



Charlie™

Fare Rules in our Next Generation Fare System

Fare Media Changes & Media Subsidy Programs

Changes to sales and payment options in the new system (launching in 2023) bring a lot of benefits, but will require some adjustments from how things work today. We're trying to provide good options for all of our riders, and we need your help. How can we improve our plans, and what are the best ways for us to get free cards to riders who need them?

Fare Media in the Current System	Changes in the New System (2023)
You must use a CharlieCard, a CharlieTicket, or cash onboard the vehicle to pay your fare	Introduction of new convenient payment options to tap when you ride, including new plastic and mobile Charlie Cards, contactless credit cards, and mobile wallets
You can pay your bus and trolley fare onboard with cash, which can be convenient but slows down service	Removal of cash payment from onboard vehicles to an expanded sales network of fare vending machines and Charlie Retailers (plus a website and mobile app) to speed up service and let drivers focus on safety, not fares
No options to reload your CharlieCard/Ticket if your balance is low when you're at a bus stop without any cash	Introduction of "one more trip" protection with a low balance so that you aren't stranded without a way to pay or add money to your card—you can pay back the fare before your next trip
CharlieCards are free, but not always easy to find	Availability of new Charlie Cards for \$3 at every fare vending machine and every Charlier Retailer. This fee covers the cost of the card and provides "one more trip" protection. Creation of programs to obtain a card at no cost for reduced fare and other riders so that the \$3 card cost is not a barrier for low-income riders
Limited ability to use the same fare card on bus, subway, ferry, and Commuter Rail	Integration of Commuter Rail and ferry in 2024 , so you can tap the same card and use the same balance across MBTA modes
You can share a single CharlieCard or CharlieTicket to pay for multiple riders (what we call "passback")	Elimination of "passback" or card-sharing to limit accidental charges on new mobile/contactless payment options, to avoid pricing errors on Commuter Rail (fares will be calculated from tapping before and after your ride), and to facilitate all-door boarding on buses and trolleys (everyone carries their own card for "proof of payment")

Transfer Rules

When you travel using transit value on a CharlieCard, the MBTA provides one free or discounted transfer within 2 hours between bus and subway or between two bus routes—you pay only the difference in fare. Free or discounted fares are also provided for a 2nd transfer from bus to subway back to bus, for transfers between Zone 1A stations on the Fairmount Line and bus/subway, and for special transfers between the SL3 and Blue Line or between the Red Line and Mattapan Trolley. (CharlieTickets provide limited transfers.)

The MBTA is considering potential adjustments to these current transfer rules as we roll out our new fare system.

- **Bus and subway transfers (potentially starting in 2023):** We are considering adding more 2nd transfers like “bus to bus to bus”, or allowing some stopovers such as transfers back onto the same bus route.
- **Commuter Rail and ferry transfers (potentially starting in 2024):** Currently there is no discount for transfers to or from Commuter Rail unless you have a monthly pass or are traveling inside Zone 1A on the Fairmount Line. In the new system, we are considering discounts for transfers between Commuter Rail and bus/subway and discounts for transfers between two Commuter Rail lines.

Adding new transfer discounts could reduce MBTA fare revenue, which ultimately detracts from our service. So we need your help. What are the biggest pain points in current transfer policies on bus/subway and on Commuter Rail? What changes would best address these pain points without sacrificing too much fare revenue (ultimately reducing service)?

Future Fares, Products, and Integrations

Once in place, the new fare system will provide additional flexibility for future changes to MBTA fares and products and the ability to integrate with

other transit and mobility providers. As we look ahead to 2024 and beyond, we want to hear your ideas and to begin planning future changes. What new fares, products, and integrations would you like to see implemented after the new fare system is in place?

Contact Us

Do you have feedback to share? Starting in May 2021, the MBTA will be launching a public outreach process on the fare rules going into the Fare Transformation project. Please visit www.mbta.com/fares/fare-transformation/get-involved for more information. If you'd like to schedule a meeting with us to discuss this project please email us at: publicengagement@mbta.com.

Accessibility

For more information or to request a reasonable accommodation and/or language services, please email publicengagement@mbta.com.

Para más información o para pedir arreglos razonables y/o servicios lingüísticos, por favor envíe un e-mail publicengagement@mbta.com.

如需進一步瞭解或要求合理的便利設備和/或語言服務，請電郵 publicengagement@mbta.com.

如需进一步了解或要求合理的便利设备和/或语言服务，请电邮 publicengagement@mbta.com.

Para mais informações, ou para solicitar serviços de acesso e/ou linguísticos em termos razoáveis, contactar por email publicengagement@mbta.com.

Pour plus d'informations ou pour obtenir un accommodement raisonnable et/ou des services linguistiques, veuillez envoyer un publicengagement@mbta.com.