

**Massachusetts Bay
Transportation Authority**

July Tariff Change Proposals and Fare Pilot Updates

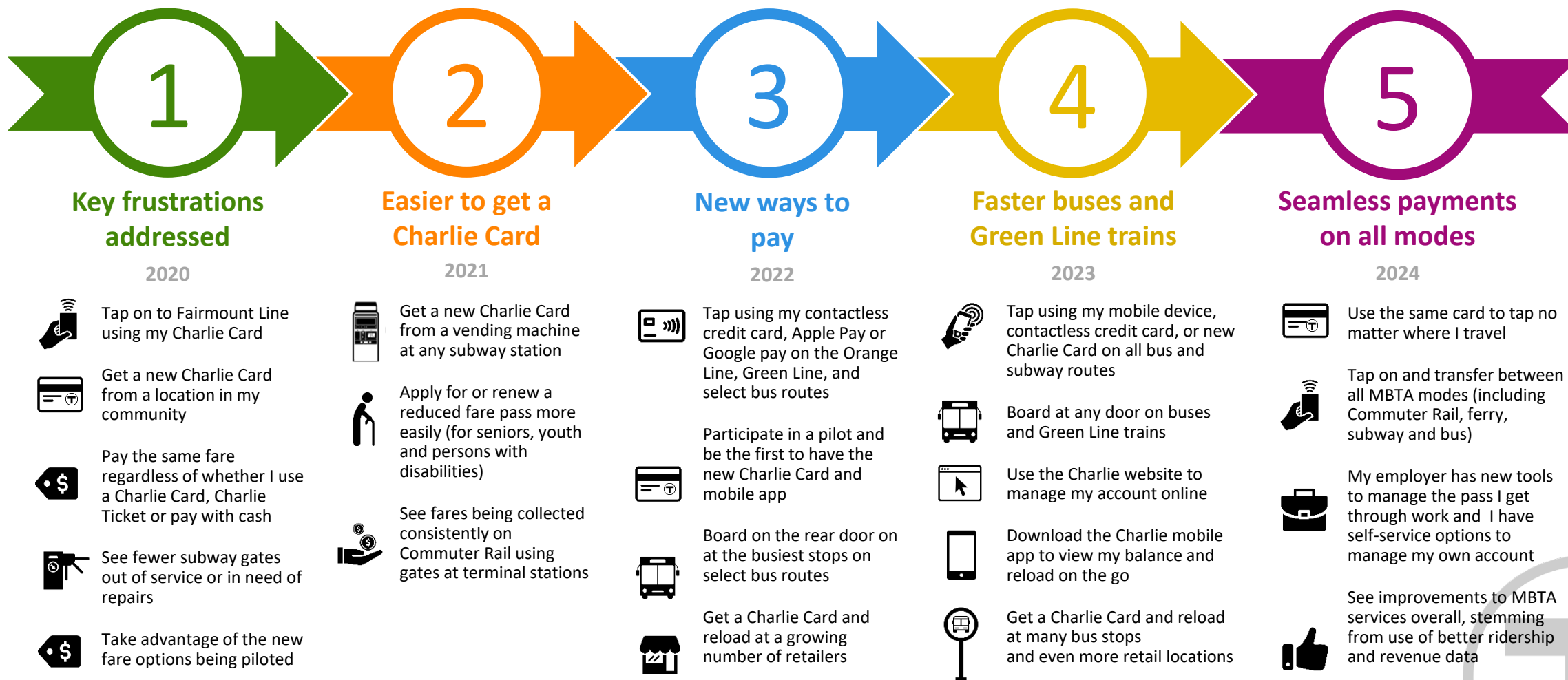
Fiscal and Management Control Board

April 12, 2021

Andy Stuntz

Fare Transformation Customer Journey

Customers will see improvements rolled out in five stages



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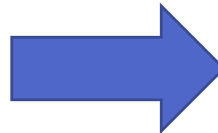
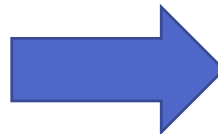
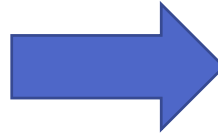
July Tariff Change Proposals



Proposed Fare Rule Changes for July 1st

To advance Fare Transformation and fare policy goals...

