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New General Manager Sets Tone at MBTA

A.P.T. welcomes Thomas P. Glynn, the new General Manager of the MBTA.

Mr. Glynn replaces James F. O'Leary, who, as General Manager since 1981, oversaw dramatic improvements in the MBTA system. But despite Mr. O'Leary's many successes, his focus on capital improvements ignored some other aspects of the T's business.

Although he has been on the job for just a few weeks, Mr. Glynn has already begun to build upon the work of his predecessor, and to recognize where improvements are needed. He has promoted Jack Leary, the T's Director of Operations, to Deputy General Manager; he has promised an emphasis on employee relations; and he has reorganized the T's marketing department.

Best of all, Mr. Glynn is changing the tone of the MBTA, to make it responsive to its users. He knows that satisfied customers are the key to the T's success, and he talks of "a special obligation to the thousands of riders who depend on the system every day."

In his handling of the MBTA pass program changes, Mr. Glynn has already shown willingness to use marketing techniques and to open the system to outside ideas. We look forward to improvements in public information, to make it easier for potential riders to learn about the system. And, of course, we hope that he can improve transit service.

Subway, Express Bus Fares Increase May 1

Higher fares go into effect on MBTA rapid transit (subway) and express bus lines on Monday, May 1. The basic subway fare goes up from 60 cents to 75 cents; express bus fare increases vary from 15 cents to 40 cents.

Beginning with July passes, the T will introduce a simplified monthly pass program, which will be easier to use and which will encourage suburban bus ridership. All of the new bus passes will be good on any bus route, anywhere in the T system, up to the value of the pass. (Some of the old bus passes were not valid in Quincy and Newton, for example.) Some riders will actually pay less for passes than before; others will be able to take a bus to the subway at no extra charge.

Full details of the fare increase are in "Car-Free Update" on page 4.

There are, however, other challenges for Mr. Glynn. With budget crises now affecting federal, state, and local governments, the T must be creative in finding revenue sources. Not just transit users, but everyone who benefits from transit -- including employers, property owners, and developers -- ought to pay a fair share of transit costs.

In thinking about the T's obligations to its users, Mr. Glynn has set an example for every T employee. He has made progress already, and we wish him continued success.

Cape Cod Trains: Not This Summer, Maybe Next Year

For the first time since 1984, Bostonians won't be able to take the train to Cape Cod this summer. And, although state officials talk optimistically of restoring the service in 1990, the future is not at all certain.

Trains to the Cape -- from Braintree via the Cape Cod & Hyannis Railroad, and from New York via Amtrak -- are victims of this year's state fiscal crisis. When he released his budget proposal in January, Gov. Dukakis mentioned the Cape trains as one of the programs eliminated due to lack of revenue. The state Office of Transportation & Construction said the cut was "unfortunate but necessary."

The demise of the Cape Cod & Hyannis is sad, because it was an excellent operator. The CC&H was a model of intermodal travel -- rare in America, but common in Europe. With one phone call, a traveler could buy through tickets for train, bus, and ferry; a link with Amtrak's computer allowed travelers from anywhere in the U.S. to do the same.

The state told the railroad in January that the trains would not be funded this year. The firm is now out of business; its equipment -- some owned, some leased -- has been disposed of.

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Riders Still Wait for Decisions on MBTA Services

It has been over a year since the MBTA held public hearings on the future of Green Line-E (Arborway) streetcar service, and over three years since streetcar service on that line was "temporarily" discontinued.

It has been nine months since the T heard comments on restoring the former Green Line-A (Watertown) streetcar service, and nearly 20 years since service was "temporarily" discontinued in 1969.

It has been more than two years since the new Orange Line replaced the Washington St. elevated; the MBTA originally promised its decision on replacement service by that 1987 changeover date. That issue has been studied for 15 years, since 1973.

Yet the MBTA Board of Directors has not made a decision on any of these three issues.

To further delay these important service decisions is unfair to MBTA riders, to businesses and property owners along each line, and to hundreds of people who participated in good faith in many hearings and meetings over the years.

If there are good reasons why these decisions have been delayed, then the T should come forward with those reasons. If the T believes that further studies or negotiations are necessary, then it should justify those studies or make the negotiations public. Otherwise, the MBTA owes its riders and other constituents a speedy decision on each of these issues.

Fare Increase Process Raises Questions

Although the MBTA's recent fare increase was not opposed by most transit advocates, how the fare increase occurred was strongly criticized by many groups, including A.P.T.

The MBTA announced the increase in late January. But instead of making one announcement of all of the fare changes it was seeking, the T revealed its proposals piecemeal, in some cases without a formal announcement.

