



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 quasi-governmental 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

THE BAY STATE
Banner
EST 1965

 **Boston Bulletin**
citywide news • street by street

CHELSEA RECORD
YOUR HOMETOWN NEWSPAPER SINCE 1890

**Dorchester
Reporter**

EL MUNDO
BOSTON 

EL PLANETA 
Boston's Latino Daily

The
Hyde Park Bulletin

 **La Voz**

**Mattapan
Reporter**

metro 

The **METROWEST
DAILY NEWS**

SAMPAN 


**SOUTH BOSTON
ONLINE**


**SouthBoston
TODAY**
Online • On Your Mobile • At Your Door

**WEST ROXBURY ~ ROSLINDALE
BULLETIN**

**WICKED
LOCAL** **WOBURN**

W **世界日報**
World Journal

Print Newspaper Outreach



T Reuniones con la comunidad

Los clientes desean que la MBTA sea más confiable y 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 y 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 sus ideas sobre cómo podemos ofrecer una mejor MBTA.

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

MBTA.com/community **T Massachusetts Bay Transportation Authority** MBTA. Bienvenidos a un sistema de optimización.

Las reuniones comunitarias cuentan con acceso para personas con discapacidades y personas con dominio limitado del inglés. Los acomodos en materia de acceso y servicios de idioma se ofrecen sin costo alguno, a petición y según la disponibilidad. Dichos servicios incluyen documentos en formatos alternativos, documentos traducidos, dispositivos de ayuda para escuchar a intérpretes incluyendo intérpretes de lenguaje americano de señas. Para más información o para solicitar un acomodo razonable y/o servicios de idioma, por favor envíe un email a apoggenburg@mginavilla.com o llame al 617-357-5772, extensión 26.




T 社區會議

客戶希望MBTA更加可靠, 更加有求必應. MBTA不久將舉行一次社區會議, 請你光臨, 了解兩項重要的倡議即更好的巴士專案(Better Bus Project)和自動化收單車資(Automated Fare Collection 2.0), 並提供反饋. 你也可以在該會議上了解擬議的車資上漲並分享你的觀點. 我們期待你針對如何改進MBTA的服務提出意見.

地點	巴士中心站	日期	開放日期
Bruce C. Bolling Municipal Building Community Room 200 2300 Washington St. Boston, MA	Dudley Square	2月4日, 星期一	下午6時 - 下午8時
North Shore Community College 300 Broad St. Lynn, MA	Lynn Central Square	2月7日, 星期四	下午6時 - 下午8時
Watertown Free Public Library 123 Main St. Watertown, MA	Watertown Square	2月12日, 星期二	下午6時 - 下午8時
Frammingham Memorial Building (Fare Proposal Only) News Hall 150 Concord Street Frammingham, MA 01702	Frammingham	2月13日, 星期三	下午6時 - 下午8時
Thomas Crane Public Library 40 Washington St. Quincy, MA	Quincy Center	2月20日, 星期二	下午6時 - 下午8時
Woburn Anderson RTC (Fare Proposal Only) 100 Atlantic Avenue, Woburn, MA	Woburn	2月21日, 星期三	下午6時 - 下午8時
Cambridge Rindge & Latin School 459 Broadway, Cambridge, MA	Harvard Square	2月26日, 星期二	下午6時 - 下午8時
State Transportation Building 10 Park Plaza, 2nd Floor, Boston, MA	波士頓市中心	3月7日, 星期四	下午6時 - 下午8時

MBTA.com/community **T Massachusetts Bay Transportation Authority** MBTA. 歡迎你參與改善體制。

歡迎殘疾人士和英語有限人士參加社區會議. 可有條件無字提供免費的視力輔助和語言服務. 此服務將包括某些格式的文件, 翻譯文件, 輔助聽力裝置和翻譯(包括美國手語). 欲知詳情或如何請求獲得上述的視力輔助和語言服務, 請發送電郵至 apoggenburg@mginavilla.com, 或撥打電話617-357-5772 x26.



