

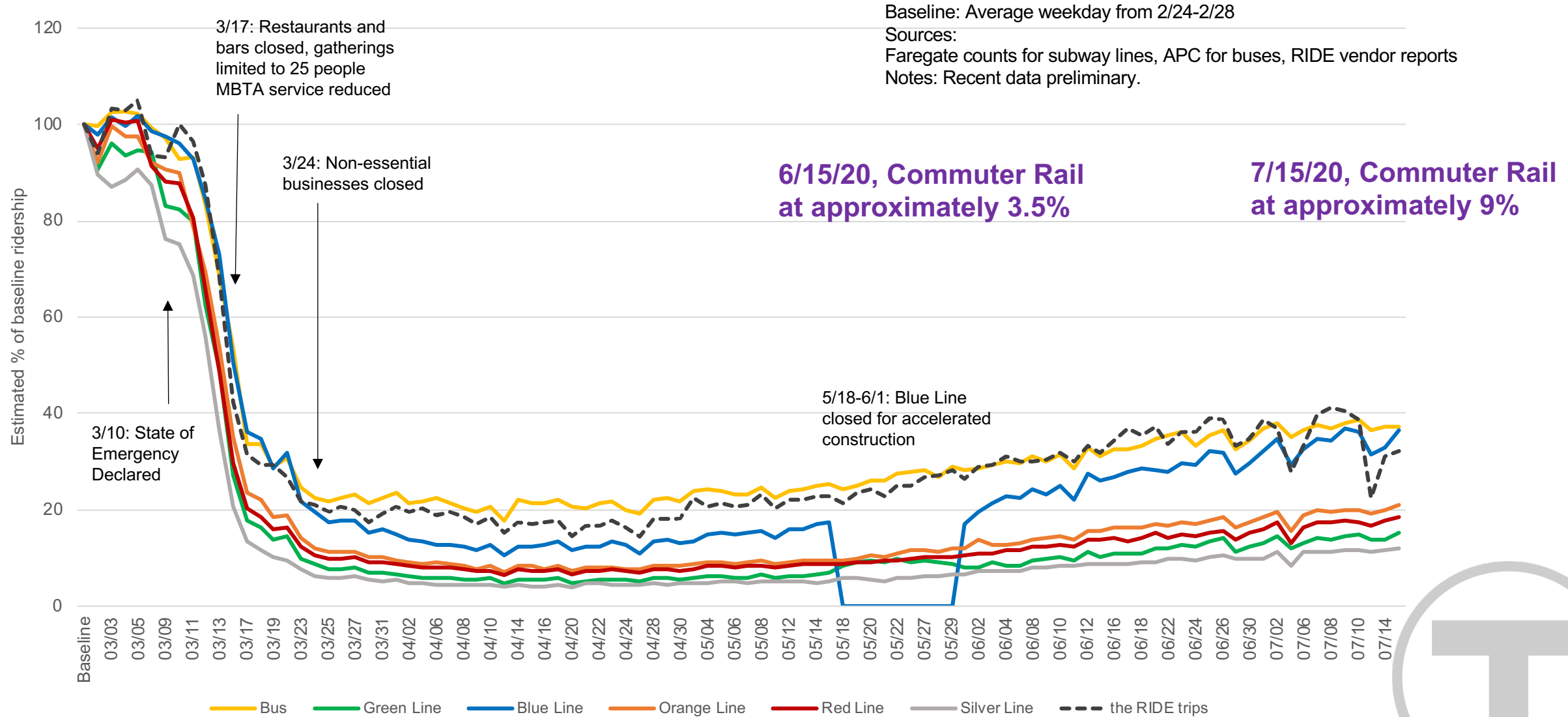


**Massachusetts Bay
Transportation Authority**

MBTA Commuter Rail COVID
Fares and Service Strategy

July 23, 2020

Ridership over time by mode



The Problems We Were Trying to Solve

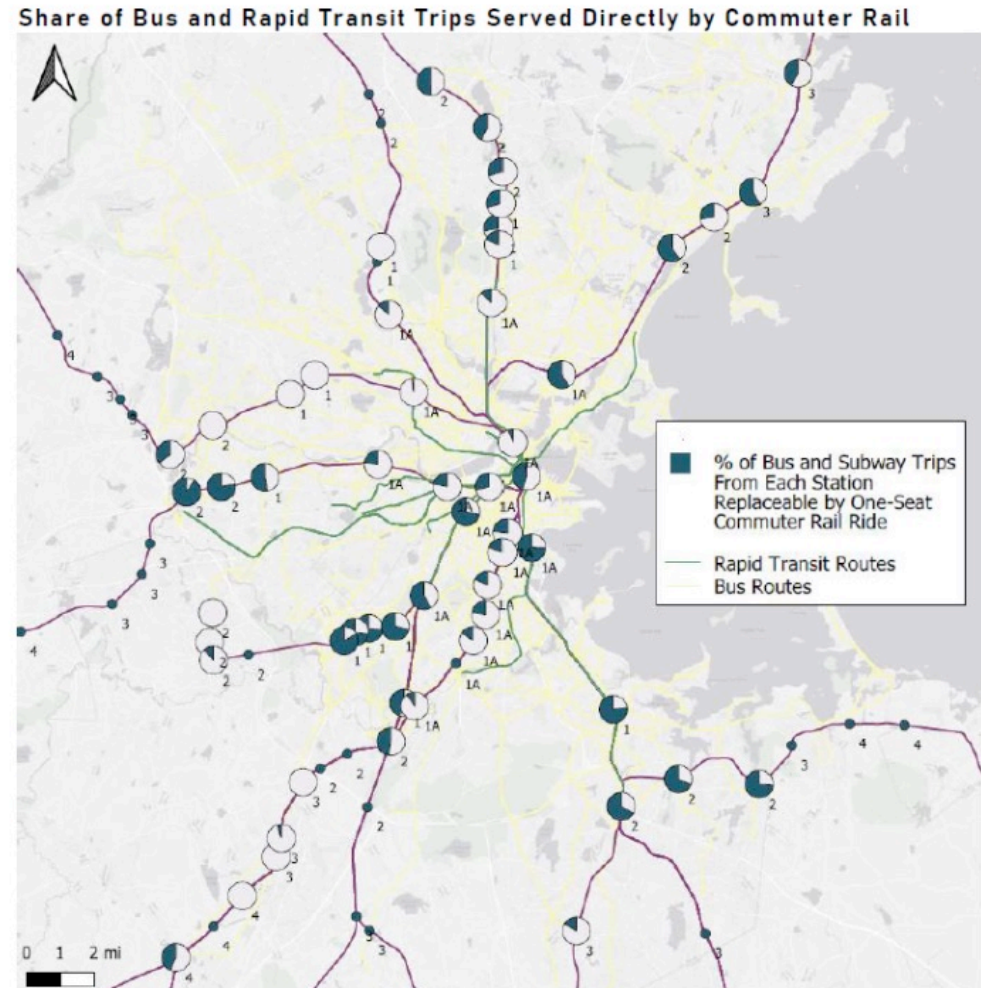
1. Can we shift bus and Blue Line riders to Commuter Rail where have more capacity?
2. How do we serve shifting work patterns on Commuter Rail?



Where is Commuter Rail an alternative to Bus/Subway?

We had analysis of pre-COVID where passengers were taking longer bus and subway trips with the same O-D as a Commuter Rail trip.

This indicates that either the **service frequency** is a problem or the **fare levels**

