

;;;BCC 180622

>> GOOD AFTERNOON.

WELCOME TO THE BOSTON CITY  
COUNCIL'S IANNELLA CHAMBER.

I APOLOGIZE FOR STARTING A  
LITTLE BIT LATE.

WE ARE HERE FOR A HEARING IN THE  
COUNCIL'S COMMITTEE ON PLANNING,  
DEVELOPMENT AND TRANSPORTATION  
ON DOCKET 0175, ORDER FOR A  
HEARING REGARDING EQUITABLE  
ACCESS TO PUBLIC TRANSPORTATION  
WITH THE CASHLESS FARE  
COLLECTION SYSTEM SPONSORED BY  
AYANNA PRESSLEY AND MYSELF.

I AM MICHELLE WU, COUNCIL MEMBER  
AT-LARGE AND CHAIR OF THE  
COMMITTEE.

AND JOINED BY THE CO-SPONSOR BY  
ANNISSA ESSAIBI GEORGE AND ED  
FLYNN.

AND MORE OF MY COLLEAGUES COME  
IN.

THIS IS BROADCAST LIVE, AS WELL  
AS LIVE STREAMED ON THE CITY OF  
BOSTON WEBSITE.

IF THE AUDIENCE COULD DO A QUICK  
CHECK, SILENCE CELL PHONES AND  
DEVICES AND REMEMBER WE WILL  
TAKE PUBLIC TESTIMONY THROUGHOUT  
THE COURSE OF THE HEARING, MAYBE  
INSERTING SOME BETWEEN THE TWO  
PANELS SCHEDULED.

IF YOU WOULD LIKE TO SIGN IN,  
PLEASE CHECK THE RIGHT BOX SO WE  
KNOW YOU WISH TO SPEAK.

AT THIS POINT I WILL HAND IT  
OVER TO THE LEAD SPONSOR FOR A  
STATEMENT, AS WELL AS ANY OTHER  
STATEMENTS OF MY COLLEAGUES  
BEFORE TURNING IT OVER TO OUR  
DISTINGUISHED DEFENDANT.  
COUNCILOR AYANNA PRESSLEY.

>> THANK YOU MADAM CHAIR AND  
THANK YOU FOR CO-SPONSORING THIS  
HEARING WITH ME, AND FOR YOUR  
LEADERSHIP IN THE SPACE OF  
TRANSIT AND SOCIAL JUSTICE EVERY  
DAY.

VERY DELIGHTED TO BE PARTNERING  
ON THIS WITH YOU.

I THANK MY COLLEAGUES IN GOVERNMENT THAT ARE HERE SO FAR, AND WE DO ANTICIPATE MORE COMING.

THANK THE MBTA, AND RIDERS AND ADVOCATES FOR BEING A PART OF THIS CONVERSATION, A TIMELY ONE, WHILE WE CONSIDER MAJOR CHANGES TO THE PUBLIC TRANSIT SYSTEM.

I THANK THE MBTA FOR PARTICIPATING IN WHAT WE TRUST WILL BE A TRAFRNG CONVERSATION WITH THIS BODY AND THIS COMMUNITY.

WE ARE ALL HERE TO OFFER OUR PARTNERSHIP TO THE MBTA AS THEY ARE WORKING TOWARDS PROVIDING A MORE EFFICIENT AND RELIABLE AND ACCESSIBLE SYSTEM.

THIS IS NOT A FORUM MEANT TO ASSIGN BLAME OR TO DISPARAGE ANYONE ON EITHER OF THE PANELS. WE NEED THE SYSTEM TO WORK FOR EVERY SINGLE RIDER, AND I KNOW WE CAN STRENGTHEN ANY PROPOSAL BY INCLUDING MORE VOICES AT THE TABLE, NOT LESS.

IT IS ALSO ESSENTIAL WE ENGAGE THESE VOICES TO SEEK OUT THE RECOMMENDATIONS TO ENSURE A SMOOTHER IMPLEMENTATION AND TO ALEVAL FINANCIAL BURDENS, AND PURCHASE OF CARS AND RIDER ACCESS.

WITHOUT INPUT FROM RIDERS AND COMMUNITY VOICES, AND COOPERATIVE PARTNERSHIPS FROM THE MBTA, THE MOVE TO A CASHLESS SYSTEM HAS THE POTENTIAL TO RESULT IN A HEAVIER BURDEN TO OUR MOST VULNERABLE RESIDENTS INCLUDING LOWER- AND SPECIAL-RESIDENT COMMUNITIES AND ELDERLY POPULATIONS MOST OF WHOM ARE UNDERBANKED AND WITHOUT ACCESS TO ATM CARDS OR SMARTPHONES.

IT IS MY HOPE THIS WILL INSTRUCT THE ROLL-OUT OF THIS POLICY PUTTING THE CONSUMER AND WIDER EXPERIENCE AND PERSPECTIVE AT THE FOREFRONT, AS WELL AS BETTER EDUCATING THE PUBLIC ABOUT THE POLICY.

I AM LOOKING FORWARD TO OUR HEARING AND AN OPPORTUNITY FOR ALL OF US TO LEARN ABOUT EACH OTHER'S PERSPECTIVES, AND OFFER ADVICE BASED ON OUR OWN EXPERIENCED WITH THE T, AS WELL AS CONTINUING TO PUSH THE BROADER DIALOGUE AND SOLUTIONS TO ENSURE EQUITY AND ACCESS

AFFORDABILITY, RELIABILITY FOR EVERY INCOME, AGE AND MOBILITY. AND I THANK THE CHAIR FOR HER LEADERSHIP ON THIS ISSUE AND PARTNERSHIP IN THE HEARING ORDER.

>> THANK YOU COUNCILOR PRESSLEY. COUNCILOR FLYNN.

>> THANK YOU, COUNCILOR WU. THANK YOU COUNCILOR PRESSLEY, BOTH OF YOU FOR YOUR LEADERSHIP ON THIS ISSUE. MOBILE PAYMENTS HAVE BEEN SHOWN TO INCREASE CONVENIENCE FOR MANY TRANSIT RIDERS.

THE ABILITY TO LEAVE OUT A CHARLIE CARD, SWIPE A CREDIT CARD OR USE AN APP THAT SAVES TIME AND MAKES THE PROCESS EASIER.

HOWEVER, MY GREATEST CONCERN WITH THE CASH LESS FARE COLLECTION IS THOSE WITHOUT SMARTPHONES OR WITHOUT ACCESS TO A BANK ACCOUNT OR CREDIT CARD. WE MUST ENSURE THOSE IN LOWER-INCOME BRACKETS OR RECENT IMMIGRANTS ARE STILL ABLE TO USE OUR PUBLIC TRANSPORTATION SYSTEM.

MY PARENTS RELY ON PUBLIC TRANSPORTATION EVERY DAY, ALSO WE SEE SO MANY DISABLED PEOPLE THAT ALSO RELY ON PUBLIC TRANSPORTATION EVERY DAY. AND WE WANT TO MAKE SURE THAT PUBLIC TRANSPORTATION WORKS FOR OUR ELDERLY, FOR THE DISABLED AND OUR IMMIGRANTS. ANY POLICY CHANGE MUST ADDRESS HOW IT IMPACTS OUR SENIORS AND THOSE WHO ARE UNDERBANKED OR UNDERPRIVILEGED.

AND I LOOK FORWARD TO WORKING  
AND HEARING FROM THE EXPERTS ON  
THIS.

AND AGAIN, I JUST WANT TO THANK  
COUNCILOR PRESSLEY AND COUNCILOR  
WU FOR YOUR LEADERSHIP ON THIS  
ISSUE, THANK YOU.

>> THANK YOU COUNCILOR FLYNN.  
COUNCILOR ESSAIBI GEORGE.

>> THANK YOU MADAM CHAIR AND  
THANK YOU TO YOU AND MADAM  
PRESSLEY FOR BRINGING NOT  
ATTENTION TO THIS BUT  
DECISION-MAKERS TO THE TABLE.  
A NUMBER ARE INTERESTED IN THIS  
HEARING ORDER AND THE  
INFORMATION PRESENTED TODAY,  
WITH A SPECIAL FOCUS ON HIGH  
SCHOOL STUDENTS THE AND ABILITY  
TO ACCESS PUBLIC TRANSPORTATION  
TO GET TO AND FROM SCHOOL, TO  
AND FROM AFTER SCHOOL ACTIVITIES  
AND ATHLETIC PROGRAMMING, AS  
WELL AS A FEW OTHER THINGS WE  
WILL GET TO  
ENTHUSIASTIC -- THROUGH  
QUESTIONS.

>> THANK YOU, COUNCILOR ESSAIBI  
GEORGE.

AND THE PANEL, THE DIRECTOR OF  
FARE POLICY AND AN -- ANALYTICS  
AND THE I.T. OFFICERS AND THANK  
YOU RAMIREZ FOR JOINING US, BACK  
THERE FOR NOW.

IF WE HAVE OTHER QUESTIONS WE  
WILL CERTAINLY ASK YOU TO JOIN  
THE PANEL AS WELL.

FEEL FREE TO GIVE STATEMENTS AND  
INTRODUCE YOURSELVES AND YOU  
HAVE A PRESENTATION TO WALK US  
THROUGH AS WELL.

>> YEP.

SO I WILL START AND TURN IT OVER  
TO LAUREL AND I HAVE A  
PRESENTATION TO WALK YOU  
THROUGH, WHICH I WILL.

FIRST THANK YOU FOR HAVING US AT  
THIS PUBLIC FORUM.

WE ARE EXCITED TO HAVE THIS  
OPPORTUNITY TO KICK OFF OUR  
STAGE FOR THIS PUBLIC OUTREACH  
FOR THIS PROJECT IN BOSTON,  
ESPECIALLY GIVEN ITS IMPORTANCE  
IN THE MBTA SYSTEM.

AND WITH PEOPLE WHO CLEARLY CARE AS DEEPLY AS WE DO, YOU AND THE PUBLIC, SHARING AN EQUITABLE, EFFICIENT AND EVEN OCCASIONALLY DELIGHTFUL SYSTEM.

THAT DOES NOT SEEM TO BE WORKING ANYMORE.

>> WHILE WE ARE WAITING, HOW MANY PEOPLE TOOK THE T TO GET TO THE HEARING TODAY?

GREAT.

LOTS OF PAYING CUSTOMERS IN THE ROOM.

>> IT SEEMS TO BE WORKING, GREAT.

WE ARE MOSTLY HERE TO LISTEN, AND THAT'S IN ORDER TO INFORM KEY DECISIONS ON FARE POLICY ENABLED BY THE TECHNOLOGY OF THIS PROJECT.

I THOUGHT IT MIGHT BE USEFUL TO START WITH BACKGROUND ON WHY WE ARE EMBARKING ON THIS PROJECT. A LITTLE MORE DETAIL ON THE PROJECT AND THEN TALK ABOUT THE POLICY DECISION WE NEEDS YOUR INPUT ON.

THE BIGGEST REASON WE'RE EXCITED ABOUT THIS PROJECT, IT IMPACTED EVERYONE.

AND WE HAVE THE OPPORTUNITY QUITE FRANKLY TO MAKE SOMETHING INVISIBLE.

THE BEST FARE COLLECTION SYSTEM IS ONE THAT GETS OUT OF PEOPLE'S WAY.

UNFORTUNATELY, THAT'S NOT THE CASE RIGHT NOW.

THE CURRENCIES TELL WAS IMPLEMENTED IN 2006 FROM A DESIGN THAT DATES BACK ALMOST A DECADE BEFORE THAT, AND IT'S SHOWING ITS AGE.

IT HAS DESIGN FLAWS, INCLUDING A SYSTEM THAT IS OFFLINE.

REMEMBER THIS IS 2006 BEFORE THE FIRST IPHONE.

MOST EQUIPMENT AT THE END OF ITS LIFE AND PREVENTS US FROM AN EQUITABLE FARE POLICY BECAUSE OF LIMITATIONS.

ALSO HAS A SIGNIFICANT BUILT-IN FLAW.

THE FARE BOXES AT THE FRONT OF

THE BOX, ACCEPTANCE OF CASH ON VEHICLES SLOWING DOWN TRIPS FOR EVERYBODY.

AS A BUS RIDER MYSELF I KNOW THE FRUSTRATION OF PAYING WITH CASH ON THE BUS BECAUSE I DIDN'T HAVE ANY OPTION, OR WAITING FOR PEOPLE PAYING WITH CASH.

WE HAVE A NATURAL EXPERIMENT FROM A FREE FARE DAY RUN A FEW YEARS AGO, THIS IS ALL-DOOR BOARDING.

A PICTURE 16 SECONDS IN IN BOTH INSTANCES.

THE BOTTOM IS A TYPICAL DAY, YOU SEE THE CROWD OF PEOPLE WAITING AT THE FRONT DOOR TO BOARD.

THE TOP ON A DAY WHICH WAS FREE FARES AND MORE RIDERS, WHERE EVERYONE CAN BOARD AT ALL DOORS THIS IS WHAT IT LOOKED LIKE 16 SECONDS IN.

IT IS A SIGNIFICANT DIFFERENCE. THE MOST VISIBLE LIMITATION OF THE CHARLIE CARD WE HAVE NOW, BECAUSE OF TECHNOLOGY CHOICES MADE IT COULDN'T BE EXTENDED TO COMPUTER RAIL OR FERRY, INCREASING INCONVENIENCE OR ALL CUSTOMERS.

AND A DESIGN FLAW THAT SEES MACHINE WITH ONLY LIMITED-USE MAGNETIC STRIPE TICKETS RATHER THAN THE SIGN YOU SEE "NO CHARLIE CARDS HERE" WITH A LITTLE EXTRA INK ON THERE THAT SAYS "EVER."

NOT SURPRISINGLY OUR RIDERS HAVE GOOD IDEAS ON WHAT TO FIX FROM INTEGRATED PAYMENT TO ONLINE RELOADING, PROOF OF PAYMENT TO SPEED UP BUSES AND GREEN LINE VEHICLES.

SUBSCRIPTION AND AUTO PAY SERVICES, USING SMARTPHONES DIRECTLY ON VEHICLES TO PAY FARES.

CARS EASILY AVAILABLE, AND REMOVING CASH ON VEHICLES TO SPEED UP EVERYONE'S JOURNEY.

I DON'T THINK I WILL GIVE ANYTHING AWAY FROM THE NEXT FEW SLIDES TO SAY THAT WE INTEND TO DO ALL OF THAT.

WE AWARDED A CONTRACT TO IMPLEMENT THE SYSTEM LATE LAST YEAR.

THE GOAL IS TO IMPROVE THE CUSTOMER EXPERIENCE OVERALL. THIS IS NOT A TECHNOLOGY PROJECT OR CONSTRUCTION PROJECT. THIS IS A CUSTOMER PROJECT. MAKING BUSES FASTER, ALLOWING MORE FLEXIBLE AND RESPONSIVE FARE POLICY, AND ENSURING THE SYSTEM IS IN GOOD WORKING CONDITION SO IT IS EASIER TO PAY YOUR RIDE, NOT JUST NOW, BUT ALSO IN 2030 WHEN THE SYSTEM IS 10 YEARS OLD.

IT WILL BE GENERALLY AVAILABLE TO THE PUBLIC IN 2020 ON BUS, SUBWAY, COMPUTER RAIL AND FERRY, AT ALL STATIONS ON ALL VEHICLES, WITH THE REPLACEMENT OF THE GATES THEMSELVES TO A MORE MODERN, ACCESSIBLE SYSTEM IN THE YEARS SUBSEQUENT.

WHAT'S CHANGING FROM 1.0 TO 2.0. MORE FARE MEDIA.

ISSUING A CARD AND USING SMARTPHONES AND CREDIT CARDS GATES AND BUSES. AND BETTER ACCESS.

EVERY VENDING MACHINE WILL ISSUE CARDS AND THERE ARE MORE RETAIL LOCATIONS AND ONSTREET FARE VENDING MACHINES AT KEY BUS STOPS.

LASTLY, THE SAME METHOD TO PAY THROUGHOUT THE SYSTEM.

NO SWIPES AND YES, NO CASH ON BOARD VEHICLES.

AND GOING THROUGH A FEW OF THOSE IN DETAIL.

YOU CAN SEE WHAT THE VALIDATORS LOOK LIKE.

THE BIGGEST CHANGE RIDERS CAN BOARD AT ANY DOOR WITH A LARGE TAP AREA.

AND MANY TIMES BOTH SIDE.

AND WE EXPECT THE CHANGE WILL IMPROVE BUS SPEEDS BY

APPROXIMATELY 10%, MEANING A 30-MINUTE TRIP TAKES 3 SINCE LESS AND MORE BUSES CAN COME EVERY HOUR FOR HIGHER FREQUENTLY.

THIS IS WHY WE ARE ALL SO  
EXCITED ABOUT THIS PROJECT.  
TO ENABLE THIS WE NEED TO MAKE  
IT EASIER TO PAY BEFORE YOU  
BOARD.  
THAT MEANS CARD AVAILABILITY,  
MEANS NOT HAVING TO USE OR GET A  
CARD AT ALL, HAVING IT BE  
AVAILABLE DIRECTLY ON YOUR  
SMARTPHONES FOR APPLE PAY AND  
SAMSUNG PAY.  
AND ONE YOU CAN LOAD CASH ON AT  
A RETAIL LOCATION OR VENDING  
MACHINE.  
IF YOU ARE UNBANKED, IF YOU HAVE  
SMARTPHONE YOU CAN STILL PAY OR  
GET A CARD.  
IT ALSO MEANS MORE RETAIL  
-- RETAIL LOCATIONS AND VENDING  
MACHINES WITH MORE STOPS SO YOU  
ARE NEVER WITHOUT A PLACE TO  
RELOAD ON ONE END OF YOUR  
JOURNEY OR THE OTHER.  
EASIER TO MANAGE ONLINE.  
THIS IS SOMETHING WE DON'T HAVE  
IN THE CURRENCIES TELL THAT WAS  
BUILT TOO EARLY.  
TO MANAGE YOUR ACCOUNT, TO SEE  
YOUR TRAVEL HISTORY, TO CHARGE  
YOUR ACCOUNT AND SET UP AUTO  
RECHARGE LIKE WITH EASYPASS, AND  
TO BE ABLE TO SET YOUR LANGUAGE  
PREFERENCES LIKE YOU'LL BE ABLE  
TO DO AT THE FARE VENDING  
MACHINE.  
SO WE ARE COMMUNICATING WITH YOU  
IN WAYS YOU CAN UNDERSTAND.  
ALSO MANY PEOPLE GET CARD  
THROUGH EMPLOYERS OR SCHOOLS.  
AND WE'LL HAVE TOOLS TO MAKE IT  
EASIER.  
NO SPECIAL CARDS OR  
DISTRIBUTION.  
ANY FARE CARD, OR EVEN THE APP  
ON THE SMARTPHONE IS ABLE TO BE  
ASSIGNED TO EMPLOYER OR SCHOOL  
ACCOUNT.  
NO MORE LOST CARDS OR WAITING  
DAYS OR WEEKS FOR DISTRIBUTION.  
THE LAST THING I WANT TO  
EMPHASIZE, THE WAY YOU PAY IS  
THE SAME EVERYWHERE, A TAP.  
THAT'S BECAUSE THE SYSTEM IS  
DIGITAL.