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.

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
Frammingham Memorial Building (Fare Proposal Only) News Hall 150 Concord Street Frammingham, MA 01702	Frammingham	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

MBTA.com/community **T Massachusetts Bay Transportation Authority** 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@mginavilla.com or call 617-357-5772, x26.



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Tuesday, February 19
6:00 PM - 8:00 PM

LOCATION CHANGE
Chelsea Senior Center
10 Riley Way, Chelsea, MA

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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

Vehicle Posters

300 car cards distributed on Bus and Subway



T Community Meetings

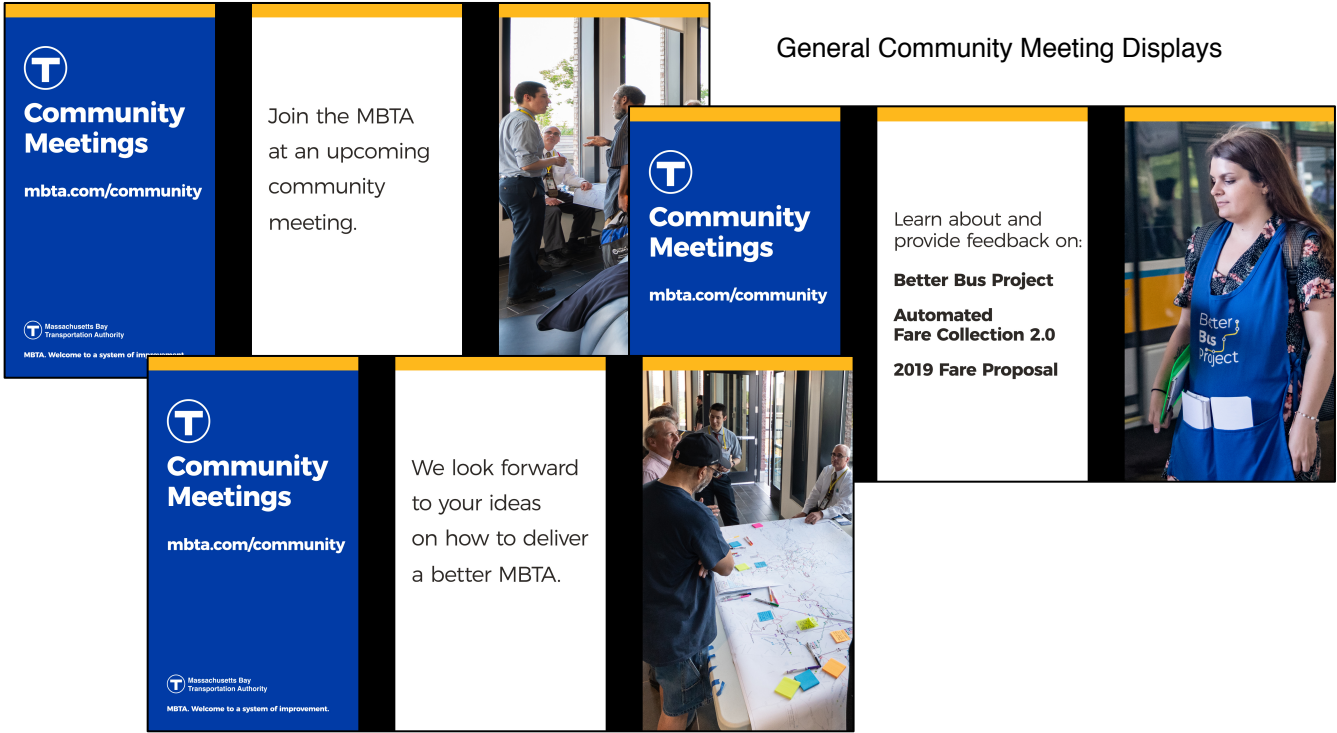
Customers want a more reliable and responsive MBTA. Join the MBTA at an upcoming community meeting to learn and offer feedback about two important initiatives, Better Bus Project and Automated Fare Collection 2.0. At the same meeting, you can also learn about and share your views about the proposed fare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

