

Ride with Us Accessibility at the MBTA



Welcome!

Accessibility at the MBTA Today



- More accessible stations
- Many with redundant elevators
- All buses are low-floor and ramp-equipped
- Automated audio and visual announcements
- Priority seating
- Benches
- Employees assist at many stations; call boxes to request assistance

More information about [Accessibility on the MBTA](#)

Key Accessibility Policies



- Reasonable requests for assistance must be honored
- Anyone can use any accessibility feature
- Respect for privacy
- Service animals are always welcome
- Schedules, public meeting materials and other written content available in alternate formats

[Visit MBTA Key Accessibility Policies](#)

New System Milestones Coming Soon



- Accessibility improvements at 15+ Green Line stations/stop - Symphony, Hynes, and more
- New fleet of vehicles - Red and Orange Lines
- Updated accessibility training for employees
- New travel instruction and mobility information training



The MBTA's System Is Extensive



T serves 176 cities and towns –
4.8 million people

- Bus
- Bus Rapid Transit
- Subway
- Commuter rail
- Ferry
- ADA paratransit service –RIDE



1.3 million weekday trips provided pre-COVID

Important Steps in Your Journey



- How do I plan my trip?
- How do I pay my fare and receive a discount on my ride?
- How do I ask for help?
- How do I ride the bus and subway and commuter rail?
- Are there other transportation options in my community?

Seek assistance from our travel instruction program!

**Get involved and influence future accessibility
improvements at the T!**

Plan Your Trip by Phone



- Our Customer Service Center will help you plan your trip over the phone
- If you need to ensure your trip is fully accessible, let the Customer Service Agent know before trip planning starts
- 617-222-3200 (TTY: 617-222-5146)

Plan Your Trip by MBTA Trip Planner



From
A 10 Park Plaza, Boston, MA, USA

To
B Logan Airport Terminal B, Boston

Depart at 2:30 PM, 3/19/21

See more options

☒ Subway
☒ Commuter rail
☒ Bus
☒ Ferry
☒ Best route
☐ Wheelchair accessible
☐ Fewest transfers
☐ Less walking

Get trip suggestions

We found 4 trips for you

Trips shown are based on your selections (all modes) and closest departure to 2:30 PM, Friday, March 19th.

Itinerary 1

▲ 2:30 PM - 3:04 PM 33 min

E > RL > SL1 0.3 mi

May not be accessible

Base Fare Estimate

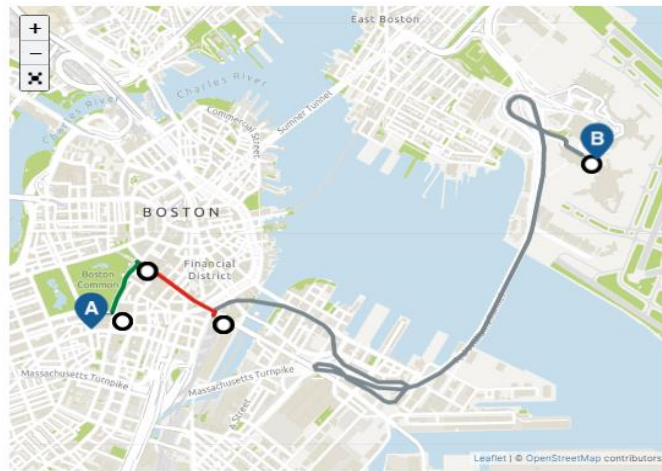
\$2.40 one way

Logan Airport destination guide

Monthly Pass

Monthly LinkPass: \$90.00

Hide map and trip details



Note: This trip may be affected by disruptions in service. Check steps with ▲ for details.

