dedicated bus lanes, parking restrictions, double parking, deliveries, and bike riders?

Impacts on Boston Public School Students

- What measures are being taken to ensure BPS students have access to adequate and timely alternative transit service and how will the MBTA ensure timely circulation of school buses for those students who ride the bus?

Impacts on Higher Education

- What measures are being taken to ensure higher education students impacted have access to the Rider's Guide and bus shuttle service?

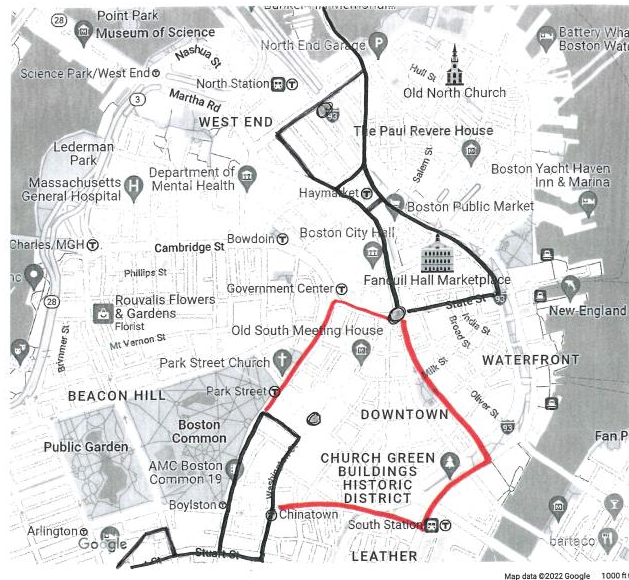
Impacts of Medical Institutions

- What measures are being taken to ensure medical institutions, their employees and patients, have access to reliable mobility options during the shutdown?

Annex 1: Suggested Downtown Orange Line Shuttle Bus Route

The suggested route does not serve Copley Station. It focuses on ensuring Tufts Medical Center, Chinatown, Downtown Crossing, State Street, and Haymarket have adequate transit options and service.

- Buses from the south enter Downtown via Columbus Avenue, which parallels the Orange Line Corridor and passes close to current stations from Jamaica Plain to Roxbury to the South End. Shuttle buses can use the new center bus lane on Columbus Avenue between Egleston Square and Jackson Square.
- At Park Square, northbound buses would enter Stuart Street and proceed to Washington Street, near the Tufts Medical Center Station, and continue to the Chinatown Station. Some buses could use Washington Street to Temple Place and stop at the Silver Line bus stop for access to Downtown Crossing. Buses that turn back south would proceed on Tremont Street to Stuart Street, Charles Street, and St. James Street back to Columbus Avenue.
- Buses continuing north along the Orange Line from Chinatown would turn right on Essex Street, using the Silver Line bus lane to an additional station on Essex Street at South Station. The northbound route would continue on Atlantic Avenue to Pearl Street past Post Office Square to Congress Street with a stop at State Station.
- Buses would continue to Sudbury Street and Haymarket Station, connecting to the bus lane on Cross Street to North Washington Street, with a stop near North Station. Alternatively, to pass closer to North Station, buses could follow Congress Street and enter Merrimac Street to Portland Street, Causeway Street and North Station, to Keaney Square and North Washington Street.
- Buses would continue north parallel to the Orange Line near stations along Rutherford Avenue at Community College and Sullivan Square; Mystic Avenue near Assembly Station; the Fellsway and Revere Beach Parkway near Wellington Station; Rivers Edge Drive to Commercial Street at Malden Station; Florence Street, Main Street, and Winter Street to Oak Gove Station.
- Southbound buses would enter Downtown on the North Washington Street Bridge to North Washington Street, New Chardon Street, Merrimac Street, and Congress Street past Haymarket and State Stations. Alternatively, buses could use southbound Surface Artery to State Street.



- From State Street, southbound buses would follow Court Street to Tremont Street, with a stop near Downtown Crossing at Park Street, continuing to Stuart Street and south.