

ACCESS IN MOTION

Your Guide to MBTA Fixed-Route Services



massDOT
Massachusetts Department of Transportation



**Massachusetts Bay
Transportation Authority**

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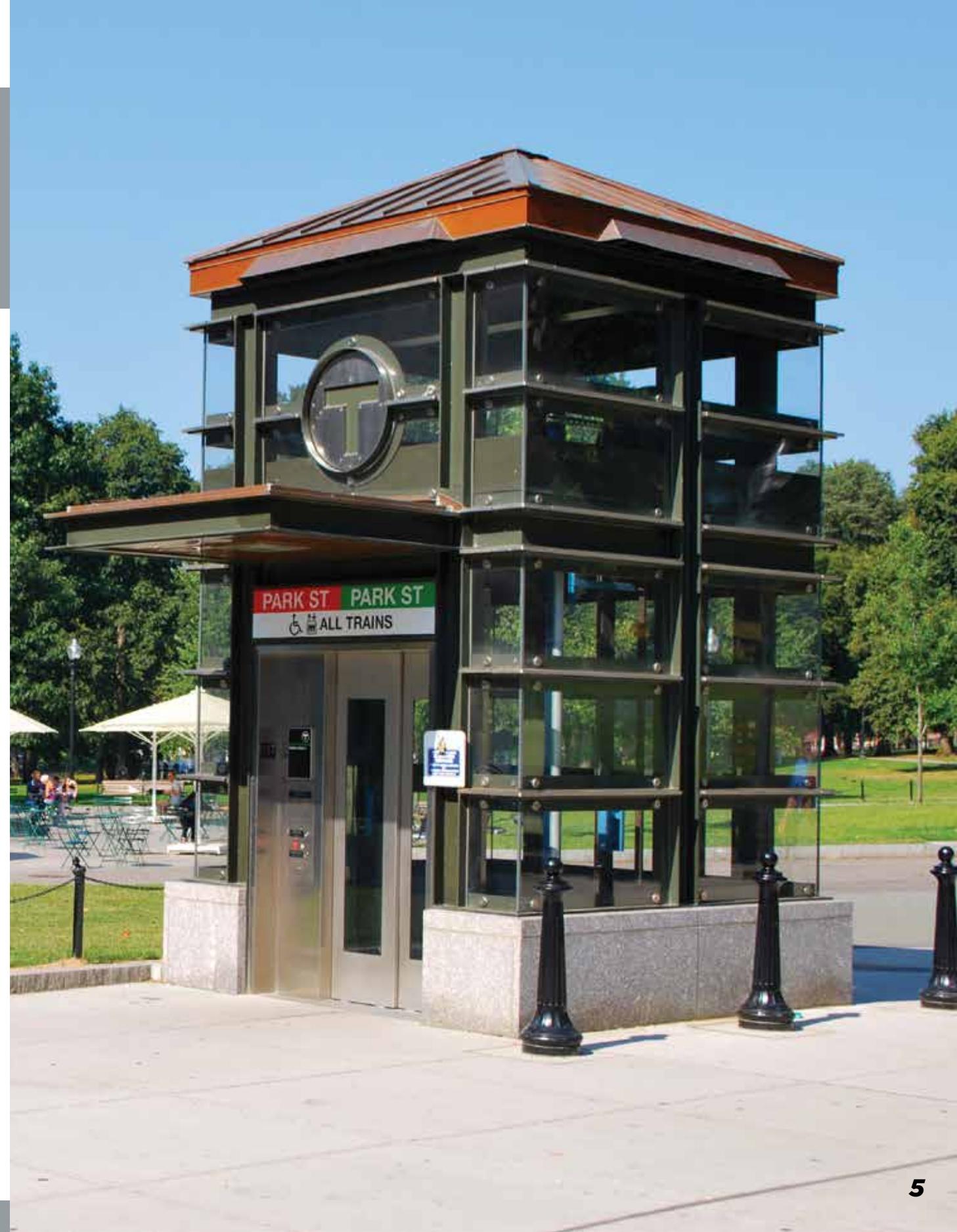
DEAR MBTA CUSTOMER,

The MBTA is more accessible to people with disabilities than ever before. With our fleet of 100% low-floor buses, the ongoing expansion of elevators in our stations, free travel instruction and more, we're striving to become the global model for accessible public transportation. We believe that true accessibility benefits everyone: seniors, parents, students, commuters, tourists, and countless other customers we serve each day.

In this brochure, we invite you to experience access in motion at the MBTA with a guided tour of our fixed-route services. You'll discover the kinds of programs and features that power reliable and inclusive transportation for all.

So come grab a seat on board our fixed-route bus, subway, Commuter Rail, and ferry system—this trip is on us.

Thank you for riding the T!



THE MBTA AND DISABILITY ADVOCATES *KEEP ACCESS ROLLING*

The MBTA is working nonstop to make our fixed-route services more accessible. In fact, if you haven't ridden the T lately, there's no better time to give us another try. Efforts by the MBTA and its Department of System-Wide Accessibility, together with local disability advocates and organizations, have resulted in:

- A 100% low-floor bus fleet with onboard ramps at all front doors.
- More accessible stations than ever before.
- Station elevators that are operational more than 99% of the time.
- An enlarged elevator design reflected in newly installed elevators.
- Gap reduction measures throughout the subway system.
- Easy-to-board, low-floor Green Line cars.
- Audio/visual stop and destination announcements on vehicles.
- Audio/visual real-time arrival information at stations and stops.