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

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Thomas Crane Public Library 40 Washington St., Quincy, MA	Quincy Center	Wednesday, February 20	6:00 PM - 8:00 PM
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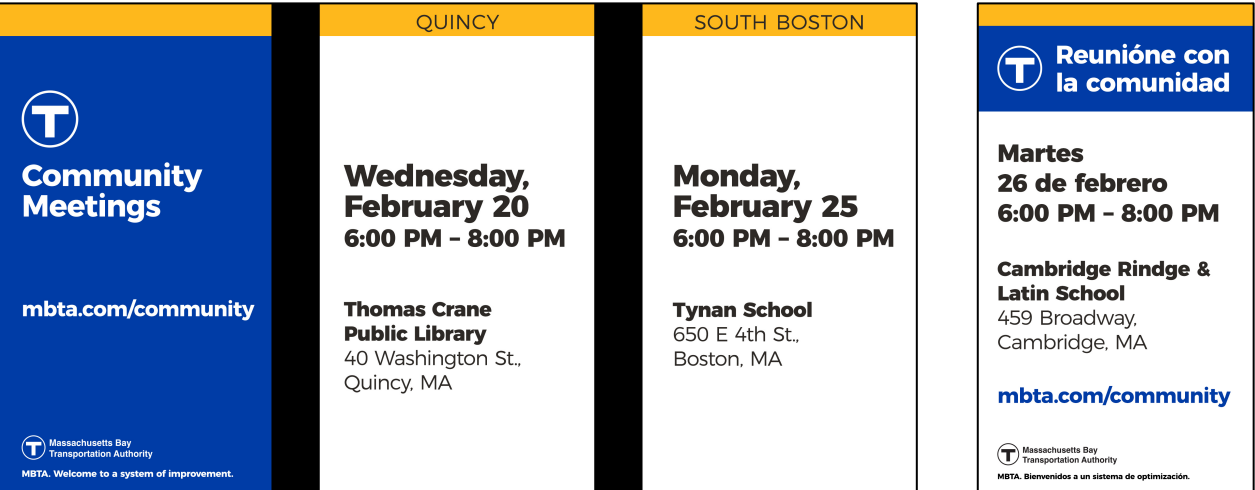
General Community Meeting Displays

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

<p>Tuesday, February 19 6:00 p.m. – 8:00 p.m. <i>LOCATION CHANGE</i> Chelsea Senior Center 10 Riley Way Chelsea, MA 02150</p>	<p>Thursday, February 21 6:00 p.m. – 8:00 p.m. Woburn-Anderson Regional Transportation Center 100 Atlantic Ave. Woburn, MA 01801</p>	<p>Tuesday, February 26 6:00 p.m. – 8:00 p.m. Cambridge Rindge & Latin School 459 Broadway Cambridge, MA 02138</p>	<p><i>RESCHEDULED DUE TO WEATHER</i> Monday, March 4 6:00 p.m. – 8:00 p.m. Watertown Police Department Community Room 552 Main St. Watertown, MA 02472</p>	<p>Thursday, March 7 6:00 p.m. – 8:30 p.m. State Transportation Building 10 Park Plaza Boston, MA 02116</p>
<p>Wednesday, February 20 6:00 p.m. – 8:00 p.m. Thomas Crane Public Library 40 Washington St. Quincy, MA 02169</p>	<p>Monday, February 25 6:00 p.m. – 8:00 p.m. Tynan School 650 E 4th St</p>	<p>Wednesday, February 27 PUBLIC HEARING 6:30 p.m. – 8:30 p.m. State Transportation Building</p>	<p>Wednesday, March 6 6:30 p.m. – 8:30 p.m. Worcester Union Station</p>	

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 propuesta. Si necesita ayuda para traducir la información, llame a MBTA al (617) 222-3200, TTY (617) 222-5146.



