



# MBTA Community Meeting Outreach

Summary of Community Meetings: Better Bus Routes, Fare Collection with AFC 2.0 and Fare Increase Proposal

March 13, 2019

## **Overview**

The MBTA scheduled 9 open-house style combined community meetings to offer customers and the community an opportunity to learn about and provide feedback on the Better Bus Project, improved fare collection with AFC 2.0 and fare increases. An additional 3 meetings focused solely on fare increases and commuter rail. The Better Bus Project hosted 7 open houses at key stations for customers to provide feedback on proposed route changes. One public hearing was held on the proposed fare increase at the State Transportation Building.

## Community Meeting Locations

## The MBTA held community meetings in the following communities:

- Andover (fare only)
- Boston (State Transportation Building)
  - Public Hearing for the fare proposal on February 27
  - Community Meeting
- Cambridge
- Chelsea
- Framingham (fare only)
- Lynn
- Quincy
- Roxbury
- South Boston
- Watertown
- Woburn
- Worcester (fare only)

## Better Bus Open Houses

### The MBTA's Better Bus Project held Open Houses:

- Ashmont Station
- Forest Hills Station
- City Hall Plaza
- Haymarket Station
- Malden Center Station
- Sullivan Square Station
- Wonderland Station

## **Customer Outreach**

The MBTA publicized meetings through an integrated communications outreach effort utilizing local news publications, informational flyers, social media and MBTA assets, i.e. Outfront screens and A-frames signs at key stations.

This effort included a comprehensive multilingual component including meeting announcements produced in 15 languages placed at key MBTA stations; multilingual newspapers advertisements (Spanish and Chinese) and the use of car cards. The languages identified reflected among these 15 groups of limited English proficient, constitute approximately 92% of all limited English speaking populations in the MBTA service area. Spanish translators were available at each community meeting.

See appendix for sample messaging.

## The Benefits

- The "community meeting" format was an opportunity for one-on-one conversations between MBTA and customers. This format avoided the one-way conversation of traditional public hearings.
- Customers received information based on their specific area(s) of interest in a personal setting from the T.
- Meeting format allowed MBTA and customers to engage in a softer and more personal way, thus, lending itself to the reality that the MBTA is part of the community and not an out-of-touch quasigovernmental body pointing people to a website or to a stand-up-and-lecture meeting. The qualitative value of this engagement provided meaningful information to the MBTA. This format helped humanize the MBTA.
- MBTA capitalized on existing community relationships to provide additional briefings as requested and individual discussions.
- Avoided meeting fatigue on the part of customers and community members by combining the three significant initiatives into one meeting format.
- Meetings averaged more than 30 attendees with the MBTA receiving 3000 comments.

### What We Learned

- There needs to be a larger strategy when announcing major initiatives to build support or neutralize opposition.
  Prior to announcing the fare increase proposal and combined community meetings, the MBTA did not make its
  case for a fare increase utilizing media opportunities or speaking engagements to tell our story or set the
  narrative. There were no third party endorsements.
- Promoting as a "community meeting" led to confusion in the wake of existing Better Bus Project meeting communications. The original recommendation was to promote open-house style "community information sessions." This designation better reflected the combined meeting format.
- The MBTA needs to be more consistent in its approach to system-wide outreach efforts, including being more
  proactive in providing accessibility accommodations. Meeting locations should reflect our ridership; be
  representative of each transportation mode; provide diversity among Boston neighborhoods, neighboring cities
  and towns, transit dependent communities, and communities outside the core system that rely on MBTA
  services.
- Future outreach efforts will include greater utilization of grassroots efforts such as faith based organizations as an example.
- In response to customer feedback, the MBTA will investigate the use of childcare services. Issues to be considered include costs, liability, licensing and identifying appropriate partners.
- The use of MBTA assets, car cards for example, was underutilized given the breadth of the system. Future
  outreach efforts will better maximize the information deployed throughout our assets for community
  engagement.
- In an effort to broaden our community reach, the MBTA will investigate utilizing the production services of Boston Neighborhood Network television and other community access channels.

## **APPENDIX**







## **Print Newspaper Outreach**

Dorchester Reporter









Mattapan Reporter



















### **T** Reuniones con la comunidad

MBTA sea más confiable v receptiva. Participe junto a la MBTA en una de las próximas reuniones comunitarias para informarse y ofrecer su opinión respecto a dos iniciativas importantes: el proyecto Better Bus v la recolección automatizada de tarifas 2.0. En una misma reunión usted podrá tanto informarse, como compartir su criterio sobre la propuesta de aumento de tarifas. Esperamos escuchar su: ideas sobre cómo podemos ofrecer una mejor MBTA.

