

# ACCESSIBILITY GUIDE FOR ORANGE LINE SHUTDOWN

## UPCOMING CLOSURE

Orange Line service will be suspended at all stations beginning Friday August 19 at 9 p.m., until Sunday September 18.

In addition, Green Line service will be suspended between Government Center and Union Square from Monday August 22 through Sunday September 18.

The MBTA's Accessibility guide for the Orange Line and Green Line during this closure can be found on page 11 of the [MBTA's Rider Guide](#).

Additional information to help you make a plan during this diversion is included below.



## ALTERNATIVE TRANSPORTATION OPTIONS

### Commuter Rail

Riders commuting downtown are encouraged to use the Commuter Rail. Riders can simply show their CharlieCard or CharlieTicket to conductors to ride the Commuter Rail in Zones 1A, 1, and 2 on ALL Commuter Rail lines at no charge.

No value is required on Charlie Cards. TAP cards (Transportation Access Pass) can be used to board the Commuter Rail.

For information about the accessibility of Commuter Rail stations and trains, please review the [MBTA's Access Guide for the Commuter Rail](#).

### Shuttle System

Basic overview (two routes, green line for crosstown)

During the Orange Line closure, the T will offer free shuttle buses running on two separate routes. The first will run between Oak Grove and Haymarket/Government Center and the second will run between Forest Hills and Back Bay/Copley.

Riders are encouraged to use the Green Line between Copley and Government Center for downtown connections.



For Green Line access, the MBTA will operate a shuttle route between Government Center and Union Square. This shuttle service will make stops at Lechmere station and the Lechmere station bus loop.

The MBTA will have 160 buses operating these three shuttle routes.

- All shuttles will be ADA compliant and all are contractually obligated to meet USDOT accessibility standards.
- The majority will be high-floor coach buses, with wheelchair lifts near the rear of the bus.
- Some will be low-floor buses with ramps at the front.

About 20 wheelchair accessible vans will be available to supplement the shuttle service.

- These vans will be available upon request at all Orange Line stations. Speak to a T ambassador (red shirt) or other T staff to request an accessible van.
- Wheelchair accessible vans will service all Orange Line stations, including those not served by the shuttle service.
- These vans will also service Green Line stations that serve as complementary service between the shuttle loops. This includes Copley, Arlington, Boylston, Park Street, and Government Center. **Important Note:** Boylston Station does not have an elevator.
- A list of travel options at each Orange Line station can be found on page 10 of the [MBTA's Rider Guide](#).

### **Bus Network**

Riders can use other existing MBTA bus and subway services to complete their trips, like the Route 39 bus, Silver Lines 4 and 5, the Green Line, and others. Riders are also encouraged to check out the [MBTA's Trip Planner](#).

### **The RIDE**

[The RIDE](#) paratransit service is still available to anyone whose disability prevents them from taking the MBTA fixed-route system. If you are currently an active RIDE customer, you can continue scheduling trips by calling **844-427-7433** (MA Relay 711).

To learn more or to apply for The RIDE paratransit service, contact [the MBTA Mobility Center](#) at **617-337-2727** (MA Relay 711). Eligibility decisions take 1-3 weeks after completing the application, interview, and assessment process.

Due to the fact that shuttle bus service will be free, all RIDE trips that begin and end within  $\frac{3}{4}$  mile of the Orange Line will be free for RIDE users during the 30-day shutdown.

**Driving**

The City is encouraging people who don't need to drive to use alternate transportation whenever possible to ensure that roads and parking are available for those who need to drive, such as people with disabilities and emergency service providers.

The Disabilities Commission and the Boston Transportation Department are working closely to ensure that if parking is removed for pop up bus or bike lanes, that any impacted on-street accessible parking spaces (HP-DV spaces) are relocated.

**ADDITIONAL ACCESS INFO****On-Site Support**

There will be a combination of MBTA Transit Ambassadors and other T personnel located outside each Orange Line station to help riders locate shuttle bus stops, request accessible vans, acquire and/or read alternative Commuter Rail schedule information, or any reasonable request for an accommodation.

**Trip Planning**

During this time you may be traveling on different routes and different modes than you usually would. To help you plan for your new commute, we encourage you to visit [mbta.com/accessibility](https://www.mbta.com/accessibility) for more information.

The MBTA has separate, specific access guides for the subway, the bus network, the Commuter Rail, and the ferry system. The MBTA also offers travel training services and operates a Mobility Center at 1000 Massachusetts Ave, Boston, MA.