● 10 Park Plaza, Boston, MA, USA

2:30 PM

Depart onto sidewalk

Left onto path

○ Boylston▲ (view alert)

- [MBTA Trip Planner](#)
- [MBTA Service Alerts](#)

MBTA Endorsed Apps for Smart Phones



SeeSay App



- Planning trip
- Purchasing Commuter Rail tickets
- Paying for parking
- Reporting suspicious activity to T police

[List of MBTA-endorsed apps](#)

Paying Reduced Fare



Riders with disabilities



Valid for 1 or 5 years

Riders who are legally blind



Valid for 5 years

Riders 65+ years



Valid for 8 years

- TAP and Senior Cards - approx. 50% discount
- Blind Access Cards - free travel
- CharlieCard Store handles all applications and mails cards
- CharlieCard Store hours vary. Check the [website](#) or call Customer Service at 617-222-3200
- For more information, visit our [reduced fares page](#)

Loading Money Onto A Charlie Card



- MBTA Fare Vending machines
- MBTA Fare boxes on the bus or Green Line – cash only
- [MyCharlie Account](#) online



Asking For Help



- **Customer Service hotline:** 617-222-3200
 - ✓ Monday – Friday 6.30AM – 8PM
 - ✓ Saturday – Sunday 8AM – 4PM
- **MBTA staff** – at stations & on vehicles
- **Transit Ambassadors** – Look for bright red shirts/jackets with a T logo
- **Call boxes** at stations if there is no MBTA staff nearby – Direct contact with dispatch who will assist
- **Elevator/Escalator out of service hotline:** 617-222-2828
 - ✓ 24/7
- **Transit Police** – If you see something, say something! – 617-222-1212, 911 or download the MBTA See Say App



Let's Take A Ride On A Bus

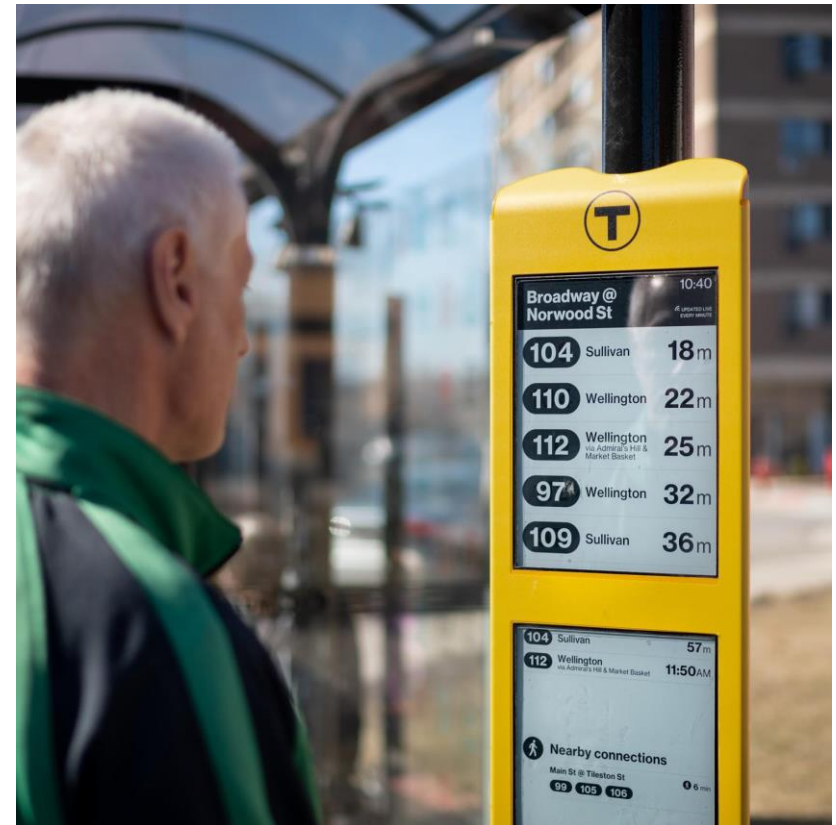


- [Bus Guide](#)
- [Bus Accessibility Guide](#)



