

Massachusetts Bay Transportation Authority

2019 Outreach Schedule for Better Bus, Fare Proposal and AFC2.0

January – March 2019

Fiscal and Management Control Board

January 28, 2019

Community Engagement Strategy

The MBTA will host a series of open-house style community meetings to allow customers the opportunity to provide feedback that will enhance the MBTA's decision making process and to promote transparency and accountability.

- Meeting format includes information stations with easels and boards to facilitate one-on-one engagement between customers and MBTA staff. Visuals, handouts and other collateral material will be available along with opportunities for public feedback at the meetings or online.

The community meetings will facilitate an open dialogue and sharing of ideas with our customers.

Leading up to the community meetings, these efforts will be supported by an integrated communications outreach effort utilizing local publications, information flyers, social media and MBTA assets, i.e. car cards.

Combined Community Meetings for Better Bus Project, Fare Proposal, and AFC 2.0

Location	Hub	Date	Time
Bruce C. Bolling Municipal Building 2300 Washington St, Roxbury, MA	Dudley Square	Monday, February 4	6:00 PM – 8:00 PM
North Shore Community College 590 Washington St., Lynn, MA	Lynn Central Square	Thursday, February 7	6:00 PM – 8:00 PM
Watertown Free Public Library 123 Main St., Watertown, MA	Watertown Square	Tuesday, February 12	6:00 PM – 8:00 PM
Framingham Memorial Building (fare proposal only) Nevis Hall 150 Concord Street Framingham, MA 01702	Framingham	Thursday, February 13	6:30 PM – 8:30 PM
Thomas Crane Public Library 40 Washington St., Quincy, MA	Quincy Center	Wednesday, February 20	6:00 PM – 8:00 PM
Woburn Anderson RTC (fare proposal only) 100 Atlantic Avenue, Woburn, MA	Woburn	Thursday, February 21	6:00 PM – 8:00 PM
Cambridge Rindge & Latin School 459 Broadway, Cambridge, MA	Harvard Square	Tuesday, February 26	6:00 PM – 8:00 PM
10 Park Plaza, Conf Rooms 1, 2, 3	Downtown Boston	Thursday, March 7	6:00 PM – 8:00 PM

Print Ad: Combined Community Meetings for BBP, Fare Proposal, and AFC 2.0



Community Meetings

Customers want a more reliable and responsive MBTA. Join the MBTA at an upcoming community meeting to learn and offer feedback about two important initiatives, Better Bus Project and Automated Fare Collection 2.0. At the same meeting, you can also learn about and share your views about the proposed fare increase. We look forward to your ideas on how to deliver a better MBTA.

Location	Bus Hub	Date	Open House Times
Bruce C. Bolling Municipal Building Community Room 200 2300 Washington St., Boston, MA	Dudley Square	Monday, February 4	6:00 PM - 8:00 PM
North Shore Community College 300 Broad St., Lynn, MA	Lynn Central Square	Thursday, February 7	6:00 PM - 8:00 PM
Watertown Free Public Library 123 Main St., Watertown, MA	Watertown Square	Tuesday, February 12	6:00 PM - 8:00 PM
Framingham Memorial Building Nevis Hall 150 Concord Street Framingham, MA 01702	Framingham	Thursday, February 13	6:30 PM - 8:30 PM
Thomas Crane Public Library 40 Washington St., Quincy, MA	Quincy Center	Wednesday, February 20	6:00 PM - 8:00 PM
Cambridge Rindge & Latin School 459 Broadway, Cambridge, MA	Harvard Square	Tuesday, February 26	6:00 PM - 8:00 PM
Woburn Anderson RTC 100 Atlantic Avenue, Woburn, MA	Woburn	Thursday, February 21	6:00 PM - 8:00 PM
State Transportation Building 10 Park Plaza, 2nd Floor, Boston, MA	Downtown Boston	Thursday, March 7	6:00 PM - 8:00 PM

[MBTA.com/community](https://www.mbta.com/community)




MBTA. Welcome to a system of improvement.

The community meetings are accessible to people with disabilities and those with limited proficiency in English. Accessibility accommodations and language services will be provided free of charge, upon request, as available. Such services include documents in alternate formats, translated documents, assistive listening devices, and interpreters (including American Sign Language). For more information or to request a reasonable accommodation and/or language services, please email apoggenburg@reginavilla.com or call 617-357-5772 x26.

Print Newspaper Outreach



Print Ad: Better Bus Project





We're making bus service better for you.

Welcome to the Better Bus Project. We are sharing proposed changes that are the first step in our efforts to improve bus service and the system as a whole. We welcome your observations, insights and opinions. To make a better MBTA, we need to continue to be better listeners. With your help, we can create the transportation system you deserve.

mbta.com/betterbus

Join us at one of our Open Houses

Location	Date	Open House Times
Boston City Hall Plaza	Thursday, January 31	12:00 PM – 2:00 PM
Wonderland Station	Tuesday, February 5	4:00 PM – 6:00 PM
Haymarket Station	Wednesday, February 6	1:00 PM – 3:00 PM
Ashmont Station	Wednesday, February 13	4:30 PM – 6:30 PM
Sullivan Station	Tuesday, February 19	8:00 AM – 10:00 AM
Forest Hills Station	Wednesday, February 27	3:00 PM – 5:00 PM
Malden Center Station	Monday, March 4	4:00 PM – 6:00 PM

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