

# MBTA Reduced Fare CharlieCard

## New Unpersonalized Blind Access CharlieCards:

In October 2024, the MBTA removed personalized information, including images, names, and expiration dates from Blind Access CharlieCards for people who are legally blind. Riders who apply for a new or replacement Blind Access CharlieCard after this date will receive the new, unpersonalized Reduced Fare CharlieCards for Blind Access customers, which are valid for 5 years. **Riders with the old, personalized Blind Access CharlieCards will still be able to utilize them until their expiration.**

### You can use your Reduced Fare CharlieCard for:

- Free travel on bus, subway, Express Bus, Commuter Rail, and ferry.

### How to use your Reduced Fare CharlieCard:

**On bus and subway.** To validate your fare, simply tap your card on the fare target at any fare gate or onboard fare box.

**On Tap to Ride.** With the new MBTA fare system on bus, Green Line and Mattapan trolleys, and subway, riders enrolled in reduced fare programs can link their benefits to their contactless credit/debit card, phone, or watch. Visit [mbta.com/ContactlessReducedFares](https://mbta.com/ContactlessReducedFares) to learn more and get started.

**On Commuter Rail.** You can ride the Commuter Rail for free by showing your Blind Access CharlieCard to the conductor onboard. The conductor will need to see the back of your card to verify your free fare. At commuter rail stations with faregates, you can tap your Blind Access card on the faregate to exit.

**On ferry.** You can ride Ferry for free by showing your Blind Access CharlieCard to the ferry crew. The crewmember will need to see the back of your card to verify your free fare.



### Additional Reduced Fare CharlieCard Information:

- If your card is damaged, lost, or stolen, you can request a replacement online ([mbta.com/blindaccess/apply](https://mbta.com/blindaccess/apply)), by calling Customer Support at 617- 222-3200, or by visiting the Charlie Service Center at 296 Washington Street, Boston MA 02108.
- To keep your CharlieCard working properly, handle it with care. To prevent damage to the card: **DO NOT PUNCH** any holes in your card, do not bend or twist your card, and never insert the card into any fare equipment (fare box, fare vending machine, fare gate).

### Questions?

Contact Customer Support using the numbers below or visit [MBTA.com](https://MBTA.com)

Main Hotline: 617-222-3200

Toll Free: 800-392-6100

TTY: 617-222-5146

Monday – Friday: 6:30 AM – 8 PM

Saturday – Sunday: 8 AM – 4 PM