GETTING ON THE BUS, TAP YOUR  
FARE CARD, SMARTPHONE OR CREDIT  
CARD.  
AND THE SUBWAY GATE, SAME THING.  
GETTING ON THE FERRY, THIS IS  
THERE AND YOU TAP ON THE  
HAND-HELD DEVICE.  
COMMUTER RAILS, TAB ON ONE OF  
THE STATION VALIDATORS AND  
INSTALL THE CONVENIENT LOCATIONS  
EVERY PLATFORM.  
AND TAP AGAIN WHEN YOU GET TO  
THE DESTINATION.  
ALONG THE WAY A CONDUCTOR WILL  
ASK YOU TO SHOW HOW YOU PAID.  
GUESS HOW?  
YOU TAP IT ON THE HAND-HELD  
DEVICE.  
UNIFYING ACROSS TRAVEL OPTIONS  
IT OPENS UP A WORLD OF OPTIONS  
IN FARE POLICY.  
WITH THAT I WILL TURN IT OVER TO  
LAUREL TO TALK MORE ABOUT THE  
POLICY.  
>> THANKS DAVID.  
AGAIN, I AM SO GLAD TO BE HERE.  
I AM LAUREL AND I AM THE  
DIRECTOR OF FARE POLICY AND  
ANALYTICS FOR THE MBTA AND I  
JOINED THE TEAM TO REALLY SET A  
LEAD POLICY CONVERSATIONS WITH  
BOTH INTERNAL AND EXTERNAL  
STAKEHOLDERS AROUND KEY  
DECISIONS WE NEED TO MAKE TO GET  
THE BENEFITS OF THE PROJECT THAT  
DAVID JUST MENTIONED.  
SO TAKING THOSE GOALS THAT DAVID  
MENTIONED, WE THEN CREATED THE  
THINGS THAT DAVID SET UP IN TERMS  
OF THE SYSTEM DESIGN OF HOW THE  
SYSTEM WAS DESIGNED.  
NOW WE NEED SUPPORTING PROGRAMS  
AND POLICIES TO MAKE SURE THOSE  
GOALS ARE ACTUALLY ACHIEVED.  
WHAT I AM GOING TO DO IS WALK  
THROUGH SOME OF THE MAIN POLICY  
AREAS WHERE WE HAVE DECISIONS  
THAT WE NEED INPUT ON.  
AND THEN TALK ABOUT HOW WE'RE  
GOING TO BE GETTING INPUT OVER  
THE NEXT FEW YEARS ON THE POLICY  
AREAS.  
THE FIRST POLICY AREA IS DATA  
PRIVACY.

THIS SYSTEM, AS DAVID DESCRIBED IT, WILL COLLECT A LOT MORE DATA ON OUR PASSENGERS AND CUSTOMERS. YOU WILL BE ABLE TO HAVE YOUR OWN ACCOUNT, WHICH WILL LINK YOU TO YOUR TRAVEL DATA.

SO WE ARE WORKING ON HOW TO MAKE SURE THAT WE ARE ENSURING CUSTOMER PRIVACY AND PROTECTION OF THE DATA IN THE NEW PROJECT. THAT'S THE FIRST AREA.

AND THE SECOND IS ONE ALLUDED TO AS SORT OF A KEY ISSUE IN THE EVENT, AROUND ACCESS TO FARE CARDS AND SALES LOCATIONS.

AS MENTIONED, ONE OF THE KEY BENEFITS OF NOT HAVING CASH ON BOARD IS TO SPEED UP ALL OF OUR BUSES AND TRAINS, GRAY LINE TRAINS.

IN ORDER TO DO THAT, WE NEED TO MAKE SURE THAT EVERYONE HAS ACCESS TO THE FARE CARDS AND TO PLACES TO LOAD THEM.

AND SO THERE'S TWO PARTS OF THIS PROJECT, THIS POLICY AREA.

ONE ABOUT MAKING SURE THE FARE VENDING MACHINES AND RETAIL LOCATIONS ARE EQUITABLE DISTRIBUTED IN THE NETWORK SO EVERYONE HAS ACCESS TO THEM.

THE SECOND IS ABOUT BUILDING PROGRAMS AROUND ACCESS TO CARD THAT WE WILL GIVE AWAY FOR FREE BECAUSE THERE'S GOING TO BE A CHARGE FOR THE CARD IN ORDER FOR US TO ENABLE FARE POLICIES BY BEING ABLE TO GO NEGATIVE ON YOUR CARD.

SO IF YOU DON'T HAVE ACCESS TO A FARE VENDING MACHINE YOU STILL HAVE A WAY TO GET HOME.

THE THIRD AROUND INSPECTIONS.

ONE OF THE PIECES OF THIS PUZZLE IS THAT WHEN WE ENABLE ALL-DOOR BOARDING AND SPEED UP THE BUSES THROUGH THE ALL-DOOR BUILDING WE STILL NEED TO INSPECT FOR FARE.

AND CHANGING TO A PROOF OF PAYMENT SYSTEM WHERE YOU SHOW THAT YOU HAVE PAID IF YOU ARE ASKED ONBOARD ON THE VEHICLE.

AND SO A KEY POLICY DECISION WE HAVE TO BE MAKING AND REALLY

NEED INPUT ON, IS HOW WE WILL SET UP THIS INSPECTION TEAM. AND THE FOURTH AREA IS ONE WHICH I THINK EVERYONE IMMEDIATELY THINKS ABOUT, WHAT ARE THE FARES GOING TO BE? HOW THEY ARE GOING TO BE STRUCTURED.

TO -- SO IT INCLUDES TRANSFER RULES, AND THE PRICING AND CHANGES AND DIFFERENT WAYS THAT WE DO THE PRICING WE CURRENTLY DO ON COMPUTER RAIL, OR THE DISTANCE-BASED PRICING ON OTHER MODES.

AND THAT'S THE FOURTH AREA THAT WE ARE GOING TO BE GATHERING INPUT ON.

THIS LEADS TO SOME VERY LARGE POLICY TRADEOFFS.

THERE IS A LOT OF DETAILS AND THINGS WE NEED TO WORK OUT TO MAKE SURE THE SYSTEM WORKS FOR EVERYONE.

BUT THERE IS ALSO POLICY TRADEOFF SITUATION THAT THE MBTA WILL HAVE TO HAVE WITH OUR PUBLIC.

SO THE PERSON WHICH WE ALREADY SPOKE TO, GETTING THE OPERATIONAL BENEFITS TO FIGURING OUT HOW TO DO INSPECTIONS.

AND THE SECOND ONE IS ABOUT THE ABILITY TO OFFER ALL THESE NEW FARE PRODUCTS AND WHAT IS THE REVENUE IMPACT ON THE MBTA.

THOSE ARE SOME OF THE KEY POLICY CONVERSATIONS WE'LL BE HAVING WITH THE PUBLIC AND WITH OUR, YOU KNOW, BOARD OF FISCAL MANAGEMENT AND CONTROL BOARD OVER THE NEXT COUPLE OF YEARS.

WHAT I WANTED TO WALK YOU THROUGH NOW WAS SORT OF HOW WE ARE ENVISIONING DOING OUTREACH ON EACH OF THOSE FOUR AREAS. AND SORT OF OPEN IT UP AROUND SO WHAT ARE OUR PLANS FOR INVOLVING THE PUBLIC IN THIS VERY IMPORTANT CONVERSATIONS.

SO THIS IS JUST A QUICK SORT OF CALENDAR TO SHOW THAT WITHIN THESE FOUR AREAS THERE'S A LOT OF MOVING TARGETS.

SO WE NEED TO IMPLEMENT POLICY DECISIONS, ALONG WITH THE TECHNOLOGY IN ORDER TO GET THE PROJECT DOWN.

SO WHERE THE DECISION NEEDS TO BE MADE ON EACH OF THESE THINGS HAS TO DO WITH HOW WE FIT INTO THE TECHNOLOGY SCHEDULE.

WE ARE REALLY TRYING TO MAKE SURE WE BUILD ENOUGH TIME BEFOREHAND AND SOME CASES MAKE SURE WE HAVE A PUBLIC POSITIVECY AFTER IT IS IMPLEMENTED TO EVALUATE DECISIONS MADE AND MAKING SURE THE PROGRAMS ARE WORKING.

SO DATA PRIVACY WE WILL BE HOPING TO GET A DRAFT OF THAT DONE BY THE BEGINNING OF NEXT CALENDAR YEAR.

IN THE ACCESS TO FARE CARDS WE WILL BE, THROUGHOUT THIS YEAR AND THE FALL, COMING OUT TO TALK TO COMMUNITIES AROUND SORT OF WHERE THE FARE VENDING MACHINES WILL BE.

THROUGHOUT THE NEXT COUPLE OF YEARS WE WILL REALLY WORK WITH COMMUNITY GROUPS TO SEE HOW WE EVERYONE HAS ACCESS TO CARDS EVEN IF THEY CAN'T AFFORD THEM. AND FARE INSPECTIONS, WE WILL WORK ON THAT A COUPLE OF YEARS TO GET IN PLACE PRINCIPLES AND THE MBTA HAS A LOT OF WORK TO DO TO STAND UP THAT TEAM.

AND FINALLY THE FARE PRODUCTS AND STRUCTURES, WE ARE TAKING INPUT THROUGHOUT THE ENTIRE PROCESS, BUT DON'T ANTICIPATE ANY MAJOR CHANGES TO OUR FARE STRUCTURE TO OCCUR UNTIL THE SUMMER OF 2021.

SO IN ORDER TO SORT OF CRAFT THE OUTREACH PLAN WE DID STAKEHOLDER METERS WITH FOLKS IN THE ROOM WHO HAVE GIVEN US INPUT HOW TO DO OUTREACH AND CAME UP WITH THESE PRINCIPLES FOR OUTREACH. THERE ARE FOUR BUCKETS OF THINGS THAT WE'RE GOING TO MAKE SURE THAT WE'RE DOING IN OUR OUTREACH AROUND ALL FOUR OF THOSE POLICY AREAS.

THE FIRST IS BEING ACCOUNTABLE,  
SO REALLY PRIORITIZING GETTING  
FEEDBACK DIRECTLY FROM  
COMMUNITIES THAT ARE GOING TO BE  
MOST IMPACTED BY THE CHANGES.  
AND THEN -- AND SORT OF BEING  
SORT OF OPEN TO HAVING SORT OF  
HARD CONVERSATIONS ABOUT THOSE  
CHANGES.

THE SECOND ONE IS BEING  
ACCESSIBLE AND PROACTIVE.  
NOT ONLY HAVING MEETINGS  
ACCESSIBLE, BUT GOING OUT AND  
SEEKING OUT FEEDBACK FROM

COMMUNITIES.

THE THIRD IS AROUND  
TRANSPARENCY.

WE KNOW THE JARGON AND LANGUAGE  
WE USE CAN BE UNCLEAR, SO  
WANTING TO PROVIDE CLEAR  
INFORMATION.

ABOUT WHO IS MAKING DECISIONS,  
WHEN THEY ARE BEING MADE, SO  
PEOPLE HAVE A CHANCE TO  
UNDERSTAND WHEN THEY GIVE INPUT.  
AND MAKING SURE WE PROVIDE  
ACCESS AND EXPLAINING THE DATA  
WE ARE USING TO MAKE THOSE  
DECISIONS.

AND FINALLY, WE WANT THE PROCESS  
TO BE INTERACTIVE AND WANT PEOPLE  
TO GIVE FEEDBACK MULTIPLE TIMES.  
WANT TO HEAR PEOPLE'S CONCERNS,  
FIGURE OUT HOW TO ADDRESS THEM  
AND GIVE THEM A CHANCE FOR  
FEEDBACK ON THOSE PROPOSED  
SOLUTIONS.

REALLY TRY TO BUILD  
RELATIONSHIPS THROUGHOUT THIS  
PROCESS THAT WILL LAST PAST  
IMPLEMENTATION SO WE CAN  
ECONOMIC -- CHECK IN AFTER  
IMPLEMENTED TO MAKE SURE IT IS  
WORKING THE WAY WE INTENDED, AND  
MECHANISMS IN PLACE TO SOLVE  
PROBLEMS AFTER IMPLEMENTATION.  
SO WE ENVISION A WHOLE BUNCH OF  
DIFFERENT WAYS WE'LL BE DOING  
THIS, DEPENDING ON WHICH POLICY  
AREA WE ARE TALKING ABOUT.  
SOME OF THEM ARE OBVIOUSLY GOING  
TO IMPACT ALL OF OUR WRITERS.  
FOR EXAMPLE, WHAT ARE THE FARES

GOING TO BE?

IT IS AN OUTREACH PROCESS, I AM SURE, WHERE EVERYONE WILL WANT TO HAVE INPUT.

SOME OF THEM ARE MUCH MORE TARGETED ON THE COMMUNITIES THAT WILL BE MOST IMPACTED, FOR EXAMPLE THE REMOVING OF CASH ONBOARD VEHICLES.

WE WILL REALLY TRY TO GO OUT AND SORT OF LOOK INTO THOSE COMMUNITIES TO RAISE ISSUES AMONGST THAT PARTICULAR COMMUNITY ON THOSE PROJECTS OR POLICIES.

SO THERE ARE A WHOLE BUNCH OF IDEAS THAT WE BRAINSTORMED WITH STAKEHOLDER GROUPS HOW TO DO THIS AND ROLLING OUT PLANS FOR EACH OF THE FOUR POLICY BUCKETS AS WE KICK OFF EACH ONE.

SO THERE WILL BE MANY, MANY WAYS FOR PEOPLE TO GET INVOLVED IN THE PROJECT.

AND WE REALLY LOOK FORWARD TO THE INPUT.

WE HAVE UPDATED INPUT ON OUR WEBSITE WHERE PEOPLE CAN GET SIGNED UP TO GET INVOLVED, LEARN MORE ABOUT THE PROJECT AND GET INFORMATION ABOUT THE POLICY AREAS I MENTIONED.

WE ALSO HIRED A COMMUNICATION OR PUBLIC OUTREACH SPECIALIST WHO IS LEADING A LOT OF EFFORTS FOR US.

ANTHONY THOMAS, WHO IS HERE TODAY WHO CAN ANSWER QUESTIONS AFTERWARDS ABOUT HOW PEOPLE CAN GET INVOLVED IN MANY OF THE EVENTS WE ARE PLANNING OVER THE NEXT FEW YEARS.

AND SO YES, I WILL GO BACK ONE. HERE'S THE WEBSITE WHERE PEOPLE CAN GET MORE INFORMATION, EMAIL, YOU CAN EMAIL US ANY QUESTIONS ABOUT THE PROJECT, EITHER ON THE TECHNOLOGY SIDE OR POLICY SIDE. WE REALLY ARE LOOKING FORWARD TO THIS PROJECT, BUT ALSO DOING IT IN A WAY THAT IS COLLABORATIVE AND REALLY MAKE THE SYSTEM WORK BETTER FOR EVERYONE.

>> THANK YOU VERY MUCH.

SO WE'LL MOVE TO QUESTIONS FROM  
COUNCILORS AT THIS POINT.  
WE'LL START WITH COUNCILOR  
PRESSLEY.

>> THANK YOU AGAIN FOR YOUR  
PARTICIPATION HERE TODAY.  
I WANT TO SEE WHERE I WANT TO  
PICK UP HERE.

YOU WERE TALKING ABOUT JUST  
MECHANISMS THAT WOULD BE IN  
PLACE AS THIS IS BEING  
IMPLEMENTED AND I AM CURIOUS  
WHAT THAT LOOKS LIKE.

HAVE YOU CONSIDERED MAYBE SOME  
SORT OF COLLISION OF ADVOCATES  
AND RIDERS THAT YOU COULD BE  
CONFERRING WITH IN REALTIME?  
SECONDLY, THERE ARE ALREADY  
ACCESS GAPS WHEN IT COMES TO THE  
LOADING OF FARE CARDS.

SO IF THAT IS A PROBLEM IN THE  
SYSTEM RIGHT NOW, I JUST WANT TO  
KNOW HOW YOU WILL ADDRESS THAT  
AND WHAT WILL INFORM THAT?  
JUST TO MAKE SURE THAT COMMUNITY  
VOICE AND RIDER EXPERIENCE IS AT  
THE CENTER OF THIS IN THE  
PLANNING, AND WHERE YOU'RE  
DECIDING WHERE THOSE MACHINES  
WILL BE.

SO THAT IT'S LESS ABOUT CULTURE  
AND BEHAVIORSHIP, THAN MEETING  
PEOPLE WHERE THEY ARE.

I WILL START THERE.

>> I AM DO THE SECOND ONE FIRST,  
WHICH IS THE LOADING OF CARDS.  
WE ARE VERY AWARE THAT  
THERE -- IT IS VERY HARD TO GET  
A CHARLIE CARD CURRENTLY AND ONE  
OF THE PROBLEMS WE ARE TRYING TO  
SOLVE WITH THE NEW SYSTEM.

WE BROUGHT SOME WITH US TODAY IN  
CASE SOMEONE NEEDS A CHARLIE  
CARDS.

WE WILL BE DISTRIBUTING THEM,  
SOMETIMES THEY ARE HARD TO FIND.  
THE PROCESS WE ARE USING IS  
GOING OUT TO COMMUNITIES IN THE  
FALL AS PART OF OUR BETTER BUS  
PROJECT, AS WE GO OUT AND TALK  
ABOUT HOW DO WE IMPROVE THE BUS  
SYSTEM, BUT GETTING PEOPLE'S  
INPUT.

ON A MAP TELL US WHERE WE NEED

VENDING MACHINES, WHERE WE NEED ACCESS TO BE ABLE TO BUY -- ADD VALUE TO A CARD OR GET A CARD SO WE CAN MAKE SURE AS WE SORT OF FINALIZE WHERE THOSE LOCATIONS ARE GOING TO BE, WE ARE MEETING EVERYONE'S NEEDS.

