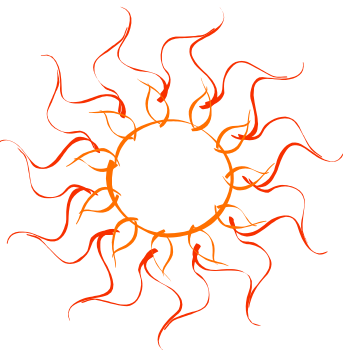


Connection!

The quarterly newsletter of TransitWorks - www.TransitWorks.org

Special points of interest:

- Wondering what stations have the new fare gates for CharlieTickets? Find out Where's Charlie? on page 2.
- Have trouble finding Commuter Rail parking? Learn about the advantages of parking at Anderson RTC in Woburn on page 4.



Inside this issue:

<i>TransitWorks Update</i>	1
<i>MBTA Adds Service Due to Tunnel Closure</i>	1
<i>A New MBTA.COM Is on the Way</i>	2
<i>Where's Charlie?</i>	2
<i>CharlieTickets Aren't Trash</i>	3
<i>Boston Celebrates Water Transportation</i>	3
<i>The Anderson Advantage</i>	4

TransitWorks Update

I'd like to introduce myself as the new Program Manager at TransitWorks; my name is Kate Lowe. I'm excited to become a part of TransitWorks and our work to promote and improve transit in the Greater Boston region, while enhancing rider satisfaction.

Kate Driscoll, the outgoing Program Manager, is leaving for further graduate studies at Penn State,

but her accomplishments will continue to benefit transit riders and our transit system here in Boston. During Kate Driscoll's time with TransitWorks, she led many successful initiatives including a Commuter Boat report, focus groups with Blue Line riders on the new CharlieTickets, a Parking Roundtable addressing Commuter Rail parking issues, and focus groups on the proposed

fare increase.

Building on her work, TransitWorks will continue ongoing projects and launch new projects this summer and fall. Two upcoming projects are our 2006 System-wide Ridership Survey and a detailed analysis on the E Branch of the Green Line.

I look forward to hearing from you and feel free to contact me with any ideas or questions.

MBTA Adds Service Due to Tunnel Closure

The MBTA has responded to the increased need for transit due to the I-90 Tunnel Closure. Those traveling to Logan Airport can take advantage

of additional Commuter Boat trips from Quincy to Logan or the Blue Line which will be at rush hour levels from 6am to 6pm. Following the I-90

Tunnel Closure, Commuter Boat ridership quadrupled. More service has also been added to the Orange Line, the Washington Street Silver Line, Turnpike Bus Routes (during rush hour), selected Commuter Rail Stations (Woburn-Anderson, Lynn and Route 128), and the Silver Line Waterfront. A number of bus routes may be delayed or rerouted due to the ongoing investigation and repair work.



A New MBTA.COM Is on the Way

MBTA.com is undergoing a major overhaul to create a new website more focused on the needs of riders. The MBTA has assembled a team to work on the redesign, and TransitWorks is helping identify rider perspectives and preferences. The redesign is still in the early stages, but the team has already received significant rider feedback from an online survey linked to the MBTA

homepage. The new website coming this fall will have a new look, improved organization and more features including up-to-the-minute service announcements, personalization to give you information for your commute, and new ways to make maps of how and where you're going.

The redesign team wants to learn

what features are most important to you. To share your perspective, just go www.mbta.com and click on the link to "Tell Us Your Ideas." Over the next few months, there will be other ways to give your input for the new website. If you're interested in opportunities to voice your thoughts, you can sign up through the online survey or email transitworks@transitworks.org.

Where's Charlie?

Over the last several months, many more stations have been converted from tokens to automated fare collection, the system that uses CharlieTickets and eventually CharlieCards. Remember CharlieTickets that are monthly passes will work at both converted and non-converted stations, but paper CharlieTickets only work at converted stations. Tokens are easily converted to CharlieTickets at the vending machines in converted stations. Below is an updated list of converted stations and stations that will be ready for CharlieTickets in August and September.



Blue Line

- Airport
- Aquarium
- Beachmont
- Orient Heights
- Revere Beach
- Suffolk Downs
- Wonderland
- Wood Island

Green Line

- Boylston
- Haymarket
- Hynes/ICA (coming soon)
- Lechmere



- Park St (coming soon)
- Prudential
- Symphony

Silver Line

- Courthouse
- Washington Street branch
- World Trade Center

Orange Line

- Back Bay
- Community College
- Downtown Crossing (starting soon)
- Forest Hills
- Green Street
- Haymarket
- Jackson Square (coming soon)
- Malden
- New England Medical Center
- N. Station (some entrances coming soon)
- Oak Grove
- Roxbury Crossing (coming soon)

- State
- Stony Brook (coming soon)
- Sullivan (coming soon)
- Wellington (coming soon)

Red Line

- Alewife (coming soon)
- Andrew
- Braintree
- Broadway
- Central Square (coming soon)
- Davis Square (coming soon)
- Kendall
- JFK/UMass
- Harvard (starting soon)
- Porter Square (coming soon)
- Quincy Adams
- Quincy Center
- North Quincy
- Savin Hill
- South Station
- Wollaston

CharlieTickets aren't trash!