Lugar	Centrales de autobuses	Fecha	Horario
CAMBIO DE UBICACÍON Chelsea Senior Center 10 Riley Way, Chelsea, MA	Chelsea	Martes 19 de febrero	6.00 PM - 8.00 PM
Biblioteca Pública Thomas Crane	Quincy Center	Miércoles 20	6:00 PM -
40 Washington St., Quincy, MA		de febrero	8:00 PM
Centro de Transporte Regional Woburn Anderson (Solo propuesta de tarifas) 100 Atlantic Avenue, Woburn, MA	Wobum	Jueves 21 de febrero	6:00 PM - 8:00 PM
Cambridge Rindge & Latin School	Harvard Square	Martes 26	6:00 PM -
459 Broadway, Cambridge, MA		de febrero	8:00 PM
Edificio de transporte del estado	Downtown	Jueves 7	6:00 PM -
10 Park Plaza, 2nd Floor, Boston, MA	Boston	de marzo	8:00 PM

#### MBTA.com/community

T Ma	ssachusetts Bay Insportation Authority

ice de Islama o discerán sin costo alguno, a petición y según la disponibilidad. Dichos servicios incluyen documentos en formatos alternativos, document de dispositivos de ayuda para escuchar e initérpreses fincluyendo initérpreses de languaje amenican de sañala. Para más información o para solicitar colo razonable y/o servicios del dichon, por tevor evide u en email a a pogenhurg@megnatica.com o lame al 617-357-5772, extensión 26.



## **Community Meetings**

Customers want a more

				Times
able and responsive MBTA. n the MBTA at an upcoming	Bruce C. Bolling Municipal Building Community Room 200 2300 Washington St., Boston, MA	Dudley Square	Monday, February 4	6:00 PM - 8:00 PM
mmunity meeting to learn	North Shore Community College 300 Broad St., Lynn, MA	Lynn Central Square	Thursday, February 7	6:00 PM - 8:00 PM
d offer feedback about two portant initiatives. Better	Watertown Free Public Library 123 Main St., Watertown, MA	Watertown Square	Tuesday, February 12	6:00 PM - 8:00 PM
s Project and Automated	Framingham Memorial Building (Fare Proposal Only) Nevis Hall 150 Concord Street	Framingham	Wednesday, February 13	6:30 PM - 8:30 PM
e Collection 2.0. At the	Framingham, MA 01702		recitally 15	0.30 FM
ne meeting, you can also	Thomas Crane Public Library 40 Washington St., Quincy, MA	Quincy Center	Wednesday, February 20	6:00 PM - 8:00 PM
rn about and share your	Woburn Anderson RTC (Fare Proposal Only)	Woburn	Thursday,	6:00 PM -
ws about the proposed fare	100 Atlantic Avenue, Woburn, MA	Wobdini	February 21	8:00 PM
rease. We look forward to	Cambridge Rindge & Latin School 459 Broadway, Cambridge, MA	Harvard Square	Tuesday, February 26	6:00 PM - 8:00 PM
ır ideas on how to deliver a	State Transportation Building 10 Park Plaza. 2nd Floor. Boston. MA	Downtown Boston	Thursday, March 7	6:00 PM - 8:00 PM
HOL MOTA				

#### MBTA.com/community



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 change upon requires a evaluable. Such services include documents in alternare formats transleed documents, assisted learning devices, and interpreters (including American Sign Language). For more information or to require a reasonable accommodation anglor language services, please email apolgrenburgereginalities on or call 617-557-5772.2.6.



## **Community** Meetings **Newspaper Ads**

Publication	Run Date
Metro	1/30/19
Bay State Banner	1/31/19
Boston Bulletin	1/31/19
Hyde Park Bulletin	1/31/19
W. Roxbury/Roslindate Bulletin	1/31/19
Dorchester Reporter	1/31/19
Mattapan Reporter	1/31/19
El Mundo	1/31/19
El Planeta	2/1/19
La Voz	2/14/19
MetroWest Daily News	2/3/19
Sampan	2/8/19
South Boston Online	2/21/19
South Boston Today	2/21/19
Woburn Advocate	2/1/19
World Journal	1/31/19
World Journal Weekend Ed.	2/1/19
Metro	1/30/19
Bay State Banner	1/31/19
Boston Bulletin	1/31/19
Hyde Park Bulletin	1/31/19
W. Roxbury/Roslindate Bulletin	1/31/19
Dorchester Reporter	1/31/19
Mattapan Reporter	1/31/19
Woburn Advocate	2/1/19
MetroWest Daily News	2/3/19
Sampan	2/8/19
The Lynn Item	2/7/19
Chelsea Record	2/14/19

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.

