



**Massachusetts Bay  
Transportation Authority**

# Income-Eligible Reduced Fares Implementation Update

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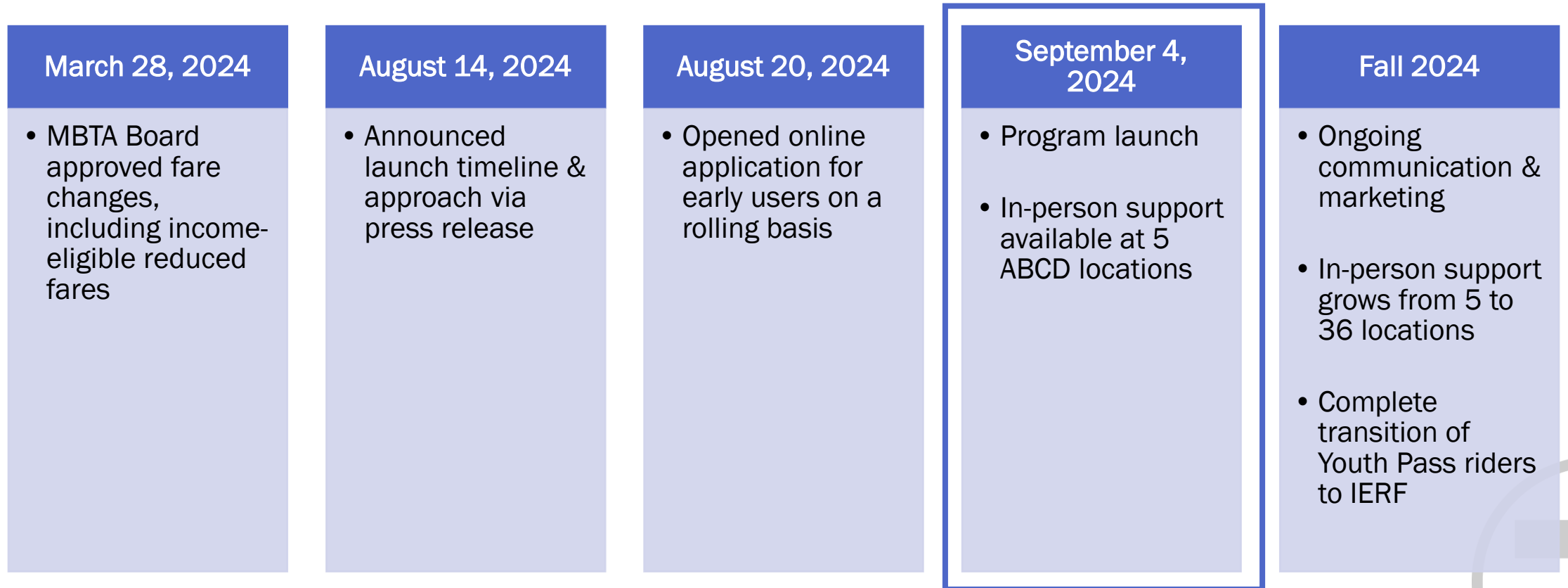
MBTA Board of Directors

