

FY23 Fare Changes Public Comment Summary

March 2022 - Fare Policy



FY23 Fare Changes

Public Comment Process

The MBTA accepted public comment on the SFY23 Proposed Fare Tariff Changes from January 27 through March 3, 2022.

100 comments were received.

Comment was received through the following channels:

- The MBTA's public engagement email (publicengagement@mbta.com)
- Public Meeting and Hearing had 38 participants (*February 10*) and 22 participants (*February 17*).
- Meetings with key stakeholder groups
 - Joanne Daniels-Finegold et. al v. MBTA Plaintiff Group & R-TAG Executive Board (*February 3*)
 - Policy Development Working Group (*February 15*)
 - MBTA Rider Oversight Committee (*February 15*)
 - MBTA Advisory Board (*February 16*)

The vast majority of comments were in favor of the fare changes

- All critical comments asked for more significant changes to be made, rather than for the MBTA to not make any particular changes



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Comment	#	Discussion
Move Stations to Zone 1A	30	Commenters asked that the MBTA move Hyde Park and Readville from Zones 1 and 2 to Zone 1A on the basis that they are within the City of Boston limits
Implement or Pilot Means-Tested Fares	28	Commenters asked that the MBTA pilot or implement a means-tested fare for able-bodied, low-income riders between the aged 26-64
Support and Expand Fare-Free Bus	14	Commenters were in favor of programs such as the Fare-Free 23, 28, and 29 program funded by the City of Boston
5-Day Flex Pass	10	Commenters were in favor of the proposed permanent implementation of this product and in some cases asked for the product to be expanded to other modes
Broaden Transfer Policies	9	Commenters were in favor of the proposed change and in some cases asked that the policy be broadened, for example to allow unlimited trips with 2 hours
Specific Service Issue	4	Commenters referenced specific service issues which were redirected to the appropriate team at the MBTA
Implement or Pilot Fare Capping	4	Commenters asked that the MBTA pilot or implement a fare system in which riders' fares in a given day, week, or month are capped at the value of the equivalent unlimited pass
Other Topics	38	Comments related to other departments and initiatives at the MBTA were redirected to the appropriate recipients