

# Upcoming Service Improvements

The MBTA is currently advancing key initiatives to improve the customer experience

## Faster and More Convenient Service with New Fare Payment System

Current fare payment methods are inconvenient for many, and contribute to slower service:

- Loading passengers accounts for 20% of bus travel times
- Much of that is due to single door boarding, cash payments, and Charlie Card reloading

New fare payment methods would make service faster:

- If everyone tapped a card, bus boarding times could be reduced by 17%
- All door boarding could double or triple the boarding rate



Faster Boarding → Less Time at Stops → Faster Bus Service → Less Waiting

New fare payment methods would also be more convenient. Options for cashless system include:

- Pay by smartphone, contactless credit card, and new MBTA-issued card
- An expanded payment network and more retail sales partners
- Online and auto-reload options
- Multiple readers at all doors on buses and the Green Line
- Readers on platforms for commuter rail and the Mattapan Line
- New or refurbished subway gates with readers on both sides
- “One more trip” overdraft to allow users with insufficient value seamless access to service

Other potential opportunities include:

- Fare integration with The RIDE and parking
- Partnerships with private shuttles, TMAs, TNCs, and bike share
- Fare structure innovation: zonal, time of day, best value, multiple carrier transfers
- Enhanced planning data
- Better revenue accounting



## New Red and Orange Line Vehicles

Rapid transit vehicles have an average life of 25 years

Orange Line vehicles are over 30 years old. Some Red Line vehicles are over 40 years old

- Vehicles that are beyond their useful lives are more difficult and costly to maintain and break down more often.
- Reduced availability of Orange Line vehicles has reduced the amount of service that is provided – service that used to be provided every 5 minutes is now provided only every 6 minutes.



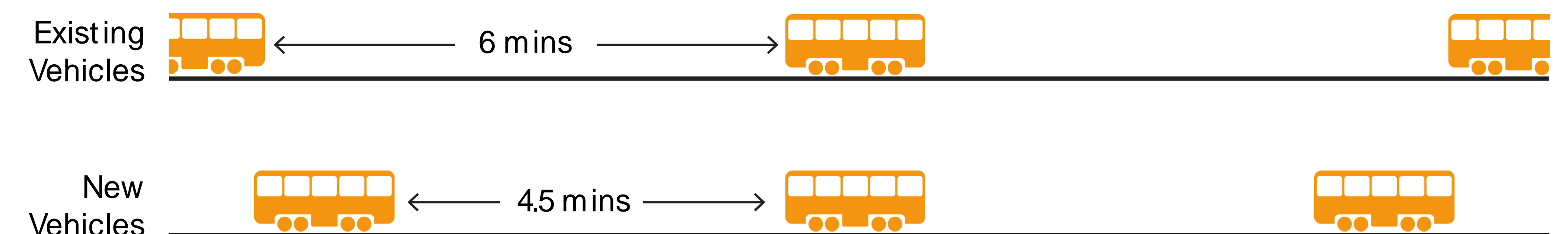
New Red Line and Orange Line vehicles, to be built in a new plant in Springfield, will improve service on both lines:

- 132 new Red Line vehicles (60% of fleet)
- 152 new Orange Line vehicles (replacement of entire fleet and expansion)
- First pilot cars will arrive in 2018
- Full fleet by 2022 for Orange Line and 2023 for Red Line

New cars will:

- Improve reliability
- Increase service on the Orange Line

Service Increases Possible with New Orange Line Fleet



- Provide much of the equipment needed to provide additional Red Line service
- Reduce crowding

