



# Massachusetts Bay Transportation Authority

## Fare-Free Bus Routes 23, 28, and 29 Program

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MBTA Fare Policy

June 2022

# Diversity and Civil Rights

## English

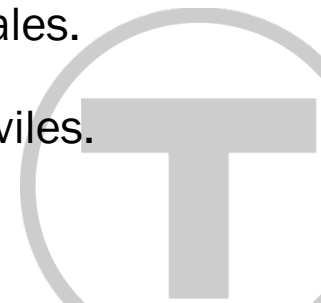
- All MBTA activities, including public meetings, are free of discrimination. The MBTA complies with all federal and state civil rights requirements preventing discrimination on the basis of race, color, national origin, limited English proficiency, and additional protected characteristics. We welcome the diversity from across our entire service area. If you have any questions or concerns, please visit [www.mbta.com/titlevi](http://www.mbta.com/titlevi) to reach the Office of Diversity and Civil Rights.

## Chinese

- MBTA 的所有活动，包括公开会议，都没有歧视。MBTA 遵守所有联邦和州公民权利要求，防止基于种族、肤色、国籍、有限的英语能力和其他受保护特征的歧视。我们欢迎来自我们整个服务领域的多样性。如果您有任何问题或疑虑，请访问 [www.mbta.com/titlevi](http://www.mbta.com/titlevi) 联系多元化和民权办公室。

## Spanish

- Todas las actividades de MBTA, incluidas las reuniones públicas, están libres de discriminación. La MBTA cumple con todos los requisitos de derechos civiles federales y estatales que impiden la discriminación por motivos de raza, color, origen nacional, dominio limitado del inglés y características protegidas adicionales. Damos la bienvenida a la diversidad de toda nuestra área de servicio. Si tiene alguna pregunta o preocupación, visite [www.mbta.com/titlevi](http://www.mbta.com/titlevi) para comunicarse con la Oficina de Diversidad y Derechos Civiles.



# Overview

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## English

- Thank you for joining the meeting! We appreciate your participation.
  - This meeting will be recorded so that it can be shared with the people that were unable to join.
  - All participants will be muted upon entry so that only the presenters can be heard.

## Spanish

- ¡Gracias por atender esta junta! Agradecemos su participación.
  - Esta junta estaría grabada para poder compartir con los que no pudieron asistir.
  - Los participantes están silenciados al entrar la junta para que solo se pueda oír a los presentadores.

## Chinese

- 感谢您参与此会议！
  - 本次会议将会被录像，以便我们把它分享给没能来参加的人。
  - 所有参与者在进来时都会被静音，以便于演讲者能被听到。



# Language Accessibility

## English

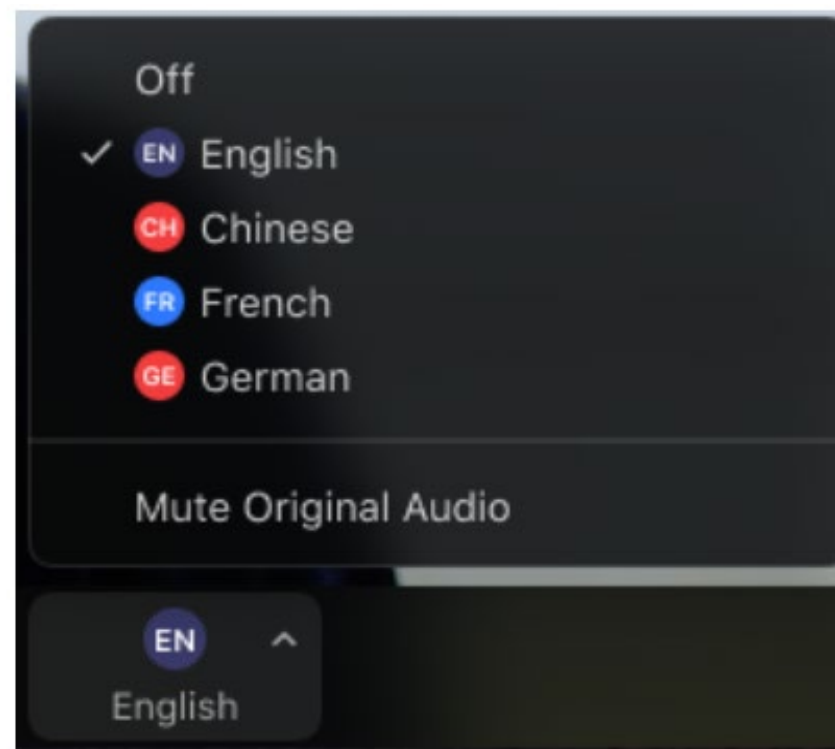
- In a moment, we will begin interpretation of this meeting. In your meeting/webinar controls, click Interpretation (the small globe icon) and click the language that you would like to hear.

