



2024/25 DIVERSION REPORT

**CITY OF BOSTON SUPPORT FOR MBTA TRACK
IMPROVEMENT PROGRAM**

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EXECUTIVE SUMMARY

In 2024, the City of Boston collaborated with the Massachusetts Bay Transportation Authority (MBTA) to mitigate the impacts of service disruptions caused by the critical Track Improvement Program (TIP). Through extensive coordination between the MBTA's Diversions Team and the City of Boston's Diversions Coordinator, the City implemented a range of measures that ensured the reliability and accessibility of shuttle bus operations, emphasized community engagement measures for impacted neighborhoods, and allocated City resources to minimize disruption to Boston residents.

This document outlines past support for diversions, expanded efforts in 2024, and a discussion of 2025 efforts. Key highlights include:

- **Background:** Early City efforts in 2022 and 2023 focused on adapting to unanticipated disruptions and building foundational coordination practices with the MBTA. These experiences led to the strategic decision to hire a full-time staffer in 2024 to oversee diversion-related work and streamline efforts across departments.
- **Support for MBTA Shuttles:** In 2024, the City implemented temporary bus-only lanes, accessible shuttle stops, and traffic signal adjustments to prioritize shuttle reliability. Field staff and traffic management officers provided on-the-ground support, ensuring minimal delays for shuttle operations.
- **Community Engagement:** The City conducted extensive public outreach, including multilingual materials and feedback channels through internal and external partners. These efforts ensured that residents were informed, involved, and heard, with their input shaping real-time adjustments to shuttle and traffic management plans.
- **Resource Investment:** Significant staff time and budget were dedicated to diversion support, including infrastructure adjustments, staff overtime, and outreach. Coordination with the MBTA and external partners maximized efficiency and service quality.

Looking ahead to 2025, the City anticipates fewer weekday diversions but expects continued weekend work as the MBTA focuses on proactive maintenance and repairs, critical signal upgrades, and accessibility enhancements for rail infrastructure. While the scale and timing of disruptions may change, the City remains committed to proactive planning, infrastructure investment, and community-centered engagement to support MBTA service and maintain public trust.

This memo outlines the City's comprehensive efforts in 2024, lessons learned from early experiences, and plans for managing future diversions to ensure that the City of Boston continues to prioritize transit reliability and equitable access to all residents.



1.0 INTRODUCTION

1.1 BACKGROUND

The City of Boston's involvement in MBTA diversion work began in earnest during the 30-day Orange Line Diversion in 2022, a pivotal moment for both the City and the MBTA. This unprecedented closure required a coordinated effort to manage shuttle operations, traffic flow, and communication with the public. Under the leadership of Mayor Michelle Wu and Chief of Streets Jascha Franklin-Hodge, the City provided support for the planning, management, and implementation of shuttle bus-related infrastructure and support on public outreach. The efficient deployment of shuttles, effective traffic management strategies, and emphasis on accessibility, set a benchmark for what collaborative diversion work could achieve and established the City's reputation as a critical partner in managing future diversions. This effort not only mitigated the impacts on riders and neighborhoods, but also illustrated the value of the MBTA and the City's collaborative and proactive approach to diversions.

Following the Orange Line Diversion, the need for ongoing City involvement became increasingly clear as the MBTA embarked on an accelerated pace of infrastructure repairs. The appointment of Phil Eng as MBTA General Manager in April 2023 marked a significant turning point. With a strong focus on addressing long-overdue maintenance and safety issues, Eng implemented an accelerated schedule for repair work. This resulted in a series of planned weekday shutdowns, including a two-week closure of the Green Line B Branch during the summer of 2023 and a two-week shutdown of the Ashmont Branch in October 2023. These diversions demonstrated the increasing complexity of maintaining transit service during repair periods, especially in ensuring reliable shuttle operations on City of Boston streets and minimizing impacts on Boston communities.

For the City, these experiences underscored the growing demands of diversion work. While the collaboration between City and MBTA teams had improved, it became clear that the increasing frequency and complexity of diversions required a more structured and focused approach. The Ashmont Branch diversion in particular, as mentioned above, highlighted the importance of dedicated resources to manage not only shuttle deployment, but also the broader impacts on the transportation network and neighborhoods.

By late 2023, the City recognized the need for additional capacity to effectively support diversion work. This led to the strategic decision to hire a full-time staff member dedicated to overseeing diversion-related efforts in 2024. This new role was designed to enhance the City's ability to plan and execute measures supporting MBTA operations, such as traffic management, shuttle coordination, and community engagement. It also ensured that lessons learned from past diversions could be systematically applied to future efforts.



This investment reflects the City of Boston's commitment to supporting the MBTA in ensuring the success of critical infrastructure repair projects. By proactively dedicating resources to this work, the City aims to maintain a high standard of service for transit riders while minimizing disruptions for residents, businesses, and the broader transportation network.

2.0 2024 RETROSPECTIVE

2.1 PREFACE

In December 2023, the MBTA released its 2024 Diversion Calendar as part of its ambitious **Track Improvement Program (TIP)**—a comprehensive initiative aimed at accelerating critical track repairs and upgrades across the rapid transit system. The TIP provided a clear framework for addressing long-standing maintenance needs and improving track conditions to enhance service reliability. The calendar outlined a series of planned service interruptions, including weekday and weekend diversions, which allowed the MBTA and its partners to strategically plan and coordinate mitigation efforts.

For the City of Boston, the scheduled diversions required extensive internal and external coordination to minimize disruptions to residents, businesses, and commuters while ensuring that the MBTA could achieve its infrastructure goals. With advance notice from the calendar, the City developed a proactive approach to diversion management, focusing on shuttle operations, traffic flow, travel alternatives, and community engagement.

The City's efforts in 2024 were bolstered by the creation of a dedicated full-time position to oversee diversion-related work. This decision reflected Boston's growing role as a critical partner in transit infrastructure projects and its commitment to supporting equitable and reliable transit services. With this investment, the City was able to take a more structured approach to planning and implementing measures that mitigated the impact of diversions, while also ensuring that residents and transit riders remained informed and engaged.

This retrospective examines the City's work during the 2024 TIP, highlighting key accomplishments, lessons learned, and plans for future collaboration with the MBTA. From infrastructure improvements and shuttle coordination to resource allocation and public outreach, the City's involvement in the TIP showcased its dedication to supporting transformative transit improvements while minimizing inconvenience for the people of Boston. Looking back on 2024, the experiences of this year provide a foundation for continued progress in balancing infrastructure repair needs with the priorities of Boston's communities.

2.2 SUPPORT FOR MBTA SHUTTLE OPERATIONS



A central element of the City of Boston's work during the 2024 MBTA TIP was supporting shuttle operations, which replaced rail service during planned diversions. Recognizing the critical role of shuttles in maintaining reliable transit access, the City implemented a series of infrastructure adjustments, traffic management strategies, and collaborative efforts with the MBTA to ensure efficient and accessible shuttle service for riders.

Adjustments to City Streets

The City collaborated closely with the MBTA to create a transit-friendly environment that prioritized shuttle buses along diversion routes during service disruptions. This effort included multiple initiatives designed to ensure efficient and reliable shuttle operations.

Shuttle Bus-Only Lanes

Dedicated shuttle bus-only lanes were established and enforced in key corridors to support major diversions. These lanes significantly improved shuttle reliability by allowing buses to bypass general traffic, reducing delays, and ensuring consistent service. Pop-up bus lanes implemented to support shuttles also frequently benefitted fixed-route buses traveling in the same area.



Figure 1: Northbound Dorchester Ave Coned Bus Lane between W Fourth St and A St during May Red Line Diversion

While cone-protected bus lanes were preferred in areas with higher traffic volumes, installing pop-up bus lanes was not feasible in some locations due to existing infrastructure constraints

or traffic implication concerns from the City's transportation engineers. In total, five diversions contained at least one pop-up bus lane, with fourteen unique locations securing at least one pop-up bus lane during shuttle operations.

Ultimately, the implementation of pop-up bus lanes provided the City with a unique opportunity to mitigate traffic impacts on shuttle buses, while simultaneously offering insight into the success of possible future permanent bus lane installation.

Curbside Management

A range of curbside management strategies were implemented to prioritize shuttle operations. These included:

- Instituting temporary parking restrictions to clear space for shuttles.
- Creating loading zones to support adjacent businesses and mitigate conflicts.
- Marking areas for shuttle staging to streamline operations and reduce congestion.

Prohibiting typical curbside vehicle traffic at specific locations enhanced shuttle movements at shuttle stops and improved shuttle operations in highly congested areas. As shown in Figure 2, curbside restrictions were strategically placed to maximize driver visibility to notify drivers of upcoming curb use changes ahead of scheduled shuttle operations.



Figure 2: Signs notifying the public of parking removal posted 2 business days before start of diversion

Utility and Permit Coordination

The City's Diversions Coordinator worked diligently in collaboration with BTDC Construction Management to ensure that utility and construction activities did not conflict with shuttle bus operations during MBTA diversions. Prior to the start of each diversion, the Diversions Coordinator analyzed any conflicting permits along the anticipated shuttle route and collaborated with the BTDC Permitting Team to postpone any previously approved permits. While infrequent, any permitted conflicting Special Events along the shuttle route were flagged to the MBTA and the diversion shuttle route was revised accordingly.

Close coordination with utility companies ensured that non-emergency street work was avoided along shuttle bus routes to maintain smooth and reliable operations. In cases where utility work was unavoidable, efforts were made to minimize disruptions and prioritize transit access. Building sites were also notified and certain work was adjusted to account for shuttle bus routes.

These proactive measures helped maintain the efficiency and safety of shuttle operations while minimizing impacts on the broader transportation network.

Tree Trimming Along Shuttle Routes

The Parks Department played a vital role in ensuring the safety and functionality of shuttle operations by addressing overgrown trees along diversion routes. Many of the streets planned for diversion routing were not regularly used by larger vehicles, leading to potential risks of tree branches obstructing shuttle buses.

Once the MBTA provided the city with an anticipated shuttle route and curb use changes for an upcoming diversion, the city's Diversion Coordinator outlined any areas where tree trimming was necessary and presented this information to the city's arborist. As shown in Figure 3, the Parks Department conducted targeted tree trimming to prevent damage to buses and ensure unobstructed passage, improving overall operational efficiency and safety.



Figure 3: Huntington Ave tree trimming before start of October Orange Line Diversion

Signal Management

In addition to physical changes to City streets, City staff made signal changes and actively managed traffic to support shuttle operations. Signal timing adjustments were strategically enacted based on signal timing analyses conducted by traffic engineers. There were a total of 14 signal analyses performed, which translated to 30 signal time modifications being implemented throughout 2024 diversions. Through close coordination with BTD Traffic Management Center, signal timing at key intersections was adjusted in advance of diversions to prioritize shuttles,

particularly during peak commuting hours when maintaining schedule reliability was most critical. These adjustments ensured that shuttles experienced fewer delays at traffic lights, improving the efficiency of the system. To further support shuttle movement, the BTD Traffic Management Center monitored traffic conditions, particularly during peak operation hours, and made changes in real time to signal timing to help shuttle operations.

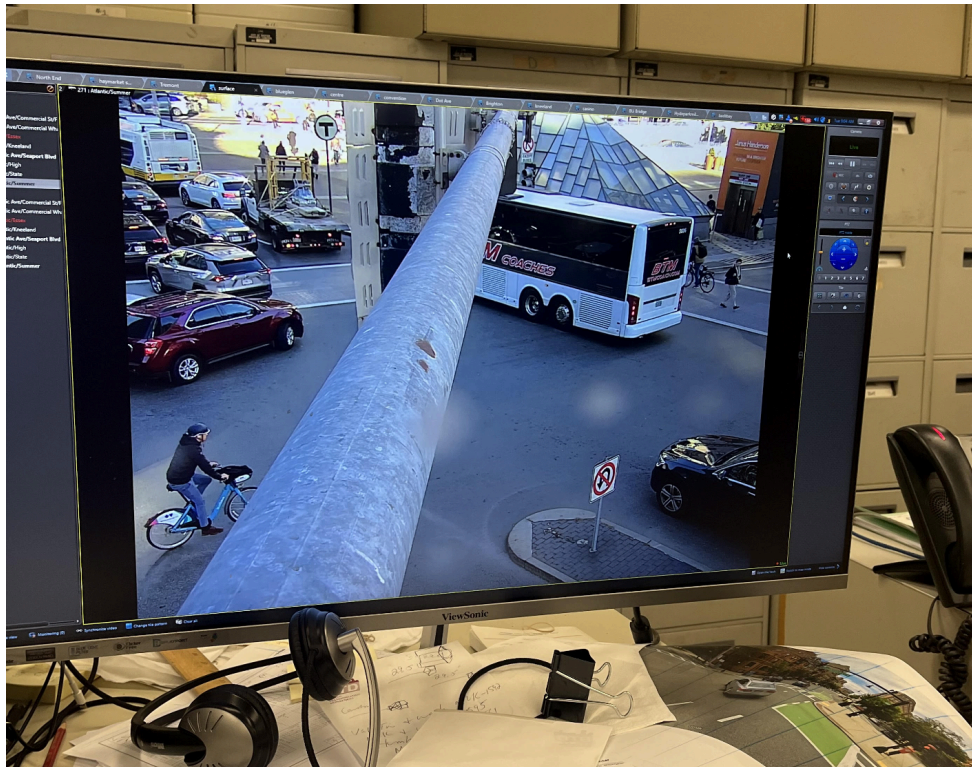


Figure 4: Atlantic Ave and Summer St Intersection being monitored by Boston's Traffic Management Center during the November Red Line Diversion.