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Please visit mbta.com/fareproposal for a complete list of community meetings and for more information.



Massachusetts Bay Transportation Authority

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MBTA 在其網站提供了有關票價建議的重要資訊。請訪問 mbta.com/fareproposal 查詢詳情或索取資訊。如需協助翻譯資訊，請聯絡 MBTA 總機：(617) 222-3200 或 TTY (617) 222-5146。

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

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.

Fare Proposal Poster

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

T PUBLIC MEETINGS: MBTA 2019 FARE 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 February 28, 2019.

FARE PROPOSAL PUBLIC MEETING
Wednesday, February 13
Framingham Memorial Building,
Nevens Hall
150 Concord Street, Framingham
6:30 PM – 8:30 PM

FARE PROPOSAL PUBLIC MEETING
Thursday, February 21
Woburn-Anderson Regional
Transportation Center
100 Atlantic Ave, Woburn
6:00 PM – 8:00 PM

FARE PROPOSAL PUBLIC HEARING
Wednesday, February 27
State Transportation Building
10 Park Plaza, 2nd Floor, Boston
6:30 PM – 8:30 PM

**T Massachusetts Bay
Transportation Authority**

The meeting sites are accessible to people with disabilities. MassDOT provides reasonable 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 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

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

BY EMAIL | fares@mbta.com

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

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

T 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.

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Wednesday, February 13
Framingham Memorial
Building, Nevins Hall
150 Concord Street,
Framingham
6:30 PM – 8:30 PM

FARE PROPOSAL PUBLIC MEETING
Thursday, February 21
Woburn-Anderson Regional
Transportation Center
100 Atlantic Ave,
Woburn
6:00 PM – 8:00 PM

FARE PROPOSAL PUBLIC HEARING
Wednesday, February 27
State Transportation
Building
10 Park Plaza, 2nd Floor,
Boston
6:30 PM – 8:30 PM

FARE PROPOSAL PUBLIC MEETING
Wednesday, March 6
Worcester Union Station,
2 Washington Square,
Worcester
6:30p – 8:30p

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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

CO
Please
deadline
is Feb

The meeting
or language
MBTA at (617)

T 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.

La MBTA no ha aumentado las tarifas de los pasajes desde 2016 y está proponiendo 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 a cabo comunicaciones comunitarias y escuchando la opinión pública respecto a la propuesta en una serie de asambleas públicas, y por Internet hasta 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 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?

Aunque la MBTA sigue enfocándose en el control de costos e incrementando 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 7% por cada aumento.

¿DÓNDE PUEDO OBTENER MÁS INFORMACIÓN SOBRE LOS AUMENTOS DE TARIFAS PROPUESTOS?

Conozca más detalles sobre la propuesta de aumento de pasajes en mbta.com/fareproposal

CONTACTÉENOS

Por favor tenga en cuenta que la fecha límite para enviar sus comentarios es el 28 de febrero de 2019.

POR EMAIL | fares@mbta.com

POR TELÉFONO | (617) 222-3200
TTY (617) 222-5146

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

Las ubicaciones donde se celebrarán las reuniones cuentan con acceso para personas con discapacidades. MassDOT ofrece asistencia razonable y asistencia de idiomas gratis a petición. Para solicitar asistencia o asistencia en otros idiomas, por favor contacte a la MBTA llamando al (617) 222-3200 | Teléfono para personas con problemas auditivos (617) 222-5146

Massachusetts Bay
Transportation Authority

T PUBLIC MEETING MBTA 2019 FARE INCREASE PROPOSAL

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.

T Massachusetts Bay Transportation Authority

The meeting site is accessible to people with disabilities. MassDOT provides reasonable 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 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

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

BY EMAIL | fares@mbta.com

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

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

Fare Proposal Handouts

5,000 handouts distributed at
North, South and Bay Bay
Stations



T Community Meetings

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 (Fare Proposal Only)			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
Tuesday, 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 flier](#) 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](#)