August 2024

Steven Povich, Senior Director of Fare Policy & Analytics

# Launch Timeline

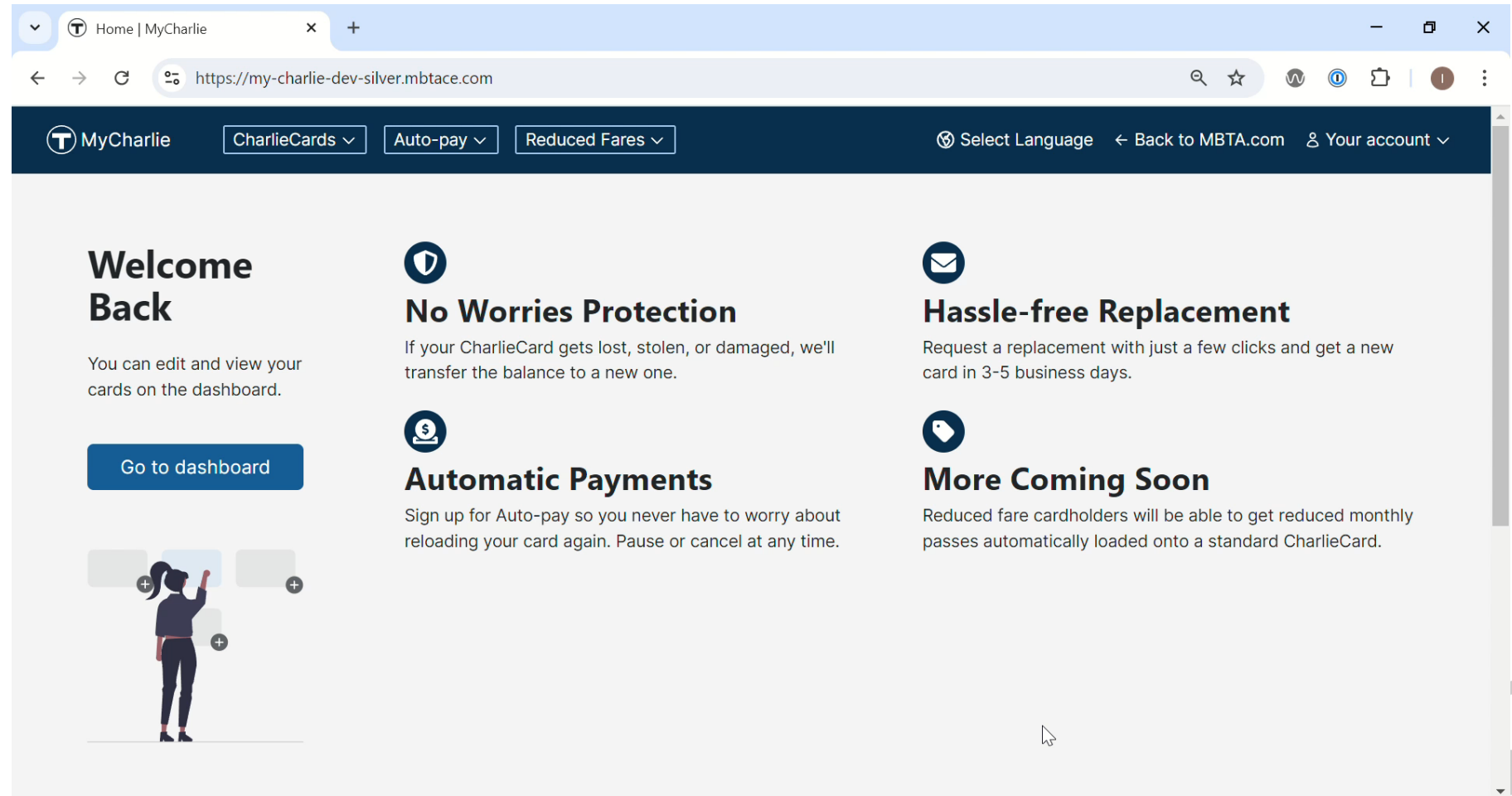
*MBTA staff have begun communicating the launch of income-eligible reduced fares, with the full launch planned for **September 4, 2024**.*