Additional City of Boston Support

Shuttle Stop Measures

The City implemented several measures to ensure that bus and shuttle stops during diversions were safe, accessible, and well-equipped for passengers. Key efforts included the creation of clear and visible signage to designate shuttle bus stop locations (in addition to signage provided by the MBTA) and to modify existing parking regulations. Additionally, the City worked with a vendor to install tents at stops with sufficient sidewalk space, providing shelter to passengers and improving the visibility of shuttle stops to further discourage drivers from utilizing curb space designated for shuttles. Installing tents at key locations, as shown in Figures 5 and 6, proved to drastically improve wayfinding for passengers and shuttle buses, in addition to providing riders with safety from adverse weather conditions and general traffic.



Figure 5: Pedestrian view of shuttle stop during October Orange Line Diversion



Figure 6: Vehicle view of shuttle stop during August Green Line Diversion

Accessibility was a top priority in these efforts. Shuttle stops were tested pre-diversion to ensure adequate space and proper sidewalk conditions for shuttle bus ramps utilized by ADA-compliant individuals. Sidewalk repair and patching was also carried out at designated bus stops to ensure safe and smooth access for all riders. In total, **7 shuttle stop locations were made ADA-compliant throughout the 2024 calendar year.**



Figure 7: Shuttle Operator testing out shuttle ADA ramp during August Green Line Diversion



Shuttle Stop sidewalk before



Shuttle Stop sidewalk after

Figure 8: Nashua St Shuttle Stop sidewalk repairs before start of May Orange Line Diversion

The City also coordinated closely on accessible parking spaces, temporarily relocating them when necessary for shuttle stops and ensuring that access was maintained throughout diversions. These efforts were conducted in close collaboration with the City of Boston Disabilities Commission to uphold and prioritize the needs of residents with disabilities.

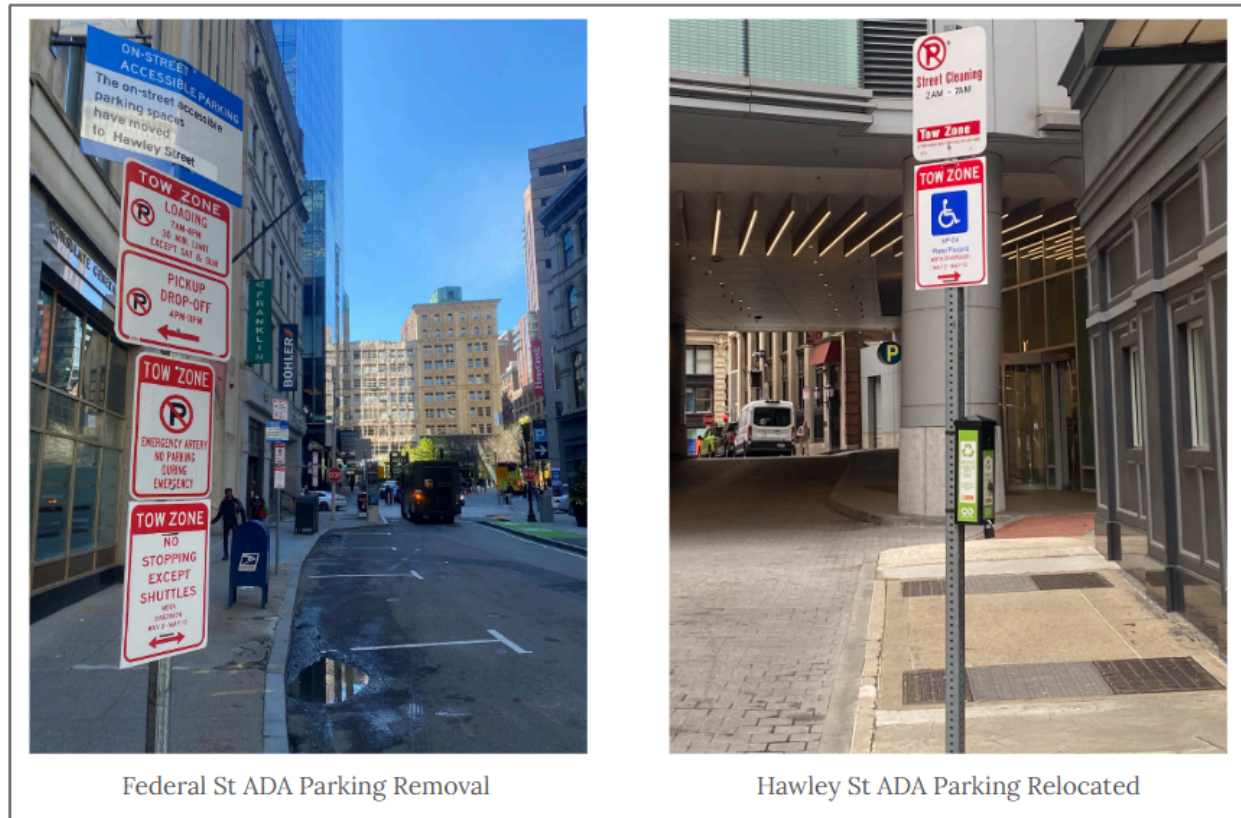


Figure 9: ADA Parking Relocated from Federal St to Hawley St during May Red Line Diversion

Enforcement Measures

The City employed targeted enforcement measures to support shuttle operations during MBTA diversions. The Boston Police Department (BPD) provided traffic control at key intersections to ensure smooth traffic flow and reduce delays for shuttle buses. Officers directed vehicles, enforced shuttle bus priority lanes, and managed pedestrian crossings to maintain safety and efficiency. In tandem with these efforts, for select diversions, Boston Police provided metal barricades at specific shuttle stop locations to further deter illegal pedestrian crossings and to prohibit ride-share pick-up/drop-off activities.



Figure 10: BPD Details at Dartmouth / Columbus Intersection during Orange Line Diversion



Figure 11: BPD metal barriers provided for November Red Line Diversion to discourage rideshare PU/DO

Additionally, the BTD Enforcement Division focused on parking and standing violations along shuttle routes. By monitoring these areas and issuing citations and towing when necessary, BTD ensured that shuttle buses had unobstructed access to designated stops and lanes. These enforcement actions played a crucial role in maintaining the reliability and timeliness of shuttle services.



Figure 12: Boston Parking Enforcement towing illegally parked vehicle during November Red Line Diversion

Biking

The City took steps to support cycling as an alternative transportation option during MBTA diversions. This included promoting temporary safe and efficient alternate cycling routes for cyclists impacted by transit interruptions. The City's efforts of relaying information about impacted bike routes and promoting an alternative route can be seen in Figure 13, where the City collaborated with an external bike advocacy group, Boston Cyclist Union, to provide the best alternate cycling route between impacted neighborhoods.

Depending on the severity of the diversion, alternate bike routes were also promoted through “bike trains”, where volunteers from the Boston Cyclist Union coordinated with the City to lead “bike to work” events along the City’s provided alternate cycling path during

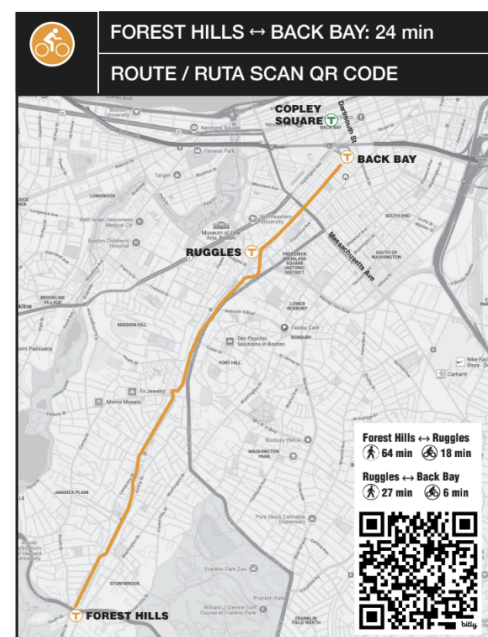


Figure 13: October Orange Line Diversion Alternate Bike Route



Figure 14: October Orange Line Diversion Bike Train Flyer



Figure 15: October Orange Line Diversion Bike Train Field Photo

active diversions. An example of this effort, as shown in Figures 14 and 15, was during the October Orange Line closure between Back Bay and Forest Hills, where Boston's internal bike team met with bike advocacy volunteers to cycle along the provided bike route between the two impacted stations.

In addition, the City collaborated closely with the Bluebikes team to offer free or discounted passes during major service disruptions, promoting bike-sharing as a sustainable and accessible choice. From April 2024 through the end of December 2024, a total of 12,640 BlueBike discount passes were redeemed, this accounted for 16,123 BlueBike trips and \$50,516.51 spent on diversions for bikes in 2024. Between the 12 diversions that provided BlueBike codes, an average of \$4,210.00 was spent per diversion.

Further coordination with the Bluebikes team included ensuring that docking stations were available and well-maintained in areas near shuttle routes and major diversion zones. This effort was part of a broader strategy to diversify transportation options and reduce strain on shuttle services while encouraging active and sustainable modes of travel. By promoting the use of bike-sharing as a convenient and sustainable alternative, the City aimed to alleviate pressure on

shuttle services and reduce traffic congestion.

Permanent Safety Improvements to Streets and Sidewalks

Routing shuttles through Boston's intricate street network uncovered the need for permanent street and sidewalk alterations at key locations. These changes were essential to support shuttle operations and to improve the overall safety of the city's transportation network:

Intersection Modifications

Intersection modifications were essential to accommodate the operational demands of shuttle diversions. Key intersections along diversion routes posed unique operational challenges regarding intersection sight distance limitations, inconsistent traffic control placements, and restricted turning radii for heavy vehicles. Targeted changes implemented to resolve these challenges included reconfiguring pavement markings, adjusting stop sign placements, and removing ineffective traffic controls. These improvements not only facilitated smoother shuttle operations but also contributed to a safer and more efficient transportation network for all users.

Amory Street and Williams Street

Problems Identified:

- Southbound and westbound approach sight distance issue
- Southbound and westbound approach stop sign placement inconsistent with stop bar placement
- Non-compliance with the "Do Not Block" box limited turning radius for heavy vehicles



Figure 16: Southbound Amory St at Williams St pre October Orange Line Diversion



Figure 17: Williams St facing east at Amory St / Williams St intersection pre October Orange Line Diversion

Implemented Solutions:

- Removal of the “Do Not Block” box on southbound and westbound approaches
- Improved stop bar placement to align with stop signs on the southbound and westbound approach
- Pavement marking reconfiguration of southbound and westbound approach



Figure 18: Southbound Amory St at Williams St Jan. 2025



Figure 19: Williams St facing east at Amory St / Williams St intersection Jan. 2025

Lamartine Street and Boylston Street

Problems Identified:

- Southbound approach sight distance issue
- Non-intuitive design of the “Do Not Block” box caused non-compliance on the southbound approach
- Southbound approach pavement markings centerline maintained one parking space but limited turning radius for heavy vehicles while doing so



Figure 20: Looking towards Lamartine St SB approach at Lamartine St / Boylston St intersection post permanent change installation



Figure 21: Lamartine St facing south at Lamartine St / Boylston St intersection

Implemented Solutions:

- Removal of the “Do Not Block” box on the southbound approach
- Relocation of stop bar on southbound approach
- Pavement marking reconfiguration of the southbound approach which removed parking space to allow for heavy vehicles along the street



Figure 22: *Lamartine St SB approach at Lamartine St / Boylston St intersection post permanent change installation*

Street Alterations

Permanent street changes deemed necessary to support shuttle diversions included the implementation of traffic control devices, the improvement of pavement marking visibility, and the installation of sidewalk ramps.

