



# Massachusetts Bay Transportation Authority

## FY21 Fare and Transfer Changes

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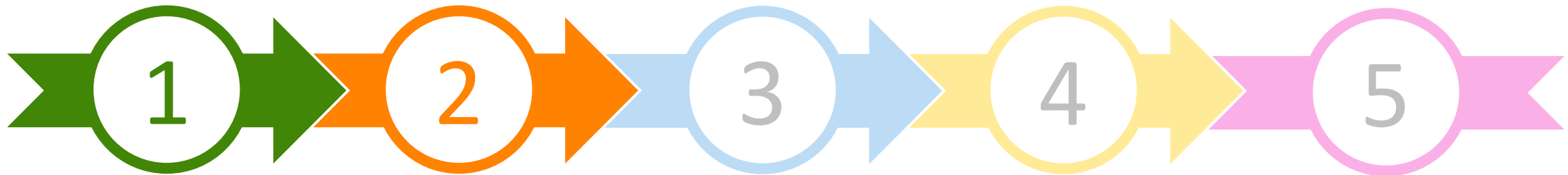
Fiscal and Management Control Board

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# Fare Transformation Customer Journey

Customers will see improvements rolled out in five stages






## Key frustrations addressed

2020

-  **Tap on to Fairmount Line using my Charlie Card**
-  Get a new Charlie Card from a location in my community
-  See fares being collected consistently on Commuter Rail using gates at terminal stations
-  See fewer subway gates out of service or in need of repairs
-  Take advantage of the new fare options being piloted





## Easier to get a Charlie Card

2021

-  Get a new Charlie Card from a vending machine at any subway station
-  Apply for or renew a reduced fare pass more easily (for seniors, youth and persons with disabilities)
-  **Pay the same fare regardless of whether I use a Charlie Card, Charlie Ticket or pay with cash**






## New ways to pay

2022

-  Tap using my contactless credit card, Apple Pay or Google pay on the Orange Line, Green Line, and select bus routes
-  Participate in a pilot and be the first to have the new Charlie Card and mobile app
-  Board on the rear door on at the busiest stops on select bus routes
-  Get a Charlie Card and reload at a growing number of retailers





## Faster buses and Green Line trains

2023

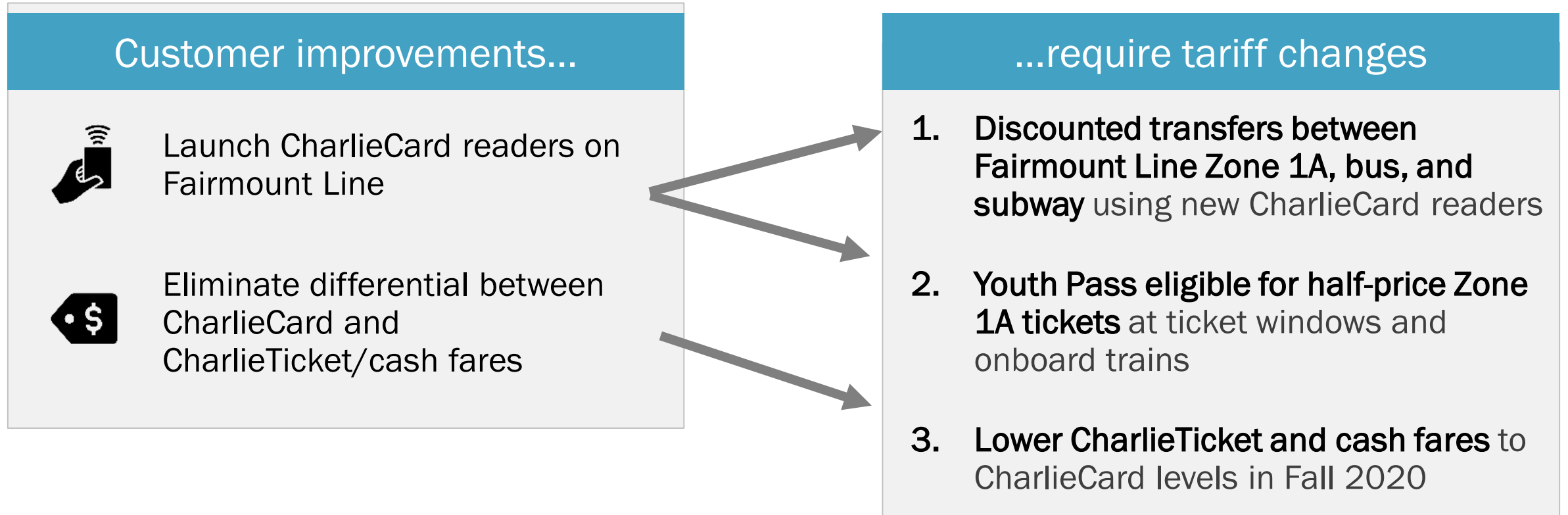
-  Tap using my mobile device, contactless credit card, or new Charlie Card on all bus and subway routes
-  Board at any door on buses and Green Line trains
-  Use the Charlie website to manage my account online
-  Download the Charlie mobile app to view my balance and reload on the go
-  Get a Charlie Card and reload at many bus stops and even more retail locations