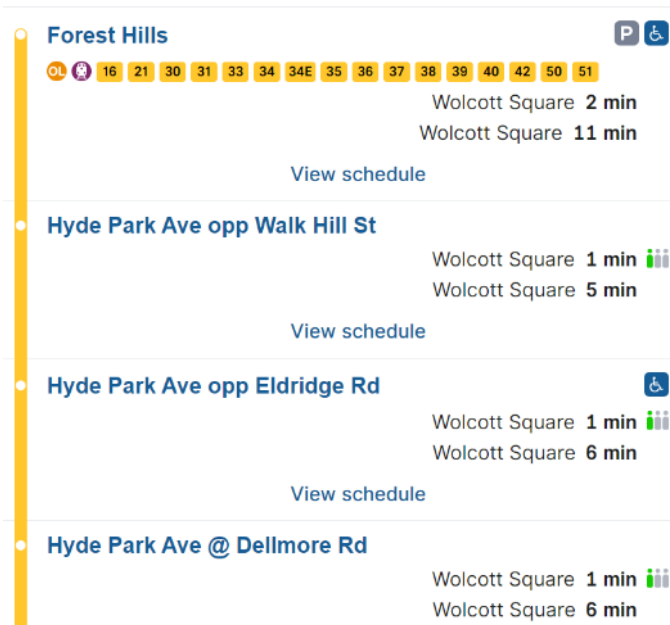
Where Is My Bus?



- Real-time vehicle arrival information



How Crowded Is My Bus?

- Real-time crowding data available for some bus routes

A screenshot of the Forest Hills bus stop page. The page has a yellow vertical bar on the left. The stop name 'Forest Hills' is at the top, followed by a list of bus routes: OL, 16, 21, 30, 31, 33, 34, 34E, 35, 36, 37, 38, 39, 40, 42, 50, and 51. Below the routes, it shows 'Wolcott Square 2 min' and 'Wolcott Square 11 min'. There is a 'View schedule' link. Below this, there are three more stops listed: 'Hyde Park Ave opp Walk Hill St', 'Hyde Park Ave opp Eldridge Rd', and 'Hyde Park Ave @ Dellmore Rd'. Each stop shows the time to Wolcott Square and a crowding icon (three green bars).


Forest Hills  

OL 16 21 30 31 33 34 34E 35 36 37 38 39 40 42 50 51


Wolcott Square 2 min
Wolcott Square 11 min


[View schedule](#)

• **Hyde Park Ave opp Walk Hill St**

Wolcott Square 1 min 
Wolcott Square 5 min


[View schedule](#)

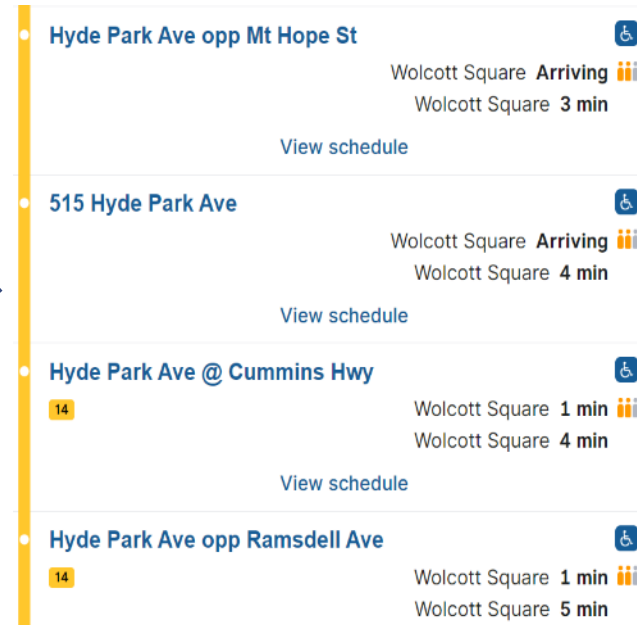
• **Hyde Park Ave opp Eldridge Rd** 


Wolcott Square 1 min 
Wolcott Square 6 min


[View schedule](#)