Traffic Control Devices

A yield sign was permanently installed on Southbound Chestnut Hill Avenue for vehicles making a right turn onto Commonwealth Avenue.

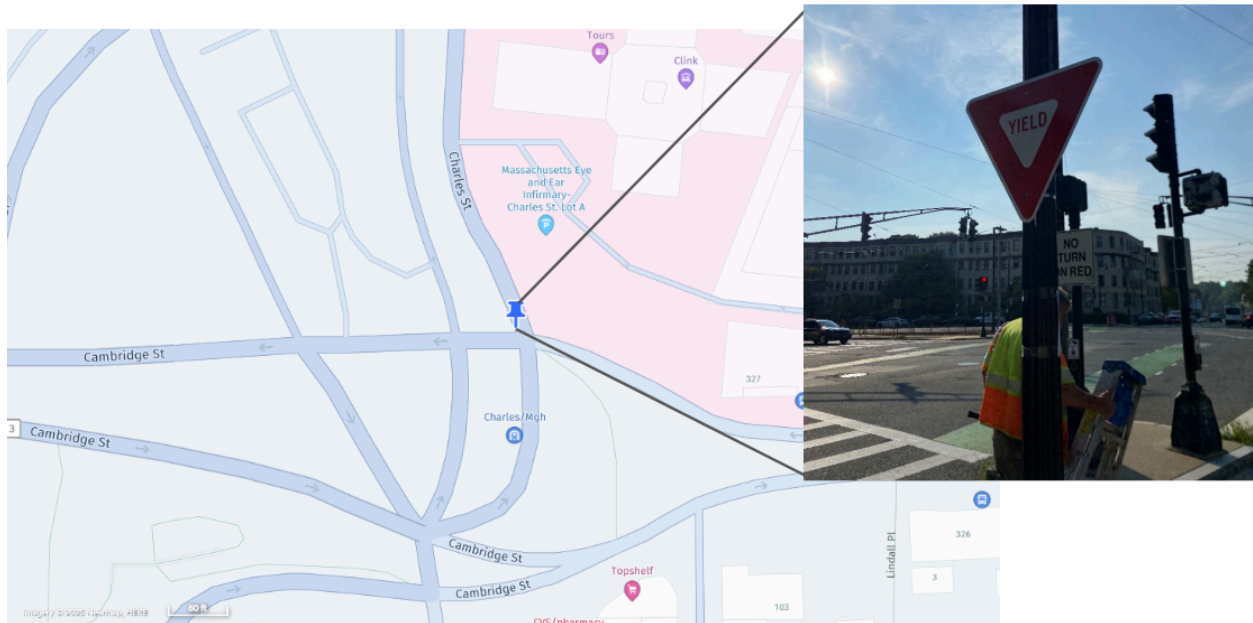


Figure 23: SB Chestnut Hill Ave sign install at Commonwealth Ave intersection

Pavement Marking Visibility

Westbound Amory Street's pavement markings, between Brewery Lane and Columbus Avenue, were identified as a safety hazard during shuttle route planning for October's Orange Line Back Bay to Forest Hill closure. The pavement markings on Amory St at this location, as shown in the satellite image in Figure 24, were faded to the point of not being visible to drivers and posed a significant traffic safety issue. Figure 25 depicts aerial imagery from October 2024, after the pavement markings were repainted as part of the City's support for October's Orange Line diversion.

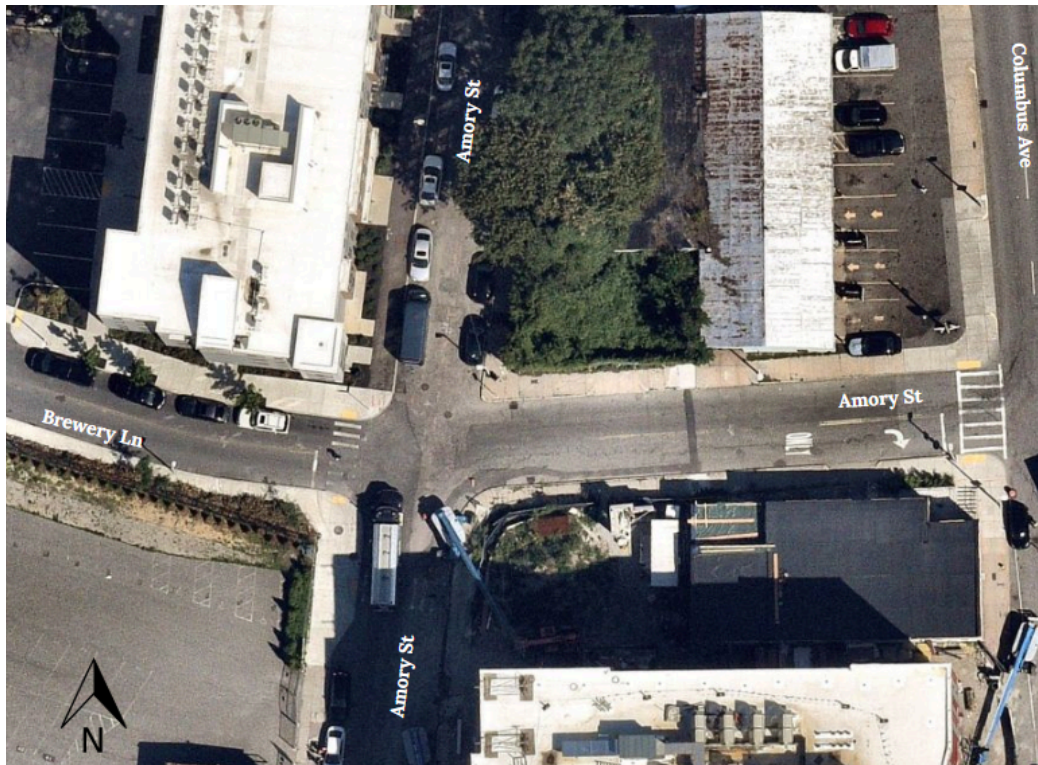


Figure 24: Amory St pavement markings August 2024

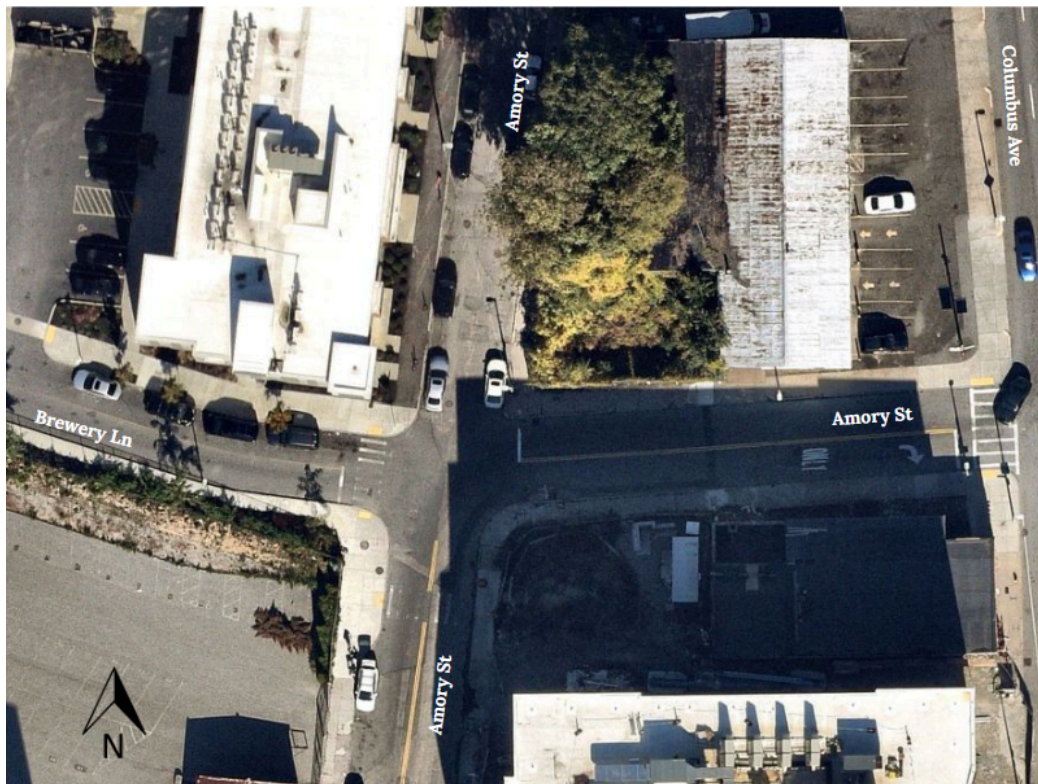


Figure 25: Amory St pavement markings October 2024

Sidewalk Ramp Installation

During the August Red and Green Line closures, the lack of ramps connecting some sidewalks to streets was identified as a safety hazard to mobility-impaired individuals. To mitigate this, BTD coordinated with Boston's Public Works Department to install ramps at key locations.



Figure 25: Northwest corner sidewalk ramp install on Washington St / Commonwealth Ave intersection during August Green Line Diversion



Figure 26: Northeast corner sidewalk ramp pre-install on Summer St / Arch St / Chauncy St intersection during August Red Line Diversion



Figure 27: Northeast corner sidewalk ramp post-install on Summer St / Arch St / Chauncy St intersection during August Red Line Diversion

The Importance of Community Engagement

Community engagement was a cornerstone of the City of Boston's approach to managing the impacts of the TIP. The City Recognized the importance of keeping residents and businesses informed and implemented a robust public information campaign, multilingual outreach strategies, and effective feedback mechanisms. This effort was a true collaboration across City departments, with particularly strong support from the Office of Neighborhood Services (ONS) and Boston 311, as well as partnerships with advocacy organizations such as TransitMatters, Walk Massachusetts, Bikes Not Bombs, and A Better City.

Shuttle Routing Logistics

The success of shuttle operations during the TIP was rooted in close collaboration between the City and the MBTA. Regular coordination meetings allowed the two organizations to identify shuttle routes, address operational challenges, and adapt to evolving circumstances. These meetings also provided a forum for City staff to share feedback from residents and businesses, ensuring that community concerns were addressed.

Joint communication efforts were essential to keeping the public informed about shuttle operations. The City and the MBTA worked together to create and distribute multilingual materials, including maps, schedules, and real-time updates. Public messaging emphasized the availability and reliability of shuttle services, helping to maintain rider confidence and reduce confusion during diversions.

Public Information Campaigns

The City prioritized communication and awareness regarding diversion impacts, shuttle routes, and alternative transit options. Informational materials were carefully developed to provide clear and actionable details about the TIP, including maps of shuttle routes, service schedules, and traffic adjustments. These materials were posted to the City’s dedicated diversions webpage and distributed widely across digital platforms, social media, and through physical postings in key locations such as bus stops, community centers, and libraries. Examples of these flyers for May’s Red Line diversion are shown in Figures 29 and 30, where Figure 29 provides alternative transit information and Figure 30 indicates diversion curb use changes.

The City’s dedicated 2024 Diversions webpage, which went live in April 2024, provided valuable insight into the effectiveness of communicating diversion impacts to the public. From April 2024 through December 2024, the website totaled 23,933 views and averaged approximately 2,660 views per month. Despite the large average number of monthly views reported, this number is likely higher due to analytics issues on the website’s backend during late April and June, as can be seen in Figure 28.



Figure 28: Boston's 2024 Diversions Website Analytics

MAY 1-9 PARK ST / JFK UMASS

(8:30PM - 1AM) PARK ST / ASHMONT

T
RED
LINE



Shuttle Bus Service

MBTA shuttles serve affected stations /
Autobuses de enlace MBTA en las estaciones afectadas

ALTERNATIVES / ALTERNATIVAS

Scan QR code for more information.

Escanea el código QR para obtener direcciones.



\$0 = Old Colony line, \$ = Fairmont line



Code MBTAREDMAY = 5 Bluebike unlocks
Clave MBTAREDMAY = 5 Bluebikes gratis



Scan QR code for routes
Escanea el código QR para obtener direcciones



Use buses / Usen autobuses:
#8 (JFK/UMass/Ruggles/Kenmore)
#9 (Broadway/Green Line, Arlington St)
#11 (Broadway/DTXG) • #16 (Andrew/Forest Hills)
#47 (Broadway/Ruggles/Fenway/MFA/Central Sq)

boston.gov/mbta-shutdowns
Kreyòl ayisyen, 汉语,
Português, Tiếng Việt, Polski
MBTA: (617) 222-3200



Figure 29: May 2024 Alternative Transportation Flyer for Red Line Diversion



NO PARKING

MAY 1-9





**FOR MBTA
DIVERSION SHUTTLES
PARA AUTOBUSES DE
ENLACE DE MBTA**

boston.gov/mbta-shutdowns

**PREBLE STREET
ALL DAY / TODA EL DIA**



NO PARKING

MAY 1-9





**FOR MBTA
DIVERSION SHUTTLES
PARA AUTOBUSES DE
ENLACE DE MBTA**

boston.gov/mbta-shutdowns

**PREBLE STREET
ALL DAY / TODA EL DIA**

Figure 30: May 2024 Curb Use Change Flyer for Red Line Diversion

The City worked closely with the Office of Neighborhood Services (ONS) to distribute information directly within impacted neighborhoods. Boston 311 also played a critical role, serving as a resource for residents with diversion-related questions seeking real-time information. This decentralized approach ensured timely communication while respecting the need for flexibility in a dynamic situation.