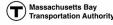
MBTA.com/community



## **T** 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.

#### **MBTA.com/community**



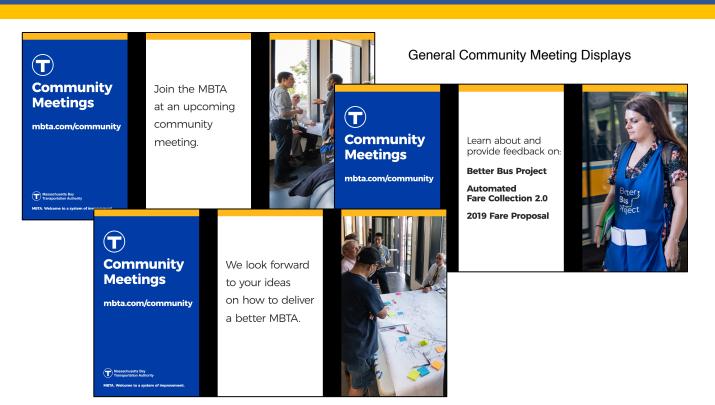
MBTA. Welcome to a system of improvement.

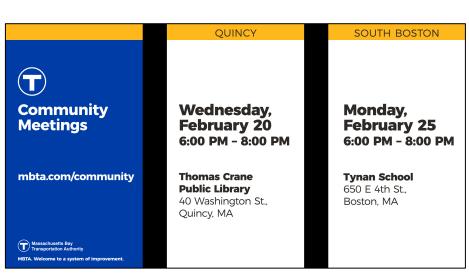
Location	Bus Hub	Date	Time
Bruce C. Bolling Municipal Building Community Room 200 2300 Washington St., Boston, MA	Dudley Square	Monday, February 4	6:00 PM - 8:00 PM
North Shore Community College 300 Broad St., Lynn, MA	Lynn Central Square	Thursday, February 7	6:00 PM - 8:00 PM
<b>Watertown Free Public Library</b> 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	Wednesday, 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
State Transportation Building 10 Park Plaza, 2nd Floor, Boston, MA	Downtown Boston	Thursday,March 7	6:00 PM - 8:00 PM

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### **Vehicle Posters**

300 car cards distributed on Bus and Subway







## **In-Station Digital**

Digital displays in all stations 2/11–3/7

Meeting-specific ads for Chelsea, Cambridge, Boston, South Boston meetings at select stations began running 2/15

Meeting-specific Displays



Join us for a community meeting to learn more about the

#### **MBTA Fare Increase Proposal**

6.3% average fare increase proposed effective July 1, 2019



#### MEETING LOCATIONS

Tuesday, February 19 6:00 p.m. - 8:00 p.m. LOCATION CHANGE

Chelsea Senior Center 10 Riley Way Chelsea, MA 02150

Wednesday, February 20 6:00 p.m. - 8:00 p.m Thomas Crane

Public Library 40 Washington St Quincy, MA 02169

MBTA ha publicado información importan en su sitio web con respecto a la propuest de tarifas. Por favor visite mbta.cor llame a MBTA al (617) 222-3200 TTY (617) 222-5146.

Thursday, February 21 6:00 p.m. - 8:00 p.m. Woburn-Anderson Regional Transportation Center 100 Atlantic Ave.

Woburn, MA 01801 Monday, February 25 6:00 p.m. - 8:00 p.m.

Tynan School

Tuesday, February 26 6:00 p.m. - 8:00 p.m. Cambridge Rindge &

459 Broadway Cambridge, MA 02138

Wednesday, February 27 PUBLIC HEARING 6:30 p.m. - 8:30 p.m

Monday, March 4 6:00 p.m. - 8:00 p.m. Community Room 552 Main St.

6:30 p.m. - 8:30 p.m.