- Transition from magnetic-stripe CharlieTickets to CharlieCards in every fare vending machine
- Standardize and improve our reduced fare programs
- Simplify fares where possible to reduce complexity for customers and operations



...we're proposing 3 "clean-up" fare rule changes on July 1st:

1. Shorten the expiration of magnetic-stripe CharlieTickets sold after July 1st to 6 months
2. Make Youth Pass valid on Commuter Rail, Express Bus, and Ferry
3. Convert all Outer Express Bus routes to Inner Express Bus



1) Shorten Expiration of Magnetic Stripe CharlieTickets

- As part of Phase 2 of Fare Transformation, we're upgrading vending machines to dispense CharlieCards and new tappable CharlieTickets—phasing out old magnetic-stripe CharlieTickets
- Currently, CharlieTickets with stored value “expire” 18 months from purchase (no longer accepted at fare gates and on buses)
- We plan to shorten expiration to 6 months for mag-stripe CharlieTickets sold after July 1st—reducing circulation of old media to aid the transition to CharlieCards (and later to new fare media options)
- **Not a change in fares, does not affect any CharlieTickets purchased before July 1st, new expirations will be printed on the ticket, and unused stored value on tickets can still be transferred to a CharlieCard after expiration**



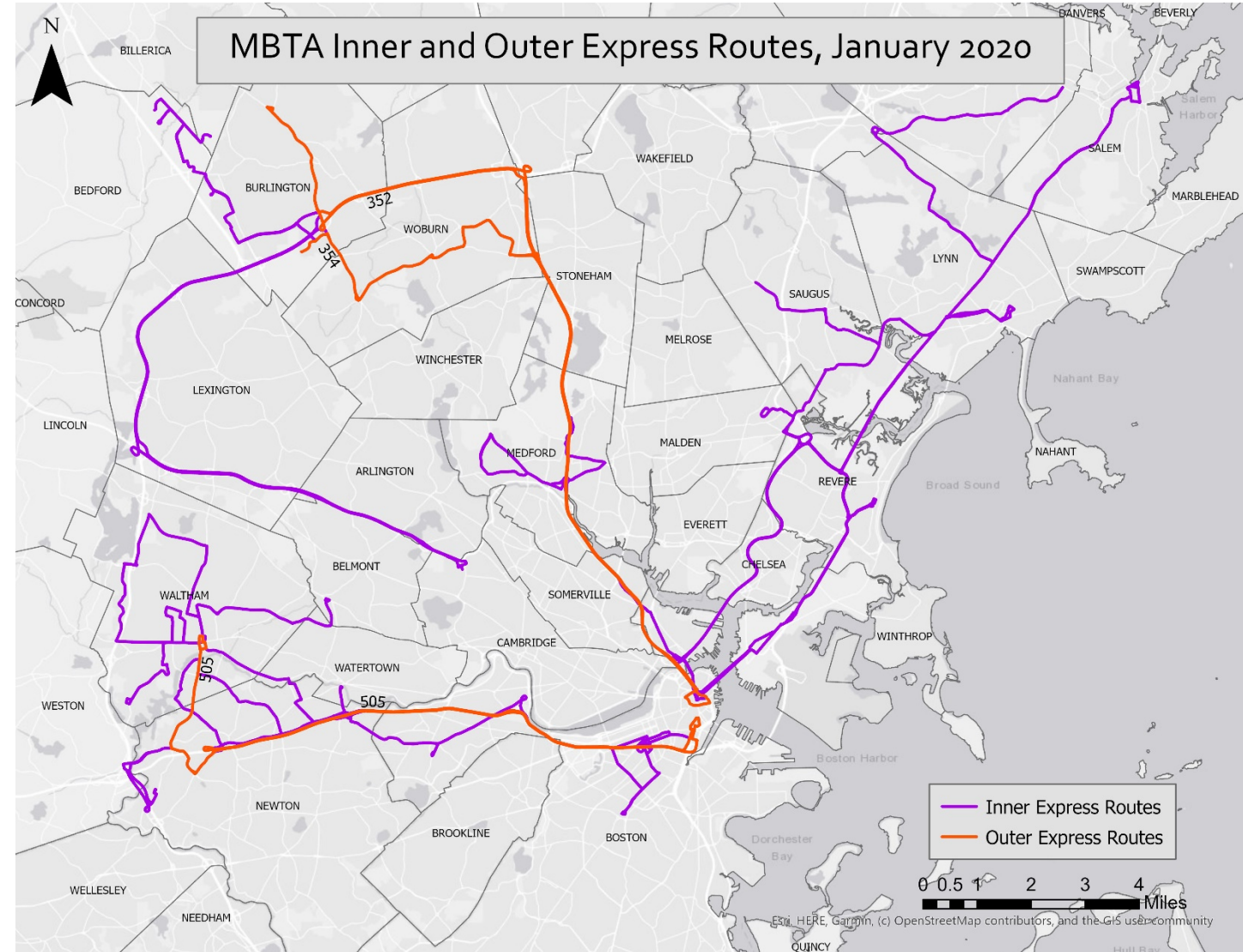
2) Make Youth Pass valid for reduced fares on Commuter Rail, Express Bus, and Ferry