## Seamless payments on all modes

2024

-  Use the same card to tap no matter where I travel
-  Tap on and transfer between all MBTA modes (including Commuter Rail, ferry, subway and bus)
-  My employer has new tools to manage the pass I get through work and I have self-service options to manage my own account
-  See improvements to MBTA services overall, stemming from use of better ridership and revenue data

# Package of Tariff Changes Will Enable Early Improvements



# Title VI Equity Analysis

- All fare analysis done using pre-COVID data, demographic data from 2015-2017 MBTA
- The changes analyzed as a package provide a higher percent decrease in average fare for low-income and minority riders as compared to all riders
- No disparate impact on minority populations or disproportionate burden for low-income populations

Existing and Proposed Average Fares and Price Change

Rider Classification	Existing Average Fare	Proposed Average Fare	Percentage Price Change
Minority	\$1.456	\$1.437	-1.3%
Low-income	\$1.294	\$1.269	-1.9%
All Riders	\$1.935	\$1.915	-1.1%

# CharlieTicket and Cash Fares After Implementation

Single Ride	CharlieCard	Current CharlieTicket or Cash	New CharlieTicket	New Cash	Decrease
Local Bus	\$1.70	\$2.00	\$1.70	\$1.70	\$0.30
Inner Express Bus	\$4.25	\$5.25	\$4.25	\$4.25	\$1.00
Outer Express Bus	\$5.25	\$7.00	\$5.25	\$5.25	\$1.75
Rapid Transit	\$2.40	\$2.90	\$2.40	\$2.40	\$0.50

*Note: No changes to transfer rules when paying in cash or using a CharlieTicket*



# Fairmount Line Zone 1A Fares After Implementation

	ADULT Single-Ride Fare			REDUCED Single-Ride Fare		
	Current	Pilot*	Decrease	Current	Pilot*	Decrease
Fairmount Line Zone 1A	\$2.40	\$2.40	N/A	\$1.10	\$1.10	N/A
Fairmount Line Zone 1A + Rapid Transit (transfer at South Station)	$\$2.40 + 2.40$ = \$4.80	\$2.40	\$2.40	$\$1.10 + 1.10$ = \$2.20	\$1.10	\$1.10
Fairmount Line Zone 1A + Local Bus	$\$2.40 + 1.70$ = \$4.10	\$2.40	\$1.70	$\$1.10 + 0.85$ = \$1.95	\$1.10	\$0.85

\* Using CharlieCard with new Fairmount Line validators. Fare shown is net of transfer discounts.



# Fare Tariff Vote

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- The single ride bus and rapid transit CharlieTicket and cash fares shall be equal to the single ride bus and rapid transit CharlieCard fares, such equalization of fares to become effective upon the implementation of upgrades to the existing fare collection system scheduled for Fall 2020.
- Free transfers between Fairmount Line trips within Zone 1A and rapid transit shall be permitted at South Station, and “step-up” transfers between Fairmount Line trips within Zone 1A and bus trips shall be permitted on CharlieCards, such issuance of free and discounted transfers to become effective upon the commencement of the Fairmount Line Pilot.
- Youth Pass card holders will be eligible for reduced fares on Zone 1A Commuter Rail trips, effective upon the commencement of the Fairmount Line Pilot.