RESCHEDULED DUE TO WEATHER Watertown Police Departmen

Watertown, MA 02472 Wednesday, March 6

Thursday, March 7 6:00 p.m. - 8:30 p.m. State Transportation Building Boston, MA 02116

#### **MEETING LOCATIONS**



Join us for a community meeting to learn more about the

#### **MBTA Fare Increase Proposal**

6.3% average fare increase proposed effective July 1, 2019



Tuesday, February 19 6:00 p.m. - 8:00 p.m. Chelsea Senior Center 10 Riley Way Chelsea, MA 02150

Wednesday, February 20 6:00 p.m. - 8:00 p.m. Thomas Crane Public Library 40 Washington St Quincy, MA 02169

Thursday, February 21 6:00 p.m. - 8:00 p.m. Woburn-Anderson Regional Transportation Center 100 Atlantic Ave. Woburn, MA 01801

Monday, February 25 6:00 p.m. - 8:00 p.m. Tynan School 650 E 4th St. Boston, MA 02127

Tuesday, February 26 6:00 p.m. - 8:00 p.m. Cambridge Rindge & Latin School 459 Broadway Cambridge, MA 02138

Monday, March 4 6:00 p.m. - 8:00 p.m. Watertown Police Department Community Room 552 Main St.

Please visit mbta.com/fareproposal for a complete list of

community meetings and for more information. Massachusetts Bay Transportation Authority

PUBLIC HEARING

State Transportation Building

6:30 p.m. - 8:30 p.m.

Boston, MA 02116

Wednesday, February 27 Wednesday, March 6 6:30 p.m. - 8:30 p.m. Worcester Union Station 2 Washington Square

Worcester, MA 01604

Thursday, March 7 RESCHEDULED DUE TO WEATHER 6:00 p.m. - 8:30 p.m. State Transportation Building 10 Park Plaza Boston, MA 02116

MBTA dja koloka informason inputanti na se página di Internet sobri de pruposta di tanfa. Pur favor violta neta.com/ fareproposal y lé kol informason ki sta-la. Si bu mesti ajuta pa traduzi kei informason, pur frore: kontaha MBTA pa (617) 222-3200, TTY (617) 222-5148.

vào mbta.com/fareproposal và xem những thông tin trong đó. Nếu quý vị cần giúp phiên dịch tài liêu này, xin liên lạc với MBTA ở số (617) 222-3200, TTY (617) 222-5146.

A MBTA publicou informações importantes em seu são sobre a groposta de tartifas. Visilé relatucon/ ferespoposal e lois essas informações. Se precisar de ajuda para tradizi-las, entre em contato com a MBTA pelo helsfonce (817) 222-5146.

## MBTA ha publicado información importante en su siño web con respecto a la propuesta de tarifisa. Por favor visite mbta.com/ fareproposal y lea la información provista. Si necesita syuda para traducir la información, llame a MBTA al (817) 222-3200, TTY (617) 222-5146.

MBTA 在其網站提供了有關原價提 國的重要資訊。請訪問 mbta.com/ furproposal 規解所提供的資訊。如 您需要幫助關準該資訊,請聯絡 MBTA,號碼為: (617) 222-3200 · TTY (617) 222-5146 »

MBTA to bay entitimasyon engotan sou websayt ii konst-man prospozisyon pri tikët ks. Tarpri side rasn mitra.com/faresproposal pril i entifimasyon ki malay p. 5.4 w bezwen asistans pou tradul entiformasyon sa n, tarpri kombaké MBTA ran (1617) 222-2300, Sévis pou malantandan (617) 222-5146.

MBTA có đặng những thông tin quan trọng trong trang web của họ liên quan đến để nghị về giá vé. Hãy

## **Fare Proposal Poster**

(300) 21 x 22 and (300) 28 x 11 vehicle car cards on Commuter Rail, Subway and Bus

### PUBLIC MEETINGS: MBTA 2019 FARE PROPOSAL

We invite you to attend | FARE PROPOSAL a public meeting to share your comments about the MBTA 2019 Fare Proposal.

The MBTA has not raised fares since 2016, and is proposing an increase of an average of 6.3% across all fares. If adopted the increase would take effect July 1, 2019. The MBTA is conducting outreach and taking public comment on the proposal at a series of public meetings and online

amingham Memorial Building 50 Concord Street, Framinghan 6:30 PM - 8:30 PM FARE PROPOSAL

PUBLIC MEETING Thursday, February 21 Woburn-Anderson Regional 100 Atlantic Ave. Woburn

FARE PROPOSAL PUBLIC HEARING Vednesday, February 27 State Transportation Building through February 28, 2019. 6:30 PM - 8:30 PM



Massachusetts Bay
Transportation Authority

accommodations and/or language assistance free of charge upon request. For accommodation or language assistance please contact the MBTA at (617) 222-3200 | TTY (617) 222-5146

#### WHY IS THE MBTA PROPOSING NEW FARES?

While the MBTA continues to focus on controlling costs and growing non-fare revenue, this proposed increase, which is in line with the rate of inflation in the Boston area, is necessary for the Authority to continue making system investments to improve service.