The first announcement mentioned only an increase in the subway token price, and was accompanied by a statement that bus and Green Line fares would stay the same. Later, however, an express bus fare increase was advertised in newspaper legal notices; and the T indicated that a fare hike was also planned for the Green Line-D (Riverside) branch.

Also considered, but rejected, was a proposal to reroute express buses from Lynn and other North Shore communities, by terminating these buses, which now go to Haymarket, at Blue Line stations instead.

The T never announced that changes were planned for monthly passes -- but a partial description of a new pass system was handed out at hearings on the fare increase. The deadline for comments on this proposal was just 3 days after it was released.

This first pass program proposal, with 9 varieties of monthly passes, was more complicated than the existing 6-pass program, which many users had found confusing. After A.P.T. and others objected to it, this scheme was dropped; a simpler plan, with just 4 kinds of passes, was eventually adopted.

The MBTA's poor marketing of its fare increase proposal may reflect the transition in

leadership at the transit authority over this past winter. The T's new administration, which took office after the fare increase was approved in March, has already shown its commitment to better public relations.

Short Items...

The MBTA has advertised for architects to plan a 3,000-car parking garage at Route 128 Station, which may mean that the T is backing away from a proposal to let a private developer build offices and a hotel on the station site. A.P.T. has opposed the office-hotel project, because it would limit the station's parking capacity for intercity (Amtrak) and commuter train riders.

On occasion, the MBTA has been accused of not providing good public information when service is disrupted. But that was not the case on March 28, when an electrical fire closed part of the Red Line. At Park Street, announcements were made continually, both on trains and in the station. In fact, the multiple announcements going on simultaneously made it difficult to hear any of them.

Harvard station on the Red Line has a new tenant, the Out-of-Town Ticket Agency, inside the main station entrance. Besides theatre, concert, and sports tickets, the agency also sells monthly MBTA passes.

Also on the Red Line, Alewife station is now home to a Burger King, a dry cleaner, and a bank teller machine. These new tenants add life to the station as well as revenue to the T's treasury. Congratulations!

Cape Cod

...continued from page 1

With this company shut down, it will take considerably more effort to restore Cape rail service in the future. It is a pity that no attempt was made to find a better solution.

The state has also invested \$30 million on track improvements, and work continues on a \$600,000 renovation of the Falmouth depot.

(Some of the CC&H's cars were bought by a private owner, who may run local excursions on Cape Cod this summer. It is also reported that Amtrak may operate a New York-Hyannis train without the state subsidy.)

The Cape rail situation demonstrates the problems that can arise when transit services are included in legislative budget packages. Intentionally or not, the trains have become a political issue, whose annual operation depends on officials' response to the budget. And because the state's fiscal year begins July 1 -- in the middle of the Cape tourist season -- the problem is made more difficult.

Even in the best of years, Cape train operators never knew what service they would run until just before the season began. Thus advance marketing, which is vital in the travel industry, was impossible.

The CC&H's former owner estimates that an operator must begin in January to assemble equipment and employees in time to run in the summer. But January is just the start of the annual state budget process; the budget is not usually approved until June.

Advocates for Cape Cod rail service must start now to ensure that trains will operate in 1990. The problem is not just money; a funding mechanism must be found which will allow time for planning and marketing.

A.P.T. News

In recent months, A.P.T.'s officers and members have spoken at many public meetings on the MBTA's fare increase proposals and on other issues. A.P.T. President Stephan Chait gave testimony at hearings on all three of the MBTA's fare increases -- commuter rail, subway, and express bus.

A.P.T. took a lead role in ensuring that the T's monthly pass program remained simple and easy to use. Working from an analysis by A.P.T. staff member Charles Bahne, president Stephan Chait spoke to the MBTA Board of Directors about the pass program; Stephan and A.P.T. board member Elizabeth Houghton also met with General Manager Thomas Glynn and other T officials.

A.P.T. representatives have attended recent meetings on Washington St. replacement transit, circumferential bus service, Route 128 Station, and the Central Artery project; and we have commented on MBTA plans for North Station. Staff member Bob Gentile met with executives of private bus lines on April 19.

Conservation Law Foundation Executive Director Douglas Foy spoke at A.P.T.'s annual meeting March 22, which was also attended by state Transportation Secretary Fred Salvucci.

Over the next year, A.P.T. will continue to comment on the Revenue and Service Report which the MBTA will prepare for the state Environmental Affairs office. By participating in this process, A.P.T. can have a direct influence on the T's policies on fares and service quality. All A.P.T. members, and other transit riders, are encouraged to join this effort. For more information, please come to one of our board meetings; call 547-3332 or write to us for dates and location.

