



Get In Touch with Our Navigators Today!

617-337-2727 or (711 for Relay)
howtotravel@mbta.com
mbta.com/theride

1000 Massachusetts Avenue
Suite 201, 2nd Floor
Boston MA 02118

Office Hours

Monday through Friday
8 a.m. – 5 p.m.

Eligibility Appointment Hours

Monday through Friday
8:30 a.m. – 3:30 p.m.
Evening by Request

The Mobility Center is an MBTA facility operated by MTM Transit



Transit



**Massachusetts Bay
Transportation Authority**



**Massachusetts Bay
Transportation Authority**

The Mobility Center

Choose the Way You Ride!



The Mobility Center is your one-stop shop for navigating the MBTA's extensive accessible public transit services and other community transit resources. Our Navigators are ready to help you understand your transportation and mobility options, and direct you to the best tools available to access the greater Boston region. Navigate your community with confidence when you choose the way you ride!

How Can the Mobility Center Help You?

Learn to Ride the T

The MBTA has never been more accessible than it is today—from low-floor buses with ramps, to more priority seating, to new audio and visual displays that broadcast real-time service announcements, to station staff ready to provide assistance as needed. If you want to ride the T but don't know where to start, we can connect you to free travel instruction services that will help you learn how to use our system confidently and independently. After all, there's no better way to learn to ride the T than by hands-on practice! Travel instruction is available one-on-one or in small groups to help you develop your travel skills and confidence.

Plan Your Trips

Our Navigators can also help you plan your accessible trip from start to finish. We'll teach you how to use trip planning tools effectively, including transit apps, maps, schedules, and websites. These tools can help you plan the best route and check for accessibility features along the way.

Apply for Reduced Fare

If you are an older adult over the age of 65 or have a disability, you may qualify for a reduced fare card, which will let you use the public transit system at a reduced rate. Visit www.mbta.com/fares/reduced for the full list of reduced fare prices and free fare options. Our Navigators can help you complete and submit your application.

Apply for The RIDE

Do you have a disability that prevents you from using the T on your own some or all of the time? You may qualify for The RIDE. The RIDE is a door-to-door, shared-ride, advance reservation service available for eligible riders who cannot safely or independently use the bus, subway, or trolley. To use The RIDE, you must apply for eligibility and complete an in-person interview and assessment, depending on your disability. For more information, visit www.mbta.com/theride or ask a Navigator to help you begin the application process.

Access Community Services

Our Navigators can connect you to community services to help you live a full, healthy life. Here are some of the community resources and services we can connect you to:

- Free community transportation options like senior center shuttle and van programs
- Meal delivery services
- Ridesharing services like Uber and Lyft
- Online and app-based trip planners and booking tools
- RIDE Flex, The RIDE's on-demand pilot paratransit servicet