State law allows the MRTA to raise fares at regular modest increments, limiting increases to once every 2 years and a cap of no more

#### WHERE CAN I GET MORE INFORMATION ABOUT THE PROPOSED FARE INCREASES?

Learn more about the fare proposal at mbta.com/fareproposal

CONTACT US Please note that the deadline for comments is February 28, 2019.

BY EMAIL fares@mbta.com

(617) 222-3200 BY PHONE TTY (617) 222-5146

BY MAIL Attention: Fare Proposal 10 Park Plaza, Boston, MA 02116

#### **ASAMBLEAS PÚBLICAS:** PROPUESTA DE AUMENTO DE TARIFAS DE PASAJES DE LA MBTA EN 2019

LE INVITAMOS A ASISTIR A UNA REUNIÓN PÚBLICA PARA COMPARTIR SUS COMENTARIOS SOBRE LA PROPUESTA DE AUMENTO DE TARIFAS DE LA MBTA EN 2019.

un aumento en un promedio de 6.3% para todos los pasajes. Si se adopta el cambio, el aumento entraría en vigor el 1º de julio de 2019. La MBTA está llevando

propuesta en una se	erie de asambleas púb	licas, y por Internet h	asta el 28 de febrero
ASAMBLEA PÚBLICA SOBRE LA PROPUESTA DE TARIFAS	ASAMBLEA PÚBLICA SOBRE LA PROPUESTA DE TARIFAS	ASAMBLEA PÚBLICA SOBRE LA PROPUESTA DE TARIFAS	ASAMBLEA PÚBLICA SOBRE LA PROPUESTA DE TARIFAS
Miércoles 13 de febrero Edificio conmemorativo de Framingham, Nevins Hall. 150 Concord Street, Framingham 6:30 PM – 8:30 PM	Jueves 21 de febrero Centro de Transporte Regional de Woburn- Anderson. 100 Atlantic Ave, Woburn 6:00 PM – 8:00 PM	Miércoles 27 de febrero Edificio Estatal de Transporte. 10 Park Plaza, 2nd Floor, Boston 6:30 PM – 8:30 PM	Miércoles 6 de marzo Estación Worcester Union 2 Washington Square Worcester 6:30p – 8:30p

#### ¿POR QUÉ LA MBTA ESTÁ PROPONIENDO NUEVAS TARIFAS?

las ganancias no provenientes de pasajes, este aumento propuesto. el cual corresponde a la tasa de inflación en el área de Boston, es necesario para que la Autoridad de transporte siga efectuando inversiones para mejorar el servicio. La ley estatal permite que la MBTA aumente pasajes en incrementos modestos y regulares, limitándolos a una vez cada dos años y con un máximo de no más del

#### AUMENTOS DE TARIFAS PROPUESTOS?

	_
CONTÁCTENOS	
Por favor tenga en cuenta que la fecha	F
límite para enviar sus	

de febrero de 2019.

(617) 222-3200 OR TELÉFONO TTY (617) 222-5146

POR CORREO Attention: Fare Proposal 10 Park Plaza, Boston, MA 02116

#### **PUBLIC MEETINGS:** MBTA 2019 FARE INCREASE PROPOSAL

#### WE INVITE YOU TO ATTEND A PUBLIC MEETING TO SHARE YOUR COMMENTS ABOUT THE MBTA 2019 FARE PROPOSAL

The MBTA has not raised fares since 2016, and is proposing an increase of an average of 6.3% across all fares. If adopted the increase would take effect July 1, 2019. The MBTA is conducting outreach and taking public comment on the proposal at a series of public meetings and online through

FARE PROPOSAL PUBLIC MEETING		FARE PROPOSAL PUBLIC HEARING	FARE PROPOSA PUBLIC MEETIN
Wednesday, February 13 Framingham Memorial Building, Nevins Hall 150 Concord Street, Framingham 6:30 PM — 8:30 PM	Thursday, February 21 Woburn-Anderson Regional Transportation Center 100 Atlantic Ave, Woburn 6:00 PM — 8:00 PM	Wednesday, February 27 State Transportation Building 10 Park Plaza, 2nd Floor, Boston 6:30 PM – 8:30 PM	Wednesday, March 6 Worcester Union Stati 2 Washington Square Worcester 6:30p – 8:30p

#### WHY IS THE MBTA PROPOSING NEW FARES?

While the MBTA continues to focus on controlling costs and growing non-fare revenue, this proposed increase, which is in line with the rate of inflation in the Boston area, is necessary for the Authority to continue making system investments to improve service.