Advocacy organizations such as Livable Streets, TransitMatters, Walk Massachusetts, and Bike Not Bombs, further amplified these efforts, using their networks to share information and encourage their communities to engage with the diversion plans. Their support underscored the shared commitment to minimizing disruption while maintaining transit access and safety.

On the Ground Support

The city's Diversions Coordinator promoted community engagement by testing out shuttle routes and taking down notes of transit riders'/shuttle drivers' grievances and comments surrounding the diversion. For the October Orange Line shutdown, the Diversions Coordinator joined Mayor Michelle Wu on her "commute with me" series on social media and utilized the platform to promote the City's diversions efforts as well as alternative transportation methods during the Orange Line shutdown.

Riding the shuttle bus at peak hour provided valuable insight into shuttle operations and rider experience needed to plan routing for similar subsequent diversions.

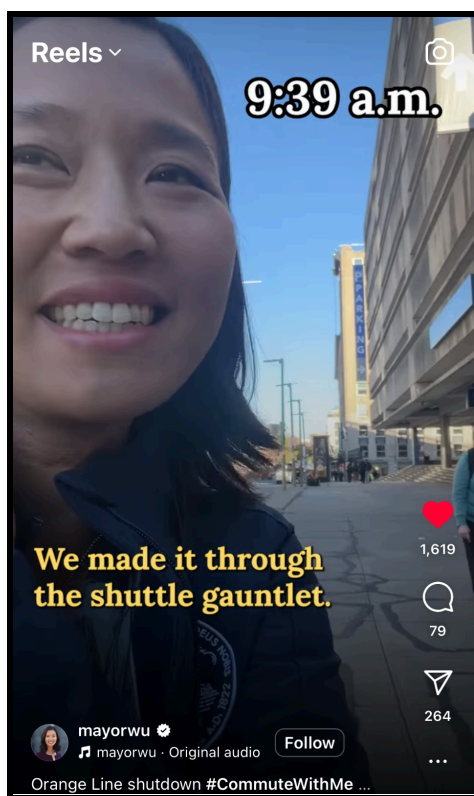


Figure 31: Boston's Mayor Michelle Wu promoting shuttle diversions during social media series "Commute With Me"



Figure 32.1: Mayor Michelle Wu and Boston's Diversions Coordinator, Leina Xu (Jan. 2024-Sept. 2024), promoting shuttle diversions during social media series "Commute With Me"



Figure 32.2: Mayor Michelle Wu and Boston's Diversions Coordinator, Leina Xu (Jan. 2024-Sept. 2024), promoting shuttle diversions during social media series "Commute With Me"

Multilingual Outreach

Boston's diverse population necessitated a multilingual approach to outreach. The City ensured that all materials were translated into the primary languages spoken in Boston communities, including Spanish, Chinese, Haitian Creole, Vietnamese, and Portuguese. These translations were not only distributed via official City channels but also shared with community leaders and advocacy organizations who helped ensure they reached the intended audiences.

Partnering with local organizations was particularly effective in bridging cultural and linguistic gaps. These groups played a critical role in disseminating materials to underrepresented communities, offering reassurance and clarity about the impacts of the TIP and the available transit alternatives.

Community Feedback Loop

The City created multiple feedback channels to gather input from residents and businesses. These included online surveys and a hotline managed through Boston 311, which allowed the public to report issues, share concerns, and offer suggestions. The feedback collected through these channels was reviewed regularly and used to make real-time adjustments to shuttle routes, traffic management plans, and outreach strategies.

The City's responsive approach to feedback enhanced the effectiveness of its diversion support measures and helped build trust with residents by demonstrating a commitment to listening and adapting. Advocacy organizations further reinforced this trust by acting as intermediaries, sharing community insights, and supporting the City's engagement efforts. In one instance during May's Red Line shutdown between

"How about better traffic coordination and faster bus travel times... it should not take 1 hour from Park to JFK at 5:30 PM." - Transit Matter feedback from concerned resident May 2024

Park Street and JFK/UMass, advocacy group TransitMatters shared with the City that residents had expressed their frustration with the lack of traffic coordination between the MBTA and the City of Boston. Our response to this criticism was to improve internal and external communications between impacted parties prior to the start of diversions. This approach proved to be effective with Boston residents, as can be seen with the more positive feedback

received during the Red Line Diversion between Kendall/MIT and JFK/UMass in August.

““I can get to work faster when it [red line] shuts down than when it’s [subway service] “running”” - Improved Transit Matter feedback from COB resident August 2024

2.3 CITY STAFF TIME AND BUDGET

The City of Boston Streets Cabinet led an effort to support MBTA Diversions with contributions from the Office of Neighborhood Services (ONS), City of Boston 311, City consultants, and transportation advocates. The City’s full-time staffer dedicated to diversion work in 2024 worked to mitigate the impacts of service diversions on Boston residents and ensured that transit alternatives were accessible and efficient.

Staff Time Allocation

The Streets Cabinet allocated substantial staff time to diversion-related activities. Employees from various divisions contributed to planning shuttle routes, adjusting traffic signals, and providing on-the-ground support for shuttle and traffic operations. Coordinating closely with the MBTA, BTD staff, and consultants worked to align operational priorities and respond to evolving conditions throughout the TIP.

BTB Consultants

City consultants added technical expertise, contributing to tasks such as the development of traffic management plans, analysis of shuttle operations, and planning for temporary infrastructure. Shuttle operation planning was the main driver of consultant needs, with the City utilizing transportation engineering firms Howard Stein Hudson (HSH) and Bowman Consulting Group to analyze Boston’s transportation network and provide the most optimal shuttle route. These analyses were performed at key locations along the planned diversion route and reviewed possible signal timing modifications, efficacy of shuttle bus turning movements and pop-up bus lanes, and overall traffic impacts on Boston’s streets.

- HSH dedicated a total of 1,050 hours to diversion work in 2024, which is approximately 20 hours per week.
 - HSH provided 13 TMP plansets and performed 12 Signal Analyses for diversions.



- Bowman dedicated a total of 1,500 hours to diversion work in 2024, which is approximately 29 hours per week.
 - Including hours from Leina Xu, a Bowman consultant who served as Boston's full-time Diversions Coordinator through September 2024 while BTM worked on hiring internally, Bowman allocated a total of 2,500 hours to diversion efforts in 2024.
 - Bowman provided 8 TMP plansets and performed 2 Signal Analyses for diversions.

Additional 2024 diversion help was provided by Nelson\Nygaard Consulting Associates, where a Nelson\Nygaard consultant oversaw diversion work and ensured all aspects of shuttle route planning were taken into account.

- Nelson\Nygaard dedicated a total of 310 hours to diversion work in 2024, which is approximately 6 hours per week.

Ultimately, City consultant contributions complemented the Streets Cabinet's efforts, ensuring that the City's response to diversions met the needs of riders and the broader community.

Internal Staff Time

The City's Diversions Coordinator collaborated with numerous City of Boston employees within a variety of departments to guarantee safe and efficient shuttle operations. Countless staff hours were dedicated to 2024 diversion efforts, including staff from the following cabinets: Streets; Environment, Energy And Open Space; Community Engagement; Equity and Inclusion; and Police.

Boston's Streets Cabinet

Chief of Streets, Jascha Franklin-Hodge, actively oversaw diversion shuttle routes on Boston streets and provided hands-on assistance during MBTA diversions on an as-needed basis. Chief Franklin-Hodge's ability to effectively address operational issues and coordinate across different departments and agencies was vital to the success of the diversions.

- **Transportation Department**
 - Commissioner Nick Gove, similar to Chief Franklin-Hodge, provided hands-on assistance for MBTA diversions. During the diversion route planning phase, Boston's Diversions Coordinator collaborated with Commissioner Gove to establish pop-up bus lanes in key corridors and implement permanent infrastructure improvements as needed.
 - Boston Transportation Department (BTD) Engineering
 - BTD Engineering (Signals)
 - Boston's Signals Department, also known as the City's Transportation Management Center (TMC), oversaw



real-time and planned signal adjustments to prioritize shuttle movements through busy intersections and communicated shuttle operational issues to the Diversions Coordinator.

- *BTD Asset Management*
 - Permanent changes to Boston streets required coordination with BTD Asset Management for implementation and review of plans.
- *Construction Management, Permitting & Special Events Division*
 - Permitted work that conflicted with shuttle operations was flagged for the BTD Permitting Traffic Engineering Supervisor by the City's Diversions Coordinator to be postponed.
- *BTD Neighborhoods*
 - Permanent changes to Boston streets required coordination with BTD Neighborhood engineers to develop code-compliant street and sidewalk improvement designs within certain neighborhoods.
- *BTD Traffic Markings*
 - Permanent pavement markings needed to be implemented and approved through BTD's Traffic Marking Department.
- Boston Transportation Department (BTD) Operations
 - *BTD Signs*
 - BTD Sign Shop provided flex posts to the City's external contractor for reinstallation of flex posts removed during diversions.
 - *BTD Meters*
 - Parking removal often consisted of temporary bagging/closing of parking meters, which required notifying Boston's Meters Department of changes.
 - *BTD Enforcement*
 - Enforcement of parking removal was crucial to efficient shuttle operations during MBTA diversions. This ensured that shuttle buses had adequate space for turning movements, pick-up/drop-off operations, and layovers.
 - *BTD Tow & Hold*
 - Coordination with Boston's Tow & Hold Department was necessary to support shuttle operations. Illegally parked vehicles restricted space for shuttle bus turning movements, pickup/drop operations, and layovers.
- Office of Parking Clerk

- Moving occupancy permits were permitted through Boston's Office of Parking Clerk, therefore any moving permits conflicting with shuttle operations were coordinated through this division.
- **Policy & Planning Department**
 - Neighborhood Planning
 - MBTA diversions that required parking removal on Boston streets raised issues in certain neighborhoods. This necessitated strategic planning and coordination between the City's Diversions Coordinator and the Neighborhood Planning Division to mitigate negative impacts to communities during diversions.
 - Bike Programs
 - The City's Diversions Coordinator worked closely with Boston's Bikes team to minimize impacts on cyclists and promote cycling as an alternative mode of transit during diversions.
 - New Mobility
 - The Farmer's Market at Copley Square required parking removal for October's Orange Line diversion which needed to be coordinated with Boston's New Mobility Department. Additional collaboration with this department included outdoor dining location permitting to ensure no outdoor dining locations conflict with shuttle routes.
 - Transit
 - Internal coordination with Boston's Transit Department provided valuable insight into shuttle route planning and additional diversion support as needed. Diversion TMP plans were provided to this group for review and comments prior to diversions. Any comments and necessary changes were communicated to the diversions team and new TMP plans were created based on BTM comments.
- **Infrastructure & Design Department**
 - Capital Projects Design
 - *Traffic Engineering*
 - Diversion TMP plans were distributed to the Infrastructure & Design Traffic Engineering Division for review, where engineers from this division left comments and raised concerns about any planned traffic impacts and mitigation measures prior to the start of the diversion.
- **Highway Operations**
 - Public Works Department
 - The Public Works Department (PWD) provided supplemental trash cans and garbage cleanup at highly-used shuttle stops during certain diversions. The City's Diversions Coordinator also used

the PWD for permanent sidewalk alterations and other street changes.

➤ **Cabinet Operations**

- Finance & Permits
 - The 2024 diversion budget was managed by the Finance & Permitting Department. Additional diversion funding, including temporary tent and TMP infrastructure, is procured through close coordination with this department.
- Communications & Constituent Services
 - Diversions impacting subway stations with high ridership draw up concerns with residents who often reach out directly to our Communications & Constituent Services Department, who then forward concerns to the City's Diversions Coordinator.