Join Us!

Mass. Transit is published quarterly by the Association for Public Transportation, Inc. (A.P.T.), a non-profit tax-exempt organization founded in 1973 to encourage the use and improvement of public transit in Boston. We support transit because it is ecologically sound, because it is less disruptive of neighborhoods, and because it is the only transportation available for many people.

We also publish "Car-Free in Boston," the guidebook to public transit in greater Boston and New England.

A.P.T. depends on donations from its members and friends to continue its activities. Membership is \$15 a year, or \$5 for students and persons on fixed incomes. Members receive Mass. Transit, as well as a copy of the next edition of "Car-Free" when it is published. All contributions are tax-deductible.

We welcome your ideas, comments, letters, and articles on transit issues. Please send them to Mass. Transit, c/o A.P.T., P. O. Box 192, Cambridge, MA 02238.

Association for Public Transportation, Inc.

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I'd like to join A.P.T. Enclosed is my tax-deductible donation of \$15.00 (\$5.00 for students and persons on fixed income)..\$ _____

Please send _____ copies of "Car-Free in Boston" @ \$3.95 ea. (\$3.00 for members); plus \$1.25 postage per order.....\$ _____

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A.P.T.'s guidebook "Car-Free in Boston" contains complete listings of all Boston-area transit services. "Car-Free" is sold at bookstores and newsstands, or use the mail order coupon in this newsletter. Below are transit service changes since Update #10 in January. For a copy of Updates #8-10, send a self-addressed, stamped envelope to A.P.T.

Red & Green Lines Night construction now complete; regular train service at all times.

Green Line-E (Brigham Circle). Last train leaves Lechmere at 12:20 AM.

Burlington Transp. "The People Mover." New service. Local bus in town of Burlington, 6 routes departing Burlington Common (connects w/ T-Buses 350, 352); Mon.-Fri. 7:30 AM-6:30 PM; Sat. 11:00 AM-6:30 PM. Call 270-4111.

Cape Cod & Hyannis RR Out of business; all service discontinued.

Marathon Line, Reminder: Boston-Framingham and Boston-Worcester routes now operated by Peter Pan; Newton-Framingham now operated by Andre Coachlines.
Priority Express

----- **MBTA FARE INCREASE EFFECTIVE MAY 1, 1989** -----

Basic rapid transit fare (token price) and zone 1A commuter rail increase from 60c to 75c.

Quincy Ctr., Quincy Adams, Braintree fare increases from \$1.20 to \$1.50 (2 tokens).

Green Line-B, C, E (Boston College, Cleveland Circle, Arborway) fare is 75c (no change).

Green Line-D (Riverside): Boarding at Fenway-Reservoir, fare increases from 75c to 90c.

Boarding at Chestnut Hill-Riverside, fare increases from \$1.50 to \$1.75; riders who get off at Chestnut Hill or before receive coupon; 2 coupons valid for \$1.75 fare.

Express buses: \$1.00 fare increases to \$1.25; \$1.25 fare increases to \$1.65;

\$1.50 fare increases to \$1.90. Between Haymarket and Central Sq./Lynn (buses 400, 440) or Washington St./Lynn (bus 450), previously \$1.50 fare, increases to \$1.65.

Purchase 10 tokens (\$7.50), receive one free ride at time of purchase.

----- **NEW MBTA MONTHLY PASSES EFFECTIVE FOR JULY PASSES** -----

.50 Local Bus - \$18.00/month. (Old "A" pass.) Valid for 50c fare on all buses; valid for 75c or 90c Green Line fare; valid on Red Line between Mattapan and Ashmont only.

.75 Subway - \$27.00/month. (Old "B" pass.) Valid at all rapid transit stations except Quincy Ctr., Quincy Adams, Braintree; valid at all Green Line stops except D-Riverside Line between Chestnut Hill and Riverside; valid for commuter rail zones 1A, 1B.

1.25 Combo - \$40.00/month. Valid at all rapid transit stations except Quincy Adams and Braintree; valid at all Green Line stops; valid on all buses for up to \$1.25 fare.

1.50 Combo Plus - \$48.00/month. Valid at all rapid transit stations and Green Line stops; valid on all buses for up to \$1.50 fare.

Commuter Rail monthly passes are valid on all rapid transit lines and on all local buses.

Zone 1 commuter rail passes (\$52.00/month) are valid for up to \$1.65 express buses;

zone 2 commuter rail passes (\$65.00/month) are valid for up to \$1.90 express buses.

Any MBTA pass is valid on entire system (including commuter rail), weekends in July & Aug.

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P. O. Box 192
Cambridge, MA 02238

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FIRST CLASS