State law allows the MBTA to raise fares at regular, modest increments, limiting increases to once every 2 years and a cap of no more than 7% for each increase

#### WHERE CAN I GET MORE INFORMATION ABOUT THE PROPOSED FARE INCREASES?

Learn more about the fare proposal at mbta.com/fareproposal

BY EMAIL fares@mbta.com

Pleas deadli is Feb

or language MBTA at (61

La MBTA no ha aumentado las tarifas de los pasales desde 2016 y está proponiendo

	rie de asambleas púb		
ASAMBLEA PÚBLICA SOBRE LA PROPUESTA DE TARIFAS		ASAMBLEA PÚBLICA SOBRE LA PROPUESTA DE TARIFAS	ASAMBLEA PÚBLICA SOBRE LA PROPUESTA DE TARIFAS
Miércoles 13 de febrero Edificio conmemorativo de Framingham, Nevins Hall, 150 Concord Street.		Miércoles 27 de febrero Edificio Estatal de Transporte, 10 Park Plaza, 2nd Floor	Miércoles 6 de marzo Estación Worcester Unio 2 Washington Square
Framingham 6:30 PM – 8:30 PM	Woburn	Boston 6:30 PM - 8:30 PM	Worcester 6:30p – 8:30p
	,		

#### Aunque la MBTA sigue enfocándose en el control de costos e incrementando

#### ¿DÓNDE PUEDO OBTENER MÁS INFORMACIÓN SOBRE LOS

Conozca más detalles sobre la propuesta de aumento de pasales

CONTÁCTENOS	
Por favor tenga en	POF

POR EMAIL fares@mbta.com

Las abicaciones donde se celebrarán las reuniones cuentas con acceso para personas con discapacidades. MassDOT ofrece acomodé recomble y/o existencia de diomas gastas, a pediciin. Para solicitar acomodos e asistencia en otros idiomas, por favor contacte a la MBTA. lamendo al BIT 1222-33001 Helefon pera sectiones com problemas auditivos (617) 222-146.

**Fare Proposal** 

5,000 handouts distributed at

14

North, South and Bay Bay

**Handouts** 

**Stations** 

#### **PUBLIC MEETING**

#### Wednesday, March 6

6:30p - 8:30p Worcester Union Station 2 Washington Square Worcester, MA 01604

We invite you to attend a public meeting to share your comments about the MBTA 2019 Fare Increase Proposal.

The MBTA has not raised fares since 2016, and is proposing an increase of an average of 6.3% across all fares. If adopted the increase would take effect July 1, 2019. The MBTA is conducting outreach and taking public comment on the proposal at a series of public meetings, and online through February 28, 2019.

Massachusetts Bay Transportation Authority

he meeting site is accessible to people with disabilities. MassiDOT provides reasonable iccommodations and/or language assistance free of charge upon request. For accommodat ir language assistance please contact the MBTA at (617) 222-3200 | TTY (617) 222-5146

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State law allows the MBTA to raise fares at regular, modest increments, limiting increases to once every 2 years and a cap of no more than 7% for each increase.

#### WHERE CAN I GET MORE INFORMATION ABOUT THE PROPOSED FARE INCREASES?

Learn more about the fare proposal at mbta.com/fareproposal

#### CONTACT US lease note that the deadline for written comments is February 28, 2019.

BY FMAII fares@mbta.com BY PHONE (617) 222-3200 TTY (617) 222-5146

BY MAIL Attention: Fare Proposal 10 Park Plaza, Boston, MA 02116



## 2019 MBTA FARE INCREASE PROPOSAL

The MBTA has provided important information on its web site regarding the fare proposal. Please go to mbta.com/fareproposal and read the information provided. If you need assistance translating this information, please contact the MBTA at (617) 222-3200, TTY (617) 222-5146

(English

#### Propuesta de tarifas del MBTA

MBTA ha publicado información importante en su sitio web con respecto a la propuesta de tarifas. Por favor visite mbta.com/fareproposal y lea la información provista. Si necesita ayuda para traducir la información, llame a MBTA al (617) 222-3200, TTY (617) 222-5146.

#### PROPOSTA DE TARIFAS DA MBTA

A MBTA publicou informações importantes em seu site sobre a proposta de tarifas. Visite mbta.com/fareproposal e leia essas informações. Se precisar de ajuda para traduzi-las, entre em contato com a MBTA pelo telefone (617) 222-3200. TTY (617) 222-5146.