AND ALSO ONCE THAT DRAFT LIST TOGETHER THAT WILL COME BACK OUT AROUND AND BE SORT OF MEETING WITH FOLKS LIKE YOURSELVES AND OTHER COMMUNITY ORGANIZATIONS TO MAKE SURE WE ARE NOT MISSING ANY LOCATIONS THAT NEED TO BE SERVED.

AND THE OTHER PART OF THE PROJECT IS REALLY CREATING A PROCESS FOR WHICH IF WE MISS SOMETHING, THAT WE HAVE A WAY TO CHANGE IT AFTERWARDS.

SO IF ONCE WE IMPLEMENT IT AND REALIZE THERE IS A LOCATION WE REALLY MISSED, WE NEED TO MAKE SURE HAS A FARE VENDING MACHINE OR ACCESS TO RETAIL LOCATION, WE HAVE A WAY TO ADDRESS IT AFTER THE IMPLEMENTATION OF THE SYSTEM.

>> MY QUESTION IS, IS THERE A CRITERIA THAT DETERMINES THAT? BECAUSE WE -- ACCESS RIGHT NOW IS NOT EQUITABLE.

WHAT IS THE CRITERIA?

BASED ON FOOT TRAFFIC?

AND ALSO I AM THINKING ABOUT THOSE COMMUNITIES THAT ARE COMPLETELY TRANSIT-DEPENDENT.

AND ALSO THINKING ABOUT COMMUNITIES THAT ARE HARD FOR US TO REACH AND ENGAGE.

HOW ARE WE REACHING THOSE

HOMELESS, THOSE WITH DISABILITIES, HOW ARE WE REACHING SENIORS?

>> PART OF OUR OUTREACH PLAN IS TO REALLY REACH OUT TO THOSE ORGANIZATIONS THAT ARE SERVING THOSE COMMUNITIES AND WORKING WITH THOSE COMMUNITIES THAT ARE HARD TO SERVE.

FOR EXAMPLE, THE HOMELESS COMMUNITY, REACHING OUT TO HOMELESS SHELTERS AND OTHER ORGANIZATIONS, MAKING SURE WE



ARE WORKING WITH THEM --  
>> I AM GETTING SOME SIGNS IF  
YOU CAN SPEAK DIRECTLY INTO  
THE --  
>> WORKING WITH THEM ON  
PLACEMENT OF THE VENDING  
MACHINES, BUT ALSO WORKING FOR  
PROGRAMS THAT HAVE ACCESS TO  
FAIR MEDIA, THE CARDS IN THE  
FUTURE, FIGURING OUT HOW THEY  
ARE ABLE TO HELP US DISTRIBUTE  
CARDS FOR FREE TO COMMUNITIES  
THAT NEED THEM.  
SO REALLY TRYING TO FIGURE OUT  
HOW WE BUILD PROGRAMS WITH  
COMMUNITY ORGANIZATIONS AND  
SOCIAL SERVICE AGENCIES TO MAKE  
SURE THAT WE'RE SERVING THOSE  
COMMUNITIES.  
AND THE CRITERIA FOR THE FARE  
VENDING MACHINES WE DO HAVE A  
SET OF CRITERIA THAT OUR VENDOR,  
WHO IS IMPLEMENTING THE PROJECT,  
HAS TO ABIDE BY.  
BOTH SETS WHICH ARE LIKE THE  
MAJOR LOCATIONS LIKE YOU  
MENTIONED AROUND TRAFFIC LIKE AT  
OUR STATION WHERE THERE HAVE TO  
BE FARE VENDING MACHINES, AND  
LIKE AN OVERALL STANDARD OF HOW  
MANY PERCENT -- MAKE DAVID  
REMEMBERS THE NUMBER -- HOW MANY  
HAVE TO BE COVERED.  
BUT I THINK THE OTHER PART OF  
THE THIS IS SETTING CRITERIA FOR  
IN THIS PART AND AFTERWARDS IF  
WE NEED TO MAKE A CHANGE, HOW WE  
PRIORITIZE LOCATIONS.  
THAT IS PART OF THE OUTREACH  
NOW, WHAT IS THAT SET OF  
CRITERIA WE NEED TO MAKE SURE.  
>> JUST SO I AM CLEAR, THIS IS A  
MALLEABLE PROCESS, RIGHT?  
YOU ARE HAVING A TWO-WAY  
CONVERSATION.  
SO THE OUTREACH YOU WILL BE  
DOING TO ENGAGE THE  
COMMUNITY-BASED ORGANIZATIONS IS  
TO THEN INTEGRATE WITHIN THE  
IMPLEMENTATION THESE  
RECOMMENDATIONS.  
NOT ALL OF THEM, BUT MANY OF  
THEM.  
THEN IN REALTIME, AS THE NEW

POLICY AND PROTOCOLS ARE BEING IMPLEMENTED, YOU WILL DEVELOP SOME SORT OF IN-HOUSE MECHANISM. THAT'S WHAT I WAS GETTING TO ABOUT WHETHER IT WILL BE ONGOING CONVERSATIONS WITH A COLLISION OF YOUTH, AND TRANSIENT-DEPENDENT COMMUNITIES. AND IN THE PROCESS THAT WE ARE ELIMINATING ALL THE BARRIERS THAT WE STRUGGLE WITH RIGHT NOW. AND THOSE INEQUALITIES, LANGUAGE ACCESS, YOU KNOW.

>> YES.

ONE OF THE THINGS WE'RE STILL FIGURING OUT IS HOW WE MAKE SURE THAT WE ARE -- HAVE THE RIGHT GROUP OF PEOPLE TO BE CHECKING IN WITH TO MAKE SURE IT IS ACTUALLY REPRESENTATIVE OF THE COMMUNITIES THAT MOST NEED TO HAVE THEIR VOICES HEARD, SO THAT IS SOMETHING WE ARE STILL WORKING ON.

IT IS LIKE HOW DO WE MAKE SURE WE CREATE SOME BODY WHERE WE CAN CHECK IN GIVING US FEEDBACK THAT IS RELATIVE. AND THE PROCESS HAVING THE ONGOING CHECK-INS ON ANY ONGOING PROCESS.

IDENTIFY CONCERNS WITH WHAT WE PROPOSED, SORT OF IDENTIFY SOLUTIONS WITH GROUPS AND THEN COME BACK.

>> TWO QUICK THINGS.

ON THE -- I WAS ASKING ABOUT THE CRITERIA FOR A LOADING MACHINE. WHAT IS THAT FOR TRAFFIC?

HOW IS THAT DATA COLLECTED?

DO YOU SEND ONE THERE?

IS THERE A STUDY?

CAN YOU JUST TAKE IT AT THE WORD OF AN ORGANIZATION?

HOW DO YOU DETERMINE THAT?

>> WE ARE USING OUR -- FOOT TRAFFIC IN TERMS OF WHERE PEOPLE ARE USING OUR SYSTEMS, BOARDING ON THE EXISTING SYSTEM COMES FROM OUR EXISTING FARE COLLECT SYSTEM.

>> AS WELL AS FROM OUR AUTOMATED PASS COUNTERS.

THE CRITERIA IS BASED ON A

CERTAIN NUMBER OF JOURNEYS THAT  
HAVE TO BE MET.  
WE WANT TO MAKE SURE THERE ARE A  
NUMBER OF OTHER CRITERIAS.  
THE KEY ONES ARE A CERTAIN  
PERCENTAGE OF JOURNEYS NEED TO  
BE WITHIN 1,000 FEET OF A FARE  
VENDING MACHINE YOU CAN LOAD  
WITH CASH OR RETAIL LOCATION.  
AND THEN A CERTAIN NUMBER MORE  
NEED TO BE WITHIN SLIGHTLY  
LARGER DISTANCE.  
WE CAN MAKE SURE ALL THE  
JOURNEYS ARE MET.  
WHAT LAUREL MENTIONED AS WELL,  
THOSE ARE COLD, HARD NUMBERS AND  
THEY GET TO A CERTAIN AMOUNT OF  
FARE VENDING MACHINES AND A  
CERTAIN AMOUNT OF RETAIL  
LOCATIONS IN A CONCERN NUMBER OF  
PLACES BUT THAT DOES NOT  
NECESSARILY REFLECT THE REALITY  
ON THE GROUND.  
WE HAVE A FACILITY IN THIS TO  
ADD ADDITIONAL ONES.  
AND THOSE ONES DON'T HAVE A  
PARTICULAR CRITERIA, THOSE ARE  
THE ONES THAT ARE THERE TO  
REFLECT THE THINGS THAT THE MATH  
DOESN'T SHOW.  
>> CAN YOU GIVE ME A SENSE OF  
HOW MANY MACHINES WE HAVE RIGHT  
NOW?  
DO YOU HAVE AN INVENTORY OF  
THAT?  
>> THE NUMBERS ARE NOT GOING TO  
BE EXACT COMING OUT OF MY HEAD,  
BUT I BELIEVE IT IS ABOUT 450  
FARE VENDING MACHINES ALMOST  
ENTIRELY AT STATIONS.  
AND THEN ANOTHER ABOUT 125  
RETAIL LOCATIONS OR SO.  
WE CAN GET YOU THE EXACT NUMBERS  
AFTER THIS.  
AND THEY ARE LOCATED MOSTLY  
ON -- THE RETAIL ARE LOCATED  
MOSTLY AROUND COMMUTER RAIL  
STATIONS MOSTLY IN THE CITY.  
AND THESE ARE NOT FINAL NUMBERS,  
BUT WE BELIEVE WE WILL BE CLOSER  
TO ABOUT 800 FARE VENDING  
MACHINES IN ABOUT 600 RETAIL  
MACHINES.  
GROSS DON'T MOTOR IT IS WHERE

THEY ARE.  
THE POINT IS THEY HAVE TO MEET  
THE CRITERIA WHERE THEY ARE

DISTRIBUTED.  
IT IS A LOT MORE BUT HOPEFULLY  
IN THE RIGHT PLACE.  
WE HAVE THE MECHANISMS IF THEY  
ARE NOT, TO GET THEM TO THE  
RIGHT PLACES.  
>> MY OTHER QUESTION IN TERMS OF  
USE, I KNOW YOU HAVE SOME SORT  
OF YOUTH ADVISORY COUNSEL OR  
SOMETHING LIKE THAT, RIGHT?  
>> WE HAVE A YOUTH PASS PROGRAM.  
>> YES, I KNOW.

BUT IS THERE ANY MECHANISM RIGHT  
NOW WHERE YOU DO HEAR YOUTH  
VOICE, BECAUSE THEY ARE ONE OF  
OUR MOST DOMINANT RIDER GROUPS.  
AND THEY ARE AT A DISADVANTAGE  
IN MANY WAYS.

I JUST WANT TO MAKE SURE THEIR  
RIDER VOICE IS HEARD IN THIS.  
I AND THE CO-SPONSOR AND MANY  
OTHERS DO HAVE A CONCERN ABOUT  
THE ENFORCEMENT OF THIS POLICY.  
AND WHAT THAT IMPACT WILL BE.  
CAN YOU JUST TALK ABOUT WHAT  
MECHANISMS ARE IN PLACE RIGHT  
NOW TO HEAR YOUTH VOICE.  
AND THEN SECONDLY, ENFORCEMENT  
AND HOW WILL THAT BE HANDLED AND  
HOW DO WE MAKE SURE THAT DOESN'T  
IN ANY WAY CONTRIBUTE TO WHAT IS  
ALREADY A RELATIONSHIP WITH A  
GREAT DEAL OF MISTRUST?

I DO SEE THEM BEING THE MOST  
VULNERABLE TO ENFORCEMENT IN  
THIS.  
MOSTLY NOT JUST BECAUSE OF  
CONCERNS ABOUT BIAS AND  
PROFILING, BUT THEY WILL BE AT A  
GREATER DISADVANTAGE IN TERMS OF  
ACTUALLY HAVING THE FUNDS AND WE  
SEE THAT RIGHT NOW.

WHAT WILL YOU BE DOING AROUND  
ENFORCEMENT?  
TAKING THESE THINGS INTO  
ACCOUNT?

>> YES, THAT'S A VERY GOOD  
QUESTION AND SOMETHING THAT  
THERE IS A LOT OF WORK WE HAVE  
TO DO ON.

IN TERMS OF THE SORT OF RIGHT  
NOW WE DON'T HAVE ANY OFFICIAL  
YOUTH ADVISORY COUNSEL.  
I DID A LOT OF WORK SETTING UP  
THE YOUTH PASS PROGRAM, WHICH  
CAME OUT OF A COLLISION OF YOUNG  
PEOPLE LEADING THE EFFORT ON  
THAT.

SO WORKED VERY CLOSELY WITH THEM  
AND I THANK THE CITY OF BOSTON  
FOR BEING A PARTNER IN THAT AND  
FOR ADMINISTERING THE YOUTH PASS  
PROGRAM FOR US AND WITH US.

AND HAVE REALLY SORT OF BUILT  
SOME RELATIONSHIPS WITH YOUTH  
OFFICE THROUGH THAT PROCESS AND  
WE CAN WORK WITH THEM IN  
BUILDING RELATIONSHIPS WITH  
YOUNG PEOPLE IN THIS PROJECT,  
BECAUSE WE DO REALIZE THAT THE  
ISSUES AROUND ENFORCEMENT, THAT  
WAS SOMETHING THAT DEFINITELY  
CAME UP WHEN WE WERE WORKING ON  
THE YOUTH PASS, AS A WAY TO MAKE  
SURE THE LAST POINT YOU RAISED  
AROUND THEIR ABILITY TO PAY WAS  
SOMETHING WE WERE UNDERSTANDING.  
AND THAT'S SORT OF WHERE THE  
YOUTH PASS CAME IN.

AND SO ON THE ISSUE OF SORT OF  
PROOF OF PAYMENT AND FARE  
INSPECTIONS, ONE OF THE THINGS  
WE WILL BE GOING OUT AND SEEKING  
PUBLIC INPUT ON AND WORKING WITH  
THE COMMUNITIES WE FEEL ARE MOST  
IMPACTED BY THIS, HOW WE ARE  
SETTING THAT UP, WHAT ARE THE  
PRINCIPLES WE WILL USE TO DO  
INSPECTIONS, AND THAT WILL BE  
SORT OF WHAT COMES OUT OF THAT I  
ENVISION WHAT COMES OUT THAT IS  
SETTING UP CLEAR PRINCIPLES SO  
WE CAN SET UP A SYSTEM FOR DOING  
IT.

PART OF THAT IS THE TIME CHART  
THAT WE'LL ALSO BE SORT OF  
EVACUATING THAT AFTERWARDS AND  
MAKING SURE WE ARE CHECKING IN  
ON IS IT WORKING AFTER IT IS UP  
AND RUNNING AS WELL.

>> RIGHT NOW THE IMPLEMENTATION  
WOULD BE DONE BY TRANSIT POLICE?  
>> THAT IS A DECISION THAT HAS  
NOT BEEN MADE.

WE ARE STILL FIGURING OUT HOW IT  
WILL BE DONE, WHO IS DOING IT,  
WHAT TRAINING THEY NEED, ALL OF  
THE NUTS AND BOLTS IS STILL  
SOMETHING WE ARE ASKING FOR  
INPUT ON.

>> OK.

WELL IT IS MY HOPE THAT IT WOULD  
BE PERSONS UNARMED THAT WILL  
LOOK AT FLEXIBLE ALTERNATIVES  
AMONGST PERSONNEL.

I DON'T KNOW IF THAT WOULD MEAN  
NEW HIRING OR PERSONNEL.

AND THEN MY LAST QUESTION I  
THINK THE CHAIR AND CO-SPONSOR,  
THANK HER FOR HER INTELLIGENCE  
HERE.

AND THE LAST QUESTION IS  
THINKING OF YOUTH AND JUST  
TRANSIT-DEPENDENT COMMUNITIES.  
HAVE YOU CONSIDERED PILOTING  
LOWER FARES AS SOMETHING THAT  
YOU ARE OPEN TO?

JUST AGAIN, GIVEN THE  
DISPROPORTIONATE BURDEN  
ANTICIPATED.

>> WE STARTED TO HEAR INPUT ON  
THAT AND IS SOMETHING OUR  
DISCUSSED.

LOW-INCOME FARES?

>> YES.

>> THAT IS SOMETHING DISCUSSED  
AND SOMETHING WE WILL CONTINUE  
TO LOOK INTO AS PART OF THE SORT  
OF GENERAL CONVERSATION AROUND  
FARE POLICY THAT IS SORT OF ONE  
OF THE POLICY AREAS WE WILL BE  
DISCUSSING.

I DO WANT TO MENTION BACK ON THE  
INSPECTION ISSUE, THE OTHER  
PIECE OF IT IS SORT OF AN  
ADJUDICATION PIECE.

AND CURRENTLY THE FINE LEVELS  
ARE SET IN STATE LAW.

RIGHT NOW THE MBTA DOES NOT HAVE  
A LOT OF FLEXIBILITY AROUND  
FINES FOR THE FARE CITATIONS.  
SO THAT IS SOMETHING WE ALSO  
HAVE TO BE INTERESTING.

>> THANK YOU MADAM CHAIR.

>> THANK YOU.

COUNCILOR ESSAIBI GEORGE.

>> THANK YOU FOR THAT THOUGHTFUL  
AND THOROUGH PRESENTATION.

I DO HAVE SOME QUESTIONS ABOUT  
HOW OUR STUDENTS WILL BE ABLE TO

ACCESS THE SYSTEM.

TO THEY CONTINUE THE ONE CARD,  
WHICH IS NEW, OR DO THEY HAVE TO  
CHANGE THAT SYSTEM AS WELL?

>> OBVIOUSLY BOSTON PUBLIC  
SCHOOLS IS ONE OF OUR MAJOR  
PARTNERS, WE ARE WORKING CLOSELY  
WITH THEM TO MAKE SURE IT WORKS.  
I THINK IT WILL ACTUALLY IMPROVE  
THE SYSTEM, I DON'T KNOW IF THIS  
IS NEWS TO ANYONE, BUT STUDENTS  
TEND TO LOSE CARDS OFTEN.

I THINK IT WILL ACTUALLY MAKE IT  
EASIER FOR US AND THE BOSTON  
PUBLIC SCHOOLS TO MAKE SURE THAT  
AS THE CARDS ARE LOST, THEY ARE  
STILL GETTING ACCESS.

