



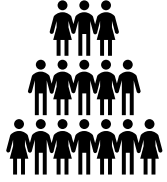
**Massachusetts Bay
Transportation Authority**

2024 Proposed Fare Changes: Summary of Public Comment

MBTA Fare Policy

March 2024

Summary of Activities



- **Public Meetings:** Staff held six in-person public meetings and one virtual public hearing
 - Over 100 individuals attended a public meeting
 - In-person meetings in Lowell, Dorchester, Roxbury, Brockton, Mattapan, Chelsea*
 - Door-to-door outreach and flyering in advance of meetings



- **Stakeholder Meetings:** Staff met with key stakeholders and advocates such as transit advocates, municipalities, seniors, riders with disabilities, and the press
 - Joint Press Event with HHS, MBTA Advisory Board, Riders' Transportation Access Group (General & RIDE Subcommittee), Mass Senior Action Council, MBTA Policy Development Working Group, MPO Inner Core Committee (Transportation Group), MBTA Youth Pass Partners, Age Strong



- **Other Comment:** Comment was accepted via email, phone, and mail
 - 102 comments were received and reviewed

**In-person meeting in Worcester canceled due to snow*



Support

Riders, advocates, and elected officials demonstrated strong support for the expansion of reduced fares to income-eligible riders.

- ✓ Excitement about the number of eligible riders (60,000) and level of savings (hundreds to thousands of dollars per year)
- ✓ Comments on cost of living in Massachusetts and potential burden of MBTA fares
- ✓ Anticipation of expected use of savings for food and health expenses
- ✓ Appreciation for MBTA listening to years of advocacy on this topic
- ✓ Interest in & support for application process & interagency partnerships



Questions & Concerns



- **Design & Administration:** Riders were curious and engaged on topics of administration, including how to demonstrate eligibility.
 - Focus on in-person application option
 - This is currently planned via community partners; the RFP to recruit these partners is in process
 - Encouragement to continue expanding the list of programs that can be used for eligibility
 - Staff plan to launch the program with SNAP and various MassHealth programs and expand the list as is operationally and technologically feasible over the coming years



- **RIDE Premium Fares:** Riders and advocates pushed for the reduction of Premium RIDE fares for low-income and senior RIDE users.
 - Staff proposed the inclusion of ADA/Standard trips only to ensure that we remain able to provide acceptable paratransit service for required trips and avoid inducing demand that we struggle to meet. RIDE staff will provide an update to the MBTA board in March.