#### MBTA 票價提議

MBTA 在其網站提供了有關票價提議的重要資訊。請訪問 mbta.com/tareproposal 瞭解所提供的資訊 如您需要幫助關釋該資訊 : 請聯絡 MBTA · 號碼基:(617)222-3200 · TTY(617)222-5146。

#### Đề Xuất Về Giá Vé MBTA

MBTA có đãng những thông tin quan trọng trong trang web của họ liên quan đến đề nghị về giá vé. Hãy vào mbta.com/tareproposal và xem những thông tin trong đó. Nếu quý vị cần giúp phiên dịch tài liệu này xin liên lạc với MBTA ở số (617) 222-3200, TTY (617) 222-5146.

#### Pwpozisyon pou Pri tikèt MBTA

MBTA te bay enfômasyon enpôtan sou wèbsayt li konsènan pwopozisyon pri tikêt la. Tanpri ale nan mbta.com/fareproposal epi li enfômasyon ki make yo. Si w bezwen asistans pou tradui enfômasyon sa a, tanpri kontakte MBTA nan (617) 222-23200, Sèvis pou malantandan (617) 222-5146.

#### Pruposta di tarifa di MBTA

MBTA dja koloka informason inputanti na së pågina di Internet sobri ës pruposta di tarifa. Pur favor vizita mbta.com/fareproposal y lë kel informason ki sta-la. Si bu mesti ajuda pa traduzi kel informason, pur favor kontata MBTA pa (617) 222-3200, TTY (617) 222-5146.

#### OFFRE TARIFAIRE MBTA

La MBTA a publié sur son site Web d'importantes informations relatives à l'offre tarifaire. Veuillez vous rendre sur le site mbta.com/fareproposal pour en prendre connaissance. Si vous avez besoin d'aide pour traduire ces informations veuillez contacter la MBTA au (617) 222-3200, téléscripteur (617) 222-5146.





## 2019 MBTA FARE INCREASE PROPOSAL

#### Планируемое изменение стоимости проезда МВТА

На веб-сайте МВТА опубликована важная информация о планируемом изменении стоимости проезда. Пожалуйста, ознакомьтесь с предотавленной информацией на вей-сайте mbta.com/aferoprosal = Если Вам необходима помощь в переводе этог информации, обратитесь в МВТА по телефону (617) 222-2300; ТТУ (телефон с текстовым нидикатором) (617) 222-5146.

#### សំណើតម្លៃ MBTA

MBTA បានផ្តល់ជូនព័ត៌មានសំខាន់នៅលើគេហច់ព័ររបស់ខ្លួនអំពីសំណើថ្ងៃឈ្នួល។ សូមចូលថៅកាន់គេហច់ព័រ mbta.com/tareproposal និងអានព័ត៌មាន ដែលបានផ្តល់ជូន។ ប្រសិនបើលោកអ្នកត្រូវការជំនួយបកប្រព័ត៌មាននេះ សូមទាក់ថង MBTA តាមរយៈលេខ (617) 222-3200, TTY (617) 222-5146 ។

#### Proposta di tariffe MBTA

La MBTA ha incluso importanti informazioni sul suo sito web per quanto riguarda la proposta di tariffe. Si prega di andare su mbta.com/faroproposal leggere le informazioni fornite. Per assistenza nellal traduzione di queste informazioni, si prega di rivolgersi alla MBTA a Inumero 617-222-3200, supporto TTY (617)-25-146.

#### Πρόταση της ΜΒΤΑ για αλλαγή της τιμής εισιτηρίων

Η ΜΕΤΑ παρέχει σημαντικές πληροφορίες στη διαθειτυική τοποθεταία της σχετικό με την πρόπασή της για αλλανές στις τιμές ειστηρίων. Παρακολούμε ειπισκεφθείτε τη διαθειτικός το λίστος το Αργαθούς το Α

#### اقتر اح هيئة نقل ماساتشو ستس باي (MBTA) عن سعر التذكرة قلت هية نقل مستنوستس باي (MBTA) بتقديم معلومات هامة على موقعها الانكتروني بتصوص اقتراهها عن سعر التذكرة

قلمت هيئة قل ماستشرستين باي (MBTM) بتقديم مغرصات هامة على مؤهما الانكتر ني بخصوص القرائجها عن سعر التشكر ة. بر جي زيارة (Indicason/fareproposah وقراءة المخرصات الشقمة, إلى المتجه إلى مساحة في ترجمة هذا المخرصات، برجي الاتصال بيهيئة تقل ماستشرستين باي (ATM) هاكم التركي (222-250) (167)، فقف ضعف السمر (477) 478 (222-761).

