

# Top Areas of Concern to Date...

- Service Quality
  - *“After last winter when I paid for a monthly pass and the train often was cancelled, delayed or was left waiting in N. Station for hours I say I deserve a discount not an increase!”*
- MBTA Employee Issues and Compensation
  - *“Just stop paying such exorbitant salaries.”*
- Budget Management
  - *“...at this point I don't really trust that it would even put an extra \$50m to most efficient use.”*
- Affordability & Equity
  - *“The poor, the elderly, and students should not have to pay more money for public transportation.”*
- Fare Evasion
  - *“Before raising fares, how about the MBTA ensure that people actually pay them in the first place.”*
- Student Pricing
  - *“The increase to student fares is especially steep.”*