# Application Demo - Automatic

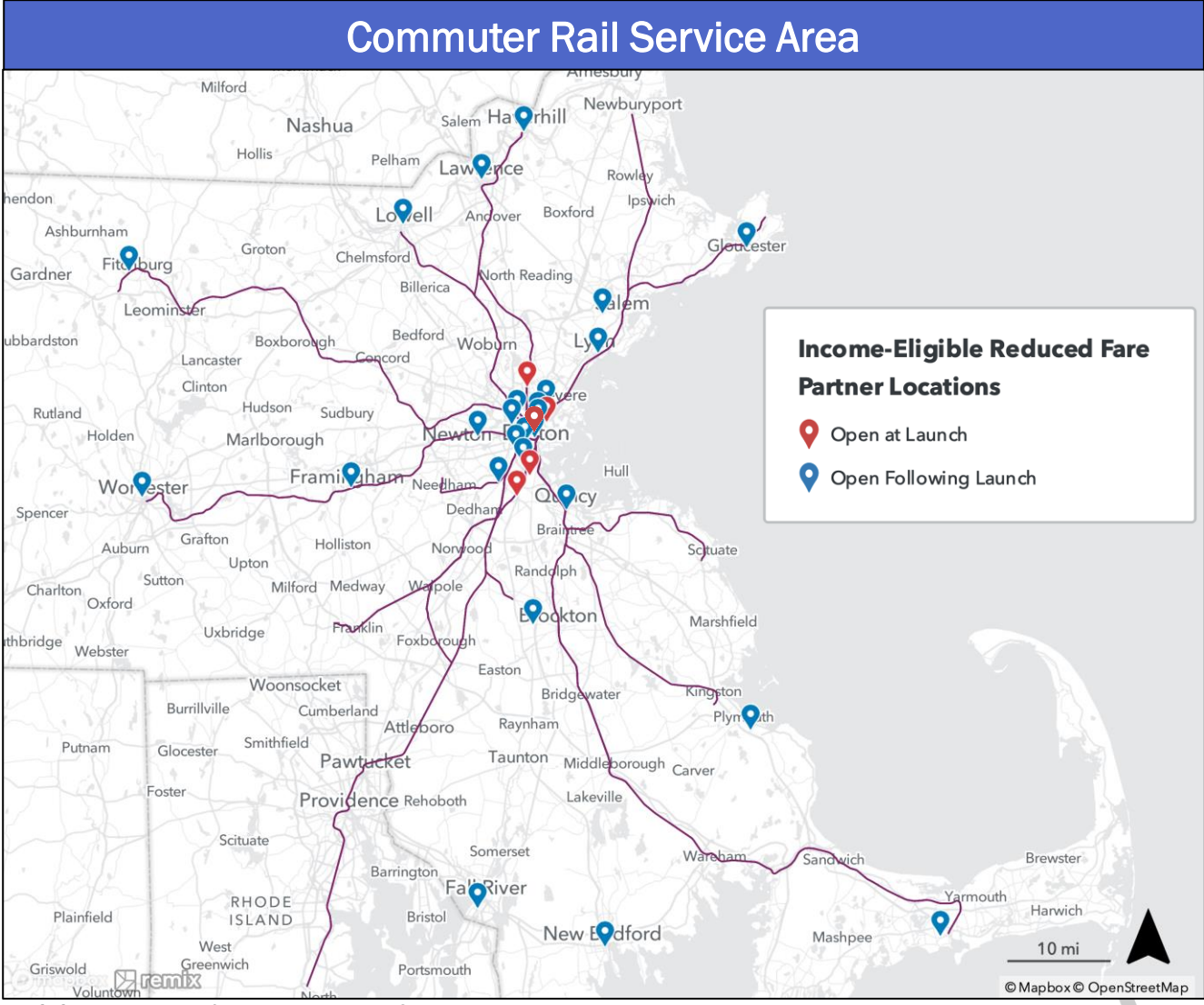
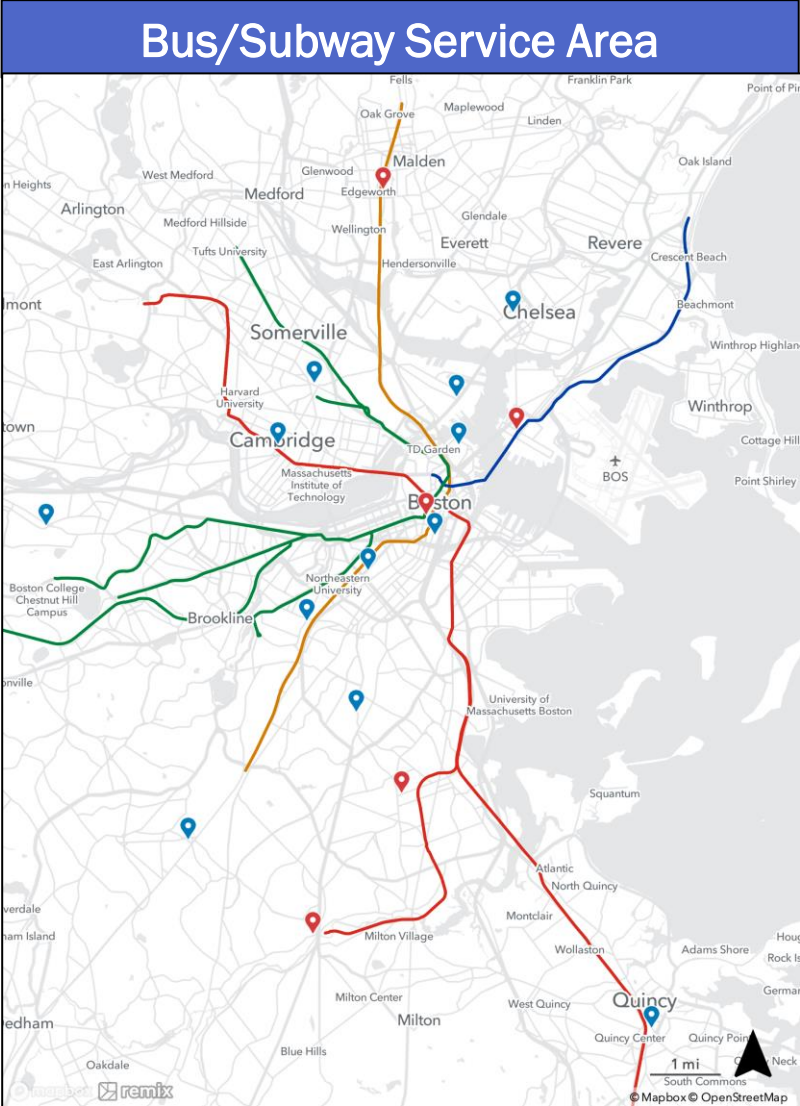
The online application is available in:

