

MBTA Tariff and Statement of Fare and Transfer Rules

Effective July 1, 2022

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Addendum: MBTA Commuter Rail Tariff Booklet

Introduction

This Tariff and Statement of Fare and Transfer Rules (“Tariff”) states the official fare structure of the Massachusetts Bay Transportation Authority (“MBTA”), a body politic and corporate, and a political subdivision of the Commonwealth pursuant to Massachusetts General Laws chapter 161A, section 2. It is intended to set forth in clear terms the various rates and payment options applicable across the MBTA system. Customers should direct any inquiries regarding this Tariff to MBTA Customer Support Services. The MBTA reserves all rights regarding this Tariff and the MBTA fare policy and may amend same in its discretion and in accordance with applicable law.

MBTA fares are defined by multiple variables. Fares are determined by what mode (Local Bus, Express Bus, Rapid Transit, Commuter Rail, Ferry, or Paratransit) a passenger is traveling on; for some modes the fare is based on the distance traveled. In addition to single ride tickets, the MBTA offers a variety of passes that allow for unlimited rides for a certain period of time on certain modes. Finally, some individuals are eligible for reduced fares due to their age, student status, or disability. The base fare for any particular mode of transportation is the non-discounted, non-reduced cost of a single ride.

The MBTA also offers paratransit service (The RIDE) for eligible customers. This document states the fares for two types of paratransit service; the rules for eligibility and participation are published in The RIDE paratransit program available at [mbta.com/theride](https://www.mbtacom/theride).

Appendix A contains a complete list of all MBTA fare products and their prices as of July 1, 2022.

The MBTA reserves the right to offer fare products not listed in this Tariff as promotions or pilots for limited periods of time.

Fare Transformation Improvements

The MBTA is in a multi-year process of continuous upgrades to fare payment called Fare Transformation. There will be several periods of transition when two fare systems are in place at the same time -- when new technologies/policies are rolling out, but old technologies/policies have not yet been discontinued or removed. During these transitions, customers may encounter different media, products, payment options, and fares depending on where they ride or make purchases.

This section describes the new fare rules and payment options that are currently in the process of rolling out across the MBTA system. When improvements are completed, they are removed from this section and incorporated throughout the rest of the Tariff document.

Changes to Paying Your Fare

MBTA fare vending and collection equipment (gates, fareboxes, etc.) have transitioned from insertable CharlieTickets (CharlieTickets with a black stripe) to tappable CharlieTickets. Many rapid transit fare gates have been updated to accommodate tappable CharlieTickets. Specifically, insertable CharlieTickets can be used where fare gates include slots. Tappable CharlieTickets can be used at any fare gate with a circular tap target. CharlieCards can be used at any fare gate, including both rectangular and circular tap targets. Stations have been upgraded so that all fare media are able to be utilized, though it may be necessary to use only certain fare gates with certain fare media.

Fareboxes onboard buses and light rail vehicles continue to accept all CharlieCards and CharlieTickets (both insertable and tappable).

For the remainder of this document, “CharlieTicket” refers to the tappable CharlieTicket unless otherwise specified.

MBTA Fare Pilots & Temporary Fare Rules

The MBTA periodically pilots changes in fare rules, or implements temporary rules that supersede normal fares for a limited time. Pilots and Temporary Fare Rules are not included in this document. Please visit MBTA.com for up-to-date information on short-term changes.

MBTA Fare Media

There are several methods to pay for a given ride on MBTA buses, rapid transit, ferries, and Commuter Rail trains. The fare media used for a certain fare product can determine its validity on different modes and which transfer privileges are granted.

CharlieCard

The CharlieCard is a durable, contactless smartcard which uses a chip embedded in the card to store value information and communicate with MBTA fare vending machines, faregates, fareboxes, and platform validators. Customers can add money (as stored value, up to a maximum of \$100.00) or purchase passes and load them onto a CharlieCard. Passengers may then simply tap their card on a reader to pay their fare or validate their pass or transfer when entering a gated station or boarding a bus or light rail vehicle.

The CharlieCard is accepted on MBTA Rapid Transit, Local Bus, Express Bus, and Commuter Rail Fairmount Line Zone 1A stations. CharlieCards are not accepted on other Commuter Rail, Ferry, and private carrier services, except for CharlieCards preprinted with a monthly Commuter Rail or Ferry pass. Preprinted CharlieCards are only available through the Corporate Pass Program.

CharlieCards can hold two passes (for example, monthly and inactive weekly or active weekly and inactive weekly) and a stored value balance simultaneously. CharlieCards also allow free (or step-up) transfers between modes under certain conditions (see [Transfer Policies](#)). This document sets the regulations and conditions of use for the CharlieCard.