Environment, Energy, and Open Space Cabinet

➤ **Parks and Recreation Department**

- Design and Construction
 - Construction of Copley Square directly impacted planned shuttle operations for October Orange Line's diversion. Adequate shuttle space was coordinated between the City's Diversions Coordinator and Boston's Landscape Architect.
- Park Maintenance Operations
 - The City's Arborist performed tree trimming along streets used in diversions to allow for heavier vehicular traffic and to avoid impacts to trees from shuttles.

Community Engagement Cabinet

➤ **Office of Neighborhood Services (ONS)**

- ONS staff supported community engagement efforts by distributing informational materials, connecting with neighborhood stakeholders, and addressing local concerns. Prior to weekday diversions, the City's Diversions Coordinator met with ONS staff for impacted neighborhoods to garner an understanding of diversion impacts on residents and to discuss possible alternatives in shuttle logistics planning. Their role was critical in ensuring that residents and businesses received timely updates and felt supported throughout the diversions.

➤ **Boston 311**

- Boston 311 served as a direct communication channel for residents, fielding inquiries and sharing updates on shuttle routes and diversion impacts. The



feedback collected through 311 helped inform adjustments to shuttle operations and traffic management plans.

Equity and Inclusion Cabinet

➤ Commission for Persons with Disabilities

- Director of Architectural Access
 - Mobility-limited individuals were taken into consideration in shuttle operations planning, with the City's Diversions Coordinator and the Director of Architectural Access meeting regularly to ensure proper accessibility measures were taken prior to the start of diversions.

Police Cabinet

➤ Boston Police Department (BPD)

- Bureau of Field Services
 - Direct coordination with BPD was critical to enforcing temporary traffic mitigation measures during MBTA diversions. BPD also provided metal barriers at key locations on an as-needed basis.

Transportation Advocates

Transportation advocacy groups were essential in the City's efforts to relay diversion impacts to the public. These groups provided the City with public feedback after each diversion, promoted temporary transit changes on their social media platforms, led volunteer bike trains, and created/posted flyers at impacted subway and BlueBike stations.

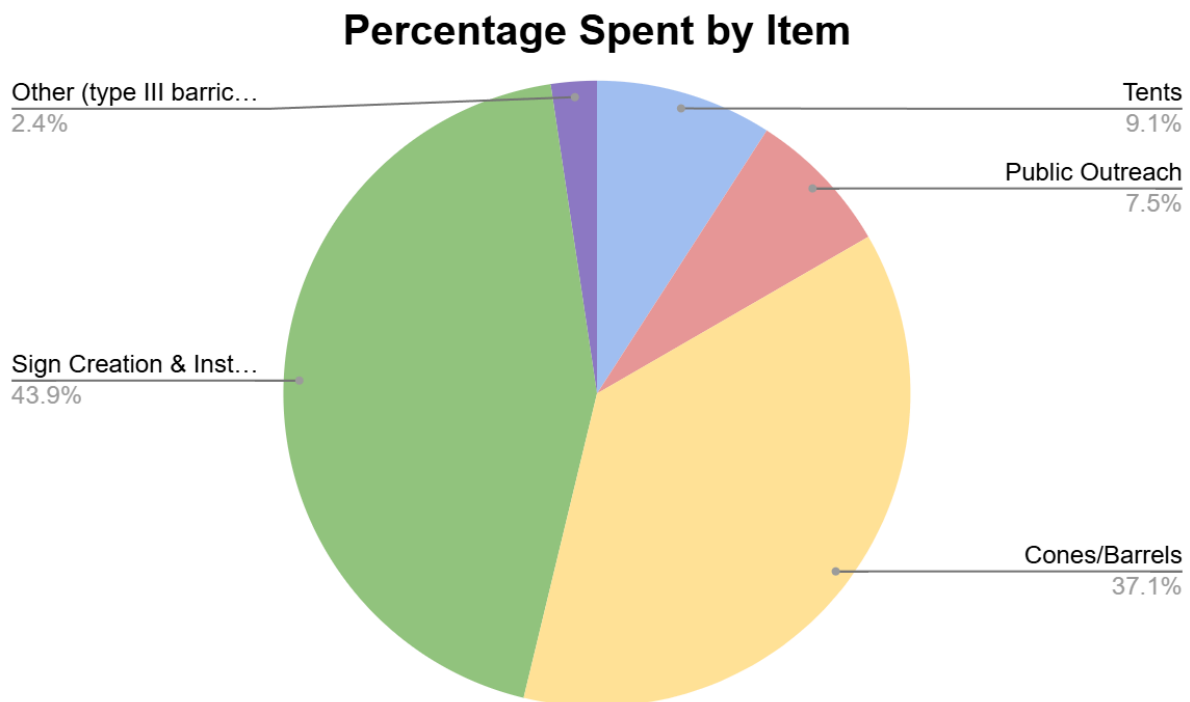
Budget Expenditures

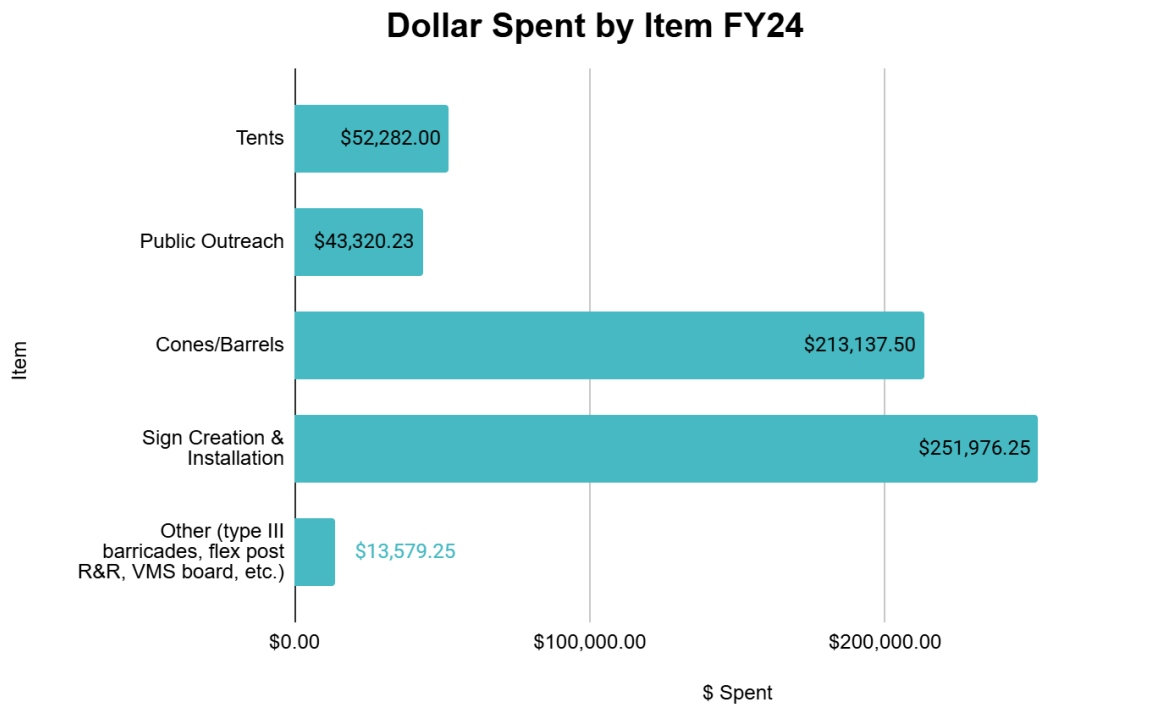
The City invested in several key areas to support diversion efforts, including:

- **Traffic Signal Adjustments:** Modifications to signal timing at key intersections to facilitate efficient shuttle operations.
- **Intersection Adjustments:** To support shuttle buses on City of Boston Streets, key intersections were analyzed and reconfigured to support heavy vehicle traffic.
- **Signage and Infrastructure Installation:** Deployment of temporary signage and accessible bus stops to support rider navigation and access. This included consultants from engineering firms supporting the creation of plansets and overseeing the installation of signs and other traffic control devices. In addition to this, tents were provided at certain shuttle stop locations to provide shelter to transit riders as well as improve the visibility and safety of shuttle stops.
- **Staff Overtime:** Additional hours for Streets Cabinet staff, traffic management officers, and ONS representatives to provide consistent support during diversions.

- **Communications and Outreach Materials:** Production and distribution of multilingual materials to inform the public about shuttle services and alternative transit options.
- **BlueBikes:** Cycling was promoted through free/discounted BlueBike codes as an alternative to shuttle services and personal vehicles during diversions to mitigate congestion on City streets.

The total spent on diversions in 2024, excluding money spent on consultants and the City's BlueBike initiative, amounted to \$574,295.23. The largest area of spending, as can be seen in the charts below, was Sign Creation & Installation, which accounted for almost 44% of the 2024 diversion budget.





2.4 LESSONS LEARNED AND RECOMMENDATIONS FOR FUTURE DIVERSIONS

The City of Boston’s role in supporting the MBTA’s 2024 Track Improvement Program (TIP) offered valuable insights into managing large-scale transit diversions. By reflecting on the successes, challenges, and opportunities for improvement, the City can better prepare for future diversions while maintaining its commitment to accessible, reliable, and community-centered transit solutions.

Key Successes

The City’s efforts during the TIP highlighted several areas where its involvement contributed positively to shuttle reliability and reduced community impacts:

- Improved Shuttle Operations:** The establishment of shuttle bus-only lanes and signal timing adjustments allowed shuttles to move more efficiently, reducing delays and improving rider satisfaction.
- Community Engagement:** Collaboration with the Office of Neighborhood Services, Boston 311, and advocacy organizations like TransitMatters and Walk Massachusetts ensured that residents received timely and accurate information about diversions. The multilingual outreach efforts further enhanced access for Boston’s diverse communities.

- **Coordinated Traffic Management:** The deployment of traffic management officers during peak hours and the implementation of curbside management strategies helped alleviate congestion and improve safety near shuttle stops.
- **Rapid Feedback Integration:** The use of feedback channels, including Boston 311, allowed the City to make real-time adjustments to shuttle routes and traffic plans based on community input.
- **Improvements in Multimodal Access:** Improvements in accessibility and affordability of BlueBikes increased usage among the community as an alternative mode of transportation. Through collaboration efforts with local bike groups, many community members were introduced to bikes not only as an alternative mode during diversions, but also as an effective mode of daily transportation beyond diversion occurrences.

These successes underscored the value of interdepartmental collaboration and proactive planning in reducing the disruption caused by diversions.

Challenges

Despite these achievements, the TIP also revealed several areas for improvement:

- **Traffic Congestion:** Managing congestion in high-density areas remained a challenge, particularly in neighborhoods with limited roadway capacity or heavy pedestrian activity.
- **Community Concerns:** Improvements in community outreach revealed frustrations from community members that otherwise may have been overlooked. Some residents expressed frustration about shuttle stop locations, parking restrictions, or insufficient communication in certain areas.
- **Resource Limitations:** Balancing the demands of diversion support with other City priorities stretched available resources, particularly in terms of staff time and financial capacity.
- **Infrastructure Readiness:** Temporary bus stops and shuttle staging areas were effective but could benefit from additional planning to address accessibility concerns and minimize disruptions to adjacent businesses.

These challenges highlight the complexities of supporting transit diversions in an urban environment and the need for ongoing adaptation and resource investment.

Recommendations for Future Diversions

Building on the lessons learned from 2024, the City has identified several recommendations to enhance its support for future transit diversions:

- **Transportation Demand Management:** Improved TDM efforts, such as real-time travel alerts and parking management strategies, will inform riders of the best travel choices

and encourage commuters to find alternatives to driving in impacted areas. This effort is aimed at reducing peak-hour pressure on shuttle services.

- **Streamlined Collaboration with MBTA:** Regular coordination meetings, clear communication protocols, and joint operational planning should be institutionalized to ensure alignment between the City and the MBTA. This includes early engagement on diversion schedules and route planning.
- **Proactive Infrastructure Investments:** The City should explore permanent infrastructure upgrades, such as bus priority lanes and signal improvements, that can be activated during diversions to minimize impacts.
- **Enhanced Community Engagement:** Expanding feedback channels, strengthening neighborhood-specific outreach, and leveraging digital tools to provide real-time updates can help address community concerns more effectively.
- **Resource Allocation and Training:** Investing in additional staff capacity and specialized training for diversion management will ensure the City is better equipped to handle the demands of future TIP projects.
- **Accessibility Improvements:** Planning for temporary infrastructure should prioritize accessibility, ensuring that all riders, including those with disabilities, can easily navigate shuttle services.

By incorporating these recommendations, the City can further refine its approach to transit diversion management, enhancing both the rider experience and community outcomes. These lessons will serve as a foundation for future collaboration with the MBTA and continued improvements to Boston's transit infrastructure.