#### Propozimi i çmimit të biletës së MBTA

MBTA ka publikuar informacion të rëndësishëm në faqen e internetit të saj lidhur me propozimin e çmimit të biletës. Ju lutem vizitoni faqen nbta.com/traeproposal dhe lexoni informacionin e publikuar. Nëse keni nevojë për bridhimë për ta përkthyer këtë informacion, ju lutem kontaktoni MBTA në (617) 222-3200, TTY (617) 222-5146.

#### MBTA 요금 계획안

MBTA는 요금 계획안에 관하여 홈페이지에 중요한 정보를 제공했습니다. mbta.com/fareproposal에 가셔서 제공된 정보를 읽어보십시오. 이 정보의 해석에 대한 도움이 필요하시면 (617) 222-3200, (617) 222-5146(전신 타자기) 으로 연락하십시오.

#### MBTA ભાડાંની દરખાસ્ત

MBTAએ ભાડાંની દરખાસ્ત અંગે તેની વેબસાઈટ પર અગત્વની માહિતી પૂરી પાડી છે. કૃપા કરીને mbta.com/fareproposal પર જાઓ અને પૂરી પોડેલી માહિતી વાંચો, જો તમને આ મોહિતીનું ભાષાંતર કરવામાં મદદની જુર રીય તો કૃપા કરીને (617) 222-3200, TTV (617) 222-5146 પર MBTAની સંપર્ધ કરો.



## Fare Proposal A-frame Posters

#### Posters displayed at:

- Downtown Crossing
- South Station
- Harvard
- Back bay
- State Street
- Park Street
- Forest Hills
- North Station
- Dudley
- Lynn Busway
- Haymarket
- Malden
- Quincy Center
- Ashmont



You are subscribed to the MBTA Community Meetings list.

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 on the proposed fare increase. We look forward to your ideas on how to deliver a better MBTA.

Location	Hub	Date	Time
Framingham Memorial Building (Fare Proposal Only) Nevis Hall 150 Concord Street Framingham, MA 01702	Framingham	Wednesday, February 13	6:30 PM – 8:30 PM
LOCATION CHANGE Chelsea Senior Center 10 Riley Way, Chelsea, MA	Chelsea	Tuesday, February 19	6:00 PM – 8:00 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
Tynan School 650 E 4th St., Boston, MA	South Boston	Monday, February 25	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
RESCHEDULED DUE TO WEATHER Watertown Police Department Community Room 552 Main St., Watertown, MA	Watertown	Monday, March 4	6:00 PM – 8:00 PM
Worcester Union Station			6:30 PM _



You are subscribed to Better Bus Project updates from the MBTA.

Join the MBTA's Better Bus Project for an Open House and MBTA Community Meeting Next Week:

MBTA Community Meeting at Watertown Square
Tuesdsay, February 12
6:00 PM - 8:00 PM
Watertown Free Public Library
Watertown Savings Bank Meeting Room
123 Main Street, Watertown, MA

Better Bus Project Open House at Ashmont Station

Wednesday, February 13 4:30 PM - 6:30 PM Look for our bus!

Feel free to stop by any time during our Open House hours to learn more about the MBTA's 47 cost-neutral proposals to update and modernize 63 existing bus routes.

Can't make these events? You can still participate.

We are also hosting a series of other Open Houses at different bus stations around the region.

Location	Date	Open House Times
Sullivan Square 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

View an Open House flyer for more information.

The Better Bus Project team will also be at additional currently scheduled MBTA Community Meetings, listed below:

Location	Bus Hub	Date	Open House Times
Chelsea City Hall 500 Broadway, Chelsea, MA	Chelsea	Tuesday, February 19	6:00 PM – 8:00 PM
Thomas Crane Public Library 40 Washington St., Quincy, MA	Quincy Center	Wednesday, February 20	6:00 PM - 8:00 PM
Tynan School South Boston 650 E Fourth St. South Boston, MA	South Boston	Monday, February 25	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

### **Email Blast**

Community Meeting email blast: 2/15/19

Better Bus Project email blasts:

1/28/19

1/30/19

2/1/19

2/8/19

2/11/19

2/12/19

2/15/19

2/22/19

2/29/19

MASSACHUSETTS BAY TRANSPORTATION AUTHORITY



LANGUAGE ASSISTANCE PLAN:

PROVIDING ACCESS TO PROGRAMS AND SERVICES FOR PEOPLE WITH LIMITED ENGLISH PROFICIENCY

Revised December 2018

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## Language Assistance Plan

**Link to Plan**