- Increased priority seating for seniors and customers with disabilities.
- An improved customer complaint-resolution process.
- An improved internal monitoring program for ongoing quality control.
- A revamped mbta.com with accessibility built in from the ground up.
- Enhanced accessibility training for all staff.

HELP PAVE THE WAY AT THE MBTA

Become a part of access in motion. Join the Riders' Transportation Access Group (R-TAG), a customer organization that advises the MBTA on issues affecting seniors and customers with disabilities. Anyone who would like to participate in R-TAG can become a member, with the opportunity to:

- Provide input on MBTA policies and procedures that affect seniors and customers with disabilities.
- Review station renovation plans and new vehicle designs.
- Discuss new apps and technology designed to improve access.
- Meet with staff from the Department of System-Wide Accessibility and guest speakers from throughout the MBTA.

To find out about upcoming R-TAG meetings and additional information:

Visit—[mbta.com/rtag](https://www.mbta.com/rtag)

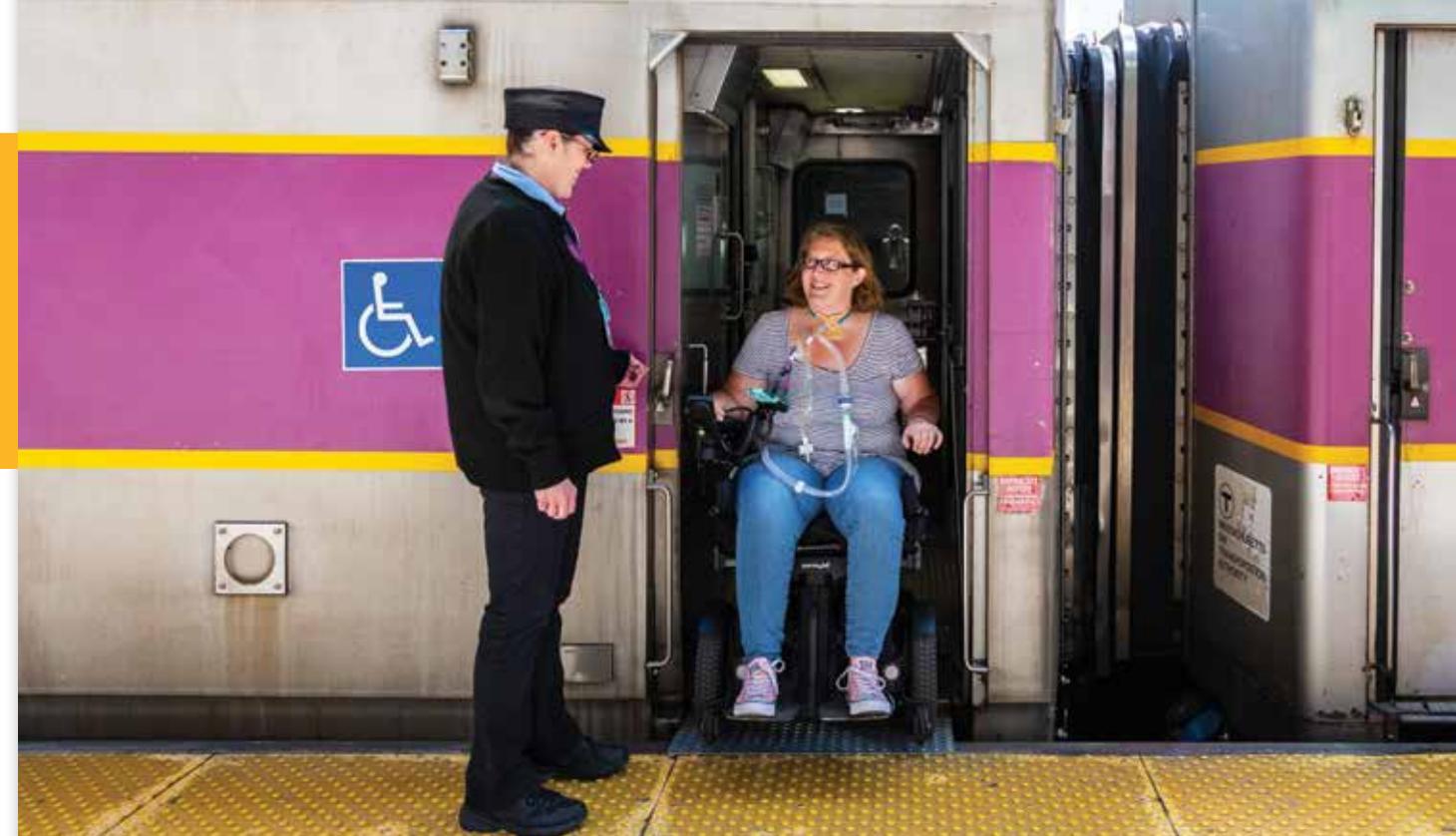
E-mail—RTAGGroup@gmail.com



CUSTOMER-FRIENDLY POLICIES IN PLACE AT EVERY TURN

At the MBTA, we're committed to making your journey a positive one. That's why we have consistent, customer-friendly accessibility policies in place no matter where you travel on our fixed-route system. Key policies include:

- MBTA staff will honor all reasonable requests for assistance, including but not limited to:
 - Boarding and exiting MBTA vehicles
 - Navigating MBTA stations (including providing sighted guide)
 - Finding a seat in a station or on a vehicle
 - Using a fare box or fare vending machine
 - Reading fixed-route schedules
- All customers have the right to use accessibility features, including but not limited to:
 - Elevators and escalators
 - Ramps, bridge plates, and mobile lifts
 - High-level platforms
 - Accessible fare gates
- Customers who use service animals are welcome in all MBTA vehicles, stations, and



- facilities during all hours of operation (unless the animal is posing a direct threat to others).
- MBTA staff will help customers locate priority seating upon request. If all priority seating is already occupied, staff are required to ask other customers to move.
 - Note: If other customers are not willing to move, staff may not force them to do so; a customer using priority seating could have a non-apparent disability they do not wish to disclose.
- MBTA staff will never ask about the nature of a customer's disability. Customers with non-apparent disabilities are not obligated to share that information in order to use accessibility features on the system.

OUR *REDUCED FARE* PROGRAM IS YOUR TICKET TO SAVINGS

With the MBTA Reduced Fare Program, seniors and many customers with disabilities are eligible to ride the bus, subway, Commuter Rail, and ferry for less than the usual fare. Customers who are blind or have low vision, as well as an accompanying sighted guide, may be eligible to ride for free.

To find out more about the MBTA Reduced Fare Program:

Visit—[mbta.com/fares/reduced](https://www.mbta.com/fares/reduced)

Call—MBTA Customer Support
617-222-3200 / TTY 617-222-5146
Toll-free 1-800-392-6100

Stop by—The CharlieCard Store, located at Downtown Crossing Station in the underground concourse between the Red and Orange Lines

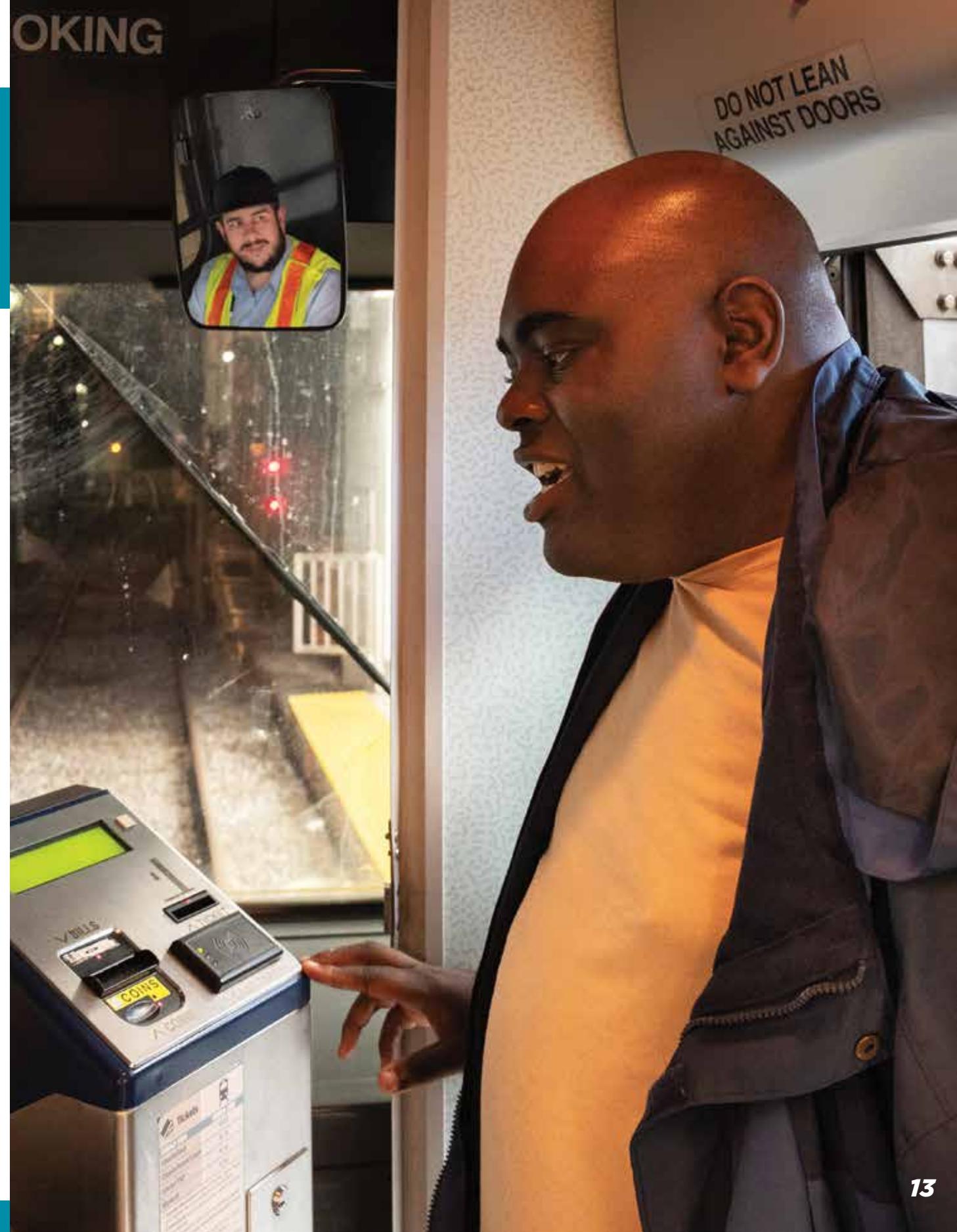


CHART YOUR COURSE WITH *ACCESSIBLE TRIP* PLANNING TOOLS

Going to a concert? Meeting friends for dinner? With the ability to provide accessible directions for your entire journey, our fixed-route trip planning tools will help get you from here to there:

- MBTA Trip Planner—[mbta.com/trip-planner](https://www.mbta.com/trip-planner). The MBTA Trip Planner can often provide multiple routes to your destination, reducing transfers or walking times, so you can choose the option that's best for you.
- MBTA Customer Support—617-222-3200
TTY 617-222-5146, toll-free 1-800-392-6100. A representative will be happy to help you plan your trip right over the phone.

Just want to check on the accessibility of a station along your route? You can also:

- Look for the International Symbol of Accessibility (the blue and white “wheelchair symbol”) on MBTA system maps to identify accessible stations.



- Visit [mbta.com/stops](https://www.mbta.com/stops) to look up specific accessibility features by station.
- Check for elevator or escalator service outages by calling the Elevator/Escalator Update Line at 617-222-2828, or by visiting the T-Alerts page at [mbta.com/alerts/access](https://www.mbta.com/alerts/access). You can also sign up to get text or e-mail service alerts affecting routes that are relevant to you.

STAYING ON TRACK WITH CUSTOMER SUPPORT

If you encounter an accessibility issue, big or small, while using our fixed-route services, let us know right away by contacting our Customer Support team. You can also contact Customer Support to ask a question, make a suggestion—or share a positive experience with us!

When reporting a complaint or a commendation to Customer Support, specify that your comments are related to accessibility. Try to provide a detailed description of events, and as much of the following information as possible:

- Date and time of incident.
- Employee badge number.
- Employee description.
- Specific location.
- Vehicle number.

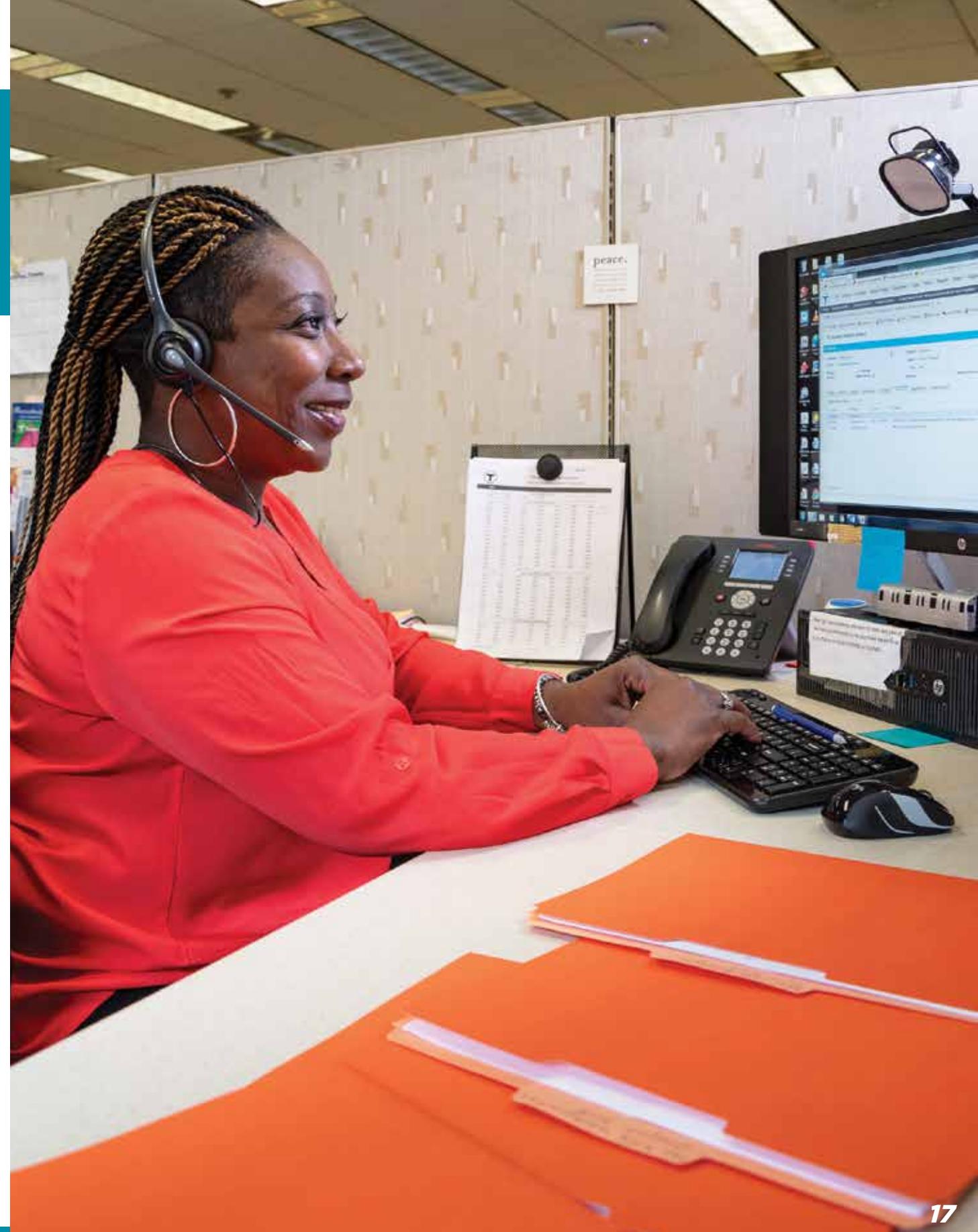
To contact MBTA Customer Support:

Visit—[mbta.com/customer-support](https://www.mbta.com/customer-support)

Call—617-222-3200 / TTY 617-222-5146

Toll-free 1-800-392-6100

Representatives available Mon-Fri 6:30AM to 8PM
Sat-Sun 8AM to 4PM



ACCESS IN MOTION... WHICHEVER WAY YOU GO

Whether you're traveling by bus, subway, Commuter Rail, or ferry, you can find features that make it easier than ever for you to get to your destination.

Remember, all customers have the right to use accessibility features on the system. MBTA staff will honor all reasonable requests for assistance.

Bus Access Features

All MBTA buses are accessible to customers with disabilities. Features you can find on our buses include:

- 100% low-floor fleet (no stairs between the ground and the floor of the bus).
- Onboard ramps that can be deployed at the front door of each bus.
 - Note: During service diversions, you may encounter third-party contract buses with high floors and wheelchair lifts
- Kneelers that lower the bus for easier boarding/exiting.
- Priority seating for seniors and customers with disabilities.



- Two securement areas for customers who use a wheeled mobility device.
- Audio/visual stop announcements.
- Audio/visual route and destination announcements.



Bus Access Tips

- Bus operators are required to pull as close to the curb as possible at every stop. If they're unable to pull close to the curb, the operator will help you board/exit at a safe location nearby. You can also ask the operator to reposition the bus for easier boarding/exiting if needed.
- If you use a wheeled mobility device, the bus operator may pre-board you to ensure space in the securement area. Bus operators are required to attach 4 securement straps (for wheelchairs) or 3 securement straps (for scooters) to the frame of your device.
- Bus operators will help you locate priority seating on request. If all priority seating is already occupied, operators are required to ask other customers to move.
 - Note: If other customers are not willing to move, operators may not force them to do so; a customer using priority seating could have a non-apparent disability they do not wish to disclose.





Subway Access Features

The majority of MBTA subway stations are accessible to customers with disabilities—and accessibility is constantly expanding. Features you can find on our subway system include:

- Elevators, escalators, and ramps.
- Bridge plates that span the gap between the platform and the train.
- Tactile warning strips at the platform edge.
- Wider, accessible fare gates with low-mounted fare card targets for easier reach.
- Fare vending machines with braille and audio features.
- Station call boxes that can be used for general assistance or in an emergency.
- Audio/visual real-time train arrival information.
- Audio/visual stop and destination announcements.
- Priority seating for seniors and customers with disabilities.
- Seating areas for customers who use a wheeled mobility device.





Subway Access Tips

- On the Red, Orange, and Blue Lines, mobile bridge plates are available for customers who may need assistance boarding/exiting because of a gap between the platform and the train floor. If you would like to use a mobile bridge plate, just ask an MBTA staff member to assist you.
- On the Green Line, onboard bridge plates are available to provide for accessible boarding/exiting of low-floor train cars. If you would like to use an onboard bridge plate, just ask a Green Line train operator to assist you.
- If you have any reasonable request for assistance but can't find an MBTA staff member, you can use one of the call boxes located throughout our subway stations. To use a call box to request assistance, press the button labeled "Info" and wait for a dispatcher to respond.