Subway Line	Lesson Learned
Green Line	<ul style="list-style-type: none"> -Routing along Commonwealth Ave's carriage roads requires a significant tree-trimming effort. -Copley Square shuttle stop can be confusing to riders, additional signage in this location may be required. -Jaywalking and peak hour pedestrian traffic slows down u-turns at Cleveland Circle. -Commonwealth Ave at Packard's Corner needs to be a high priority for parking enforcement.
Blue Line	<ul style="list-style-type: none"> -City to investigate Maverick Square being transit-only for future closures. -Both sides of Porter Street should have parking removed.

	<ul style="list-style-type: none"> -Parking in Maverick Square needs to be restricted with physical barriers to deter Pick-up/Drop-off. -Lots of vehicles double parked at Maverick Square and Porter Street, this needs to be enforced before the start of diversion. -Some resident complaints over social media about Newbury/Rockport Commuter Rail being closed concurrently with the Blue Line. -Flaggers at Maverick Square are essential to pull shuttle buses through Maverick Station. -All parking should be removed on Chelsea St between Maverick St and Gove St due to the frequency of double parking at businesses. Removing all parking will allow for some Pick-Up/Drop-Off at businesses but discourage double parking that spills into active traffic. Previously shuttles have utilized all space given on the western side of Chelsea St, while only utilizing the allocated spaces on the eastern side of Chelsea up to Emmons St. -Chelsea St between Gove St and Porters St gets very congested. The City should investigate alternate routing or additional Traffic Management Plan measures. -Vehicles turning left from Eastbound Porter St onto Chelsea St frequently block the intersection and prohibit Northbound traffic on Chelsea St.
Orange Line	<ul style="list-style-type: none"> -Routing through the Dartmouth / Columbus intersection requires 2-3 police details. -Excess trash cans are required in front of Back Bay Station for surges due to higher usage of bins on Dartmouth in front of the station. -Left turn from Columbus Ave onto Dartmouth St is difficult due to traffic, Northbound transit-only on Dartmouth St at this intersection is preferred. -N Washington Bridge congestion, possibly explore alternatives.
Red Line	<ul style="list-style-type: none"> -Shuttle bus staging at South Station needs to be reviewed and alternatives may be necessary. -At Dorchester Avenue, there is a major Boston Public Schools bus yard that is impacted by diversion efforts, and this affects

	<p>school bus schedules.</p> <ul style="list-style-type: none"> -Red Line diversions avoiding Park Street were far more effective, though caused major confusion amongst riders. Communication of routing being more publicized in the future would be beneficial.
General	<ul style="list-style-type: none"> -City to put greater emphasis on shuttle stop locations and where the shuttles will NOT be stopping, as well as providing further clarity on alternate transit/mobility services. -Parks Department prohibits bike detours through Boston Commons. -Notify shuttle drivers of locations where bike lanes are closed and cyclists are permitted to use full lane. Cyclists should also be notified through accurate signage, preferably before the bike lane closes (i.e., "Bike lane closed ahead") -Resources to make diversions successful are limited (cones, barricades, barrels, etc) -Coordinating around major Boston events (Celtics/Red Sox championships, school bus schedules, TD events, election day, etc) is a must -Closures starting after rush hour (at around 8:00 PM) have less impact on streets and residents -No shuttles in downtown area unless taking place on weekends or over the summer -Weekend closures have the least impact -Tents were essential in the summertime -Temporary road signs not secured to poles kept on getting knocked down – specifically the SPS signs

3.0 2025 OUTLOOK

3.1 CITY OF BOSTON SUPPORT FOR MBTA DIVERSIONS: TRANSITIONING FROM TIP TO PROACTIVE MAINTENANCE AND CRITICAL INFRASTRUCTURE IMPROVEMENTS

As the MBTA shifts from the Track Improvement Program (TIP) to a new phase of essential infrastructure work—emphasizing proactive maintenance, signal upgrades, and accessibility enhancements—the City of Boston remains dedicated to supporting these critical improvements through our continued partnership with the MBTA. While the TIP addressed urgent track repairs and maintenance, service outages in 2025 are key to ensuring long-term reliability, efficiency, and modernization of the transit system. This shift brings changes to the scale and scope of service diversions.

Recognizing the significance of these upgrades, the City will continue to play an active role in mitigating the impacts of service diversions on residents, businesses, and transit riders. Building on the lessons learned during the TIP, the City is well-positioned to provide effective support while aligning with the MBTA's evolving priorities.

2025 MBTA Diversion Calendar

In December 2024, the MBTA released its 2025 Diversion Calendar, outlining a series of planned weekday and weekend service interruptions to accommodate proactive maintenance and repair, signal upgrades, and accessibility enhancements across Boston's subway system. Key highlights include fewer weekday shutdowns compared to 2024 and a focus on weekend work to reduce commuter disruptions. By proactively preparing for these diversions, the City aims to build on its established practices to continue supporting Boston's transit riders.

<u>Jan.</u>	<u>Feb.</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug.</u>	<u>Sept.</u>	<u>Oct.</u>	<u>Nov.</u>	<u>Dec.</u>
1 - Wed	1 - Sat	1 - Sat	1 - Tue	1 - Thu	1 - Sun	<div>PENDING MBTA RELEASE OF INFORMATION</div>					
2 - Thu	2 - Sun	2 - Sun	2 - Wed	2 - Fri	2 - Mon						
3 - Fri	3 - Mon	3 - Mon	3 - Thu	3 - Sat	3 - Tue						
4 - Sat	4 - Tue	4 - Tue	4 - Fri	4 - Sun	4 - Wed						
5 - Sun	5 -	5 -	5 - Sat	5 -	5 - Thu						








	Wed	Wed		Mon	
6 - Mon	6 - Thu	6 - Thu	6 - Sun	6 - Tue	6 - Fri
7 - Tue	7 - Fri	7 - Fri	7 - Mon	7 - Wed	7 - Sat
8 - Wed	8 - Sat	8 - Sat	8 - Tue	8 - Thu	8 - Sun
9 - Thu	9 - Sun	9 - Sun	9 - Wed	9 - Fri	9 - Mon
10 - Fri	10 - Mon	10 - Mon	10 - Thu	10 - Sat	10 - Tue
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12 - Sun	12 - Wed	12 - Wed	12 - Sat	12 - Mon	12 - Thu
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16 - Thu	16 - Sun	16 - Sun	16 - Wed	16 - Fri	16 - Mon
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18 - Sat	18 - Tue	18 - Tue	18 - Fri	18 - Sun	18 - Wed
19 - Sun	19 - Wed	19 - Wed	19 - Sat	19 - Mon	19 - Thu
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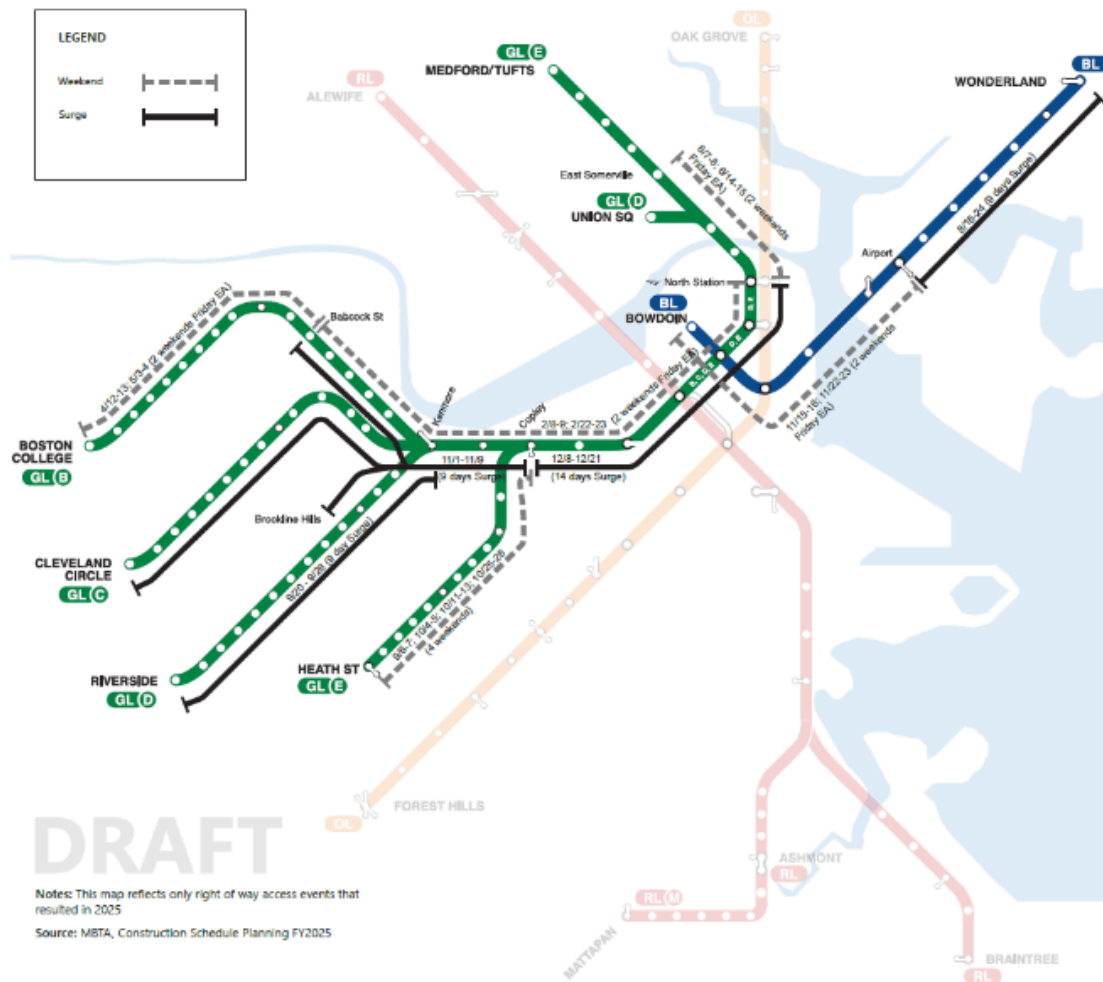
*Cells with colored borders indicates days in which maintenance is occurring on multiple rails.

Legend

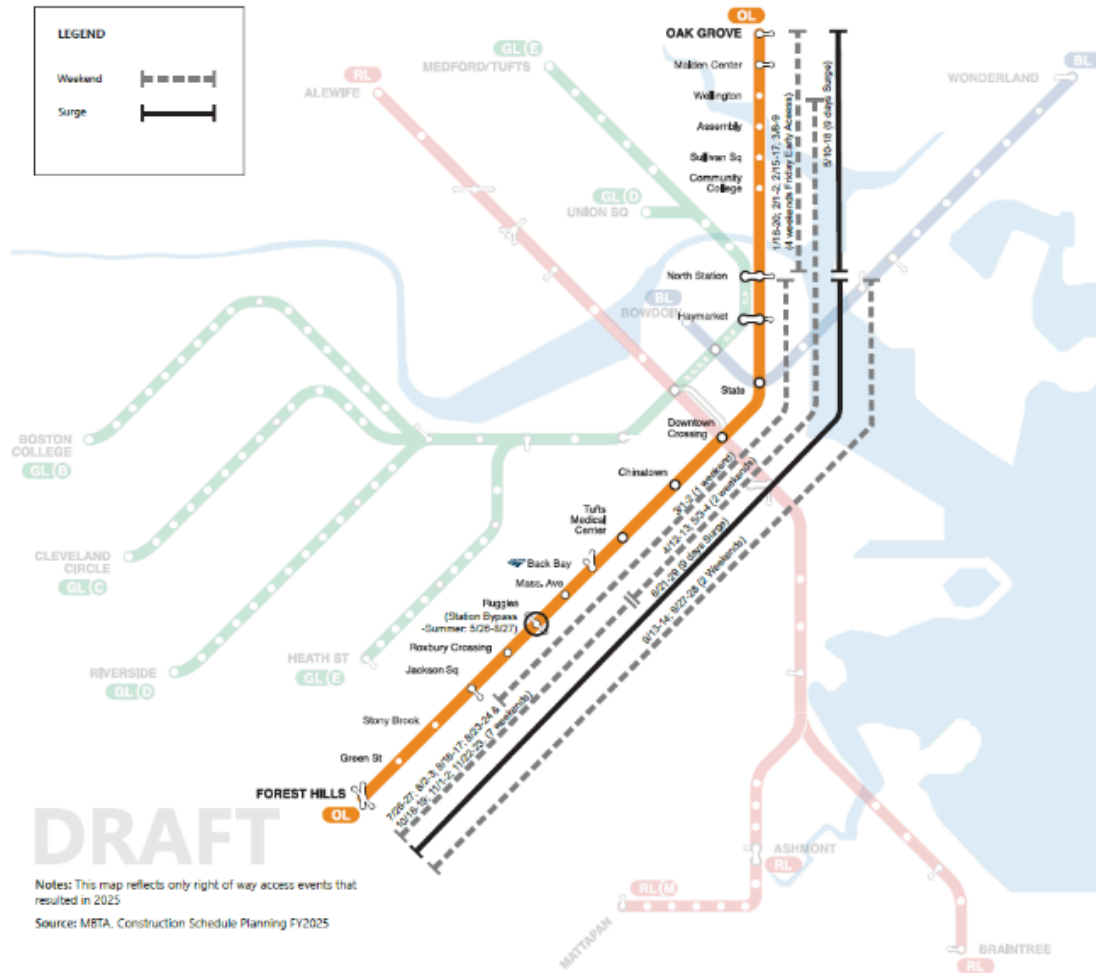
-  Silver Line
-  Orange Line
-  Red Line
-  Green Line
-  Commuter Rail

