



# MBTA Public Engagement Team

## Mission

The Massachusetts Bay Transportation Authority (MBTA) Public Engagement team cultivates sustainable, collaborative relationships with riders, community partners, and municipal stakeholders. We prioritize accessibility and equity in decision-making by engaging diverse rider input through public meetings, community meetings, and workshops. Our team serves as a resource by sharing information, facilitating dialogue, and providing a forum for expressing concerns and co-developing solutions, enabling a culture of advocacy, learning, and continual feedback.



Strong  
Community  
Partnerships



Strategic and  
Continuous  
Outreach



Accessibility,  
Equity, and  
Inclusion



Respectful  
and Solution-  
Oriented  
Dialogue



Transparent  
Process

Further definition on these pillars can be found in our [Public Engagement Plan](#)



Illustration by Erica Blonde

## How do we do this?

Alongside the community engagement pillars, the team works in the following areas to meet the needs of the community we serve through:

### Outreach and relationship-building

- We **collaborate** with local governments, community groups, transportation providers, and stakeholders to develop solutions to transportation challenges.
  - We **engage** with riders, communities, and stakeholders through attending meetings, hosting open houses, conducting surveys, and engaging with riders at stations and stops.
  - We **provide** information about transportation goals, projects, programs, and services and educate the community about important issues and opportunities to build equitable access to transportation services for all communities and riders.
  - We **plan** and coordinate events at convenient times and locations to gather input from the community and share information about transportation projects and initiatives.
  - We **advocate** for community needs and concerns and collaborate with grassroots organizations and agencies to address community goals.
- ### Data collection and analysis
- We **gather** and analyze data on community needs, interests, and ridership perspectives to guide decision-making and prioritize resources for transportation projects and initiatives.
  - We **facilitate** opportunities for riders to provide feedback, seek input during different project phases, and evaluate the impact of transportation initiatives.

## Our Public Process

### What is the Public Engagement process?

Public engagement provides a channel for riders to influence what happens at the MBTA, from service projects to fares. Through engaging with the public, the MBTA works to understand the diverse wants and needs of riders to better serve its customers and deliver on critical projects. This is most effective by soliciting and incorporating customer input early to strengthen our projects.

### MBTA Public Engagement Plan (PEP)

The MBTA's PEP was updated in April 2023 and is designed to outline the importance of engaging with the public, strategies on how to engage, principles to follow, our goals, and responsibilities in assuring that we receive direct feedback from our riders about our processes, from planning and design to construction and policy.

The MBTA PEP was designed to help shape an inclusive relationship between the MBTA and our diverse rider base. The MBTA is committed to nondiscrimination in all activities to comply with Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act, and numerous other state and federal laws that prohibit discrimination on the basis of age, sex, disability, and additional protected characteristics. As part of our [Title VI Program](#), the MBTA is required to have a Public Engagement Plan that details outreach strategies designed to achieve diverse and inclusive public involvement.

### The Public Engagement Plan attempts to outline:

- Why engaging the public is important
- The principles for how we will reach diverse members of the community
- Our goals for responsible and thoughtful outreach
- The types of events we hold for the public, including in-person and virtual meetings, workshops, and hearings
- Our responsibility to ensure access and accommodations so all may participate
- Public engagement for fare and service changes, capital planning, and policy development

## How to get involved

The T is your transportation service. Get involved on helping us make it better for you!

Share your feedback on the MBTA's Public Engagement by:



Attending an MBTA Board meeting, public meeting, or workshop to share your perspectives. Learn more on our events page:

[www.mbta.com/events](http://www.mbta.com/events)



Email [publicengagement@mbta.com](mailto:publicengagement@mbta.com)



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Boston, MA 02116



Inviting the Public Engagement team to Community Meetings  
Email [publicengagement@mbta.com](mailto:publicengagement@mbta.com) with your request, including:  
Date, Time, Meeting content and details, and we will coordinate with you accordingly.