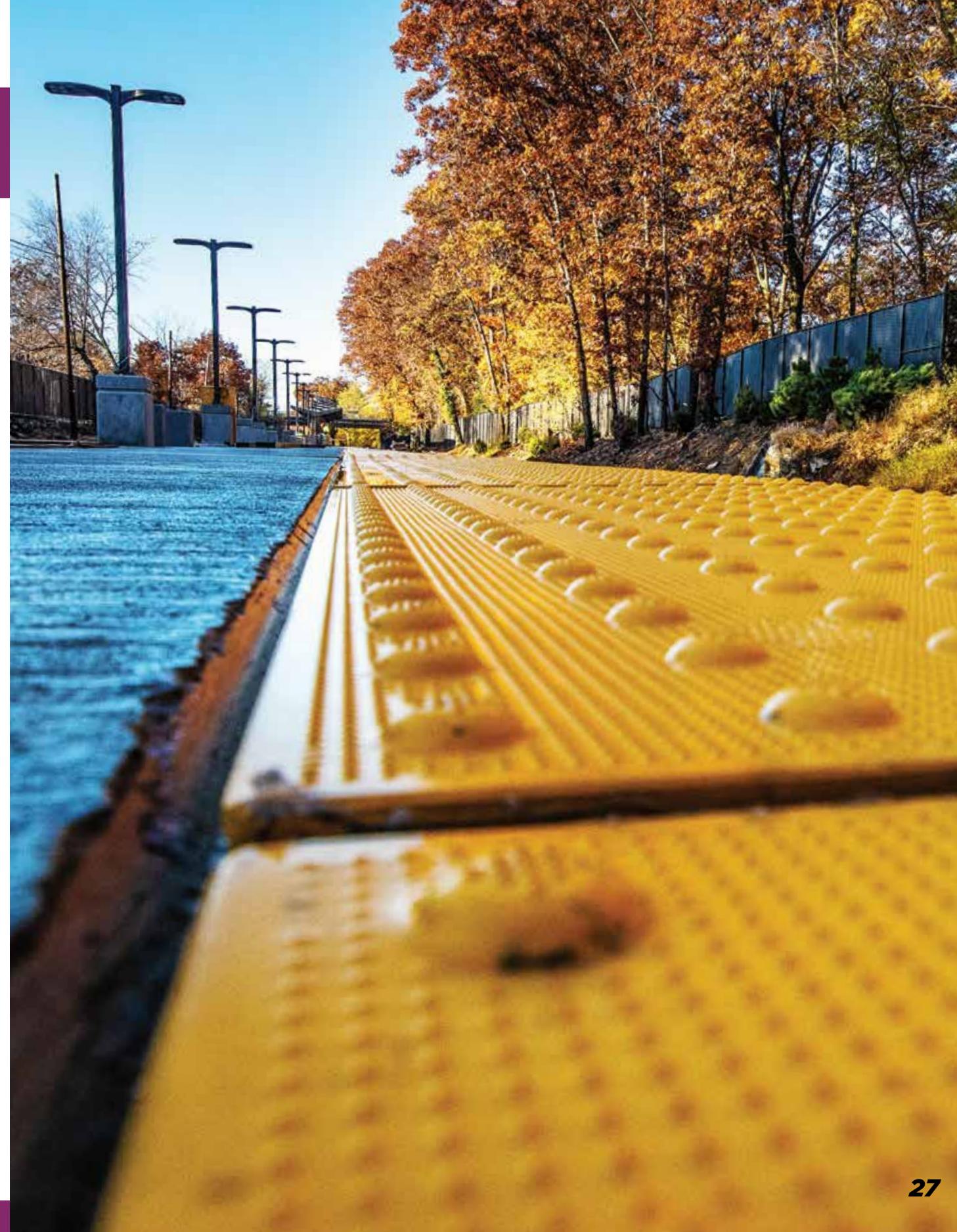




Commuter Rail Access Features

The majority of MBTA Commuter Rail stations are accessible to customers with disabilities—and accessibility is constantly expanding. Features you can find on our Commuter Rail system include:

- Elevators, escalators, and ramps.
- Full high-level and mini high-level platforms for level boarding.
- Bridge plates that span the gap between the platform and the train floor.
- Tactile warning strips at the platform edge.
- Audio/visual train arrival, departure, and track information at larger stations.
- Audio/visual stop announcements.
- Priority seating for seniors and customers with disabilities.
- Seating areas for customers who use a wheeled mobility device.





Commuter Rail Access Tips

- Commuter Rail stations that have full high-level platforms or mini high-level platforms allow for level boarding/exiting of trains (boarding/exiting without stairs). The type of platforms available at stations will vary. The conductor may ask you for your destination upon boarding to confirm that the location is accessible and that you will be able to safely exit the train.
- If you use a wheeled mobility device, the conductor will deploy a mobile bridge plate to span the gap between the platform and the train floor. All customers have the right to use a mobile bridge plate upon request.
- If you need assistance such as finding a platform or buying a ticket for your train, MBTA staff members are available at North Station, South Station, and Back Bay Station to help you.