<p>Fare Types Available on CharlieCards</p> <p>(Reduced Fare version of each product also available)</p>	<p>Stored Value</p> <p>LinkPass (Monthly, 7-Day, 1-Day), Local Bus monthly pass, Express Bus monthly pass</p> <p>Preprinted CharlieCards with Commuter Rail passes are available through the Corporate Pass Program.</p>
<p>Where to obtain</p>	<p>CharlieCards are available at FVMs, the CharlieCard Store located at Downtown Crossing station, and at select retail stores. A list of locations and times when CharlieCards are available is posted on mbta.com/charliecard.</p>
<p>Transfer privileges</p>	<p>All transfer privileges granted are possible on the CharlieCard. See Transfers section for more detail.</p>
<p>Expiration</p>	<p>CharlieCards are durable but do expire. Some CharlieCards have the month and year of expiration printed on the front of the card, in the lower-right corner. If a CharlieCard card does not have the expiration date on it, customers may check its expiration at any fare vending machine.</p> <p>Expired CharlieCards can be replaced by mail or at the CharlieCard Store and any stored value remaining will be transferred to the new card. There are no cash refunds for stored value.</p> <p>Mail expired CharlieCards to:</p> <p>MBTA AFC Revenue Department 10 Park Plaza Rm 4730 Boston, MA 02116</p> <p>1-Day passes on a CharlieCard expire 24 hours from the time of first use. 7-Day passes on a CharlieCard expire 168 hours (7 days) from the time of first use. Monthly passes on a CharlieCard expire at the end of the service day on the last day of the month of the pass. All monthly passes are valid for one calendar month.</p>

CharlieTicket

The CharlieTicket is another way to store value or passes. Beginning summer 2021, the MBTA replaced paper insertable CharlieTickets with new tappable CharlieTickets. The tappable CharlieTickets are lightweight plastic tickets that can be produced by fare vending machines (FVMs), can store single-ride fares and passes, and can be tapped on circular tap targets on faregates, as well as on all bus and light rail fareboxes.

Single-ride fares and pass prices are the same on either a tappable CharlieTicket or CharlieCard.

The MBTA’s FVMs primarily issue CharlieCards for purchases of stored value and certain passes. However, for purchases of Commuter Rail tickets and flash passes, FVMs will issue the pass on a tappable CharlieTicket printed with the pass information for visual inspection.

If a customer selects a Quick Ticket (or if a customer selects stored value but the FVM has run out of CharlieCards), the FVM can issue a single-ride or round-trip Quick Ticket for bus or rapid transit on a tappable CharlieTicket. These Quick Tickets work similar to stored value on a CharlieCard, including most transfers – an improvement over the more limited transfers that are allowed using stored value on an insertable CharlieTicket. However, there are still some important technical limitations of these Quick Tickets and the tappable CharlieTicket:

- Quick Tickets on tappable CharlieTickets do not allow second transfers (for example, bus to rapid transit to another bus). Customers who anticipate needing to make a second transfer and find that an FVM has run out of CharlieCards can speak to a Transit Ambassador (in most stations) or use a nearby FVM to obtain a CharlieCard and load it with stored value instead.
- Once purchased, Quick Tickets on tappable CharlieTickets do not retain remaining value if used for a cheaper trip. For example, a customer who loads a Single-Ride Rapid transit Quick Ticket may use the Quick Ticket to ride Local Bus instead, but the CharlieTicket will not retain the difference in fare between Rapid transit and Local Bus.
- New tappable CharlieTickets cannot be reloaded.

<p>Fare Types Available on tappable CharlieTickets</p> <p>(Reduced Fare version of each product also available)</p>	<p>Single-Ride and Round Trip “Quick Tickets” for Local Bus, Rapid transit, and Express Bus (when selected, and in place of stored value when CharlieCards are not available)</p> <p>Express Bus monthly pass, Commuter Rail and Ferry monthly pass, 1-Day/7-Day Commuter Rail Zone 1A Pass <i>(When CharlieCards are not available: Monthly/7-Day/1-Day LinkPass, Local Bus monthly pass)</i></p>
<p>Where to obtain</p>	<p>Tickets - Single-Ride and Round-Trip Commuter Rail tickets</p> <p>Tappable CharlieTickets are sold at FVMs and new Retail Sales Terminals.</p>

Transfer privileges	Tappable CharlieTickets have the same transfer rules as CharlieCards, except that Quick Tickets on tappable CharlieTickets do not provide second transfers (such as Local Bus to Rapid Transit to another Local Bus). See Transfer section for more detail
Expiration	Single-Ride and Round-Trip Quick Tickets on tappable CharlieTickets expire 18 months from purchase. One-Way and Round-Trip Commuter Rail tickets on a tappable CharlieTicket expire 90 days from purchase. 1-Day Commuter Rail Zone 1A passes on a tappable CharlieTicket expire 24 hours from the time of purchase. 7-Day Commuter Rail Zone 1A passes on a tappable CharlieTicket expire 168 hours (7 days) from the time of purchase. Monthly passes on a tappable CharlieTicket expire at the end of the service day on the last day of the month of the pass. All monthly passes are valid for one calendar month.