## Spanish

- Ofrecemos interpretación en español durante esta junta. Para escoger el audio en Inglés o en Español tendrá que picar el botón de interpretación, el cual tiene un imagen de un mundo. Cuando le pique la interpretación por favor de escoger el idioma cual le gustaria oír

## Chinese

- 我们本次会议期间提供口译服务。在您的会议/网络研讨会的控件中，单击口译（小地球图标），并单击您想听到的语言



# Use Chat for Technical Questions

## English

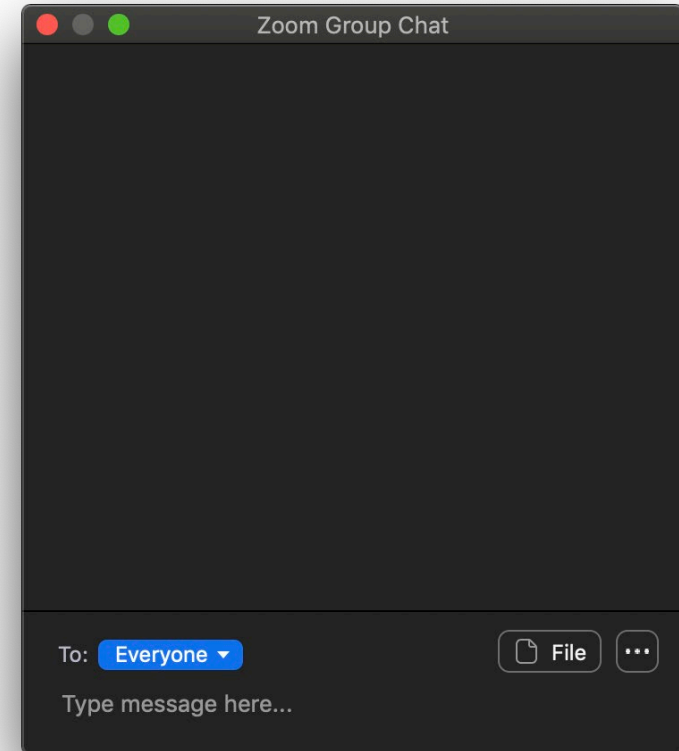
- If you have a technical question about Zoom or the features of the meeting, please use the chat function. Our technical assistant will attempt to troubleshoot your problem and get back to you.

## Spanish

- Si tiene una pregunta técnica de zoom o los enseres de zoom durante la junta. Favor de usar el chat. Nuestro asistente técnico bajo el nombre de “Zoom Tech” le ayudará con su problema.