2025 MBTA Diversion Maps

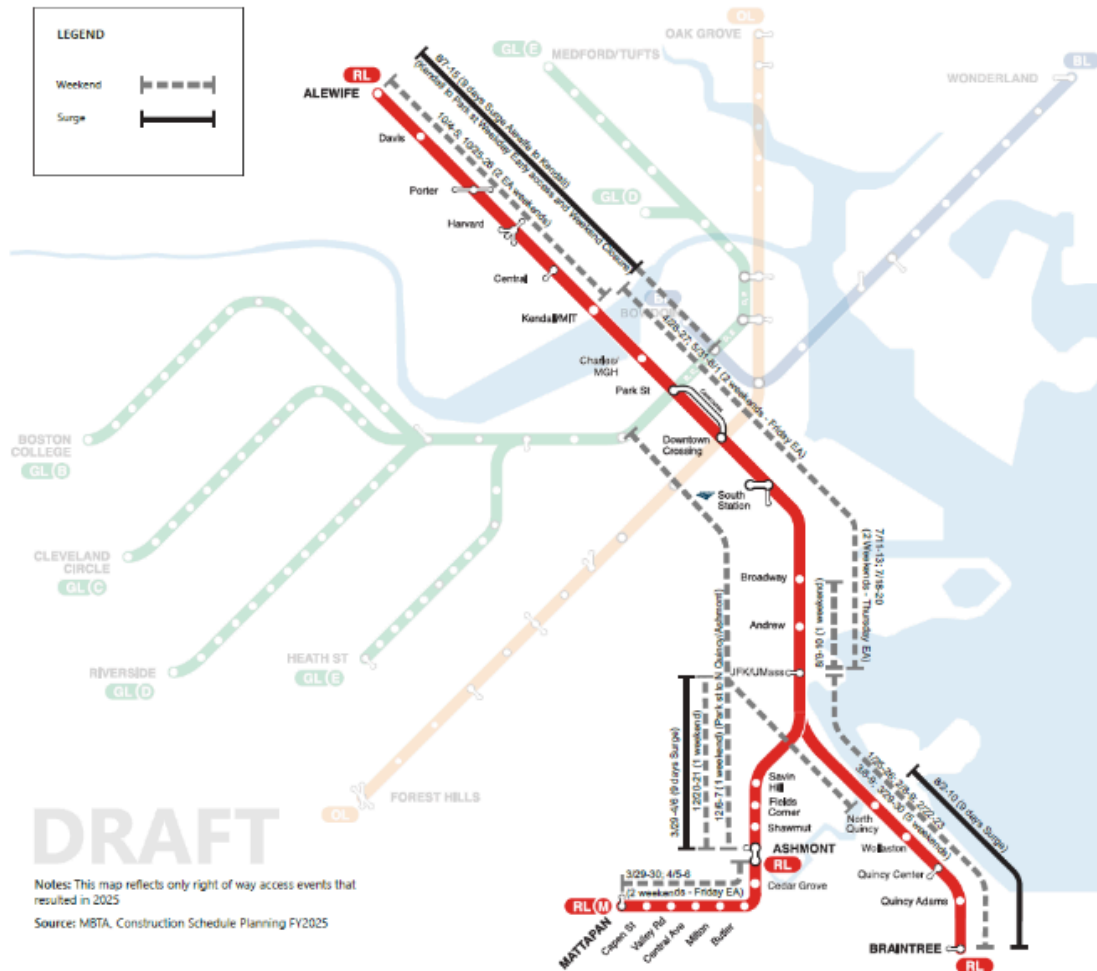
Diversion Schedule in 2025: **Green Line and Blue Line**



Diversion Schedule in 2025: Orange Line



Diversion Schedule in 2025: Red Line



Commitment to Supporting MBTA Diversions

The City of Boston remains dedicated to collaborating with the MBTA to minimize the disruptions associated with service diversions. City support will primarily focus on diversions impacting weekday peak hours; however, the City anticipates there will be continued coordination and support for some early access and weekend work depending on the level of effort.

Key Areas of City Support

Infrastructure Support

The City will continue to assist in creating the necessary infrastructure to support shuttle operations during diversions. This includes providing shuttle bus-only lanes and installing

temporary bus stops where appropriate. Ensuring that these stops are accessible and strategically placed to reduce walking distances will remain a priority. Additionally, the City will adapt curbside management strategies to accommodate shuttle needs, such as implementing temporary parking restrictions and designating loading zones.

Traffic Management

Traffic management will remain a key focus, particularly in areas with high traffic volumes. The City will adjust signal timing at critical intersections to prioritize shuttles and deploy traffic management officers during high-impact diversions to ensure smooth operations and safety for all road users.

Community Engagement

Effective communication and engagement with residents and businesses will be a cornerstone of the City's support efforts. The Office of Neighborhood Services and Boston 311 will continue to play critical roles in distributing information and addressing community concerns. The City will also expand multilingual outreach efforts and leverage digital tools to provide real-time updates on diversions and shuttle services. Feedback channels, such as online surveys and hotline services, will remain open to gather insights and address concerns in real time.

Interagency Collaboration

The City will maintain regular coordination with the MBTA to align resources and ensure seamless implementation of diversion plans. Proactive planning and communication will allow for better preparedness and responsiveness to evolving needs during proactive maintenance and repair, signal upgrades, and accessibility enhancements.

Leveraging Lessons Learned from TIP

The City's experiences during the TIP have provided valuable insights into managing large-scale diversions. These lessons will guide future efforts to streamline shuttle operations, enhance community engagement, and allocate resources more effectively. Best practices from the TIP, such as signal timing adjustments and multilingual outreach, will be institutionalized to improve support for upcoming projects.

Long-Term Improvements

The City is committed to exploring opportunities for long-term infrastructure improvements that can reduce reliance on temporary solutions during diversions. Investments in signal modernization and transit priority measures will enhance the overall efficiency of Boston's transportation network. Additionally, continued investments in staff capacity and training will ensure the City is prepared to support the MBTA's evolving needs.



3.2 CONCLUSION

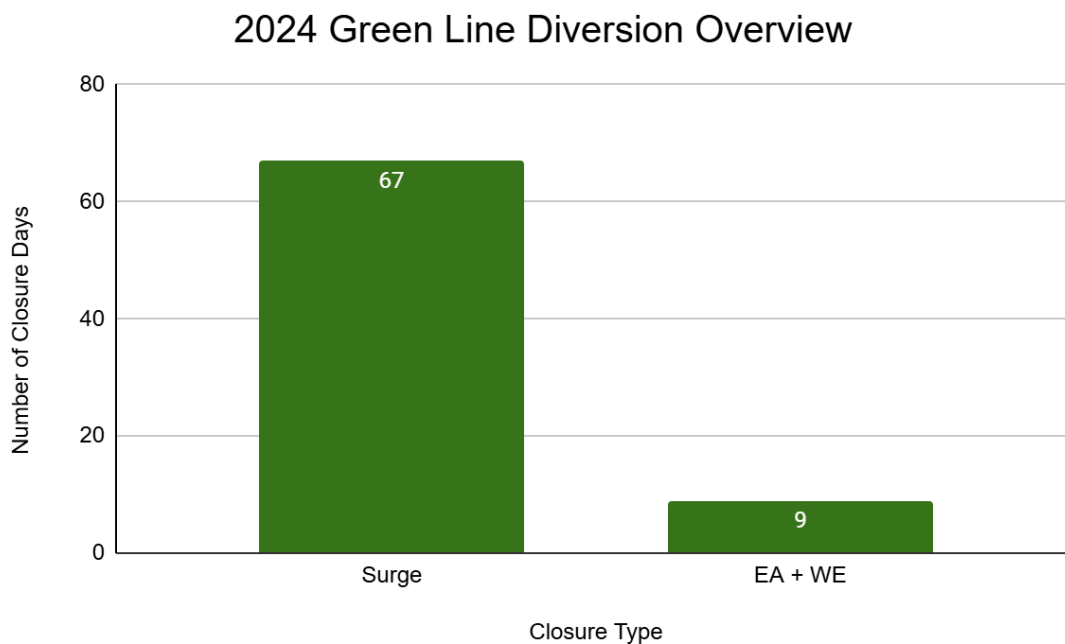
The proactive maintenance and repair, signal upgrades, and accessibility enhancements represent a critical step in the MBTA's efforts to modernize its transit system and provide reliable service to Boston's residents and visitors. The City of Boston is dedicated to supporting these efforts while balancing the needs of its communities.

4.0 APPENDIX

4.1 MBTA ACCOMPLISHMENTS

The Green Line

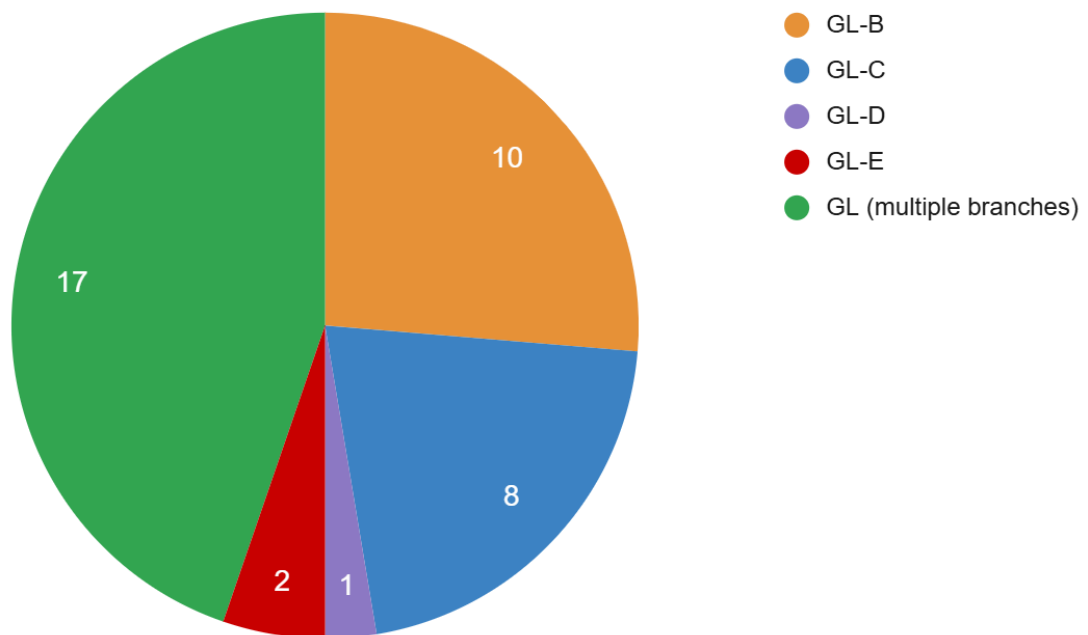
In 2024 the Green Line experienced 4 surges, totalling up to 67 full days of closures. Including weekends and early access, there were an additional 9 days of closures which spanned across 5 weekends. The longest Green Line closure lasted 15 days and was closed from Medford/Tufts & Union Square to Park Street Station.



From the start of January 2024 through the end of December 2024, 38 speed restriction zones were eliminated, totaling a distance of 4.4 miles. According to the MBTA website, these improvements resulted in up to 9 minutes saved in roundtrip travel time for Green Line riders.