- The Youth Pass program provides reduced fares to young adults with low income through partnerships with cities & towns
- Youth Pass is the only reduced fare program without reduced fares (~50% discount) on Commuter Rail Zones 1-10, Express Bus, and Ferry
- T is currently piloting reduced fares for Youth Pass on Commuter Rail Zones 1-10 (pilot ends June 30th)
- **Proposed fare change would make Youth Pass Commuter Rail pilot a permanent policy and also provide reduced Express Bus and Ferry fares**



3) Convert all Outer Express Bus routes to Inner Express Bus

**Express Bus
Routes Before
the COVID-19
Pandemic**



3) Convert all Outer Express Bus routes to Inner Express Bus

- MBTA has higher fares for Outer Express Bus routes (\$5.25) than for Inner Express Bus routes (\$4.25)
- Pre-COVID, we operated sixteen Inner Express routes but only three Outer Express routes (352, 354, 505)
- Currently, operating a single Outer Express route (352/354) which also serves an Inner Express stop—requires complicated procedure to avoid overcharging, with ongoing risk of overcharges
- Maintaining separate fares for Outer Express is unnecessarily complicated for riders and Bus Operators
- **Proposed fare change would mean the 352/354 and any future Express Bus routes charge Inner Express fares beginning July 1st**

Route 354 Burlington Express-Boston

Local bus fare applies to trips within Medford, Woburn, and Burlington; Inner Express fare applies to trips between Medford and Boston; Outer Express fare applies to trips between Woburn/Burlington and Boston.

Fare	Local Bus	Inner Express	Inner Express + Local Bus	Inner Express + Subway
CharlieCard	\$1.70	\$4.25	\$4.25	\$4.25
CharlieTicket	\$1.70	\$4.25	\$5.95	\$6.65
Cash-on-Board	\$1.70	\$4.25	\$5.95	\$6.65
Student/Youth*	\$0.85	\$2.10	\$2.10	\$2.10
Senior/TAP**	\$0.85	\$2.10	\$2.10	\$2.10

FREE FARES: Children 11 and under ride free when accompanied by a paying customer; Blind Access CharlieCard holders ride free and if using a guide, the guide rides free.
* Requires Student CharlieCard or Youth CharlieCard. Student CharlieCards available to students through participating middle and high schools. Youth CharlieCards available through community partners across Greater Boston.
** Requires Senior/TAP CharlieCard, available to Medicare cardholders, seniors 65+, and persons with disabilities.