• **Hyde Park Ave @ Dellmore Rd**


Wolcott Square 1 min 
Wolcott Square 6 min


A screenshot of the Hyde Park Ave opp Mt Hope St bus stop page. The page has a yellow vertical bar on the left. The stop name 'Hyde Park Ave opp Mt Hope St' is at the top, followed by a list of bus routes: 14. Below the routes, it shows 'Wolcott Square Arriving' and 'Wolcott Square 3 min'. There is a 'View schedule' link. Below this, there are three more stops listed: '515 Hyde Park Ave', 'Hyde Park Ave @ Cummins Hwy', and 'Hyde Park Ave opp Ramsdell Ave'. Each stop shows the time to Wolcott Square and a crowding icon (three orange bars).

Hyde Park Ave opp Mt Hope St 


Wolcott Square Arriving 
Wolcott Square 3 min


[View schedule](#)

• **515 Hyde Park Ave** 


Wolcott Square Arriving 
Wolcott Square 4 min


[View schedule](#)

• **Hyde Park Ave @ Cummins Hwy** 

14 Wolcott Square 1 min 
Wolcott Square 4 min

[View schedule](#)

• **Hyde Park Ave opp Ramsdell Ave** 

14 Wolcott Square 1 min 
Wolcott Square 5 min

Riding the Subway



- 4 subway lines – 128 stations
- Red, Orange, Blue* Lines are fully accessible
- Green line partially accessible with many stations/stops about to undergo renovations



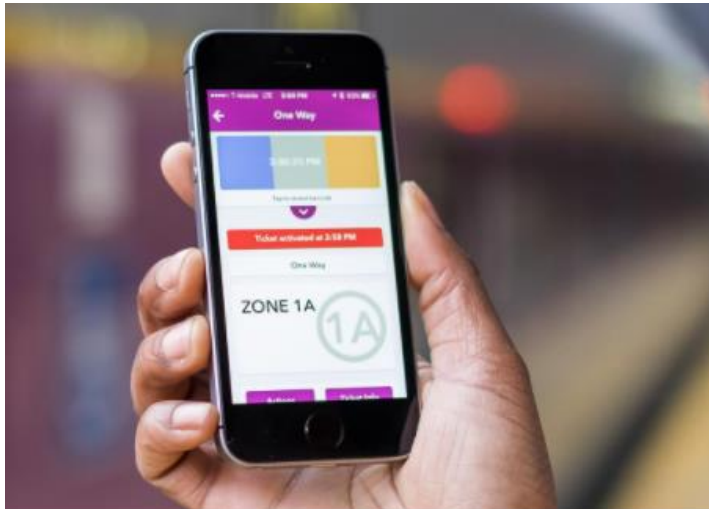
[System map](#)
[Station Accessibility](#)
[Subway Guide](#)

* Bowdoin station on the Blue Line is not accessible this time

Riding the Commuter Rail



- Station Accessibility



- Commuter Rail Guide

ADA Paratransit Service – The RIDE



- Door-to-door, shared-ride ADA paratransit service is provided to **eligible people who can't use the subway, bus, or trolley** all or some of the time
- Functions as a **“safety net”**; **not a comprehensive system of transportation** that meets all the needs of people with disabilities
- **Eligibility is determined by an interview** that can be scheduled via phone or e-mail:
 - ✓ Phone 617-337-2727
 - ✓ E-mail: trec@paratransit.org