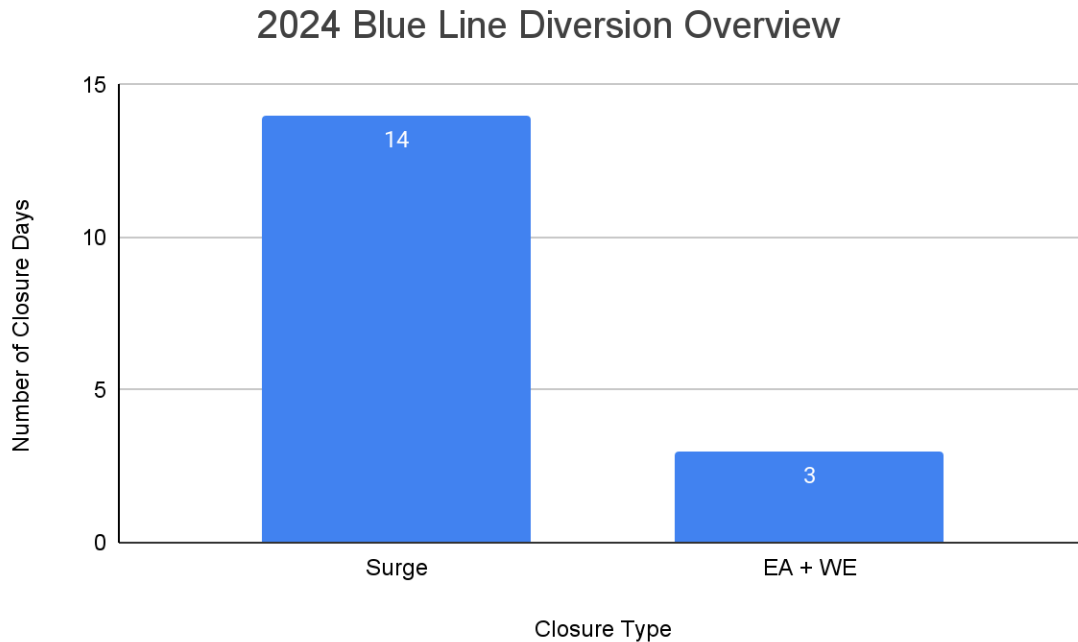


Number of Slow Zones by Branch



The Blue Line

The Blue Line experienced the least amount of impacts in 2024 due to only undergoing one surge. The sole Blue Line surge lasted a total of 14 days, with two days at the start of the surge being between Maverick and Wonderland, and then the remaining 12 days being between Airport and Wonderland. Including the one weekday overnight outage that started at 8:00 PM, there were 3 additional days of Blue Line closures.

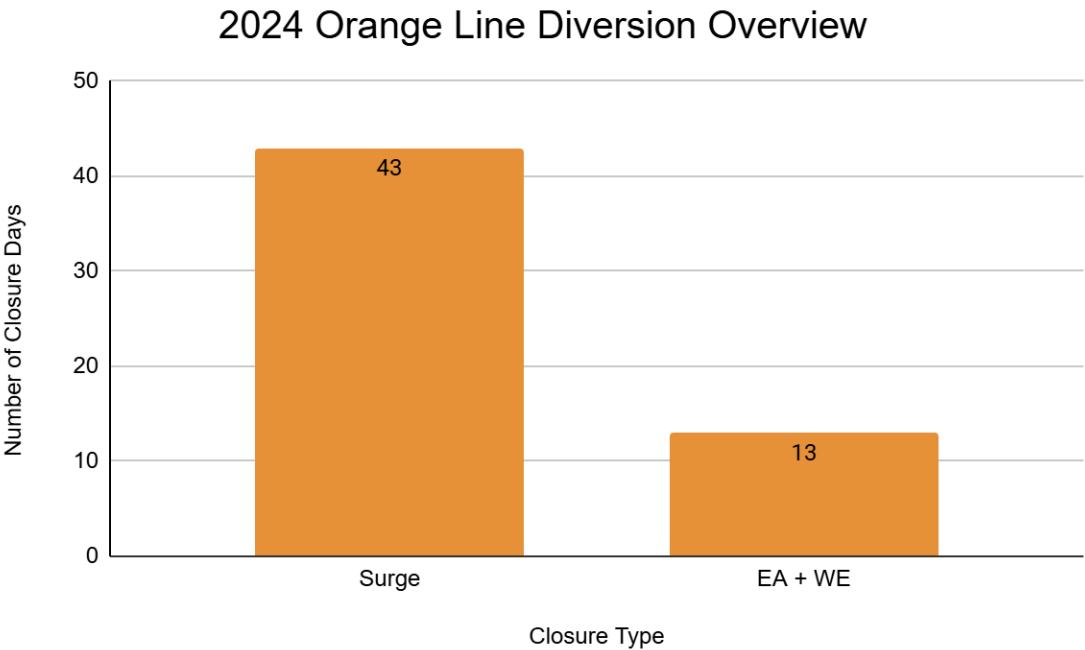


From the start of January 2024 through the end of December 2024, 15 speed restriction zones were eliminated, totaling a distance of 4.4 miles. According to the MBTA website, these improvements resulted in 4 minutes saved in roundtrip travel time for Blue Line riders.



The Orange Line

In 2024 the Orange Line experienced 4 surges, totalling up to 43 full days of closures. Including weekends and early access, there were an additional 6 days of closures which spanned across 3 weekends. The longest Orange Line closure lasted 13 days and was closed from Back Bay to Forest Hills.

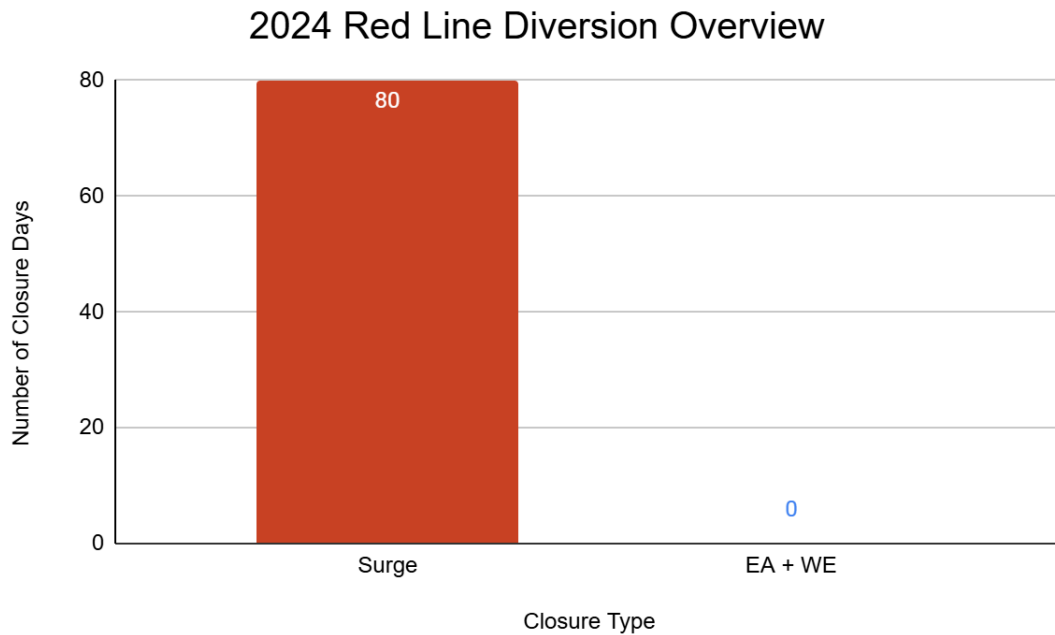


From the start of January 2024 through the end of December 2024, 36 speed restriction zones were eliminated, totaling a distance of 4.4 miles. According to the MBTA website, these improvements resulted in over 20 minutes saved in roundtrip travel time for Orange Line riders.

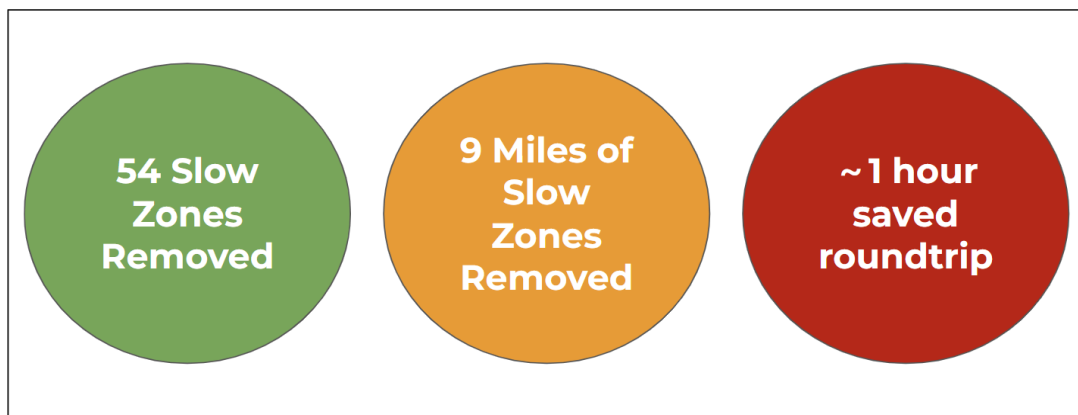


The Red Line

In 2024 the Red Line experienced the greatest rail impacts, with 7 surges that amounted to 80 full days of closures. All Red Line closures in 2024 were surges and the longest closure was between JFK/UMass and Braintree, lasting a total of 24 days in September.



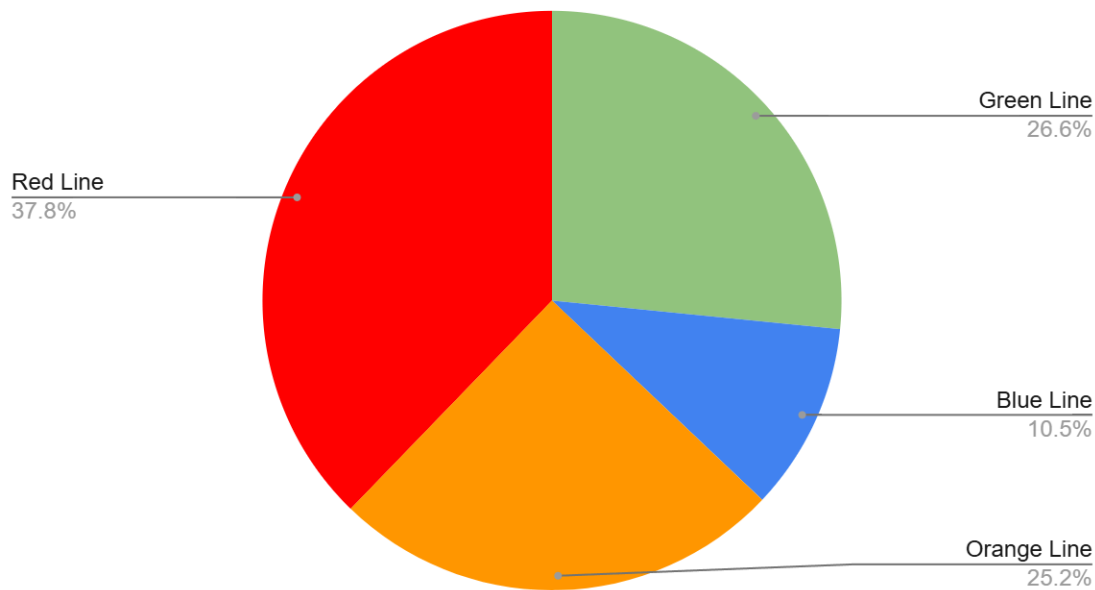
From the start of January 2024 through the end of December 2024, 54 speed restriction zones were eliminated, totaling a distance of 9 miles. According to the MBTA website, these improvements resulted in almost 1 hour saved in roundtrip travel time for Red Line riders.



Overview of All Subway Lines

In 2024 the Green and Orange Lines each made up a quarter of the number of speed-restricted zones. When combined, the Green and Orange rail lines contributed to over 50% of speed restriction zones. The remainder of the speed restriction zones were mainly along the Red Line, which consisted of approximately 38% of slow zones while the Blue Line only accounted for 10.5%.

Number of Speed Restriction Zones as of 1/1/2024



4.2 DEFINITIONS

Diversion Types:

Surge - Closure multiple days.

Weekend (WE) - Any closure taking place on Saturday or Sunday.

Early Access (EA) - Closure starts at 8:30 PM, typically on a Friday.

Early Access + Weekend (EA + WE) - Closure starts at 8:30 PM on a Friday and lasts through the end of service on Sunday.

Holiday (HOL) - Closure takes place on a city-recognized holiday.

4.3 HELPFUL LINKS

[Speed Restriction Zones Eliminated Article + Interchangeable graphics](#)

[Boston MBTA Diversions Alerts](#)

[MBTA TIP Press Release](#)

[MBTA News Alerts](#)