By The Massachusetts Bay Transportation Authority

While some T customers are discarding CharlieTickets after one use, MBTA Customer Service Agents and T volunteers are aggressively working to discourage littering by teaching customers to re-use CharlieTickets.

“The MBTA strives to be environmentally conscious and friendly; reusing CharlieTickets is just one way to help make this goal a reality.”

During the conversion to Automated Fare Collection (AFC), the T is using informational brochures and one-on-one assistance to help customers learn to load multiple fares on one CharlieTicket. Storing multiple fares allows straight-to-the-gate access in converted stations, with no need to stop and purchase single fares for each trip. Customers

are also recognizing that buying T passes versus stored value on a CharlieTicket saves time and money. Even better: passes ease the transition process by allowing seamless access to converted *and* unconverted stations.

To further encourage CharlieTicket reusability, the MBTA has been distributing thousands of plastic CharlieTicket keychain protectors at newly converted stations. It is through these and many other efforts that the T hopes customers will appreciate how CharlieTickets do more than tokens, and should therefore be reused, not thrown away. Finally, when durable plastic CharlieCards are introduced starting the end of this year, a sizable number of customers will eventually no longer need CharlieTickets



at all. This should dramatically reduce paper consumption and litter.

With every additional conversion, customers will become more familiar with AFC technology and the benefits of the reloadable CharlieTicket. The MBTA strives to be environmentally conscious and friendly; reusing CharlieTickets is just one way to help make this goal a reality.

For more about Charlie, please visit mbta.com.

Boston Celebrates Water Transportation



Water Transportation Awareness Week is July 24-28 in Boston. This year the MBTA marks its tenth year of Commuter Boat Service to Quincy, and is holding a raffle with prizes that include Celtics tickets, Museum of Science Tickets, and a Commuter Pass for Quincy/Hull Service. Boston Harbor Cruises is sponsoring face painting and balloons for children at Long Wharf on the weekend of July 29th and 30th in honor of its 80th Anniversary.

The MBTA operates two regular routes along the South Shore, one serves Hull, Quincy, Logan Airport and Long Wharf; the other connects Hingham and Rows Wharf. The MBTA also has a route between Long Wharf and the Charlestown Navy Yard. Finally, extra service, a direct route between Quincy and Logan Airport, is currently being offered to address increased demand caused by the closure of the I-90 Tunnel. Regular schedules are online at MBTA.com and the special Quincy/Logan route under Transit Updates.



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In Collaboration With:



MBTA Advisory Board

The TransitWorks Mission

The mission of TransitWorks is to improve the quality and increase the use of all modes of transit in the Boston metropolitan region. Using valuable customer feedback, TransitWorks seeks to work collaboratively with the Massachusetts Bay Transportation Authority (MBTA) in order to improve the riding experience for all transit users.

Our Goals

TransitWorks has four main goals that guide our activities:

- 1. Enable effective, proactive communication between transit users and transit providers in order to improve the riding experience.*
- 2. Use customer outreach activities to increase the sense of public ownership of the transit system.*
- 3. Retain current riders and attract new riders to the transit system.*
- 4. Promote the entire transit system and increase region-wide transit awareness and pride.*

The Anderson RTC Advantage

The Anderson RTC (Regional Transportation Center) in Woburn is one of the Commuter Rail Stations where the MBTA added extra service in response to the I-90 Tunnel Closure. But, this is only one of the reasons to think about using the Anderson Station. Unlike many other Commuter Rail stations, Anderson RTC in Woburn has

plenty of available parking throughout the day. Here's some more info on what Anderson RTC has to offer:

- Anderson is a Zone 2 station on the Lowell Line. A monthly pass is only \$118 and a single trip is \$3.50. passes from higher zones.

- Parking is only \$2 a day.
- Commuter Rail parking spaces are always available.
- Easy access to I-95 and I-93 (Exit 37C), near the junction of I-95 and I-93.
- The station is handicapped accessible and has 24 handicapped spaces.
- Anderson RTC is served by a Commuter shuttle operated by the 128 Business Council (see www.128bc.org for more information).
- Connect to Amtrak, Logan Express or use the MASSHighway Park and Ride.