- English
- Spanish
- Portuguese
- Simplified Chinese
- Traditional Chinese
- Haitian Creole
- Vietnamese
- Accessible to screen readers



*Note: Video has no sound*

# ABCD & MASSCAP In-Person Locations



# Marketing & Communications Outreach

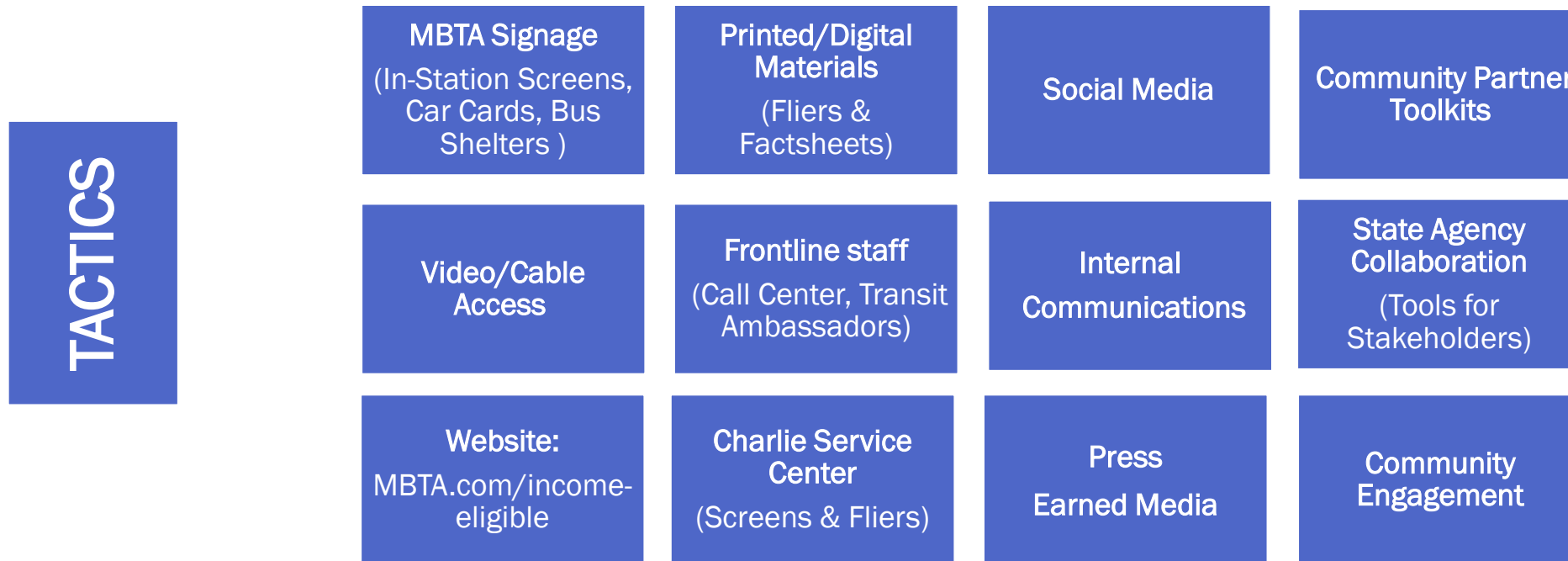
The MBTA is launching a comprehensive marketing strategy to reach income-eligible individuals who would benefit from the newly expanded MBTA reduced fare program. The tactical approach will utilize MBTA assets and leverage collaboration with community and government agencies working with the eligible individuals.



