



**Massachusetts Bay
Transportation Authority**

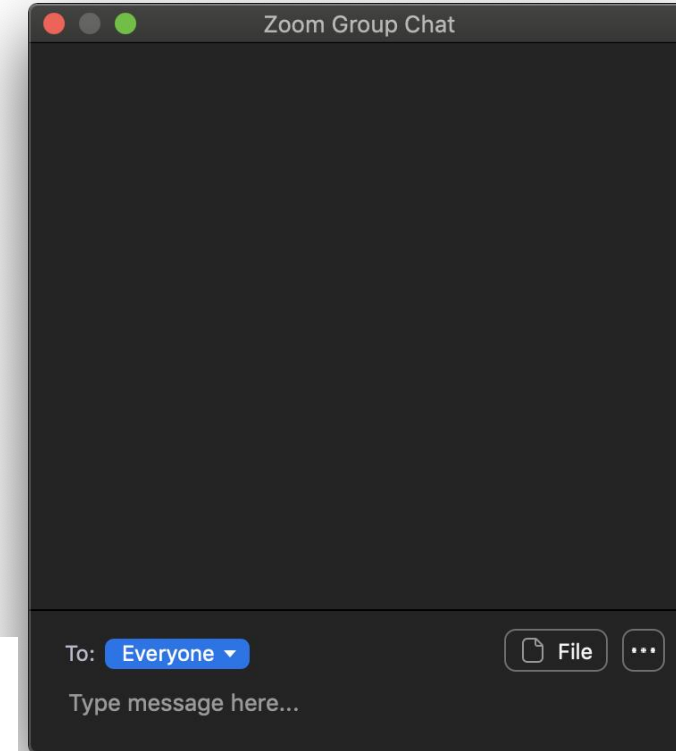
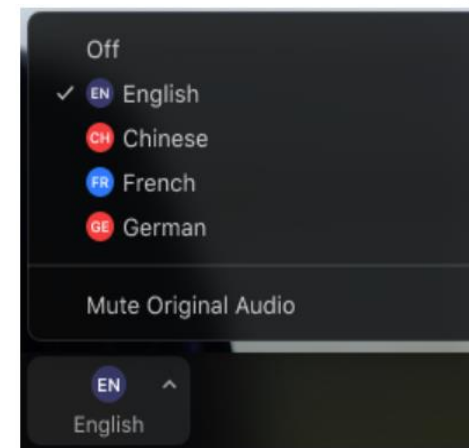
Fare Media Changes – Public Presentation

March 2022

Zoom

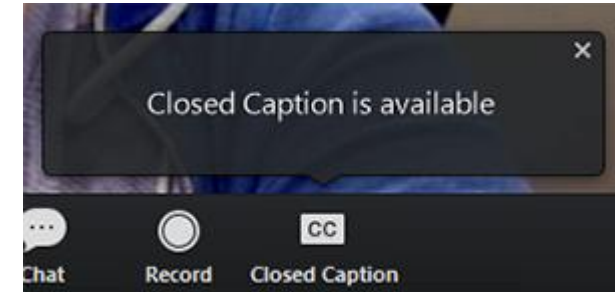
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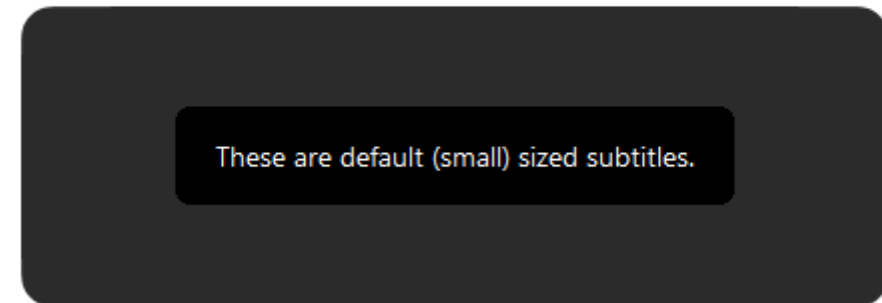
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MBTA Participation

Lynsey Heffernan

Assistant General Manager for Policy & Transit Planning

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Introduction of new ways to pay

Today's System

Today, riders can only use a CharlieCard, CharlieTicket, or cash on board to pay their fares

Fare Transformation

In the future, we are introducing new payment options to tap when you ride



New Charlie Card

Dispensed from station fare vending machines and available at all sales locations.