IT IS MUCH EASIER TO TURN CARDS  
OFF AND ON FOR THE NEW SYSTEM.  
AND GETTING IT LOST GETTING A  
NEW ONE IS A MUCH EASIER  
TRANSACTION.

WE WILL DEFINITELY BE WORKING  
WITH BOSTON PUBLIC SCHOOLS TO  
MAKE SURE THAT WHATEVER CARDS  
THEY ARE USING WILL BE  
COMPATIBLE WITH OUR SYSTEM.

I AM NOT LOOKING AT ANY MAJOR  
CHANGES WITH THE RELATIONSHIP WE  
CURRENTLY HAVE WITH BOSTON  
PUBLIC SCHOOLS.

ONE OF THE THINGS I AM REALLY HE  
CAN -- EXCITED ABOUT WE HAVE  
DONE THE LAST COUPLE OF YEARS,  
IS THE EXPANDED ACCESS TO FARES  
DURING THE SUMMER.  
AND PEOPLE GET THEIR CARD FROM

BPS, AND ACCESS IT ALL ALL BUSES  
AND FARES.

AND IT IS A CHANGE TWO YEARS  
AGO, MORE AND MORE STUDENTS CAN  
TAKE HAVING OF.

THIS WILL ALLOW US TO  
STANDARDIZE ACCESS TO FARES THAT  
YOUNG PEOPLE GET, REGARDLESS OF  
WHETHER BOSTON PUBLIC SCHOOLS IS  
PAYING FOR THE FARE CARD OR NOT.

>> WILL IT INCREASE THE COST OF  
OUR STUDENTS TO RIDE?

>>

>> THERE IS NO FARE INCREASE IN THE TECHNOLOGY, OBVIOUSLY A QUESTION AROUND WHAT THE FARES WILL BE, BUT NO INHERENT CHANGE TO THE FARE PRICE IN THE TECHNOLOGY PART OF THE PROCESS.

>> WHAT IS THE COST OVER THE NEXT FEW YEARS OF ROLLING THIS OUT FROM 0% TO 100%.

>> IT IS A PUBLIC-PRIVATE PARTNERSHIP PAID OVER THE NEXT 13 YEARS.

THERE IS PART OF THAT.

THE CAPITAL PROJECT, AND PART OF THAT IS THE OPERATING COSTS WHICH WILL NO LONGER INCUR FROM OPERATING THE PROGRAM OURSELVES. THE CONTRACT AWARD IN NOVEMBER OF 2020 WAS FOR UP TO \$700 MILLION, INCLUDING BOTH THE CAPITAL AND OPERATING PORTION. ABOUT HALF GOING TO CAPITAL, HALF GOING TO OPERATING.

WE LOOK BACK, NOT HAVING IT IN FRONT OF ME, IT ACTUALLY ENDS UP BEING LESS THAN WE WOULD HAVE SPENT ON THE SYSTEM OTHERWISE.

>> I IMAGINE SOME PRIVATE PARTNERSHIP IS ADVERTISING, WHETHER ON THE CARDS OR KIOSKS?

>> WE HAVE NOT ENVISIONED THAT YET.

>> IS THERE A WAY TO RESTRICT WITHIN THE CONTRACT CERTAIN ADVERTISEMENT CATEGORIES ON ANY OF THE --

>> WITH THE CARD THERE IS NO ADVERTISING, WHICH MEANS THEY HAVE NO RIGHT OF PUTTING IT WITHOUT US SAYING SO.

>> ON THE KIOSK?

>> THE SAME.

>> ON THE FARE VENDING MACHINES.

>> AND I HAD READ, I DON'T KNOW IF IT WAS -- I THINK IT WAS IN YOUR PRESENTATION, BUT TALK A LITTLE MORE, PLEASE, ABOUT FOLKS THAT DON'T HAVE WHETHER IT IS A CREDIT CARD OR DEBT CARD OR

ON

ONLINE BANKING OPPORTUNITIES TO GET CASH ON THE CARDS.

>> THAT'S ONE THING WE SPENT A



LOT OF TIME WITH AND THINKING ABOUT.

IF YOU CAN'T PAY CASH ONBOARD YOU NEED TO INCREASE OPPORTUNITIES FOR THEM TO USE IT OFFBOARD.

EACH AND EVERY FARE VENDING MACHINE OFFERS A CARD AND EACH ACCEPT CASH.

NUMBER TWO, THERE ARE MORE FARE VENDING MACHINES, NOT JUST IN THE PLACES THEY ARE NOW WHICH IS PREDOMINANTLY IN STATIONS AND A SMALL NUMBER OF TERMINALS LIKE DUDLEY.

BUT THEY ARE AT KEY LOCATIONS WITHOUT THE MULTIPLE

-- METROPOLITAN AREA.

AT ONE END OR THE OTHER OF YOUR JOURNEY YOU CAN RELOAD.

AND THE SIGNIFICANT NUMBER OF RETAIL LOCATIONS.

WHEN WE SAY "RETAIL LOCATIONS" IT IS A COLD TERM.

AND THINK OF THE BIG BOX, LIKE THE CVS, WALGREENS AND THAT SORT OF PLACE, AS WELL AS SMALLER MERCHANTS INCLUDING BODEGA'S AND SMALL NEIGHBORHOOD STORES.

UNLIKE THE TECHNOLOGY TODAY REQUIRING A CUMBERSOME BOX THAT TAKES UP ROOM AND COSTS MONEY, SMALL RETAILERS DON'T WANT IT IN THE STORE, YOU CAN RELOAD IT THROUGH A PHONE AND IT OPENS IT UP TO PRETTY MUCH ANY RETAILER OUT THERE TO BE ABLE TO DO SO.

SO WE THINK THOSE ARE REALLY THE WAYS PEOPLE END UP LOADING CASH.

WE THINK THAT'S A REALLY SIGNIFICANT EXPANSION OF THAT ABILITY.

>> A LOT OF CHALLENGES NOW THAT THE RIDERS EXPERIENCE IS EITHER NO CARDS AVAILABLE OR THE TERMINAL IS DOWN.

IS THERE AN ABILITY TO SHOW ON THE KIOSK THAT THE TERMINAL IS NOT ACCEPTING CASH AT THIS TIME, BUT THE NEAREST TERMINAL IS LOCATED AT --

>> THE SECOND THING I HAVE TO CHECK.

THE FIRST THING, NUMBER ONE,  
EACH FARE VENDING MACHINE ISSUES  
CARDS, SO WE DON'T HAVE THE  
SITUATION WE HAVE NOW.

EACH FAIR VENDING MACHINE  
ACCEPTS CASH, SO WE DON'T HAVE  
THAT ISSUE.

THE KEY PART OF THE  
PUBLIC-PRIVATE PARTNERSHIP HERE.  
WITH OUR PRIVATE PARTNER, AND  
THESE ARE GOING TO BE FOR  
EXAMPLE NOT TAKEN FROM THE  
CONTRACT.

IF A VENDING MACHINE IS NOT  
ACCEPTING CASH FOR TWO HOURS AND  
THEY HAVE NOT FIXED IT, THEY  
HAVE A PERFORMANCE DEDUCTION.  
WHICH IS WHY THERE IS INCENTIVE  
FOR THEM TO FIX IT.

THE SYSTEM IN 2020 AND THE  
SYSTEM RUNNING IN 2030 WILL BE  
FUNKING JUST -- FUNCTIONING AS  
WELL WE HAVE A PRIVATE PARTNER  
MAKING SURE THAT IS IN PLACE.  
AND THIS IS ABOUT A WAY TO  
PROTECT THE CUSTOMER.

>> THANK YOU VERY MUCH.

>> THANK YOU.

I HAVE A FEW QUESTIONS AND THEN  
I THINK AFTER THIS PANEL WE'LL  
TAKE A LITTLE BIT OF PUBLIC TEST  
AND THEN TRANSITION TO THE  
SECOND.

I JUST WANT TO START WITH SORT  
OF WHAT'S ALREADY BEEN DECIDED  
AND YOU ARE CREATING  
OPPORTUNITIES FOR PUBLIC  
FEEDBACK BUT IT IS SET IN STONE,  
THAT THIS IS A CASHLESS SYSTEM  
ONBOARD.

>> YES, THERE WILL NOT BE CASH  
ONBOARD.

>> HAVE YOU SET THE POLICIES  
THAT WILL DETERMINE WHAT IS THE  
ACCEPTABLE RADIUS FOR -- FOR ANY  
BUS LINE, NOT JUST THE ONES  
WHERE YOU WOULD LOOK NOW AT  
CURRENT DATA AND SEE PEOPLE WITH  
THE HIGHER PROPENSITY OF WANTING  
TO PAY CASH ONBOARD.

WE WANT ANYBODY TO USE THE  
SYSTEM IN THE CITY AND BEYOND.  
WHAT IS THE DISTANCE THEY HAVE  
TO WALK TO RELOAD AFTER THEY SAY

I WANT OUT, OR I ACTUALLY WANT TO RIDE THE BUS AND NOW I HAVE TO FILL MY CARDS.

>> THERE ARE CONTRACT STANDARD TO THAT, WHICH IS THAT IS WHAT OUR PRIVATE PARTY NEEDS TO DO. THOSE ARE SET.

AS WE MENTIONED, THERE IS THE ADDITIONAL ABILITY SO WE CAN GO BEYOND THE CONTRACT STANDARDS.

>> WHAT IS THE MINIMUM OR MAXIMUM?

>> IT IS RELATIVELY COMPLEX BUT THE KEY PIECES ARE 95% ON ONE END OR THE OTHER NEED TO BE BEING 1,000 FEET AND 90% WITHIN 2,000 FEET.

>> ONE OF THE THINGS THAT'S GOOD ABOUT THOSE TYPES OF STANDARDS IS THAT THEY CHANGE BASED ON THE SORT OF CHANGING OF OUR RIDERSHIP PATTERNS.

IT IS NOT JUST THE DATA, CORRECT ME IF I AM WRONG, THEY ARE NOT JUST SET BY HOW THEY ARE RIDING TODAY, BY OUR OLD DATA.

BUT IF THE DATA CHANGES THENCE THE LOCATIONS ALSO HAVE TO CHANGE TO FIT WHERE OUR RIDERSHIP IS.

>> THE REASON I SAY IT IS COMPLEX, THERE ARE A LOT OF OTHER STANDARDS THAT GO WITH THAT.

FOR EXAMPLE THE INTERMODAL TRANSFER POINTS.

YOU NEED A FAIR VENDOR MACHINE REGARDLESS AND WHERE IT WILL BE. AND JUST BECAUSE IT IS A TRANSFER POINT, YOU HAVE TO GO UP OR DOWN THREE LEVELS IT IS NOT FAIR TO BE LEVEL THERE'S DOWN.

AND THE COMMUTER RAIL FEEDS A FAIR VENDING MACHINE. BUT THIS IS THE BASIC COVERAGE PENINSULAS.

AND THE SECOND PIECE, WHICH IS A QUEUEING PRINCIPLE, IT IS NOT SUFFICIENT JUST TO HAVE THE FARE VENDING MACHINES, YOU HAVE TO HAVE THE RIGHT NUMBER SO PEOPLE DON'T END UP LINING UP ON THE FIRST OF THE MONTH, IF THAT'S

WHAT THEY ARE DOING.  
THERE'S A WHOLE SET OF THESE  
PRINCIPLES THAT ARE OUT THERE.  
BUT LIKE I SAID BEFORE, THAT'S  
THE MATH AND THE MATH OF WHAT WE  
SEE WE THINK IS VERY EFFECTIVE.  
BUT IT DIDN'T ALWAYS REFLECTIVE  
COMPLETELY OF THE EXPERIENCE AND  
WE HAVE THE ABILITY TO ADD  
BEYOND THAT TO MAKE SURE IT DOES  
HAVE EXPERIENCE.

>> AND APPLYING THIS  
CONVERSATION TO YOUR APPROACH,  
YOUR TIME LINE SAYS FARE SALES  
LOCATIONS WILL BE IDENTIFIED IN  
IT LOOKS LIKE EARLY 2019.  
WHEN WOULD THE FIRST DRAFT OF  
THOSE BE PUBLICLY AVAILABLE FOR  
PEOPLE TO REACT TO?

>> I THINK ASKING PEOPLE WHERE  
THEY THINK IT IS IMPORTANT TO  
HAVE VENDING MACHINES, AND THERE  
IS A MAP OF SORT OF WHAT OUR  
VENDORS PUT OUT AND WE WILL  
COMPARE THOSE TWO AND HAVE A  
MAP.

I AM GUESSING IT IS TOWARDS THE  
END OF THIS YEAR WHERE WE WOULD  
SAY LIKE HERE IS WHERE WE ARE  
THINKING BASED ON THE PUBLIC  
OUTREACH AND WHAT OUR VENDOR  
CAME BACK WITH.  
AND THEN DOING ANOTHER ROUND,  
HERE IS THE DRAFT WHERE PEOPLE  
THINK.

>> IN TERMS OF THE IMPACT OF THE  
RETAIL NETWORK YOU WILL BE  
RECRUITING, ARE THERE INCENTIVES  
FOR THE BUSINESS?

I MEAN DO THEY GET AN ANNUAL  
MAINTENANCE?

>> THEY GET PAID.  
THEY GET PART OF THE CARD.

>> HOW MUCH?

>> I DON'T REMEMBER WHAT IT IS  
CONTRACTUALLY, BUT OBVIOUSLY  
THAT DOESN'T GET PASSED ON TO  
THE CUSTOMER.

THAT'S SOMETHING -- THAT COST IS  
SOMETHING AS WHAT WE PAY AT THE  
RETAIL LOCATIONS TO BE PART OF  
THE NETWORK.

>> EVERY SMALL BUSINESS THAT IS  
DESIGNATED OR RETAIL LOCATION

WILL RECEIVE SOME FRACTION OF  
THE CARD BACK TO THEM?  
>> ALSO IF THEY SELL \$10 ON THE  
CARD THEY WILL RECEIVE 20 CENTS  
OR WHATEVER THE NUMBER IS.  
>> OK.  
AND THERE WILL BE A LIMIT THOUGH  
ON THE NUMBER OF STORES THAT CAN  
PARTICIPATE BASED ON JUST THE  
ACTUAL FUNDING FOR  
INFRASTRUCTURE, THE ACTUAL  
NUMBER YOU HAVE?  
>> THIS IS A LITTLE BIT COMPLEX.  
THERE IS A LIMIT.  
THE INFRASTRUCTURE WE ARE  
PUTTING OUT THERE IS NOT  
SIGNIFICANT, THAT IS NOT A COST,  
NOT A LIMIT FOR US, NOT A LIMIT  
FOR OUR VENDOR.  
REALLY THE LIMIT IS IN TERMS OF  
THE STORES THEMSELVES.  
THAT IS IF YOU HAVE A STORE IN  
EVERY CORNER, IT'S NO LONGER  
MUCH OF AN INCENTIVE FOR A  
RETAILER.  
IF THERE ARE LIKE 12 STARBUCKS  
ON THE BLOCK, IT DOESN'T SEEM TO  
MAKE SENSE.  
IF THERE ARE 12 RETAILERS NEXT  
TO EACH OTHER WITH THE CARDS,  
THEY MAY NOT WANT TO DO THAT.  
THAT'S WHY WE PROJECT NOT --  
>> WILL IT BE FIRST-COME  
FIRST-SERVE?  
IMAGIING THERE ARE CONVENIENCE  
STORES, SMALLER BUSINESSES, WHO  
IS GOING TO CHOOSE WHO GETS THIS  
POTENTIAL BENEFIT OF GETTING  
SORT OF A PIECE OF THE SALES?  
>> THAT'S A CONVERSATION THAT WE  
ARE HAVING WITH OUR VENTER AT  
THE MOMENT.  
THERE ISN'T REALLY MUCH MORE OF  
AN ANSWER THAN THAT.  
IT'S NOT SORT OF A FIRST-COME  
FIRST-SERVE, IT IS MAKING SURE  
THERE IS APPROPRIATE GEOGRAPHIC  
BALANCE SO WE DON'T END UP WITH  
12 LOCATIONS ON ONE BLOCK AND  
NONE IN OTHERS.  
AND TAKING ACCOUNT OF THE RETAIL  
DESERTS --  
>> AND MAKING SURE THE CITY,  
WHENEVER WE AS A PUBLIC ENTITY

PUT DOLLARS INTO THE COMMUNITY  
THERE IS EQUITY INTO WHO HAS  
ACCESS TO THE OPPORTUNITIES AND  
THERE IS ACCOUNTABILITY ON  
UNDERSTANDING WHAT THE DIVERSITY  
IS AND REPRESENTATION ONCE YOU  
HAVE CHOSEN THOSE BUSINESSES.  
IN ADDITION TO GEOGRAPHIC  
BALANCE, REALLY MAKING SURE THAT  
YOU ARE USING THIS OPPORTUNITY  
TO EMPOWER MBTA LOCALLY-OWNED  
BUSINESSES AND I AM SURE THE  
COUNCIL AND OUR COLLEAGUES AND  
ADVOCATES WOULD ALSO BE EAGER TO  
HELP TO MAKE SURE THERE IS  
BALANCE.

>> ABSOLUTELY, WHILE ENSURING  
THEY MEET BASIC NEEDS, MAKING  
SURE THEY ARE IN THE RIGHT  
LOCATIONS FOR PEOPLE,  
ABSOLUTELY.

>> OK.

THAT WILL BE SOMETHING WE CAN  
FOLLOW-UP ON.

THE VENDOR CONTRACTS YOU  
MENTIONED IS A PUBLIC-PRIVATE  
PARTNERSHIP HOW LONG DOES IT GO?

>> IT IS A 13-YEAR CONTRACT.

>> IS YOUR PLAN TO EVALUATE YEAR  
10 OF THE EXTENSION?

>> THERE IS A LOT OF COMPLEXITY  
BUT 13-YEAR CONTACT WITH AN  
OPTION OF TWO 5-YEAR PERIODS  
AFTER THAT.

AND WE EVALUATE IT A NUMBER OF  
YEARS.

>> EACH OF THESE BUCKETS OF  
POLICIES YOU ARE DEVELOPING NOW,  
WHO ULTIMATELY HAS THE  
DECISION-MAKING POWER?

IS IT A VOTE OF THE MBTA?

>> IT ACTUALLY DEPENDS ON WHICH  
ONE.

THE PRIVACY POLICY WILL BE  
SOMETHING ADOPTED BY THE SMTB,  
AND THE VENDING MACHINES I DON'T  
KNOW THERE WILL NECESSARILY BE A  
VET ON THAT, BUT SOMETHING WE  
BRIEF ON.