**GOAL:** To reach eligible individuals, drive applications, facilitate enrollment, and ultimately increase ridership



**TARGET AUDIENCE:** Massachusetts residents, between 18 and 64, who participate in accepted state or federal benefit programs and are not currently covered by other existing MBTA-reduced-fare programs may be eligible.



# Questions

***Visit [MBTA.com/income-eligible](https://www.mbta.com/income-eligible) for more information and to apply starting September 4, 2024.***



# Appendix



# Program Overview

*As approved by the Board in March, the MBTA is expanding reduced fares to income-eligible riders.*

- **Eligibility:** The program is designed to enroll riders under 200% of the federal poverty level (FPL). Riders will prove eligibility via enrollment in other aid programs with cutoffs at or below 200% FPL and will be enrolled for 1 year.
- **Application:** Riders will apply primarily via an online application. The application uses API connections to Registry of Motor Vehicles (RMV) and Health & Human Services (HHS) data to confirm identity and eligibility. Manual uploads and in-person support are available for riders whose needs are not met by the online and automatic application process.
- **Partners:** The MBTA has contracted with ABCD & the MASSCAP network to provide in-person and in-community program support and Omicron Technology Solutions to provide back-office application review services.
- **Fare Media:** Approved riders will be mailed a CharlieCard that will allow them to purchase half-priced tickets and passes (using faregates, fareboxes and fare vending machines) or enroll in half-priced contactless payments.
- **Modes:** The proposed program will apply to fares on all modes. As part of this expansion of reduced fares, on the RIDE, income-eligible riders and seniors will be eligible for half fares on Standard & Premium trips.