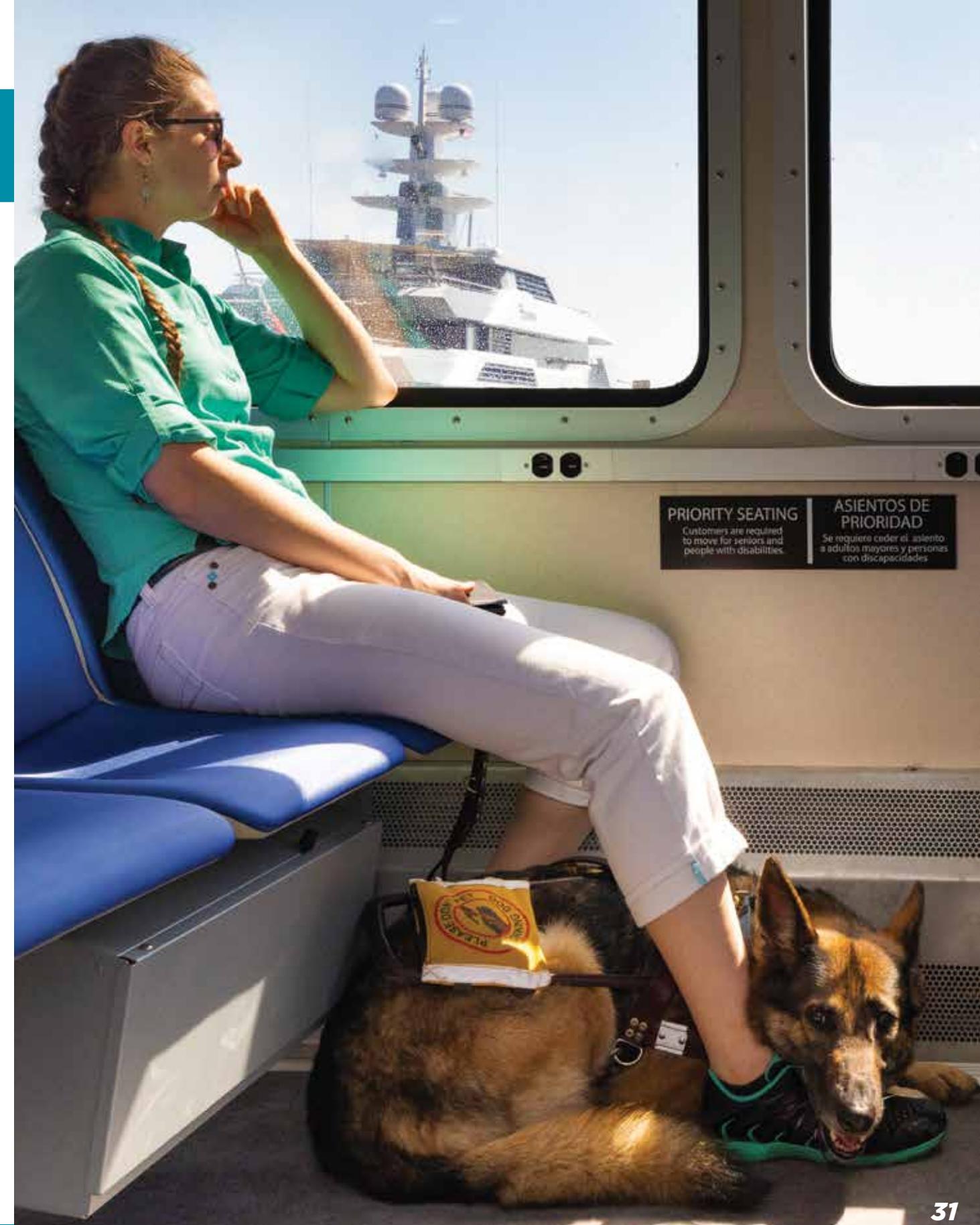




Ferry Access Features

All MBTA ferries and docks are accessible to customers with disabilities. Features you can find on our ferry system include:

- Accessible floating docks.
- Mobile bridge plates that span the gap between the dock and the ferry.
- Audio/visual stop and destination announcements.
- Priority seating for seniors and customers with disabilities.
- Seating areas for customers that use a wheeled mobility device.



PRIORITY SEATING
Customers are required to move for seniors and people with disabilities.

ASIENTOS DE PRIORIDAD
Se requiere ceder el asiento a adultos mayores y personas con discapacidades.



Ferry Access Tips

- MBTA ferry docks are accessible, floating docks. You can wait on a ferry dock until a crew member tells you it's safe to board.
- If you use a wheeled mobility device, a crew member will set up a bridge plate to span the gap between the dock and the ferry. Rising and falling tides may create significant vertical gaps, resulting in steep slopes during certain times of day. A crew member will tell you when it's safe to board/exit and may also walk with you on the bridge plate.
- The availability of priority seating and seating areas for customers who use a wheeled mobility device will vary depending on the type of ferry in service. You can always ask a crew member to assist you in locating a seat.



FREE TRAVEL TRAINING THAT HELPS YOU TAKE THE WHEEL

The MBTA offers free travel training to help seniors and people with disabilities use our fixed-route services comfortably and independently. Whether you're brand new to the T or just want to brush up on your skills, the MBTA Travel Training Program can provide classroom and hands-on experience to enhance your confidence on the system. Topics covered in trainings include:

- Planning trips.
- Reading T schedules.
- Buying CharlieCards.
- Paying your fare.
- Boarding, riding, and exiting trains and buses.
- Using accessibility features.
- Customer and staff responsibilities.
- Code of conduct.
- General safety.



Trainings are available in both group and individual settings according to participants' needs. To find out more about the MBTA Travel Training Program:

Visit—[mbta.com/travel-training](https://www.mbta.com/travel-training)

E-mail—howtotravel@mbta.com

Call—617-337-2756

THE RIDE *PARATRANSIT SERVICE*

The RIDE is the MBTA's door-to-door, shared-ride paratransit service. The RIDE is operated by the MBTA in compliance with the Americans with Disabilities Act (ADA). If you have a disability that prevents you from using the MBTA bus, subway, Commuter Rail, or ferry fixed-route system all or some of the time, The RIDE may be able to assist with your public transportation needs.