>> THAT IS YOU DECIDING OR THE  
SECRETARY DECIDING?

>> I EXPECT WE HAVE AN EXECUTIVE  
STEERING COMMITTEE FOR THE  
PROJECT INCLUDING THE GENERAL

MANAGER AND I BELIEVE IT WOULD BE THAT BODY THAT WOULD SIGN OFF ON THE FINAL PLAN FOR THAT. WHAT I AM ENVISIONING IN TERMS OF HOW THE INSPECTIONS WORK, IS THAT WE WILL DRAFT THE PRINCIPLES FOR INSPECTIONS PASSED BY THE FISCAL MANAGEMENT AND CONTROL BOARD TO ALLOW THAT PROCESS TO HAPPEN, WHAT THEY LEGISLATIVELY NEED TO DO TO MAKE IT BE SORT OF A PUBLIC EFFORT. AND THAT OUR SORT OF INTERNAL WORK WOULD BE FINALIZED BY THE GENERAL MANAGER.

TO SORT OF SET UP THAT TEAM. AND THEN THE LAST ONE IN TERMS OF ACTUAL FARES, THOSE ARE DONE BY -- VOTED ON BY THE FISCAL MANAGEMENT AND CONTROL BOARD. AND I WOULD LIKE TO SAY THERE ARE A FEW LEGISLATIVE THINGS LIKE THE FINES.

THERE ARE A FEW MIX THE LEGISLATURE HAS POWER OVER, WHERE IF WE NEED A CHANGE, WE NEED A LEGISLATIVE CHANGE.

>> WHAT IS THE PRICE POINT? THAT AMOUNT?

>> THE FIRST FINE IS \$100 FOR THE FIRST OFFENSE.

SECOND OFFENSE MAYBE \$200.

AND THE THIRD IS \$600.

THEY ARE QUITE HIGH.

>> YEAH.

>> AND SO I THINK THAT WE'RE INTERESTED IN HAVING A CONVERSATION WITH THE LEGISLATURE ABOUT THAT.

>> JUST A COUPLE OF QUESTIONS ON ENFORCEMENT AND EVERYONE IN THE ROOM IS BEING REALLY PATIENT WHO WANTS TO TESTIFY.

WHEN YOU LOOK AT OTHER CITIES THAT HAVE THE SYSTEMS, HOW MUCH EMPLOYEES DOING ENFORCEMENT DO YOU NEED PER RIDER?

WHAT ARE WE TALKING ABOUT?

THAT EVERY BUS WILL HAVE SOMEONE?

>> YEAH, NO.

YEAH WE STARTED TO DO THE BEST PRACTICE RESEARCH OF HOW OTHER CITIES ARE DOING IT.

I THINK IT'S GOING TO BE LIKE A  
RANDOM CHECK SO IT IS NOT GOING  
TO BE CHECKED ON EVERY BUS,  
EVERY TIME.

AND SO WE ARE STILL FIGURING OUT  
THE MATH BASICALLY ON SORT OF  
HOW OFTEN WE SORT OF EXPECT  
PEOPLE TO BE CHECKED HAPPEN,  
SORT OF BASED ON RIDERSHIP, HOW  
MANY SORT OF TEAMS WE NEED TO BE  
ABLE TO PERFORM THOSE CHECKS.  
SO WE HAVEN'T FIGURED OUT A  
NUMBER FOR THAT YET.

>> AND IS IT SET?

OR ARE YOU FULLY COMMITTED TO  
MAKING SURE THAT EVERY SINGLE  
ONE OF THESE EMPLOYEES HAS BIAS  
TRAINING AND CIVILIAN  
ENFORCEMENT WITH INTERACTIONS  
AND EXPERIENCES WITH DIFFERENT  
COMMUNITIES, BUT IS THAT PART OF  
THE PRINCIPLES THAT WILL BE  
ADOPTED?

>> THAT'S WHAT WOULD BE IN THE  
PRINCIPLES.

I ENVISION THAT'S WHAT WOULD BE  
IN THE PRINCIPLES, AND WE WANT  
INPUT FROM FOLKS LIKE YOURSELF  
AND GENERAL PUBLIC ON THOSE  
TYPES OF THINGS.

BUT DEFINITELY WE ARE THINKING  
THROUGH SORT OF WHAT TRAINING  
THE TEAMS WOULD NEED, WHAT THE  
OPERATING PROCEDURES WOULD NEED  
TO BE TO BE SURE THERE AREN'T  
CHANCES FOR DISCRIMINATION, AND  
ALL OF THINGS WE ARE THINKING  
THROUGH IN TERMS OF HOW WE SET  
THIS INSPECTION TEAM.

>> OK.

GREAT.

I KNOW YOU HAVE BEEN ADVISED I  
HAVEN'T -- AN HOUR IN I WILL PUT  
MY PLUG IN YOU MENTIONED 1A AND  
SORT OF BROUGHT IT UPON  
YOURSELF.

WE NEED TO MAKE SURE FARE EQUITY  
IS IMPLEMENTED.

AND THERE IS A CHANCE FOR PILOTS  
AND WE ARE PUSHING THE  
LEGISLATURE TO HAVE THE STUDY GO

THROUGH.

AND ALL THE TECHNOLOGY IN THE



WORLD STILL DOES NOT IMPROVE IT FOR THOSE WHO CAN'T AFFORD IT. AND THE FAIRMOUNT LINE, THERE NEEDS INCREASED FREQUENTLY AND REGIONAL RAIL AND A LOT OF THINGS WE ARE TALKING ABOUT. TODAY OR THE NEXT MONDAY THAT THE FISCAL MANAGEMENT AND CONTROL BOARD MEETS YOU HAVE THE AUTHORITY TO IMPOSE, CREATE FAIR EQUITY IN BOSTON ON THE COMMUTER RAIL PRICING SCHEME.

I WILL KEEP PUSHING FOR IT. RECENTLY ONE SENT ME A NEWSPAPER CLIPPING FOR -- LET ME PULL IT UP -- FROM 1918.

"THE BOSTON GLOBE" FRIDAY DECEMBER 27, 1918.

IT SAYS IT IS EXPECTED THE PROTEST MEETING AGAINST THE POOR TRANSPORTATION FACILITIES IN THE ROBINDALE AND WEST ROXBURY DIRECTS WILL BE A VERY LIVELY AFFAIR, ETC., ETC.

WE HAD A SIMILAR HEARING VERY CLOSE TO THERE TWO YEARS AGO ABOUT THE SAME ISSUE, SO I KNOW IT HAS BEEN A WHILE. AND I AM JUST USING THE PLATFORM TO KEEP PUSHING ON THIS.

I KNOW YOU ALL HEARD IT FROM ME AS WELL, SO THANK YOU.

>> I AM VERY EXCITED TO DO THE STUDY THAT WE TALKED TO THE LEGISLATURES ABOUT.

I THINK THERE ARE WAYS WE CAN LOOK AT THE DATA AND SEE HOW IT IS IMPACTING TRAVEL.

AND I THINK WE ARE LOOKING FORWARD TO DOING THAT AND SEEING HOW IT CAN IMPACT.

>> THANK YOU.

ANY OTHER QUESTIONS FROM MY COLLEAGUES?

>> A COUPLE OF THINGS.

NOT ONLY DO WE NEED TO CONSIDER THE DISTANCE-BASED PRICING, AND AGAIN ALSO THE FARE MITIGATION. BECAUSE IT IS A BURDEN THAT IS DISPROPORTIONATELY BORNE.

I WANT TO DIG INTO THE REVENUE DATA A BIT.

THE FARE POLICY RIGHT NOW I WANT TO MAKE SURE WHAT IT IS.

AND HOW THAT IS ENFORCED AND  
WHAT REVENUE IS COLLECTED RIGHT  
NOW.

WHERE DO THOSE FUNDS GO?

>> FOR OUR CURRENT LIKE HOW IT'S  
DONE?

>> YES.

>> I DON'T -- I WON'T HAVE THE  
NUMBERS IN FRONT OF ME, BUT  
CURRENTLY WE DON'T HAVE A  
PROOF-OF-PAYMENT SYSTEM.

THAT MEANS WE DON'T ASK PEOPLE  
IF THEY HAVE PAID IF THEY ARE  
ALREADY ON A VEHICLE.

THEY COULD HAVE PAID CASH AT THE  
FRONT OF THE DOOR, ETC. THE ONLY  
WAY IS IF THEY ARE SEEN JUMPING  
OVER A FARE GATE OR REFUSE TO  
PAY AT THE FRONT OF THE BUS.

SO ONE OF THE WAYS THAT PEOPLE  
ARE CITED FOR THE FARES.

AND I DON'T REMEMBER THE EXACT  
NUMBERS OF HOW MANY CITATIONS  
ARE WRITTEN IN A YEAR, IT IS NOT  
PARTICULARLY HIGH.

AND THEN SO I DON'T THINK THERE  
IS VERY MUCH REVENUE COLLECTED  
FROM THE CITATIONS.

I WILL HAVE TO GO AND GET THE  
EXACT NUMBERS FOR YOU. BUT  
CURRENTLY IT'S NOT A VERY LARGE  
SOURCE OF REVENUE FOR US AT ALL.

>> OK.

AND THEN I JUST WANT TO AGAIN  
FOR THE PUBLIC RECORD, I WAS  
CURIOUS, SO THE ONLY WAY THE  
SYSTEM WILL BE ACCESSIBLE IS  
THROUGH A SMARTPHONE OR APP.

>> YOU WOULD BE ABLE TO GET A  
CARD.

>> AT THE RETAIL LOCATIONS WE  
HAVE BEEN TALKING ABOUT.

I GUESS WHAT I AM TRYING TO GET  
AT, PEOPLE WHO WON'T HAVE ACCESS  
TO THE INFORMATION AND THEY  
WOULDN'T KNOW ABOUT THE RETAIL  
OUTLETS.

>> THEY WILL BE ABLE TO GET A  
CARD AT THE FARE VENDING  
MACHINES AS WELL.

SO FOR TOURISTS AND OBVIOUSLY I  
THINK WE ARE ALL MORE CONCERNED  
ABOUT PEOPLE WHO LIVE IN THE  
CITY THAN THE TOURISTS, BUT I

GUESS THEY ARE USEFUL AS WELL.  
AND SO THAT'S REALLY A LOT OF  
THE TIME WHERE THE CONTACT WITH  
CREDIT CARD AND SMARTPHONES COME  
INTO PLAY.

AS A TOURIST YOU WON'T -- RIGHT  
NOW YOU HAVE TO FIGURE OUT HOW  
DO I DO THIS?

I HAVE TO GET THE CARD, I HAVE  
TO PAY, ABOUT THE WHOLE ACCESS  
SYSTEM.

GOING FORWARD YOU STILL CAN GET  
THE CARD, BUT YOU CAN ALSO USE  
YOUR CREDIT CARD DIRECTLY AT A  
GATE OR GETTING ONTO A BUS.  
YOU WILL JUST TAP AS YOU DO  
RIGHT NOW WITHOUT HAVING TO GET  
A CARD.

WE THINK REALLY FOR TOURISTS  
IT'S A BIG WIN.

>> ALL RIGHT THANK YOU.

>> COUNCILOR ESSAIBI GEORGE.

>> PASS THE NOTES BACK HERE.

THERE IS A QUESTION, AND I DON'T  
EVEN KNOW WHO DROPPED IT OFF,  
REGARDING SNOW REMOVAL,  
ESPECIALLY AROUND NOT JUST  
STOPS, BUT THE KIOSKS SO PEOPLE  
CAN ACCESS THEM BOTH WITH FULL  
MOBILITY AND SORT OF IMPAIRED  
MOBILITY.

WHAT IS THE PLAN AROUND SNOW  
REMOVAL?

>> I CAN SAY THAT THERE ISN'T A  
FORMAL WRITTEN PLAN YET, IN THE  
SAME WAY WE HAVE AT OUR BUS  
STOPS WHERE THERE ARE A NUMBER  
OF STOPS WHERE WE ASSUME  
RESPONSIBILITY FOR SNOW REMOVAL.  
AND THERE ARE A NUMBER OF OTHER  
STOPS WHERE THE MUNICIPALITIES  
WHERE WE WORK HAVE  
RESPONSIBILITY FOR THE SNOW  
REMOVAL AND A SIGNIFICANT NUMBER  
OF STOPS INVOLVED.

FOR ANY OF OUR EQUIPMENT THAT IS  
IT OUT THERE, I CAN'T IMAGINE  
THIS WOULD BE SIGNIFICANT  
DIFFERENT FROM THAT, IN THE SAME  
WAY THE BUS STOP ITSELF NEEDS  
TO  
BE ACCESSIBLE.

>> ANY GUIDELINES YOU SET UP FOR  
AN ANTICIPATED TURN-AROUND TIME.

REGARDLESS OF WHOSE  
RESPONSIBILITY IT OFTEN TAKES  
MUCH TOO LONG FOR THE SNOW  
CLEARING TO HAPPEN AT ANY OF OUR  
STOPS.

>> THAT'S SOMETHING THAT WE'LL  
TAKE INTO ACCOUNT.

>> THANK YOU.

THANK YOU FOR THE QUESTION,  
WHOEVER IT WAS.

>> I GUESS THE LAST, LAST THING  
BEFORE WE TAKE SOME TESTIMONY,  
WHAT ARE THE -- THESE ARE VERY  
DETAILED TIME LINES.  
THERE'S A LOT THAT'S GOING TO GO  
INTO IT.

AND WE KNOW FROM STARTING ANY  
PUBLIC PROCESS, THAT ONCE YOU  
GET INTO IT, IT KIND OF GROWS  
AND GROWS AND GROWS IN TERMS OF  
THE ISSUES YOU WILL NEED TO  
ADDRESS AND THINK THROUGH.  
WHAT ARE THE PROTECTIONS?

IF YOU HAD TO BET OR PUT A LOT  
OF MONEY ON THE START DATE GOING  
ACCORDING TO WHAT YOU PLANNED,  
ARE THE PROTECTIONS IN PLACE TO  
MAKE SURE IT COMES IN ON TIME,  
ON BUDGET, UNDER BUDGET EVEN?

>> YEAH, SO I FEEL VERY  
CONFIDENT IN THE TIMELINE  
BECAUSE OF THE WAY THAT WE  
PROCURED THE PROCESS.  
BECAUSE THE VENDOR ITSELF, AS  
WELL AS THE MBTA, HAVE A  
FINANCIAL INTEREST IN ENSURING  
IT OCCURS ON TIME.  
IT IS NOT JUST US SAYING THIS  
NEEDS TO HAPPEN, THE VENDOR HAS  
THEIR OWN FINANCIAL INTEREST, SO  
I FEEL VERY CONFIDENT IN THESE  
DATES.

>> GREAT.

ANYTHING ELSE EITHER OF YOU  
WOULD LIKE TO ADD THAT WE  
MISSED?

>> I THINK JUST WANT TO THANK  
YOU AGAIN FOR ALLOWING US TO  
COME AND TALK ABOUT THIS,  
BECAUSE IT IS SOMETHING WE  
REALLY NEED TO GET THE WORD OUT  
AND NEED TO WORK WITH YOU ON  
REACHING OUT TO YOUR  
CONSTITUENTS AS WE GO THROUGH

ALL OF THE SORT OF POLICY AREAS  
TO MAKE SURE WE ARE PARTNERING  
AND HEARING EVERYONE'S VOICE ON  
THIS.

>> THANK YOU.

I HOPE YOU WILL BE ABLE TO STAY  
FOR A LITTLE BIT OF THE PUBLIC  
TESTIMONY.

THANK YOU.

>> WE WILL TRANSITION TO OUR  
SECOND PANEL.

SO IF JULIA FROM ITDB, STACY  
LIVABLE ALLIANCE AND --  
IF YOU CAN COME DOWN AND HAVE A  
SEAT ON THE FLOOR.

IN THE MEANTIME I WANT TO GET  
THROUGH A LITTLE BIT OF THOSE  
PATIENTLY WAITING.

AS FOLKS GETS SETTLED IF LALANI  
AND THE REPRESENTATIVE FROM ACLU  
MAKE YOUR WAY TO THE PODIUM WE  
WILL HEAR YOUR TESTIMONY BEFORE  
THE PANEL STARTS.

INTRODUCE YOURSELF AND  
AFFILIATION.

KEEP IT TO 2:00.

>> I AM A BOSTON RESIDENT THAT  
IS ACTUALLY TRULY  
TRANSIENT-DEPENDENT.

FOR ME, TO GET FROM POINT A TO  
POINT B I NEED THE T.  
THERE IS NO OTHER OPTION REALLY.  
I AM ALSO HERE REPRESENTING  
CHELSEA AND EAST BOSTON WITH  
GREEN ROOTS AND I THANK  
COUNCILOR PRESSLEY PROVIDING THE  
111 YESTERDAY, AND I AM HERE  
TESTIFYING ON BEHALF OF  
TRANSIENT-DEPENDENT PEOPLE AND  
LOW-INCOME PEOPLE.

I THINK THAT ONLY SERIOUS  
CONSIDERATIONS NEED TO BE MADE  
BEFORE ROLLING OUT THE SYSTEM.  
AND AGAIN I WANT TO DIFFERENT  
RATE BETWEEN PEOPLE WHO CHOOSE  
TO TAKE PUBLIC TRANSIT BECAUSE  
IT IS MORE CONVENIENT, AND  
PEOPLE WHO HAVE NO OTHER  
OPTIONS.

THE COLLECTION SYSTEMS SEE  
CUSTOMER IMPROVEMENTS AND  
ACCUSTOMABILITY AS UPGREATS FOR  
TIME AND ON- AND OFF-BOARDING.

HOWEVER FOR VULNERABLE  
POPULATIONS WE KNOW REALLY  
PROVEMENTS IS EQUITABLE FARES  
AND OPTIONS FOR PAYMENT  
INTERESTING ALL PEOPLE THAT USE  
PUBLIC TRANSIT.

CASH SIS TELL KEEP OUT THOSE WHO  
ARE NOT CONNECTED AND DO NOT  
HAVE BANK ACCOUNTS FOR VARIOUS  
REASONS.

SOME VULNERABLE POPULATIONS ARE  
UNDOCUMENTED IMMIGRANTS, YOUTH  
AND ELDERLY.

THEY CANNOT AFFORD TO LOAD THE  
CARS BUT FIND ENOUGH CASH TO  
RIDE WHEN THEY NEED IT.

THOSE OPERATING TO PAY CASH AT  
ALL STATIONS AT ALL BUS STOPS IS  
CRUCIAL TO LIVELIHOOD.