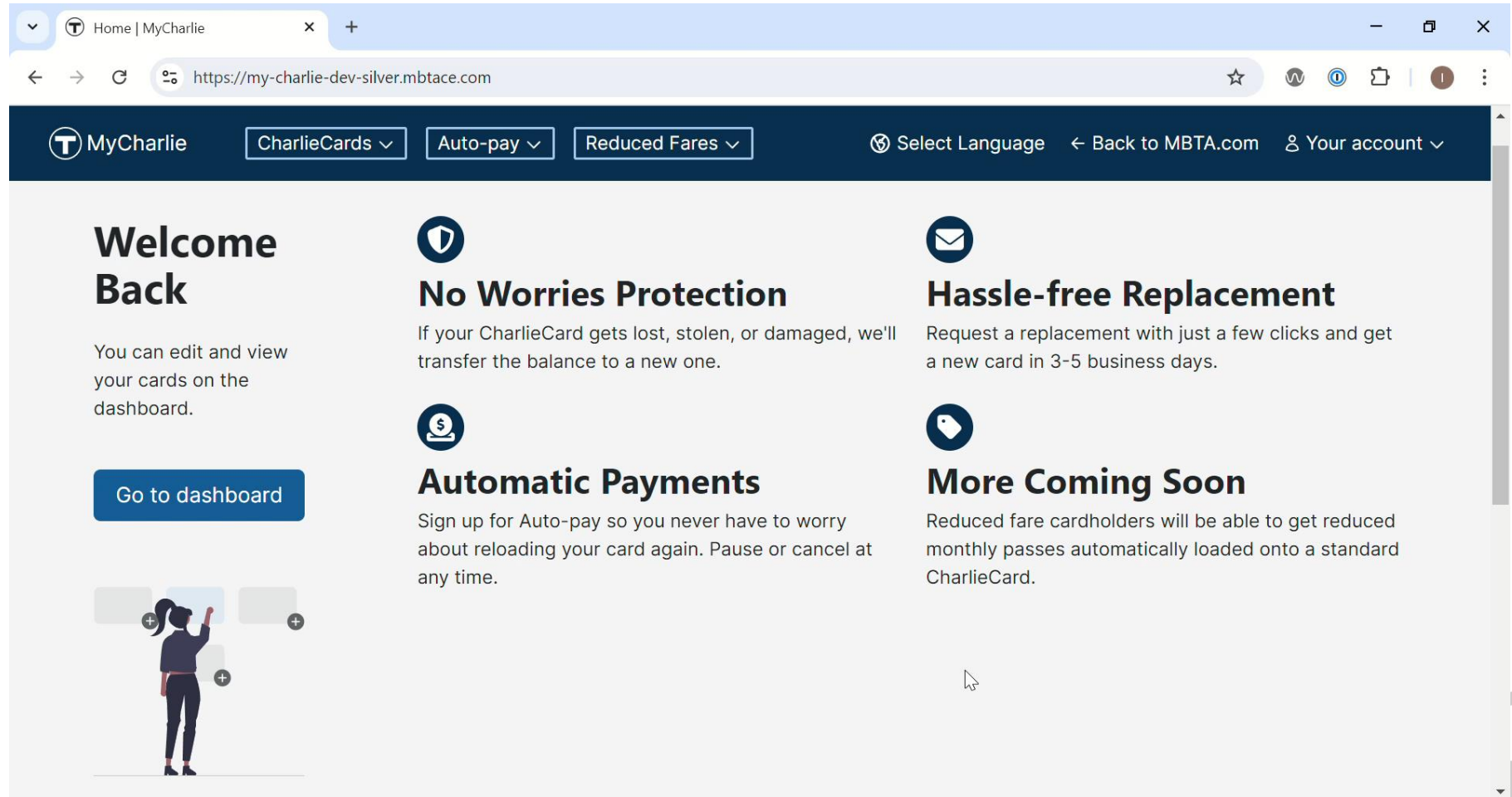




# Application Demo - Manual Upload

The online application is available in:

- English
- Spanish
- Portuguese
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*Note: Video has no sound*

# In-Person Location Detail (1/4)

Agency	Address	Languages Offered*
Action for Boston Community Development, Inc: Central Office	178 Tremont Street, Boston, MA	English, Spanish, Haitian Creole, Cantonese, Mandarin, Portuguese, Russian, Somali
Action for Boston Community Development, Inc: Allston/Brighton	640 Washington Street, Brighton, MA	English, Spanish, Russian
Action for Boston Community Development, Inc: Charlestown	23A Moulton Street, Charlestown, MA	English, Spanish, Haitian Creole
Action for Boston Community Development, Inc: Chinatown	87 Tyler Street, Boston, MA	Cantonese, Mandarin, Other Chinese dialects
Action for Boston Community Development, Inc: Dorchester	110 Claybourne Street, Boston, MA	English, Spanish, Haitian Creole, Somali, Other African languages
Action for Boston Community Development, Inc: East Boston	21 Meridian Street, East Boston, MA	English, Spanish
Action for Boston Community Development, Inc: Mattapan	535 River Street, Mattapan, MA	English, Spanish, Haitian Creole, African languages
Action for Boston Community Development, Inc: South End	554 Columbus Ave., Boston, MA.	English, Spanish, Cantonese, Mandarin,
Action for Boston Community Development, Inc: North End/West End	1 Michelangelo Street, Boston, MA	English, Italian, Russian