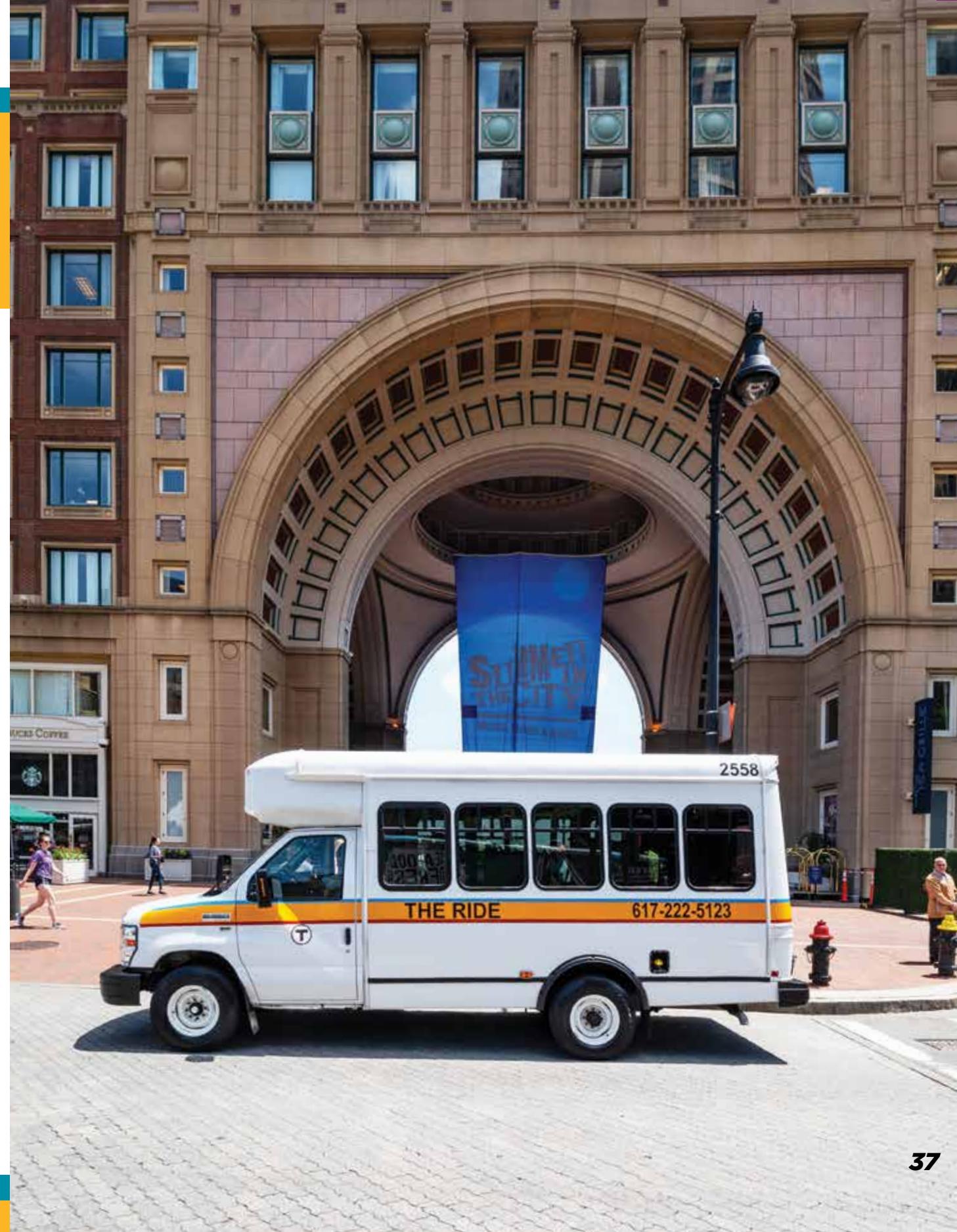
The RIDE is available in 58 cities and towns in the greater Boston area. To access The RIDE, you must apply and be approved by The RIDE Eligibility Center. Once you're approved, you can schedule trips from 1 to 7 days in advance.

To find out more about the RIDE and how to apply:

Visit—[mbta.com/theride](https://www.mbta.com/theride)

E-mail—theride@mbta.com

Call—617-222-5123



MATERIAL IN ALTERNATE FORMATS AND LANGUAGES

The MBTA will make materials such as fixed-route schedules and public meeting documents available in alternate formats upon request.

Copies of this brochure may also be requested in alternate formats, as well as in additional languages.

Contact Customer Support at 617-222-3200 / TTY 617-222-5146, toll-free at 1-800-392-6100, or on the web at [mbta.com/customer-support](https://www.mbta.com/customer-support).

ACCESS IN MOTION ONLINE

Surf the latest and greatest in MBTA access! Visit us on the web at [mbta.com/accessibility](https://www.mbta.com/accessibility). Some of the features you'll find on our website include:

- Interactive Access Guides that take you step by step through accessible journeys on bus, subway, Commuter Rail, and ferry.
- Frequently Asked Questions about accessibility at the MBTA.
- News and updates by the MBTA Department of System-Wide Accessibility, from station upgrades to new mobile apps.
- Information on upcoming public meetings and events.
- A virtual history of customer advocacy and access at the T.
- All the ways for you to get involved in MBTA access, and more!

To visit us online, just enter [mbta.com/accessibility](https://www.mbta.com/accessibility) into your web browser, on your computer or your mobile device.

Your Keys to
ACCESS IN MOTION

Complaints, comments, questions, trip planning:

MBTA Customer Support

Visit—mbta.com/customer-support

Call—617-222-3200 / TTY 617-222-5146

Toll-free 1-800-392-6100

Free travel instruction:

MBTA Travel Training Program

Visit—mbta.com/travel-training

E-mail—howtotravel@mbta.com

Call—617-337-2756

Customer engagement:

Riders' Transportation Access Group (R-TAG)

Visit—mbta.com/rtag

E-mail—RTAGGroup@gmail.com

Accessible services info online:

Visit—mbta.com/accessibility

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