CHELSEA.

COMMUNITY TO AND FROM WORK.

HOWEVER WE DO NOT HAVE ANY FARE  
VENDING MACHINES IN THE CITY.

I CANNOT STRESS HOW IMPORTANT IT  
IS FOR PEOPLE USING PUBLIC  
TRANSPORTATION IN CHELSEA TO  
HAVE THE OPTION OF CASH AT ALL  
TRANSIT STOPS.

WITH THE DEVELOPMENT OF THE NEW  
CHARLIE CARD WE BELIEVE IT IS  
CRITICAL FOR A LOW-INCOME PASS.  
GREEN ROUTES ARE INSTRUMENTAL  
ALLOWING FOR THE 50% DISCOUNT  
FOR \$30 A MONTH PASS FOR  
LOW-INCOME YOUTH MOSTLY BETWEEN  
AGES OF 12 AND 25.

IT IS IMPORTANT TO NOTE ALMOST  
120 CHELSEA YOUTH FROM ACCESS  
NOW BECAUSE OF THE PROGRAM AND  
WE STARTED ACCEPTING EAST BOSTON  
YOUTH INTO OUR PROGRAM IN  
CHELSEA.

AND THOSE ARE YOUTH GOING TO  
COLLEGE, HAVE JOBS, MANY  
RESPONSIBILITIES BUT NOT THE  
FINANCIAL NEEDS FOR A NECESSITY  
LIKE TRANSPORTATION.

AND MANY IN THE PROGRAM ALSO  
INQUIRE ABOUT FARE REDUCTION FOR  
THEIR ELDERS AND COMMUNITY  
MEMBERS WHO UNFORTUNATELY ARE  
TOO OLD TO QUALIFY FOR THE  
PROGRAM.

AND YET THE STILL DESPERATELY

NEEDS FOR REDUCTION.  
THINKING OF APPROVING  
ACCESSIBILITY AND CUSTOMER  
SERVICE WE NEED TO REALLY THINK  
ABOUT THESE PEOPLE.

PEOPLE WHO ARE TRULY TRANSIT  
DEPENDENT WHO HAVE NO OTHER  
OPTION BUT TO USE THE MBTA FOR  
SURVIVAL FOR THEIR JOBS, FOR  
THEIR HEALTH OBLIGATIONS.  
AND A LOW-INCOME FARE IS APPEAR  
ABSOLUTE NECESSITY FOR THOSE  
FOLKS, THANK YOU.

>> THANK YOU.

>> HI.

I AM FROM MASSACHUSETTS ON  
BEHALF OF OUR OVER 10,000  
MEMBERS AND ACTIVISTS IN BOSTON,  
THE ACLU IN MASSACHUSETTS WRITES  
TO INFORM THE CITY COUNCIL ABOUT  
DATA PRIVACY ISSUES THROUGH THE  
CASHLESS FARE SYSTEM.

IT IS POWERFUL AND DANGEROUS IF  
LEFT UNREGULAR RATED.

GOVERNMENT AGENT -- AGENCIES  
THAT PROCESS AND STORE MUST DO  
WHAT THEY CAN ABOUT THE  
INFORMING THEY COLLECT AND  
DELETE THE DATA WHEN NO LONGER  
NEEDED.

GOVERNMENT AGENCIES IN  
MASSACHUSETTS INCLUDING THE MBTA  
SHOULD HAVE FAIR I AM MRA MEN  
PRACTICES AND STANDARDS TO  
ENSURE THEY ARE DOING ALL THEY  
CAN TO PROTECT THE RESIDENTS AND  
VISITORS AND TRUST THEM TO  
MAINTAIN.

THE MBTA COLLECTS, PROCESSES AND  
STORES AND SHARES EXTREMELY  
SENSITIVE INFORMATION ABOUT  
MILLIONS OF T RIDERS INCLUDING  
SENIORS, STUDENTS, PEOPLE WITH  
DISABILITIES AND PEOPLE WHO PAY  
FOR CHARLIE CARD SERVICES  
THROUGH THEIR EMPLOYER OR WITH A  
CREDIT CARD OR BANK CARD.

THE FORTH COMING SYSTEM LIKELY  
TO COLLECT FOR DETAILS ABOUT T.  
RIDERS NOT ONLY WHERE THEY ENTER  
THE SYSTEM, ALSO WHERE THEY  
EXIT.

AND WE HAVE BEEN RESPONSIBLE FOR  
THE INFORMATION AND SEE THE

OVERHAUL AS AN EXCELLENT OPPORTUNITY TO MAKE NECESSARY ENHANCEMENTS TO THE PROTECTIONS. THE MBTA PRIVACY POLICY GOVERNING RIDER DATA NOT UPDATED SINCE 2006.

IN THE COMING WEEKS WE WILL SHARE INFORMATION WITH THE MBTA TO SHORE UP THE POLICY TO MAKE SURE IT BEST PROTECTS WIRING. ONE POLICY RISES TO THE TOUCH AND SHOULD BE ON THE COUNCIL'S RADAR CONSIDERING EQUITY WITH THE TRANSITION TO NEW FARE SITUATION TELL.

LAW ENFORCEMENT ACCESS TO RIDER DATA.

THE MBTA IS NOT JUST A TRANSIT AGENCY, ALSO OPERATES ONE OF THE MOST WELL-FUNDED POLICE DEPARTMENTS IN THE COMMONWEALTH. THE POLICIES ARE NOT CLEARLY TO DELINEATE HOW LONG THE POLICE OFFICERS OR OTHER LAW ENFORCEMENT AGENCIES ACCESS RIDER INFORMATION AND PROVIDES NO AUDITING AND OVERSIGHT MECHANISMS TO ENSURE THE LAW ENFORCEMENT ACCESS NOT ABUSED OR MISUSED.

THIS HAS LONG BEEN A PROBLEM AND WILL BECOME MUCH WORSE WHEN THE MBTA TRANSITIONS TO A SYSTEM THAT TRACKS PASSENGERS AS POINT OF ORIGIN AND DESTINATION. AND THE MBTA POLICIES SHOULD CLEARLY STIPULATE NO LAW ENFORCE THE AGENCY TO INCLUDE THE MBTA POLICE, SHALL HAVE ACCESS TO ANY WRITER INFORMATION, ABSENT A PROBABLE CAUSE WARRANT SIGNED BY A JUDGE EXCEPT LIMITED WARRANTIES.

AND THERE SHOULD BE WHAT FIREWALL TO MAKE SURE THAT THEY DO NOT HAVE THE ABILITY TO SEARCH THE DATA AND GO THROUGH THE COUNCIL TO OBTAIN INFORMATION ONLY AFTER A SHOWING OF PROBABLE CAUSE TO A JUDGE OR EXIGENT CIRCUMSTANCES WHEN HUMAN RIGHTS IS AT RISK.

IT SHOULD BE DOCUMENTED AND THE MBTA REPORT TO THE PUBLIC ON AN



ANNUAL BASIS.

SHARING INFORMATION WITH THE  
NUMBER OF LAW ENFORCEMENT  
REQUESTS FOR RIDER DATA AND  
BASIC INFORMATION ABOUT THE  
QUESTIONS.

ENSURING STRICT CONTROLS OVER  
WHO CAN ACCESS RIDER DATA AND  
UNDERSTAND WHAT CIRCUMSTANCES.  
IN MASSACHUSETTS, LIKE OTHER  
STATEMENTS NATIONWIDE OUR  
CRIMINAL LEGAL SYSTEM SET BY  
DISPARITY FROM EVERY STAPLING.  
A WARRANT FOR THE POLICE ACCESS  
TO THE RECORDS IS AN IMPORTANT  
MECHANISMS FOR REDUCING HARMS ON  
PEOPLE AND COMMUNITIES MOST  
TARGETED BY POLICE SURVEILLANCE  
AND HARASSMENT.

IN RECENT YEARS, THE SUPREME  
JUDICIAL COURT OF MASSACHUSETTS  
ACKNOWLEDGED THE SENSITIVITY OF  
THE HISTORICAL INFORMATION.  
AND RULED THAT LAW ENFORCEMENT  
MUST GET A WARRANT TO GET  
INFORMATION FROM A CELL PHONE  
COMPANY.

JUST TODAY THE SUPREME COURT OF  
THE UNITED STATES RULED THE SAME  
WAY IN A SIMILAR CASE, CARPENTER  
VERSUS THE UNITED STATES.

THE CELL PHONE DATA LIKE THE  
VOLUMINOUS RECORDS THAT MBTA  
CREATES AND STORES REGARDING  
PASSENGERS, SHOWS WHERE PEOPLE  
TRAVELED AND WENT.

AND THE MBTA SHOULD APPLY TO THE  
STAPLE PRINCIPALINGS TO THE  
ENORMOUS TRUTH OF THE RIDERS AND  
PROTECT IT FROM LAW ENFORCEMENT  
WITH THE GOLD STANDARD OF  
JUSTICE, THE PROBABLE CAUSE  
WARRANT.

THANK YOU FOR THE COUNCIL'S  
INTEREST IN THIS  
MORN -- IMPORTANT MATTER AND  
INFORMING BOSTON RESIDENTS ABOUT  
THAT.

>> I APPRECIATE THAT.

WE WILL FINISH THE PUBLIC  
TESTIMONY AFTER THE PANEL.

>> THANK YOU FOR THIS  
OPPORTUNITY.

I AM JULIA, THE BOSTON PROGRAM

FOR INSTITUTE OF THE BOSTON THAT  
IS A GLOBAL PROFIT IN NEW YORK  
PROVIDING EQUITABLE AND  
SUSTAINABLE TRANSPORTATION  
WORLDWIDE.

FIRST I WANT TO COMMEND THE MBTA  
FOR PURSUING A CASHLESS FARE  
COLLECTION SYSTEM.

THE COLLECTION SYSTEMS PLAY A  
VITAL ROLE IN SUCCESSOR FAILURE  
OF ANY PUBLIC TRANSPORT SYSTEM.

UNAFFORDABLE FARES AND  
INAPPROPRIATE COLLECTIONS  
METHODS RESULT IN PROBLEMS.  
AND IT CAN ATTRACT MORE  
RIDERSHIP AND INCREASE THE  
EQUITY OF THE REGION.

WITH THOROUGH RESEARCH AND  
PUBLIC ENGAGEMENT NOW WE HAVE AN  
OPPORTUNITY THAT THE NEW FARE  
COLLECTION SYSTEM SATISFIES THE  
EXISTING RIDERS AND SERVES TO  
ATTRACT NEW ONES.

ESPECIALLY THOSE WHO NEED  
TRANSIT THE MOST.

WE ALSO HAVE AN OPPORTUNITY TO  
LEVERAGE THE NEW FARE  
COLLECTIONS METHOD TO  
SIGNIFICANTLY IMPROVE BUS  
SERVICE IN A NUMBER OF WAYS.  
WHICH CAN DRAMATICALLY IMPROVE  
QUALITY OF LIFE FOR THOUSANDS  
DEPENDING ON IT.

NAMELY BY NOT INVOLVING ONBOARD  
CASH OR TAP CARD PAYMENTS WE CAN  
SPEED UP AND STREAM LINE THE  
BOARDING PROCESS.

REMOVING CASH IS LESS TIME ON  
TRANSACTIONS AND MORE TIME  
DRIVING.

REDUCE THE AMOUNT OF TIME A BUS  
DWELLS AT A STOP WAITING FOR  
PEOPLE TO BOARD SPEEDING UP THE  
OVERUP A TRIP.

CAN REMOVE A TOP STRESS FACTOR  
FOR DRIVERS, DEALING WITH PEOPLE  
WHO DON'T HAVE ENOUGH CASH OR  
STORED VALUE TO PAY THE FARE.

AND IMPLEMENT ALL-DOOR BOARDING  
FOR THE FRONT AND BACK OF THE  
BUS, CUTTING DOWN NOT JUST  
BOARDING TIME BUS THE  
FRUSTRATION WAITING IN LINE TO  
BOARD.

AND FINALLY EMBRACE THE  
OFF-BOARD COLLECTION, WHICH IS A  
HIGH-CAPACITY HIGH-SPEED  
ORIENTED MASS TRANSIT SYSTEM  
BECOMING INCREASINGLY POPULAR IN  
THE U.S., INCLUDING HERE IN  
BOSTON.

FOR THE RECORD I WOULD LIKE TO  
ASK, I KNOW DAVID MENTIONED IT,  
BUT A GOOD QUESTION TO ASK IF  
THEY CONSIDERED THE OFF-DOOR  
BOARDING.

AND IMPROVING THIS IS IMPROVING  
SOCIAL EQUITY IT IS IMPORTANT TO  
CONSIDER THE STRUCTURE OF THE  
FARES.

THE FIRST STRUCTURE WILL DEFINE  
THE INCOME AND EQUITY OF THE  
SYSTEM.

IN A CITY LOOK BOSTON WHERE  
LOW-INCOME GROUPS TAKE SOME OF  
THE LONGEST TRIPS, FLAT FARES IS  
EQUITABLE.

AND KNOW IF THE T IS CONSIDERING  
DISTANCE-BASED BUT WE KNOW  
PEOPLE IN THE WORLD WHO  
IMPLEMENTED THIS WHERE YOU PAY  
MORE THE FURTHER YOU GO.  
THOSE AT THE FRIDGES END UP  
PAYING THE HIGHEST  
TRANSPORTATION POSTS.

TO ACHIEVE GRATER EQUALITY, THE  
FLAT RATE GIVES THEM AN  
OPPORTUNITY IN THE CENTER AND  
PROMOTES EQUITY.

GOING THROUGH THE PRODUCTS SAYS  
MUCH ADOPTING THIS PROVIDES AN  
OPPORTUNITY TO RE-ASSESS FARES  
AT LARGE.

PROVIDING THE FARE DISCOUNTS TO  
SPECIAL GROUPS IS RELATIVELY  
COMMON PRACTICE AND I HOPE THE T  
WILL INTEREST THE INCOME-BASED  
DISCOUNTS.

ON THE U.S. CITIES FACING  
STAGGERING INEQUALITY, IT IS A  
WAY TO AFFORD ACCESS TO  
AFFORDABLE TRANSPORTATION.

MOST OF US KNOW NSHGZ -- NEW  
YORK CITY COMMITTED TO THE FARE  
SYSTEM.

AND NONE OF CASHLESS AND BOSTON  
HAS AN OPPORTUNITY TO PAVE THE  
WET AND SET A NEW STANDARD.

FINALLY CRITICAL PEOPLE UNDERSTAND HOW TO ACCESS AND USE THE NEW CASHLESS FARE COLLECTION SYSTEM.

THE PROCESS EVER ENGAGING THEM BECOMES EARLY, ESPECIALLY SINCE THE CASHLESS TECHNOLOGY IS NEW IN GENERAL.

I WOULD ASK IF THERE IS AN OUTREACH PLAN UNDERWAY, AND IF THERE IS A STEERING COMMITTEE FOR ELECTED OFFICIALS, COMMUNITY MEMBERS AND ADVOCATES TO OVERSEE THE PROCESS.

BOSTON WILL VERY MUCH SET AN EXAMPLE TO OTHER CITIES AROUND THE NATION AND THE WORLD.

IT IS SO IMPORTANT TO HAVE THE BUY INTO THE COMMUNITY BEFORE THE ROLL-OUT AND TO GET THIS RIGHT.

INITIATE AN OUTREACH PROCESS INVOLVING THE MBTA OFFICIALS GOING IN THE COMMUNITY MEETING WHERE THEY ARE, RATHER THAN HOLDING PUBLIC MEETINGS AND AND SHOWING WHO IS SHOWING UP, THANK YOU VERY MUCH.

>> I DIDN'T SEE A COPY OF YOUR TESTIMONY ON OUR DESK, JULIA. BUT IF YOU DIDN'T, IF WE CAN SNAG ONE AFTER I WOULD LOVE TO MAKE SURE I HAVE A COPY.

>> ABSOLUTELY, MY APOLOGIES.

>> NO, YOU'RE FINE, JUST WANT TO MAKE SURE.

>> I AM GOING NEXT.

THANK YOU FOR HOLDING THE HEARINGS I AM STACY THOMPSON THE EXECUTIVE DIRECTOR OF LIVABLE STREETS ALLIANCE.

MY OVERREACHING METHODS IS POLICY BEFORE TECHNOLOGY.

I APOLOGIZE THE MBTA FOR MAKING AN IMAGINE VESTMENT IN THE SYSTEM, HOWEVER THE STRUCTURE OF THE INVESTMENT, THE SUCCESS IS HEAVILY ON THE POLICIES WE MAKE TO GUIDE IT.

AND I THINK IT IS IMPORTANT TO THINK OF THE CONTEXT IN WHICH WE TRY TO IMPLEMENT THE SYSTEM.

