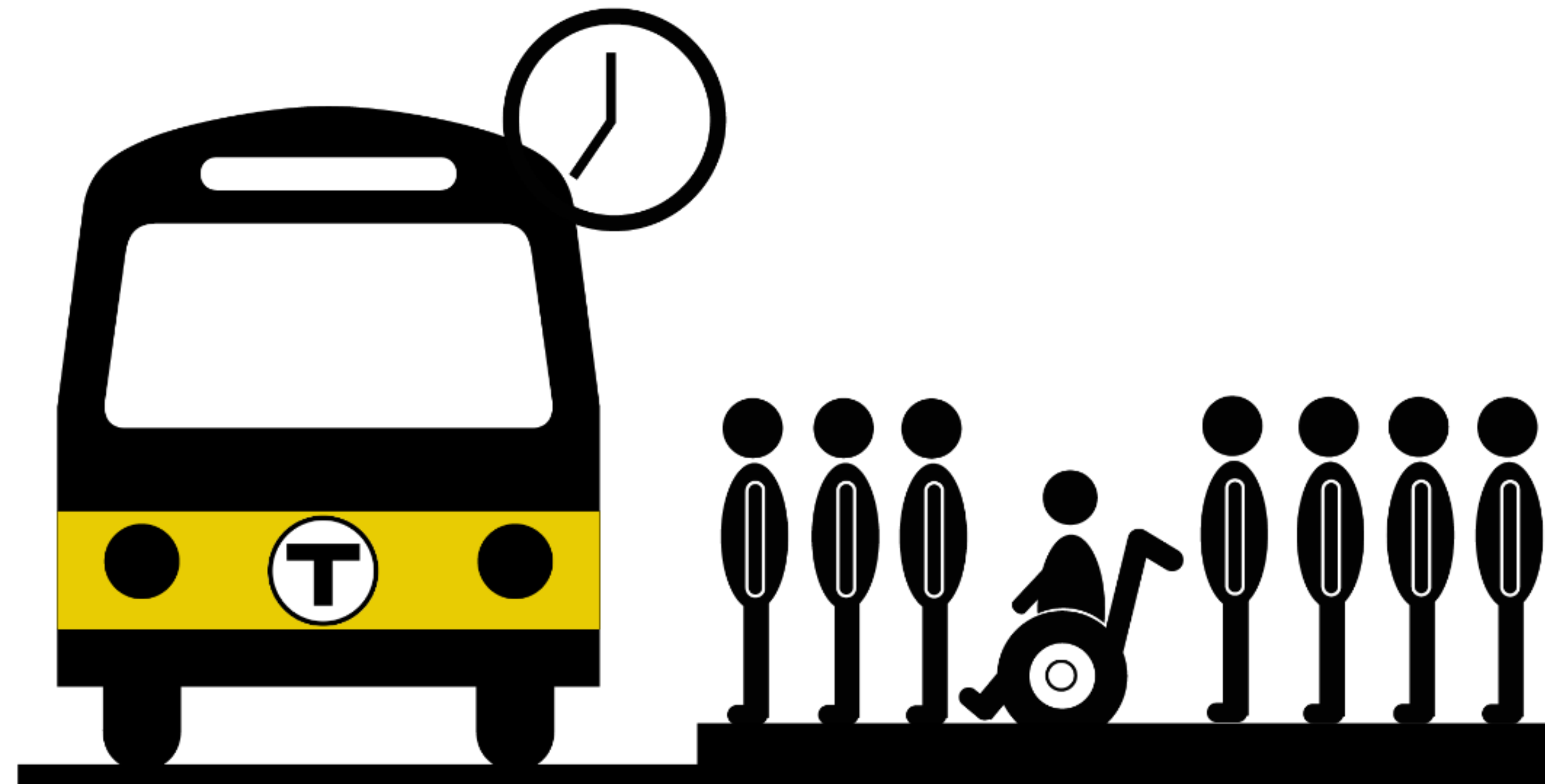


# Upcoming Service Improvements

Through Focus40, we heard a lot about how you want more reliable, less crowded, and more frequent service on the Orange and Red Lines. We also heard you want it to be easier and faster to pay, particularly on the bus, Green Lines, and Commuter Rail. Investments to address these issues will be on the ground in the next few years!