Comprehensive information about the RIDE is available

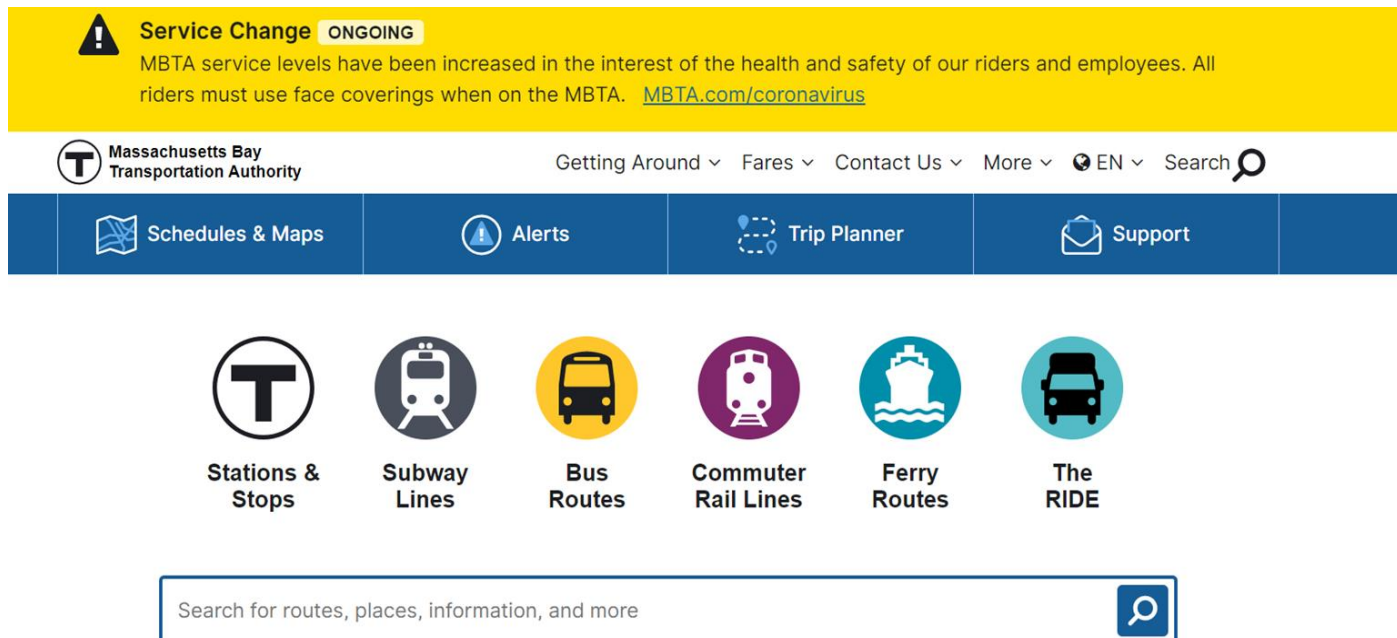
MBTA's Website And Call Center



Comprehensive information about all aspects of the service @

www.mbta.com

Phone: 617-222-3200 (TTY: 617-222-5146)



If The T Cannot Take You There...



- Council on Aging on-demand transportation service - where available
 - ✓ Service runs during agency business hours
 - ✓ [Find your COA](#) and inquire about the service
- Volunteer driving programs
 - ✓ See whether your [town](#) is covered
- [Regional Transit Authority](#) bus service in the Commonwealth
- [Uber](#)
- [Lyft](#)
- Taxi

Find Your Ride In Your Community And Beyond



On-line inventory of public and private transportation resources available statewide

The screenshot displays the RIDE MATCH website, which is a one-stop searchable directory of public, private, and accessible transportation options in Massachusetts. The interface is divided into two main sections: a search area on the left and a form area on the right.

Search Area (Left):

- Logo: **RIDE MATCH** Massachusetts Transportation Options.
- Description: A one-stop searchable directory of public, private and accessible transportation options in Massachusetts.
- Map: A map of Massachusetts with five colored circles (orange, green, blue, red, and yellow) representing different transportation modes. Dashed lines connect these circles, indicating a network of routes.
- Button: **Find your ride match** (orange arrow button).