Temporary Charlie Card

Dispensed from streetscape fare vending machines, but can be upgraded for free at station fare vending machines. Also sold in bulk for short term use (e.g. conferences or social service agencies).



Mobile Charlie Card

A virtual Charlie Card that allows riders to tap their mobile device when they ride.



Contactless credit card

Riders save time by not having to purchase and reload a Charlie Card by tapping a Visa, Mastercard, Discover, or Amex card with the contactless logo to ride.



Mobile wallet

Riders save time by not having to purchase and reload a Charlie Card by tapping a mobile device with Apple Pay, Google Pay, Samsung Pay to ride.



Charging for a Charlie Card

Today's System

Today, CharlieCards are free but can be difficult to find

Fare Transformation

- In the future, Charlie Cards will be available at every fare vending machine and Charlie Retailer, over the phone, and via mobile app (order physical card or setup mobile version) for a one-time fee of \$3
- This fee covers the cost of the card and the “one more trip” protection
- All reduced fare program participants will receive a card for free
- We are also creating programs to partner with local organizations in order to distribute cards at no cost to low-income riders



Image of new Charlie Card







“One more trip” protection

Today’s System

Today, if you show up at the bus stop without any cash and realize your CharlieCard or ticket has a low balance...you are out of luck

Fare Transformation

- In the future, we are implementing “one more trip” protection, to ensure that riders are not stranded without a way to pay or add money
- How it works: If you don’t have enough money to cover your bus or subway fare, just tap when boarding the vehicle. Your card will go into the negative, and you can pay the fare back before your next trip at a fare vending machine or retail location, on the mobile app or website, or over the phone

	Balance
 <i>Forgot to load my card (!)</i>	\$0.00
 <i>Board bus and tap</i>	-\$1.70
 <i>Transfer to subway and tap</i>	-\$2.40
 <i>Reload \$5.00 before next trip</i>	\$2.60

Example journey using “one more trip”



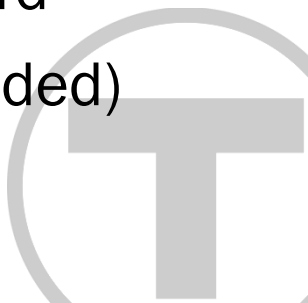
Each rider will need their own card

Today's System

Today, in certain circumstances, riders can share a single CharlieCard or ticket to travel together. We refer to this practice as “passback”

Fare Transformation

- In the future, card-sharing will be prevented in order to:
 - Ensure correct pricing of Commuter Rail trips (tap-on/tap-off)
 - Avoid accidental charges on new contactless payment options
 - Facilitate fare verification and all-door boarding (everyone carries their own card for “proof of payment”)
- We're making it much easier for everyone to get a card
- Children 11 and under will still ride free (no card needed)



Timeline & Next Steps

February:	Proposed Fare Media Changes were presented to MBTA Board Public Comment Opens
March:	Staff conducts Public Outreach, informally and formally Public Meeting on March 15, 2022 at 6pm and Public Hearing on March 22, 2022 at 6pm Public Comment will close on March 31, 2022
April:	Staff will collate all comments, make any modification based on feedback, and with CTPS will finalize the Equity Analysis
Future Implementation:	Full Board will be asked to vote on Proposed Fare Media Changes before implementation. Changes will go into effect when the new fare collection system is implemented on bus and rapid transit



Raising Your Hand

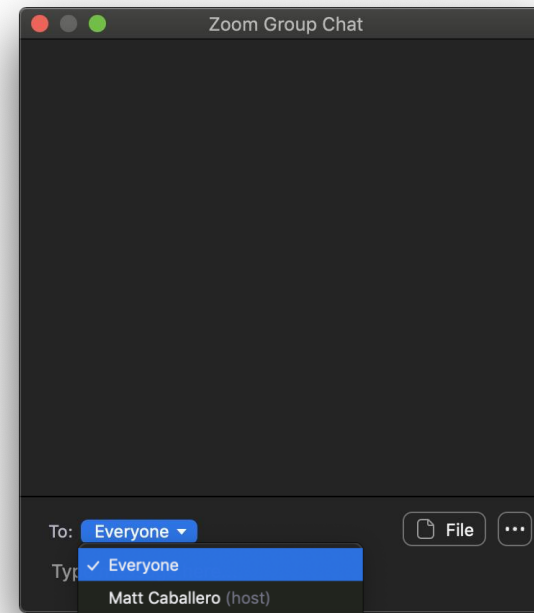
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Send a chat
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Raise Hand

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