TODAY 23% OF BOSTONIANS, APPROXIMATELY 150,000 PEOPLE

LIVE BELOW THE FEDERAL POVERTY LINE.  
ACCORDING TO MAPC'S REPORT,  
BLACK RISERS SPEND MORE HOURS ON  
BUSES RECOMMEND THINK OF TO  
WHITE COUNTERPARTS.  
AND WE NEED POLICIES TO ADDRESS  
THE EQUITY GAPS, ESPECIALLY AS  
THE MBTA CONTINUES TO INCREASE  
FARES.  
IN 2019 THE T WILL VERY LIKELY  
VOTE TO INCREASE OUR FARES.  
THE SECOND IN THREE YEARS.  
AND IT IS COMING AT A TIME WHEN  
OUR CITY AND REGION ARE  
GRAPPLING WITH INEQUITY AND WE  
HAVE AN OBLIGATION IT DOESN'T  
COMPOUND THOSE.  
AND RECOMMEND FOCUSING THREE KEY  
AREAS -- FARE POLICY,  
ENFORCEMENT AND SHORT-TERM  
MITIGATION EFFORTS.  
WHEN WE LOOK AT FARE POLICY  
WAITING UNTIL 2021 TO FIGURE IT  
OUT IS TOO LONG FOR THE PEOPLE I  
MENTIONED.  
THE WAY WE CURRENTLY COLLECT  
FARES UNFAIRLY BURDENING THOSE  
WITH DIFFUSED RESOURCES AND I  
DON'T WANT TO GET INTO IT, WE  
ALREADY COVERED MUCH OF IT.  
MANY LOW-INCOME RIDERS PAY  
RIDE-BY-RIDE AND HAVE NO SUBSIDY  
FROM EMPLOY YEARS.  
AND I PAY ONCE A MONTH AND MY  
EMPLOYER PACE.  
AND THEY OFTEN PAY IN CASH, AND  
PENALIZED WHEN TRANSFERRING FROM  
LIKE A FAIRMOUNT LINE TO THE  
BUS.  
AND AT THE END OF THE MONTH I  
PAID A FLAT RATE AND THEY MAY  
HAVE PAID MORE THAN ME.  
IT IS A FORM OF POLICY AND WE  
ASK YOU TO LOOK AT THAT BEFORE  
ROLLING IT OUT BECAUSE IT WILL  
ENHANCE THAT GREAT INVESTMENT.  
WE ALSO NEED TO KNOW WHO  
CURRENTLY IS NOT ABLE TO PAY  
FULL FARES ON THE SERVICE,  
ESPECIALLY ON THE BUS SYSTEM  
THAT SERVICES THE LARGEST  
PORTION OF LOW-INCOME RIDERS.  
A FEW SOLUTIONS WE WOULD

RECOMMEND IN THIS CATEGORY.  
INSTITUTING A LOW-INCOME FARE  
POLICY, LIKE OUR NEIGHBORS IN  
NEW YORK.  
JUST FOR CONTEXT, THEY ALIGNED  
THAT WITH SNAP BENEFITS.  
AND THAT AGAIN HITS THE \$25,000  
THRESHOLD.  
I WOULD ALSO JUST SAY THE FOLKS  
IN SEATTLE, WHICH JULIA  
MENTIONED, RIGHT NOW 25,000  
RESIDENTS ARE PART OF THAT  
INCOME-BASED PROGRAM.  
WE KNOW THESE PROGRAMS ARE  
POPULAR AND SUCCESSFUL.  
I WILL SAY, HOWEVER, THERE ARE A  
COUPLE OF THINGS WE WOULD  
RECOMMEND THAT ARE BASED ON THE  
NEW TECHNOLOGY.  
ONE IS TO CREATE A FARE CAPPING  
POLICY, WHICH WE WOULD BE ABLE  
TO DO WITH THE NEW SYSTEM.  
AND ALLOWING FREE TRANSFERS  
BETWEEN THE COMMUTER LINES, BUS,  
TRAINS.  
I THINK ENFORCEMENT IT HAS  
ALREADY COME UP BUT WE NEED TO  
BE CLEAR WHO IS RESPONSIBLE FOR  
ENFORCING THE RULES.  
THE POLICE?  
IF WHAT IS THE PENALTY?  
IF A KID GETS ON THE BUS AND  
DIDN'T PAY ARE THEY KICKED OFF  
THE BUS?  
ASKED TO PAYING?  
THESE ARE IMPORTANT QUESTIONS WE  
NEED TO ADDRESS NOW.  
NOW WE HAVE A POLICY CHOICE TO  
MAKE.  
CAN CHOOSE TO MAKE THE TEAMS A  
POLICING FORCE, OR DEVELOP  
EQUITABLE PROCEDURES AND  
PRINCIPLES THAT LEAD TO FAIR  
MEASURES FOR ENFORCING THE  
POLICIES.  
TODAY IF YOU PARK YOUR CAR  
OUTSIDE OF CITY HALL AND YOU  
DON'T PAY THE METER, YOU'RE NOT  
GOING TO BE CONFRONTED BY AN  
ARMED POLICE OFFICER.  
YOU WILL GET A TICKET AND IT'S  
PROBABLY NOT GOING TO BE VERY  
SCARY.  
WE WANT TO MAKE SURE YOU DON'T

HAVE SOMETHING SCARIER HAPPENING TO YOU ON THE T.

WE NEED TO MAKE SURE PEOPLE HAVE ACCESS TO OPPORTUNITY, NOT MORE OPPORTUNITIES TO BE CRIMINALIZED.

IN TERMS OF MITIGATION EFFORTS, I THINK YOU WILL HEAR A LOT FROM MY COLLEAGUES SPECIFICALLY, BUT THERE ARE MANY, MANY THINGS WE HAVE BEEN ASKING FOR IN THE SHORT-TERM ALREADY AROUND MAKING OUR SYSTEM MORE ACCESSIBLE, INCLUDING LOOKING AT ZONE ONE FARES.

WE THINK IT WOULD BE A GREAT IDEA FOR THE T TO LOOK AT THOSE PILOTING SOME OF THE MEASURES THAT THINK THEY WANT TO DO, AS A FORM OF MITIGATION.

SO FOR EXAMPLE, THERE'S A LOT OF CONCERN ABOUT WHERE PEOPLE WILL BE ABLE TO PURCHASE THESE FARES. CAN WE LOOK AT COMMUNITIES THAT ARE ALREADY UNDERSERVED AND TEST OUT SOME OF THE STRATEGIES WE WOULD RECOMMEND AROUND MAKING SURE THAT SPECIFIC TYPES OF BUSINESSES HAVE ACCESS TO THAT BUSINESS FIRST.

OR MEASURES AROUND WAY FINDING. IF YOU ARE NEW TO THE COMMUNITY OR COUNTRY, ENGLISH ISN'T YOUR FIRST LANGUAGE AND YOU SHOW UP AT A BUS STOP WITH NO INFORMATION, YOU KNOW HOW TO GET SOMEWHERE TO PAY FARE.

WE CAN TEST ALL OF THESE NOW THAT WILL FOCUS AS MITIGATION AND NEW WAY TO TEST THE SYSTEM. LAST BUT NOT LEAST, BEING CLEAR ABOUT WHAT THE CITY AND LEADERS CAN DO.

AND DAVID AND LAUREL AS TESTIFIED EARLIER, ARE OFTEN NOT THE DECISION-MAKERS.

THE DECISION-MAKERS ARE GENERAL MANAGER RAMIREZ.

SECRETARY POLLIC, THE GOVERNOR AND LEGISLATURE LARGELY.

IT IS CRITICAL THE MAYOR AND CITY COUNCIL SHOW LEADERSHIP AND ARE CLEAR OF THE NEEDS AND EXPECTATIONS WE HAVE AS A CITY

AND LOOK FORWARD TO WORKING WITH YOU AND THE T TO MAKE SURE IT IS SUCCESSFUL AND SERVES EVERYONE, THANK YOU.

>> THANK YOU.

>> GOOD AFTERNOON.

I WANT TO EXPRESS A LOT OF THANKS FOR HAVING THIS HEARING, COUNCILOR PRESSLEY, COUNCILOR WU.

I REALLY APPRECIATE THE OPPORTUNITY TO SPEAK ON AN ISSUE THAT WILL DRAMATICALLY CHANGE THE BUS RIDER EXPERIENCE.

I AM LEE, AND I AM OFFERING TESTIMONY ON BEHALF OF THE T-RIDERS UNION A PROGRAM AT ALTERP ACTIVE COMMUNITY ENVIRONMENT BASED IN ROXBURY.

AS A MULTIPLE-ISSUE ENVIRONMENTAL JUSTICE ORGANIZATION, ONE OF THE KEY COMPONENTS OF OUR WORK HAS BEEN ON PUBLIC TRANSPORTATION. PARTICULARLY WITH BUS RIDERS IN ROXBURY, DORCHESTER, PEOPLE TRANSCOMMIT-DEPENDENT.

WHEN WE STARTED OUR WORK, IT WAS THROUGH THE LENS OF PUBLIC HEALTH, ASTHMA, AIR QUALITY WERE THE ISSUES, BUT IN DOING THE WORK WE REALLY SAW THE STATE AND MBTA HAD A LOT OF WORK TO DO TO REALLY ADDRESS THE NEEDS OF PEOPLE FROM LOW-INCOME COMMUNITIES AND COMMUNITIES OF COLORS.

THAT IS SERVICING AGAIN TALKING ABOUT THE FARE COLLECTION SYSTEM.

I WISH I COULD SAY THE T-RIDERS UNION OPHELIA FEELS FULLY ABLE TO DEAL WITH THE CHANGES IN THE TECHNOLOGY AND I CAN ARGUE NONE OF US ARE UNTIL WE HAVE THESE HARD CONVERSATIONS AND ENGAGE WITH SOME OF THE FOLKS MOST ACUTELY AFFECTED BY THE CHANGES IN TECHNOLOGY.

AND WE TALKED ABOUT WHO THOSE COMMUNITIES ARE.

YOU KNOW A FEW OF THESE THINGS ARE ACTUALLY DESIGNED WITH THESE COMMUNITIES IN MIND.



IN THE CONTEXT, AS WE HEARD FROM PREVIOUS INDIVIDUALS, OF GROWING AND EXTREME INCOME AND EQUALITY IN THE REGION WE HAVE TO KEEP DOING EVERYTHING WE CAN TO MAKE SURE WE GET THIS RIGHT.

THERE ARE HUNDREDS OF MILLIONS DOLLARS, PUBLIC NOT JUST PRIVATE DOLLARS, THAT ARE AT STAKE HERE. HOW DO WE DO THAT?

I THINK THREE KEY THINGS I WANT TO FOCUS ON.

MUCH ECOED ALREADY, BUT WILL I SAY IT AGAIN.

I THINK I DEFINITELY DEGREE, MORE TRANSPARENCY.

WE'RE TALKING ABOUT CONTINUED AND IMPROVED COMMUNITY AND STAKEHOLDER ENGAGEMENT AND REGULAR RECORDING ABOUT THE PROCESS AROUND AUTOMATED FARE COLLECTION DESIGN AND IMPLEMENTATION.

THE NEED IS REALLY GREAT TO INFORM, EDUCATION THE PUBLIC AND KEY STAKEHOLDERS ON THIS NEW TECHNOLOGY AND WE HAVE TO MAKE SURE THOSE WHO GET POTENTIALLY SHUT OUT FROM THE SYSTEM ARE DIRECTLY SERVED.

AND SO ONE KEY THING THAT I THINK I WANT TO MENTION HERE IS WE HAVE PUT IN A VERY DIRECT REQUEST WITH THE MBTA TO MAKE SURE WE ARE VERY CLEAR ABOUT WHAT THE FARE POLICY -- EXCUSE ME, THE FARE EVASION POLICY IS FOR THE MBTA.

AND I THINK IT IS MORE ON THE FRONT OF, YOU KNOW, HOW DO THEY DETERMINE WHERE THEY ARE PLACED, HOW OFTEN THEY IN A NEIGHBORHOOD.

YOU KNOW THE ISSUE OF PROFILING AND SO ON AND SO FORTH I THINK CAN ONLY BE EXPANDED ON AND EVEN WORSENERD WITH THIS NEW FARE COLLECTION SYSTEMS.

AND SO AS WE TALKED ABOUT IF THE DRIVER IS NOT ENFORCING THAT PAYMENT, WITH THIS TAP-IN TAP-OUT SYSTEM, WHO IS? THAT IS A KEY, PRIMARY CONCERN FOR OUR MEMBERS AND RIDERS WE

TALKED TO.

AS AN EXAMPLE WE DID SORT OF A SURVEY OF RIDERS, MOSTLY IN ROXBURY ON BUSES AT BUS STATIONS.

80% OF THEM IDENTIFIED AS TRANSIT-DEPENDENT.

THAT IS A NEIGHBORHOOD WHEREAS MANY OF YOU KNOW IT'S A FAMILY OF FOUR, MEDIAN INCOME \$35,000 ROUGHLY COMPARED TO ABOUT \$100,000 FOR THE CITY OF BOSTON. SO WHAT THEY WERE SAYING, 70% HAD NO IDEA ABOUT THE CASHLESS SYSTEM.

86% WANT MBTA WORKERS, AS WE HEARD, NOT THE T POLICE TO CHECK FARES.

AND MORE THAN HALF BELIEVE THE POLICE WILL NOT INCREASE SAFETY. AND WITH THAT IN MIND, PEOPLE ARE DESPERATE TO LEARN MORE ABOUT THE SYSTEM BUT HAVE GREAT PERSPECTIVES ON THAT.

AND THE SECOND PIECE, WE BELIEVE THE STATE AND MBTA HAS TO COMMIT TO A FARE COLLECTION PROGRAM OR FARE EVASION PROGRAM THAT INCREASES ACCESS AND SUPPORTS A HEALTHIER RELATIONSHIP BETWEEN THE MBTA POLICE AND RIDING PUBLIC.

THIS CAN'T BE ANOTHER PROJECT THAT INCREASES RACIAL AND ECONOMIC DISPARITY IN OUR REGION.

YOU KNOW, THIS NEW SYSTEM HAS TO WORK FOR PEOPLE WHO OPERATE PRIMARILY IN CASH WHO ARE UNBANKED OR UNDERBANKED.

AS WE ALSO HEARD IT IS REALLY POTENTIALLY A REALLY DANGEROUS OPPORTUNITY TO ACTUALLY ESCALATE EXISTING TENSIONS BETWEEN THE MM -- MBTA POLICE.

AND THIS IS SOMETHING THAT IS KIND OF IN STATE LAW RIGHT NOW, SO WE ARE TALKING TO STATE LEGISLATORS ABOUT HOW ENFORCED AND THERE ARE ONLY CERTAIN THAT CAN ASK FOR A RIDER'S SERVICE, BUT WE STRONGLY RECOMMEND THE MBTA EMPLOYEES AND NOT THE POLICE, ARE GOING TO BE

ENFORCING THE FARES IN THE NEW SYSTEM.

THE THIRD THING I THINK WE ALREADY HEARD ABOUT IS DEFINITELY ADDRESSING FARE IN

INQUEBEC ITY -- INEQUITY. AND YOU AND OTHERS TALKED ABOUT ZONE 1A, AND ONE OF THE PROJECTS WE CARE ABOUT DEEPLY AND TESTIFIED ABOUT THE PERSON CHELSEA WE NEED MORE INFORMATION TOWARDS THAT.

ONLY 2,000 PEOPLE ARE CURRENTLY ACCESSES THAT BENEFIT AND THERE ARE THOUSANDS AND THOUSANDS MORE THAT DESERVE IT AND SHOULD HAVE ACCESS.

BUT WE ARE NOT DOING A GOOD JOB ABOUT TELLING PEOPLE ABOUT IT, AND WANT TO WORK WITH THE MBTA AND CITY TO FIGURE OUT HOW TO EXPAND THAT ACCESS.

WE ARE WORKING ON A REPORT OVER THE CUSTOMER TO HIGHLIGHT BARRIERS AND PROVIDE RECOMMENDATIONS AND WANT TO FOLLOW-UP WITH YOU ABOUT THAT. SPEAKING ABOUT THE POLICY PIECE SPECIFICALLY, I THINK WE SUPPORT THE LOW-INCOME FARE.

ANY FUTURE PILOT AND THE FARE CAP AS WELL.

I THINK THE LAST THING I WILL SAY IS I REALLY DO APPRECIATE THIS CONVERSATION.

I THINK IT NEEDS TO BE ONGOING. GOING FORWARD WE ARE WILLING TO OFFER OUR PERSPECTIVE AND SPECIFIC IDEAS BOTH TO THE COUNSEL AND MBTA.

I APPRECIATE IT, THANK YOU.

>> GOOD AFTERNOON.

I AM THE COORDINATOR OF FAIRMONT INDIGO NETWORK, AN UMBRELLA ORGANIZATION OF 32 ORGANIZATIONS AND COLLISIONS THAT SERVE THE FAIRMOUNT LINE NEIGHBORHOODS, AND I WAS HEAVILY INVOLVED IN THE YOUTH PASS CAMPAIGN YEARS AGO AND WOULD LIKE TO ECHO A LOT OF SENTIMENTS OF MY COLLEAGUES HERE, AND WOULD LIKE TO FOCUS ON

SIX POINTS IN PARTICULAR.  
I AM ALSO JOINED HERE WITH MELA  
MILES, THE COMPARE OF THE  
TRANSIT COLLISION THAT FOCUSES  
ON THE FAIRMOUNT TRANSIT LINE.  
THIS ABSOLUTELY REQUIRES  
INVOLVING A ROBUST COMMUNITY  
ENGAGEMENT STRATEGIES IF IT IS  
TO BE SUCCESSFUL.

BOTH QUALITATIVE AND  
QUANTITATIVE DATA MEASURES TO  
INFORM THE PROCESS THAT REACHES  
AND TARGETS THE BOSTON AREA'S  
BOSTON MARGINALIZED GROUPS,  
WHICH INCLUDE YOUTH, SENIORS,  
PERSONS WITH DISABILITIES,  
PERSONS WHERE ENGLISH IS NOT  
THEIR FIRST LANGUAGE, AND THOSE  
WHO ARE AT OR BELOW THE FEDERAL  
POVERTY LINE.

WE ALSO ENCOURAGE THE ADDITION  
OF CREATIVE AND EQUITABLE  
METHODS TO BE EMPLOYED AND  
APPROPRIATE AMOUNT OF RESOURCES  
DISTRIBUTED TO ENSURE THE  
PROCESS REALLY TARGETINGS AND  
ENGAGES THE RIGHT AUDIENCE IT  
NEEDS.

SECONDLY, WHILE MOST OF THE DATA  
HAS BEEN FOCUSED ON MAJOR BUS  
LINES, WHICH IS DRIVING A LOT OF  
THE DEVELOPMENT OF THIS, WE ALSO  
ASK THAT THERE BE SOME  
EXAMINATION ON THE IMPACT AND  
REDUCTION OF CONNECTING BUS  
SERVICES THAT HAVE PARTICULARLY  
IMPACTED THE COMMUTER TIME IN  
THE INNER CITY.

FOR EXAMPLE, WE ALL KNOW THAT  
THERE HAS BEEN A MAJOR FOCUS ON  
THE 39 BUS ROUTE BECAUSE  
RIDERSHIP DOWN NEARLY 30%.  
BUT LITTLE ON THE 14 WHICH IS  
THE CONNECTING BUS ROUTE AND  
ONLY ONE OF THE BUSES THAT  
SERVES THE PROJECTS IN JAMAICA  
PLAINS.

THOSE RELIANT ON THE TRANSIT ARE  
EVEN MORE AFFECTED.

AND AS THIS ROLLS OUT ISSUES  
SUCH AS CONNECTING BUSES ARE  
ALSO ADDRESSED.

THIRDLY, ACCESS TO PURCHASE  
CHARLIE CARD READERS HAS BEEN A

CHRONIC PROBLEM, PARTICULARLY IN NEIGHBORHOODS OF COLOR AND IN PARTICULAR THE FAIRMOUNT NEIGHBORHOOD WHERE THE MAJORITY OF CASES WHERE THEY CAN PURCHASE IT ARE CHECK-CATCHING CENTERS WHICH IS PROVEN TO BE DENT

-- DETRIMENTAL TO THE LOW-INCOME RESIDENTS.