Form Area (Right):

- Transportation Providers by City/Town** (orange header): A dropdown menu labeled "-- Select your City or Town --".
- OR** (grey separator).
- Plan a Trip** (blue header):
- From:** A text input field labeled "Please enter location or address".
- To:** A text input field labeled "Please enter location or address".
- Day:** A dropdown menu labeled "-Day-".
- Time:** A dropdown menu labeled "-Time-".
- Purpose:** A dropdown menu labeled "-Trip Purpose-".
- Special Needs:** A section titled "Any special needs for this trip? Select all that apply." with a list of checkboxes:
 - ☐ I'm a senior 60+
 - ☐ I'm a student
 - ☐ I'm a veteran
 - ☐ I'm a person with a disability
 - ☐ I need to travel with a wheelchair
 - ☐ I need a lift to access the vehicle
 - ☐ I need a personal care attendant
- * required** (text below the list).
- GO** (orange button).

The T's Travel Instruction Program Can Help You Navigate MBTA Services



- Program teaches skills about how to ride the bus, subway, commuter rail, and ferry safely and independently
- Offers system orientation, small-group and individual training sessions
- Free and flexible
- [Sign up today](#) or call us with questions at 617-337-2756
- Follow us on [Facebook](#) and [Twitter](#) for training updates
- [More information](#) about travel training



How to Stay in Touch with the T?



- Join R-TAG, the customer-led organization that advises the T on transportation issues affecting people with disabilities and older adults
 - ✓ Membership is open to the public and free
 - ✓ Members meet with T officials and discuss agency policies affecting people with disabilities, new technology to improve access, and more
 - ✓ [Become a member](#) today!



MBTA Resources (I)



- Accessibility on the T- <https://www.mbta.com/accessibility> (p.3)
- Key Accessibility Policies - <https://www.mbta.com/accessibility/key-policies> (p.4)
- MBTA trip planner - <https://www.mbta.com/trip-planner> (p.9)
- MBTA service alerts - <https://www.mbta.com/alerts/access> (p. 9)
- MBTA transit app and other endorsed apps - <https://www.mbta.com/mbta-endorsed-apps> (p.10)

MBTA Resources (II)



- CharlieCard Store - <https://www.mbta.com/fares/charliecard-store> (p.11)
- Reduced fare application - <https://www.mbta.com/fares/reduced> (p.11)
- Electronic payment account/Reloading CharlieCards - <https://charliecard.mbta.com/CharlieCardWebProgram/pages/charlieCardCenter.jsf> (p.12)
- How to ride a bus - <https://www.mbta.com/guides/bus-guide> (p.14)
- Accessibility on the bus - <https://www.mbta.com/accessibility/bus-guide> (p.14)
- Where is my bus? - <https://www.mbta.com/projects/solar-powered-e-ink-signs> (p.15)
- How to ride the subway - <https://www.mbta.com/guides/subway-guide> (p.17)

MBTA Resources (III)



- System map - <https://cdn.mbta.com/sites/default/files/2020-05/subway-map-june2020-v34a-GLX-shuttle.pdf> (p.17)
- Subway station accessibility - <https://www.mbta.com/schedules/subway> (p.17)
- Commuter rail guide- <https://www.mbta.com/guides/commuter-rail-guide> (p.18)
- RIDE information - <https://www.mbta.com/accessibility/the-ride> (p.19)
- Travel Training: <https://www.mbta.com/accessibility/travel-training> (p.23)
- R-TAG: https://docs.google.com/forms/d/e/1FAIpQLScSw7GzsMp-JqqDYul_LpOG9gr55sjZExmEZPcWcQfwSHTGEg/viewform (p.24)

Resources for Community Transportation



- Council on Aging statewide directory - <https://mcoaonline.com/what-is-a-coa/coa-directory/> (p.21)
- Volunteer driving programs - <https://www.mass.gov/service-details/volunteer-driver-programs> - (p.21)
- Regional Transit Authorities - <https://www.mbta.com/accessibility/regional-transportation-authorities> - (p.21)
- RideMatch - www.massridmatch.org – (p.22)