

MBTA Reduced Fare CharlieCard

New Unpersonalized Transportation Access Pass (TAP) CharlieCards:

In October 2024, the MBTA removed personalized information, including images, names, and expiration dates from Transportation Access Pass (TAP) CharlieCards for people with disabilities and Medicare cardholders. Riders who apply for a new or replacement TAP CharlieCard after this date will receive the new, unpersonalized Reduced Fare CharlieCards for TAP customers, which are valid for one to five years. **Riders with the old, personalized TAP CharlieCards will still be able to utilize them until their expiration.**



You can use your Reduced Fare CharlieCard for:

- 50% off one-way fares on bus, subway, Express Bus, Commuter Rail, and ferry.
- \$30 monthly passes or \$10 7-day passes for unlimited bus, subway, Commuter Rail Zone 1A, and Inner Harbor Ferry rides.
- Discounted monthly passes for Commuter Rail, Express Bus, and ferry.

How to use your Reduced Fare CharlieCard:

On bus and subway. You can load cash value and LinkPasses onto your Reduced Fare CharlieCard at:

- Fare vending machines located at all MBTA stations (tap your card first to load value/passes).
- The Charlie Service Center located at 296 Washington Street, Boston MA 02108.
- Retail sales locations displaying the “Charlie” logo.
- Fare boxes on buses and trolleys at street-level stops (cash value and one-way fares only): 1) Press the white button, 2) Place your card on the black target with the small green light, 3) Insert money, 4) Press white button to accept, 5) Place your card on the black target again.

To pay 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. **This process is only recommended for reduced fare riders who pay as they go.** Riders who use weekly or monthly passes should use their Reduced Fare CharlieCard. Visit mbta.com/ContactlessReducedFares to learn more and get started.

On Commuter Rail. You can purchase discounted Commuter Rail tickets and passes:

- Onboard (show your card to the conductor).
- At ticket windows (show your card to ticket window staff).
- At fare vending machines (tap your card to pay 50% of the standard one-way fare or purchase a monthly pass).
- Retail sales locations (show your card to the cashier).
- mTicket mobile app: Enter your card serial card number on the Reduced Fares page under the “My Account” section in your mTicket app. The reduced fare will then automatically appear when purchasing a ticket.

On ferry. You can purchase discounted ferry tickets and passes:

- On board (show your card to the ticket agent or ferry official).
- At ticket windows (show your card to ticket agent).
- mTicket: Enter your card serial card number on the Reduced Fares page under the “My Account” section in your mTicket app. The reduced fare will then automatically appear.



Additional Reduced Fare CharlieCard Information:

- If your card is damaged, lost, or stolen, you can request a replacement online (mbta.com/tap/apply), by calling Customer Support at 617- 222-3200, or by visiting the Charlie Service Center at 296 Washington Street, Boston MA 02108. Any pass or balance from your old card will be automatically transferred to your new card.
- 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).
- To check the remaining balance/information on your card at a fare vending machine, simply place it on the black target and select the “Card/ Ticket Information” button. Your balance will appear on the screen. At a fare box or fare gate, your remaining balance will be displayed after each transaction.

Questions?

Contact Customer Support using the numbers below or visit 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