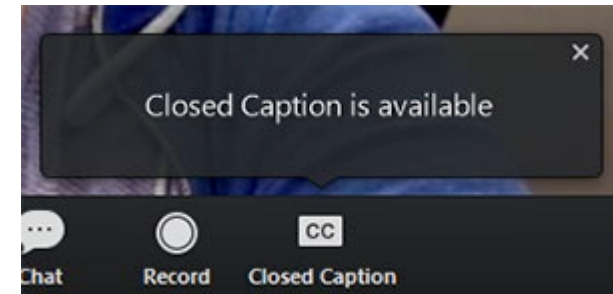
## Chinese

- 如果您有关于Zoom或者会议功能的技术问题，请使用对话框的聊天功能。我们的技术辅助员会回复您并尽力帮您解决问题。



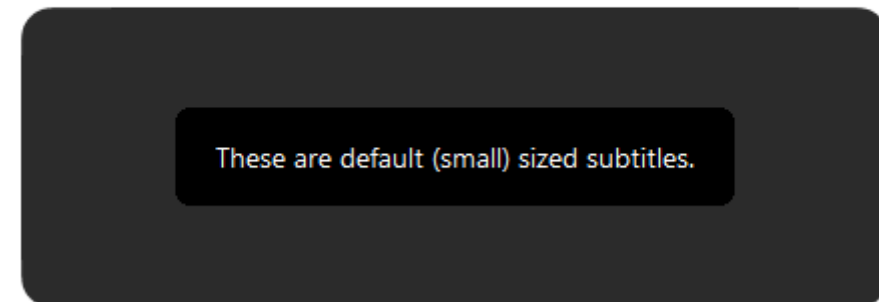
# Closed Captions

- Click **Closed Caption** to start viewing closed captioning
  - **Tip:** Click and drag the closed captioning to move its position in the meeting window.
- To adjust the caption size:
  - Click the upward arrow next to **Start Video / Stop Video**.
  - Click **Video Settings** then **Accessibility**.
  - Move the slider to adjust the caption size



## Closed Caption

Closed Caption Font Size:



# MBTA Participation

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Lynsey Heffernan

*Assistant General Manager for Policy & Transit Planning*

Steven Povich

*Director of Fare Policy & Analytics*

David Churella

*Senior Manager of Fare Policy Analysis*



# Agenda

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Fare-Free 28 Pilot Outcomes

Fare-Free 23, 28, and 29 Program

Questions and Comments





# Fare-Free 28 Pilot Outcomes

In partnership with the City of Boston, the MBTA ran the route 28 fare-free from August 2021 through February 2022 as a pilot.

## Major Takeaways



**Ridership:** The free fares successfully encouraged increases in ridership, some of which came from trips that would have been car trips or wouldn't have happened at all



**Service:** Route 28 absorbed a material increase in ridership with minimal negative impacts on travel times and reliability. Notable reduction in dwell times per rider as compared to similar routes for all riders.



**Economic Impact:** This pilot cost the City of Boston \$500,000. All riders of the 28 experienced operational benefits, but few saw direct economic benefit.



# Agenda

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Fare-Free 28 Pilot Outcomes

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# Fare-Free 23-28-29 Program Overview

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- **Impact:** Fare-free service on bus routes 23, 28, and 29. Free RIDE trips that start and end within  $\frac{3}{4}$  of a mile of these routes



- **Dates:** March 1, 2022 through February 29, 2024



- **Funding:** All costs paid for by the City of Boston (estimated total cost of \$8 million)



# Route Detail

Route	Current Weekday Ridership	Route	Demographics	
			<i>% Minority</i>	<i>% Low Income</i>
23	~9,000	Ashmont - Ruggles	85%	59%
28	~11,000	Mattapan - Ruggles	92%	65%
29	~1,500	Mattapan - Jackson Square	91%	70%
The RIDE	~200	¾ radius around fare-free routes		



# City Partnership and Funding

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- The City of Boston is reimbursing the MBTA for the cost of the program, estimated to be **\$8 million total** over the two-year period, but dependent on ridership. Components of the cost include:
  - Routes 23, 28, and 29: Lost fares per rider, increased operating costs if demand warrants increased service
  - The RIDE: Lost fares, increased operating costs
  - Other costs: administrative costs, cost of 3rd party equity analysis
- The City continues to study the impacts of free fares through semiannual surveys and other data collection methods



# Agenda

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Fare-Free 28 Pilot Outcomes

Fare-Free 23, 28, and 29 Program

Questions and Comments



# Raising Your Hand

- Please use Zoom’s “Raise Hand” feature to indicate if you have a comment
  - All participants are muted upon entry so that only the presenters can be heard. Please raise your hand and the meeting host will ask you to unmute so that you can state your question/comment.
- Por favor de usar el encero de levantar la mano en Zoom para indicar que usted tiene algún comentario o pregunta.
  - Todos los participantes en esta llamada están silenciados, para que solo los presentadores se puedan oír. Cuando usted levante su mano, manda un alerta a la moderadora que quisiera hablar. La moderadora le quitará el silencio para que pueda hacer su pregunta o comentario.
- 如果您有评论，请使用 Zoom 的“举手”功能。
  - 所有的参与者在进来时都被静音了以便于只听到演讲者。请举手，会议主持人将让您取消静音，以便您陈述您的问题/评论。



To speak,  
click **“Participants”**  
then  
**“Raise hand”**



**Send a chat**  
to the moderator



**\*9**  
Raise Hand