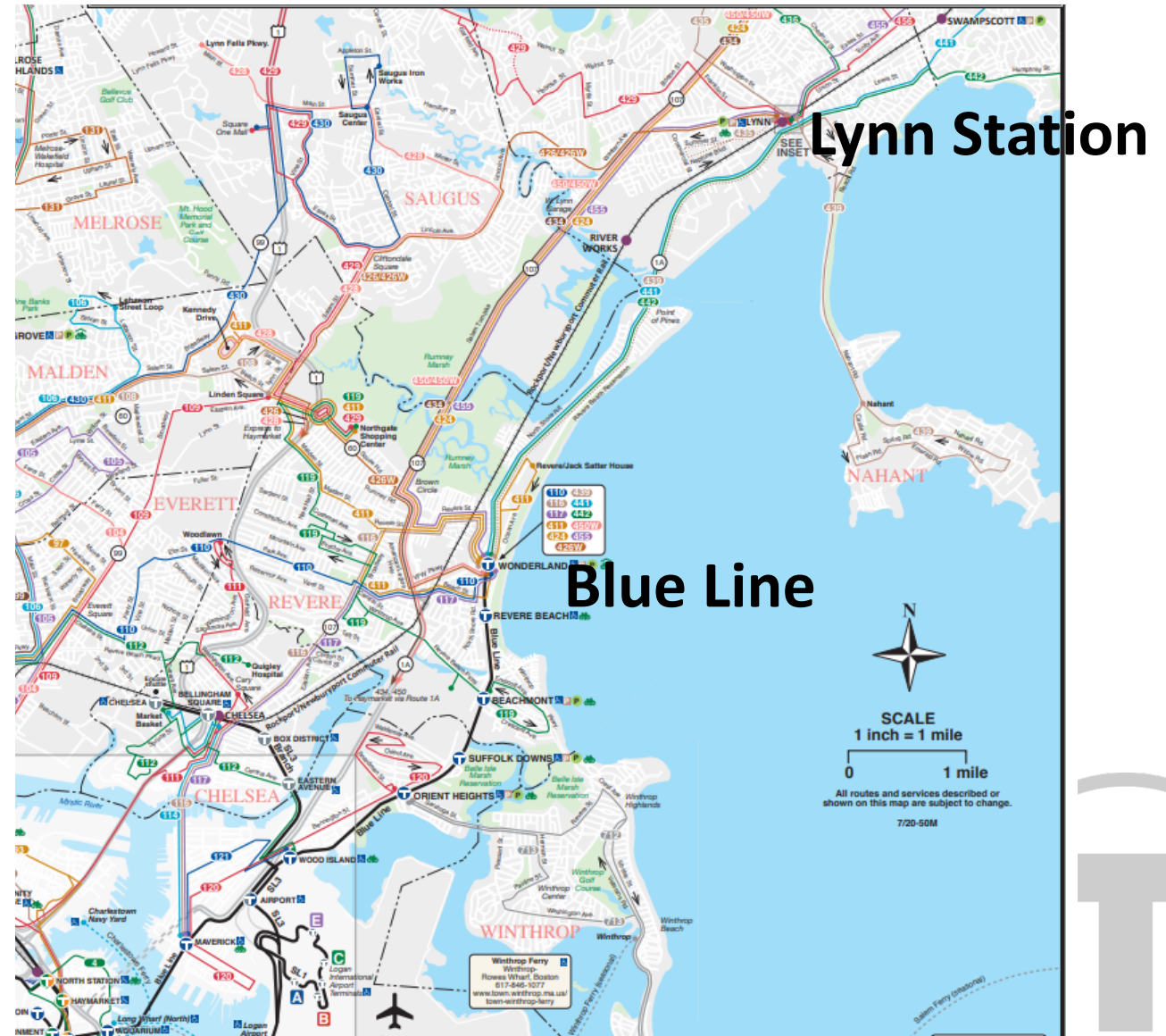


*MBTA buses only, doesn't include regional buses

Focus on Lynn Commuter Rail Station

- Temporarily lower fare to be equal to subway fare
- Restored some off-peak service
- Monitoring results now

One-way	Previous Fare
Commuter Rail	\$7.00
Bus + Subway	\$2.40
Local Bus	\$1.70



Better serving new work patterns

- Smoothing the peaks to better serve different work schedules
- Set up Employer Panel Survey to gather information from employers on their return to work plans
- Temporary new fare product: 5 Day Flex Pass
 - Bundle of 5 one-day passes to be used during 30 days
 - Available for all zones
 - 10% discount from price of 5 round-trip tickets
 - Available only on our mobile ticket app
 - Pilot from July 1 to September 30, 2020



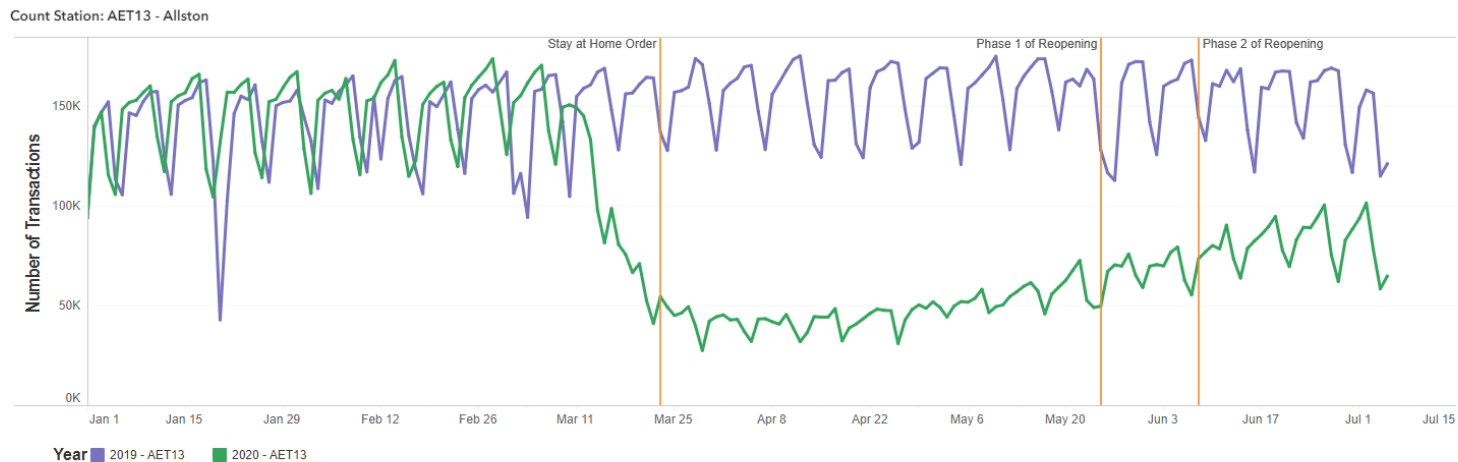
What is the role of commuter rail in the network?

There are a lot of unknowns for the medium and long-term

- What will be the impact of teleworking on ridership?
- Will congestion return at a higher rate?
- What happens to the price of parking downtown?

What changes do we need to make to fares and service to respond?

All Electronic Tolling (AET) Transactions (Daily), January 1st, 2020 to July 5th, 2020



Traffic on highway parallel to major commuter rail line