## New Fare Collection System Coming in 2019



## New MBTA Fare Collection Mechanics:

- Pay with phone, contactless credit card, new MBTA-issued card
- No cash on-board vehicle
- Multiple readers at all doors on Bus and Green Line
- Readers on the platform for commuter rail, Mattapan Line
- New or refurbished subway gates with readers on both sides

## New MBTA Fare Collection Capabilities:

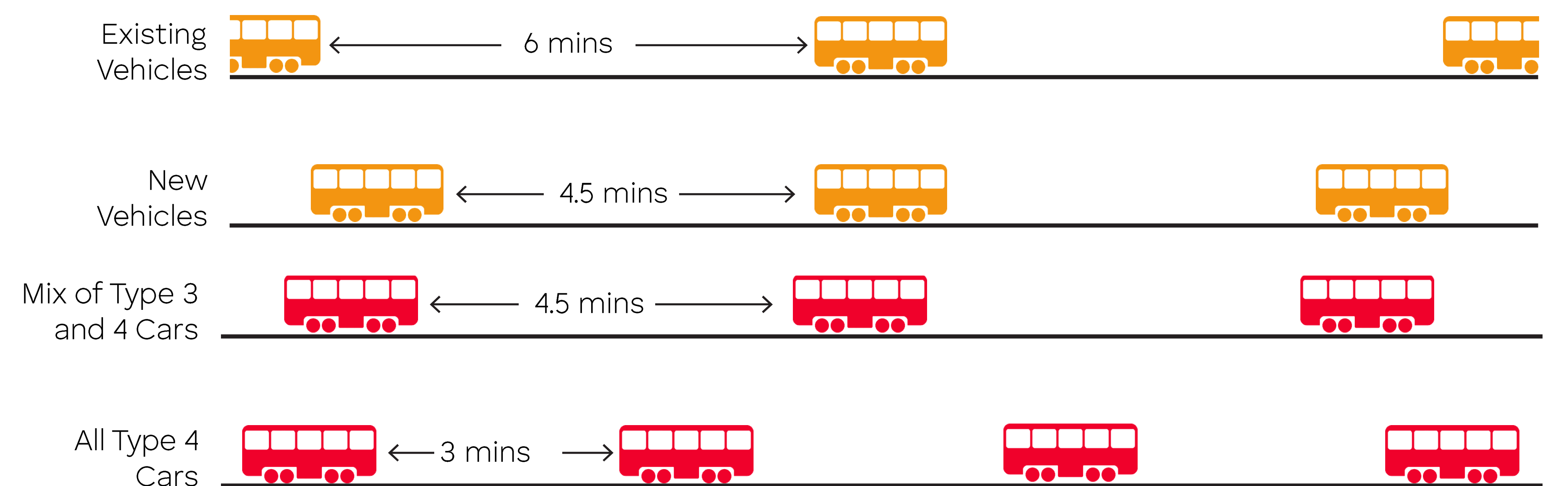
- Fare structure innovation: zonal, time of day, best value, multiple carrier transfers
- All door boarding: tap-in & tap-out; enhanced planning data
- Outside integration + partnerships: private shuttles, TMAs, TNCs, bike share
- Internal integration: The RIDE, parking
- Revenue accounting: improved MBTA accountability
- Future tech: automatic senior eligibility, real time on-board data



## New Orange and Red Line Cars



## Service Improvements Possible with new Orange Line Fleet and new Red Line Cars



**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 Orange Line and Red Line cars will improve reliability, frequency, safety, and comfort.**

## New Orange and Red Line cars are coming soon!

- 252 new Red Line vehicles (replacement of entire fleet and expansion)
- 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 Red Line