\* Additional languages offered via Language Line at many locations



# In-Person Location Detail (2/4)

Agency	Address	Languages Offered*
Action for Boston Community Development, Inc: Parker Hill/Fenway	714 Parker Street, Roxbury, MA	English, Spanish, Haitian Creole
Action for Boston Community Development, Inc: Roslindale	18B Corinth Street, Roslindale, MA	English, Spanish, Haitian Creole
Action for Boston Community Development, Inc: Roxbury/North Dorchester	565 Warren Street, Dorchester, MA	English, Spanish, Haitian Creole, Somali
Action for Boston Community Development, Inc: South Boston	424 West Broadway, South Boston, MA	English, Spanish
Action for Boston Community Development, Inc: Mystic Valley (Serving Malden, Medford and Everett)	239 Commercial Street, Malden, MA	English, Spanish, Haitian Creole, Cantonese, Somali
Cambridge Economic Opportunity Committee, Inc.	11 Inman Street, Cambridge, MA	English, Spanish, Haitian Creole, Cantonese, Somali
Community Action Agency of Somerville, Inc.	66 Union Square, Somerville, MA	English, Spanish, Haitian Creole
Community Action Program Inter-City, Inc.	100 Everett Avenue #14, Chelsea, MA	English, Spanish, Haitian Creole, Cantonese, Somali
Quincy Community Action Programs, Inc.	1509 Hancock Street, Quincy, MA	English, Spanish, Haitian Creole, Cantonese, Mandarin, Somali, Other African languages

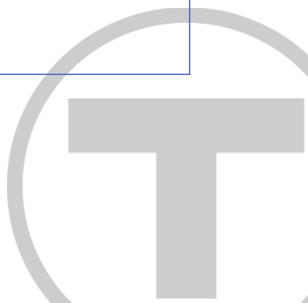
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# In-Person Location Detail (3/4)

Agency	Address	Languages Offered*
Action, Inc.	180 Main Street, Gloucester, MA	English, Spanish, Portuguese
Berkshire Community Action Council	1531 East Street, Pittsfield, MA	English, Spanish
Citizens for Citizens, Inc.	264 Griffin Street, Fall River, MA	English, Spanish, Haitian Creole,
Community Action Committee of Cape Cod & Islands	372 North Street, Hyannis, MA	English, Spanish, Haitian Creole,
Community Action, Inc.	3 Washington Square, Haverhill, MA	English, Spanish, Haitian Creole,
Community Teamwork, Inc.	155 Merrimack Street, Lowell, MA	English, Spanish, Haitian Creole, Mandarin, Somali, African Languages
Community Action Pioneer Valley	393 Main Street, Greenfield, MA	English, Spanish, Haitian Creole
Greater Lawrence Community Action Council, Inc.	305 Essex Street, Lawrence, MA	English, Spanish, Haitian Creole
LEO, Inc.	181 Union Street #209, Lynn, MA	English, Spanish, Haitian Creole, Somali, Other African languages

\* Additional languages offered via Language Line at many locations



# In-Person Location Detail (4/4)

Agency	Address	Languages Offered*
Making Opportunity Count	601 River Street, Fitchburg, MA	English, Spanish, Haitian Creole,
North Shore Community Action Program, Inc.	119 Rear Foster Street, Peabody, MA	English, Spanish, Haitian Creole, Portuguese
People Acting In Community Endeavors, Inc.	166 William Street, New Bedford, MA	English, Spanish, Haitian Creole, Portuguese
Self-Help, Inc.	45 Pearl Street, Brockton, MA	English, Spanish, Haitian Creole,
South Middlesex Opportunity Council, Inc.	7 Bishop Street, Framingham, MA	English, Spanish, Haitian Creole, Mandarin, Somali, African Languages
South Shore Community Action Council, Inc.	71 Obery Street, Plymouth, MA	English, Spanish, Haitian Creole,
Springfield Partners for Community Action, Inc.	721 State Street, Springfield, MA	English, Spanish, Haitian Creole,
Valley Opportunity Council, Inc.	300 High Street #1, Holyoke, MA	English, Spanish
Worcester Community Action Council, Inc.	18 Chestnut Street #500, Worcester, MA	English, Spanish, Haitian Creole, Mandarin, Somali, African Languages

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