Fare	Local Bus	Outer Express	Outer Express + Local Bus	Outer Express + Subway
CharlieCard	\$1.70	\$5.25	\$5.25	\$5.25
CharlieTicket	\$1.70	\$5.25	\$6.95	\$7.65
Cash-on-Board	\$1.70	\$5.25	\$6.95	\$7.65
Student/Youth*	\$0.85	\$2.60	\$2.60	\$2.60
Senior/TAP**	\$0.85	\$2.60	\$2.60	\$2.60

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Local bus fare applies if your trip does not include Masspike

Implications of Proposed Fare Rules

Youth Pass & Outer Express changes require Title VI equity analysis and FMCB vote on 5/10

- **Riders:** Changes expand reduced fares for ~2,200 current Youth Pass participants (~4,600 pre-COVID) and lower fares for ~100 daily Outer Express Bus rides (~1,500 pre-COVID)
- **Revenue:** Potential revenue loss of \$0.1-0.3 million annually, depending on future Express Bus service and ridership
- **Equity:** Changes pair a benefit to mostly non-minority/non-low-income Outer Express Bus riders with expanded benefits for low-income youth
 - Title VI equity analysis will be completed by April 26th
 - Due in part to uncertainty in future Express Bus service/ridership, Title VI analysis may find a possible disproportionate *benefit* to non-minority and non-low-income Express Bus riders—in this event, staff will document justification, available alternatives, and any mitigation for the changes

Next Steps

- Public can comment on proposed changes until May 5th at mbta.com/2021FareChanges
- Title VI analysis will be shared with board and posted to website by April 26th
- Vote on proposed changes and Title VI analysis on May 10th

Fare Pilot Updates



Fare Pilot and Fare Mitigation Updates

- 5-day Flex Pass is temporarily extended to the end of the MA COVID-19 state of emergency +90 days
- Brockton Commuter Rail Fare Initiative data collection and analysis is ongoing
- Lynn Zone 1A pilot and Quincy Center Zone 1A fare mitigation are ending on June 30th



Continuation of 5-day Flex Pass Pilot and Brockton Commuter Rail Fare Initiative

- 5-day Flex Pass continues to serve some of our Commuter Rail riders during pandemic (providing 10% discount compared to 5 round-trip tickets)
 - Through March, sold 5,660 passes (6% of mTicket sales by revenue) used for nearly 50,000 rides
 - Attractive for riders with in-person work schedules limited by the pandemic
 - We are unable to introduce a similar product for bus and subway riders
 - Pandemic pilot will end 90 days after the end of the MA state of emergency
- Brockton Commuter Rail Fare Initiative
 - 99 riders fully enrolled as of April 6th, pilot set to run through May 31st
 - Surveys so far suggest a substantial shift from Brockton Area Transit (BAT) Bus to Commuter Rail for participants in the pilot
 - Even with lower Commuter Rail fares, many participants still make a day-to-day choice between better frequency/span on bus and better speed/crowding on Commuter Rail
 - MBTA and BAT are continuing to collect data and evaluate impacts



Ending Lynn Zone 1A Pilot and Quincy Center Zone 1A Mitigation

- Lynn Zone 1A pilot has not reduced bus crowding, will end June 30th
 - Pilot was approved by FTA to relieve bus crowding and was extended to June 30th to continue studying effectiveness
 - Ridership data and surveys of Lynn riders collected in Nov 2020 indicate the fare pilot has shifted ~8 rides/day from bus and subway to Commuter Rail
 - Beginning July 1st after pilot expiration, Lynn will return to Zone 2 fares
- Quincy Center Zone 1A mitigation no longer needed, will end June 30th
 - Mitigation was originally for Red Line service impacts of Wollaston closure, then for Red Line access impacts of North Quincy garage development
 - Wollaston was reopened Aug 2019, surface parking is currently sufficient for demand at North Quincy, and North Quincy garage is set to open later this year
 - Beginning July 1st, Quincy Center will return to Zone 1 fares