THEREFORE WE'RE VERY INTERESTED IN LEARNING ABOUT THE VARIOUS CITIES WHERE THE PLACES OF PURCHASING THE NEW CARDS AND/OR ORAL TURN ACTIVE SYSTEMS WILL BE AVAILABLE.

WE ALSO ENCOURAGE THE MBTA TO THINK ABOUT PARTNERSHIPS WITH SMALL BUSINESS OWNERS, SUCH AS BODEGA'S AND OTHER BUSINESSES THAT HAVE ACCESS TO INTERNET AND ELECTRONIC TRANSIT DISPENSARIES, IT COULD BE AN INTERESTING OPTION.

FOURTHLY, WHILE WE KNOW THE UNBANKED POPULATION HERE IN THIS AREA IS REAL LEVEL LOW, ACCORDING TO A FEDERAL RESERVE BANK STUDY, ONLY 4.9% OF LOW-INCOME AND MINORITY PEOPLE OF COLOR WERE FOUND TO HAVE NO ACCESS TO A BANK ACCOUNT OR DEBIT CARD.

THIS ALSO MEANS THAT THAT POPULATION IS HEAVILY RELIANT ON PRELOADABLE DEBIT CARDS, WHICH IS A CONCERN BECAUSE THOSE INCUR HIGH COSTS, FEES AND OTHER TRANSACTION FEES.

JUST FOR ACTIVATION, FOR EXAMPLE. SO IF THE CHARLIE CARD READERS ARE GOING TO BE SYNCHRONIZED WITH DEBIT CARDS, FOR EXAMPLE, AND THE UNBANKED HAVE VERY LITTLE OPTIONS AND ARE FORCED TO RELY ON PRELOADABLE DEBIT CARDS THAT HAVE A HIGH FEE RATE IMPACT, WE ARE VERY CONCERNED ABOUT THE IMPACT THAT WOULD HAVE ON THAT POPULATION IN PARTICULAR.

LASTLY, THE INTEGRATION OF LOW-INCOME FARE SYSTEMS, LIKE LOW-INCOME FARE STRUCTURE AND YOUTH PASSES REMAIN A QUESTION.

THE FAIRMOUNT INDIGO NETWORK  
LOOKS FORWARD TO WORKING WITH  
PARTNERS TO MAKE SURE IT IS  
INTEGRATED WITH EXTERNAL LINES,  
NAMELY THE FAIRMOUNT-INDIGO LINE  
WHICH WE ADVOCATED FOR THE  
CHARLIE CARD READERS.

AND THE ONLY STARTS AND ENDS IN  
THE CITY LIMITS AND THE ONLY ONE  
BORNE OUT OF LOCAL ACTIVISM,  
CONCERNED THAT IT IS STILL IN  
DEVELOPMENT, HOW WILL IT BE  
INTEGRATED AS NEEDED.

WE STILL HAVE AN ONGOING ISSUE  
WITH THE BUS ROUTES CONNECTING  
WITH THE FAIRMOUNT LINE, HAVING  
A LACK OF SINK -- SYNCHRONIZED.  
AND CONNECTING WITH BUSES THAT  
EXTEND TO NORTHERN MASSACHUSETTS  
AND WESTERN MASSACHUSETTS.  
THAT WAY FORMER BOSTON RESIDENTS  
WHO HAVE BEEN DISPLACED, DUE TO  
OTHER TYPES OF DISPLACEMENT,  
HAVE AN OPPORTUNITY TO HAVE MORE  
FEASIBLE AND AFFORDABLE COMMUTER  
TRANSIT INTO THE CITY WHERE THEY  
STILL WORK.

IT IS IMPERATIVE THAT WE TAKE  
INTO ACCOUNT ALL THE STRUCTURAL  
PRESSURES THAT IMPACT QUALITY OF  
LIFE AND IMPACT TRANSIT SUCH AS  
HOUSING, ENVIRONMENTAL JUSTICE  
AND OTHER LACK OF ECONOMIC  
OPPORTUNITY IN NEIGHBORHOODS  
THAT HAVE HISTORICALLY BEEN  
UNDERSERVED AND UNDERINVESTED  
IN.

WE RECOGNIZE THAT THESE ARE  
COMPLICATED ISSUES, BUT WITH  
EQUITY AND FAIRNESS IT'S NEVER  
SAID TO BE AN EASY TASK.

SO WE THANK YOU VERY MUCH FOR  
YOUR CONSIDERATION AND TIME, AND  
I WILL SUBMIT A COPY OF THIS  
TESTIMONY.

>> THANK YOU r  
COLONEL PRESSLEY.

>> THANK YOU FOR WHAT YOU DO IN  
THE COMMUNITY EVERY DAY, AND  
THANK YOU FOR YOUR COMPREHENSIVE  
TESTIMONY.

AND ALSO FOR BEING TO  
SOLUTION-ORIENTED AND SPECIFIC  
IN YOUR RECOMMENDATIONS.

SO YOU REALLY TOOK A WAY A LOT  
OF MY QUESTIONS BECAUSE YOU WERE  
SO FORWARD-THINKING IN YOUR  
TESTIMONY AND PRESENTATIONS HERE  
TODAY.

I AM LOSING MY VOICE.

I KNOW THE CHAIR HAD TO STEP  
AWAY FOR A MOMENT.

COUNCILOR ESSAIBI GEORGE.

>> I AM IN THE SAME SITUATION AS  
YOU, I GUESS.

I THINK YOU HAVE DONE AN  
INCREDIBLE AMOUNT OF WORK.  
I THANK YOU FOR CONTINUING TO  
PUSH US IN THIS WORK AND SUPPORT  
OUR EFFORTS OVER HERE AS WE  
REALLY ARE LOOKING TO SUPPORT  
YOUR EFFORTS FROM THE  
ORGANIZATIONS YOU REPRESENT.  
KNOW WITHOUT YOUR EFFORTS WE  
CERTAINLY WOULDN'T BE AS  
MOTIVATED TO DO THIS WORK ON  
THIS END.

SO I THANK YOU ALL.

AND LOOK FORWARD TO AS THE ROLL  
OUT HAPPENS OVER TIME, THAT WE  
GET IT RIGHT, ESPECIALLY FOR  
THOSE THAT WILL HAVE THE MOST  
DIFFICULTY ACCESSING THEIR  
OPPORTUNITIES TO RIDE THE T TO  
GET TO WHERE THEY NEED TO BE.

>> ONE QUESTION, AND I JUST DO  
WANT AT THAT SHOUT OUT THE  
STREETS, HAD A GREAT TIME  
YESTERDAY.

IT WAS A VERY INFORMATIVE RIDING  
THE 111.

AND I JUST WANTED TO MAKE SURE I  
HAVE MY FACTS CORRECT BECAUSE I  
ASKED EARLIER.

WHAT WAS THE CRITERIA IN ORDER  
TO HAVE MORE ACCESSIBLE  
MACHINES?

BASED ON FOOT TRAFFIC?  
HOW DOES ONE MAKE THOSE  
REQUESTS?

AND I JUST WANT TO MAKE SURE I  
HAVE MY FACTS CORRECT.

IS THERE NOT ONE IN CHELSEA?  
BECAUSE SO MANY OF THE YOUTH I  
SPOKE WITH YESTERDAY SPOKE ABOUT  
A LACK OF ACCESS.

SO CHANGING THEIR ROUTE AND  
TAKING THE SILVER LINE INSTEAD,

WHICH IS ACTUALLY MORE  
EXPENSIVE, BECAUSE IT COULDN'T  
RELOAD.

THERE WASN'T A MACHINE  
ACCESSIBLE FOR THEM TO RELOAD  
ONTO A CHARLIE CARD.

IS THAT A CONSTANT EXPERIENCE?  
>> I WILL ASK FOLKS MAYBE FROM  
CHELSEA TO ANSWER THE QUESTION  
MORE DIRECTLY.

ONE THING I CAN TELL YOU FROM  
CHATTING WITH FOLKS SPECIFICALLY  
YESTERDAY IS THAT THERE WERE A  
COUPLE OF FACTORS.

ONE IS THAT YOU FELT THE  
EXPERIENCE OF BEING INTIMIDATED  
AND HAVING DIFFICULTY ON THE BUS  
TO BEGIN WITH.

SO THEY MAYBE WERE 10 CENTS  
SHORT AND WERE TRYING TO PAY.  
SO THEY CAN PAY WITH CASH ON THE

BUSES, LIKE THAT'S AN OPTION.  
ALTERNATIVELY TRYING TO AVOID  
BEING INTIMIDATED THEY HAD  
DIFFICULTY RELOADING THE CARD.  
THERE ARE PLACES BUT IT IS  
DIFFICULT.

AND FOLLOWING UP ON YOUR  
COMMENTS ON CRITERIA, TWO  
BUCKETS AND WE HAVE TO BE CLEAR  
OF THAT.

THERE IS WHAT IS BUILT INTO THE  
CONTRACT WITH THE COMPANY THAT  
WILL IMPLEMENT THESE SERVICES,  
WHICH IS AROUND A NUMBER OF FEET  
YOU CAN BE AWAY FROM A SPACE  
THAT IS DIFFERENT THAN SORT OF  
ALL OF THE SOFT MEASURES WE  
DISCUSSED.

WHAT I DON'T UNDERSTAND, AND  
WHAT I WOULD LOVE CLARITY ON, IS  
HOW THOSE SOFT MEASURES ARE  
COMMUNICATED TO THE CONTRACTOR,  
AND WHAT THEIR OBL GAYS IS  
-- OBLIGATION IS TO IMPLEMENT  
THEM.

IF WE GO THROUGH THE PROCESS AND  
DECIDE WE NEED THREE TIMES THE  
CARD NUMBERS, HOW DOES THAT  
AFFECT.

IT SEEMS TO BE TWO TRACKS AND  
UNCLEAR HOW THEY SPEAK TO EACH  
OTHER.



>> IN CHELSEA THE ONLY WAY YOU  
CAN BUY FAIR --  
>> IS HER MIC ON?  
>> IS TO PAY ON THE BUS OR THE  
VEHICLE.  
AND THE VEHICLE HAS BEEN  
UNROLLED SINCE APRIL AND THERE  
ARE NO ACTUAL VENDING MACHINES  
YOU CAN BUY ON THE BUS.  
AND SIMILAR TO WHAT YOU WERE  
SAYING, A LOT OF OUR YOUTH  
EXPERIENCE HOSTILITY WHEN  
LOADING UP THE COINS INTO THE  
MACHINE.  
SO IT IS A VERY UNPLEASANT  
EXPERIENCE.  
>> PAUSE IT IS A MORE DELAYED  
ONBOARDING?  
>> YES.  
AND IN THE MORNING AS YOU ARE  
GOING TO SCHOOL THERE IS A LOT  
OF PEOPLE OUT THERE.  
>> FRUSTRATION.  
>> NOT A PARTICULARLY COMPLEX  
ANSWER, WE GET TO DECIDE IT.  
AND THERE IS AN OBLIGATION.  
IF WE WANT TO ADD MORE VENDING  
MACHINES, MORE WILL BE ADDED.  
>> IS THERE A FINANCIAL  
IMPLICATION ASSOCIATED WITH  
THAT?  
>> OF COURSE.  
>> THANK YOU ALL VERY MUCH.  
IF YOU HAVEN'T ALREADY, PLEASE  
MAKE SURE WE HAVE OUR OWN COPIES  
OF YOUR TESTIMONY.  
IT IS A VERY HELPFUL RESOURCE IN  
OUR COLLECTIVE ADVOCACY EFFORTS  
HERE.  
>> THANK YOU.  
>> NOW I THINK WE ARE GOING TO  
MOVE TO PUBLIC TESTIMONY.  
BY MY READ HERE WE HAVE -- WE  
WILL HEAR FROM KATHERINE,  
MILA -- AND YOU CAN COME HERE.  
AND THANK YOU FOR YOUR  
EVERYTHING MAKING THE FAIRMOUNT  
LINE POSSIBLE.  
NAME AND AFFILIATION AND  
TESTIMONY.  
>> MY NAME IS MILA AS I AM  
CALLED BY SOME.  
I AM THE -- OH, IT'S WORKING.  
FEEDBACK.

I AM THE CHAIR OF THE FAIRMOUNT  
INDIGO TRANSIT COLLISION.  
AND I AM ALSO THE LEAD ORGANIZER  
FOR THE GREATER FOUR CORNERS  
ACTION COLLISION FOR THE PAST 12  
YEARS.

AND WE HAVE BEEN WORKING ON  
GETTING THE FAIRMOUNT LINE UP  
AND RUNNING AND DONE EQUITIABLY.  
I HAVE A FEW RECOMMENDATIONS.  
WE GOT FOUR NEW STATIONS ON THE  
LINE, THE LAST CURRENTLY UNDER  
CONSTRUCTION IN MATTAPAN HE DID  
BLUE HILL STATION.

SOME OF THE THING I WOULD LIKE  
TO SAY, 1.0 WAS NOT DONE  
PROPERLY AND 2.0 IS BASED UPON  
THE ISSUE OF THE INEQUITIES THAT  
ARE EXIST ANT -- EXISTING THAT  
MANY OF US SPOKE ABOUT, INEAS I  
HAVE EQUIPMENT, NOT HAVING  
ACCESS TO CHARLIE CARDS IN OUR  
COMMUNITY.

AND ESPECIALLY WHAT I AM WORKING  
ON ALONG THE FAIRMOUNT LINE  
HOUSING THE MAJORITY OF THE  
LOW-INCOME AND PEOPLE OF COLOR  
WHO LIVE IN THE CITY OF BOSTON.  
ONE OF THE THINGS I HAVE, WOULD  
LIKE TO RECOMMEND AS A  
MITIGATION TO ADDRESS THIS, IS  
TO ELIMINATE THE SURCHARGE FOR  
PAYING CASH ON BOARD  
IMMEDIATELY.

WHEN AFC 1.0 WAS IMPLEMENTED,  
THEY IMPLEMENTED A PENALTY FOR  
UTILIZING CASH ON BOARD, AND  
THEN, OF COURSE, OUR LOW-INCOME  
AND BUS-DEPENDENT COMMUNITIES  
ARE THE PRIME PEOPLE WHO ARE  
PAYING CASH ON BOARD.

WE ASKED THE MBTA IN A MEETING  
WITH SOME OF MY COLLEAGUES HERE  
WHO SPOKE EARLIER, WHERE IS THE  
KEY PLACE WHERE SURCHARGES ARE  
BEING COLLECTED?

THE NUMBER ONE PLACE WAS LINN,  
AND THEY DIDN'T GIVE US WHAT  
NUMBER TWO, THREE, FOUR, FIVE  
WERE.

AND THE REASON WHY, THERE'S NO  
WAY TO FILL YOUR CHARLIE CARD OR  
EVEN ACCESS A CHARLIE CARD, SO  
PEOPLE ARE PAYING.

AND THIS IS AN IMPACT OF PAYING CASH ON BOARD. WHEN YOU LOOK ON THE DISPLAY OF THE FARE BOX, THE DISPLAY DOES NOT DISPLAY THE CURRENTLY-AGREED UPON FARE AS DESIGNATED WHEN THE FARE INCREASES WERE TAKING PLACE.

SO THE FARE IS \$1.70 AND \$2.25. AS YOU GET ON THE BUS THE FARE DISPLAYED AS \$2 EVEN THOUGH IT IS \$1.70.

WHEN SOMEONE GETS ON AND HAS CASH IT SAYS PLEASE PAY \$2. THAT IS NOT THE AGREED-UPON FAIR FOR RIDING A BUS.

THAT IS THE FAIR FOR PEOPLE WHO ARE PAYING CASH.

SO THE LOW-INCOME FOLKS WHO ARE RIDING ON THESE BUS-DEPENDENT COMMUNITIES ARE PAYING HIGHER FARES THAN PEOPLE WHO CAN WELL AFFORD OR HAVE ACCESS TO CHARLIE CARDS.

SO ONE OF THE MITIGATIONS I WOULD RECOMMEND IS THAT THAT SURCHARGE FOR PAYING CASH BE REMOVED IN THE INTERIM FOR THIS 2.0 GOES INTO EFFECT SO THE IMPACT THAT, THAT IT IS REDUCED. AND WHERE THE SURCHARGES WENT I DON'T KNOW.

WHY WOULD YOU CHARGE PEOPLE THAT MUCH MONEY?

SO THE T HAS BEEN OVER COLLECTING AND SAYING THEY HAVE TO KEEP RAISING FARES, AND WE'RE ALREADY PAYING A HIGHER FARE. IMPLEMENTING FAIRS FROM ANY 1A. IF YOU GET OFF AT FAIRMOUNT YOU SHOULD GET A TRANSFER TO OTHER PARTS OF THE SYSTEM WITHOUT HAVING TO PAY YOUR FARE AGAIN. ALSO, ONE OF MY RECOMMENDATIONS, SO ASKING FOR THIS AS A MITIGATION TO IMPLEMENT TRANSFERS FROM ANY ZONE 1A CONNECTED STATION.

AND ALSO TO FIX THE ISSUE RIGHT NOW WOULD BE TO SAY BEFORE AFC2.0 GOES INTO EFFECT THE FARE-VENDING LOCATIONS NEED TO BE INSTALLED NOW.

NOT TWO YEARS FROM NOW, NOT

THREE YEARS FROM NOW.  
BECAUSE THE FULL IMPLEMENTATION  
IS 2021 COMPLETED, THAT IS THE  
DESIGNATION BY THE MBTA.  
BUT TO START THE IMPLEMENTATION  
IN 2020.  
THAT WOULD BE ANOTHER  
MITIGATION.

ALSO NO STUDENTS  
SHOULD BE GRANTED A FARE EVADE  
ERROR KICKED OFF A VEHICLE,  
ESPECIALLY TRAVELING TO SCHOOL  
OR AN EDUCATION-RELATED EVENT.  
ALSO ANOTHER RECOMMENDATION THE  
FARE-VENDING EQUIPMENT NOT BE  
OWNED BY PRIVATE RETAILERS WHERE  
THEY WOULD HAVE TO TAKE FOR THE  
REPAIRS BECAUSE THAT REDUCES  
ACCESS TO THE RIDING PUBLIC AND  
ACCESS FOR THOSE BUS-DEPENDENT  
AND NEED THE FARES TO BE LOADED  
PROPERLY TO BE ABLE TO ACCESS  
THOSE FARES WITHOUT HAVING TO  
WAIT BECAUSE EQUIPMENT IS DOWN.  
THE MBTA SHOULD OWN THAT  
EQUIPMENT.