Paper Tickets

Paper tickets are used for single-ride ferry tickets, certain Commuter Rail weekend passes, private carrier bus service, as well as some special event Commuter Rail tickets. They do not contain a magnetic stripe and are only verified by visual inspection by conductors or operators. They do not allow transfers to any other service.

Cash and On-Board Purchases

Cash is accepted directly by fareboxes on buses and Green and Mattapan Line vehicles at ungated stops. No transfers are available when using cash. At gated stations, cash may only be used at an FVM to add stored value, Quick Ticket, or a pass to either a CharlieTicket or a CharlieCard. The card or ticket may then be used at the faregate to pay a fare.

Change is not provided when using cash on board a bus, Green Line, or Mattapan vehicle. If a cash payment exceeds the amount of the fare by 50 cents or more, an insertable CharlieTicket will be dispensed loaded with Stored Value in the amount of the overpayment. Exact change is encouraged.

Cash and most major credit cards are accepted for ticket purchases from conductors on Commuter Rail vehicles, but a \$3.00 surcharge per ticket applies to all Commuter Rail tickets purchased onboard in the following cases:

- On all outbound trains at all times when departing from a station with Fare Vending Machines
- On inbound trains on weekdays (non-holidays), when departing from a station where tickets are sold onsite. A list of locations of where tickets are sold is located at mbta.com/cr-fares.

Surcharges will not be applied to valid reduced-fare purchases (Senior, Middle and High School Student, Youth, and TAP) made onboard.

Passengers are requested to pay the exact fare when using cash, as exact change cannot always be

guaranteed. Commuter Rail crew members are not required to make change for bills larger than \$50. Cash is also accepted on ferries. Off-board ticket purchases are encouraged and may be required as part of temporary fare verification exercises.

EBT Cards

Massachusetts EBT cards loaded with cash value can be used to make purchases at fare vending machines, at the CharlieCard Store in Downtown Crossing Station, and at MBTA retail sales locations that accept EBT cards.

EBT cards cannot currently be used on the MBTA mTicket app, at a Keolis Ticket office, for Keolis onboard Commuter Rail sales, or at ferry ticket booths. These sales channels currently do not accept PIN entries. Customers wishing to use an EBT card to pay for Commuter Rail or ferry can purchase CharlieTickets at a fare vending machine, the CharlieCard Store, or an MBTA retail sales location that accepts EBT cards.

The MBTA is working on upgrades to Commuter Rail ticket windows to allow for EBT cards to be accepted at ticket windows in the future.

Commuter Checks and Benefit Cards

Holders of employer or organization-provided transit benefit cards or checks may apply those funds toward the value of a purchase, with the following conditions:

- Using a transit benefit debit card, if the amount of funds available on the card is greater than or equal to the total purchase amount, the card can be used at all MBTA points of sale.
- Using a transit benefit debit card, if the amount of funds available on the card is less than the total purchase amount, the card can only be used (along with an additional payment method) at a Commuter Rail Ticket Office, on the mTicket app, or at the CharlieCard Store.
- Transit benefit checks can only be used at a Commuter Rail Ticket Office or the CharlieCard Store.
- No change or credit is given for funds available on benefit cards or checks that exceeds the total MBTA purchase amount.

Mobile - mTicket

Mobile tickets are available for the Commuter Rail and Ferry systems only. Customers can purchase mobile tickets electronically using the MBTA mTicket app. Single Ride tickets, Round Trip tickets, 10-Ride tickets, weekend Commuter Rail passes, monthly passes, 5 Day Flex Passes, and some special events or charter service tickets are available on mTicket. Purchased tickets are stored on the app and must be activated by the customer before boarding the vehicle.

The device used to purchase the ticket must be displayed to a member of the MBTA or train operator's staff upon request. Pursuant to mTicket terms and conditions, customers using mTicket are required to comply with any requests from members of staff to manually inspect and manipulate the device used by the customer so that the train crew can properly verify the ticket. This can include showing the member of staff the mTicket QR code to allow the member of staff to validate or scan the QR code. Once activated, mTicket fares generally remain active for 90 minutes. Monthly passes and other fares may have different activation rules. Customers are responsible for purchasing a new mTicket or must pay with cash if their device runs out of batteries or is otherwise non-functional. Customers with a

reduced fare mTicket must have appropriate ID with them to show a member of the MBTA or train operator's staff if requested.

The MBTA may occasionally sell promotional or special tickets or passes through mTicket. Conditions on validity periods or zone travel may be unique on these tickets, so please review any additional terms and conditions listed on mTicket before purchase.

Due to technological limitations, mTicket is not currently accepted on MBTA bus or rapid transit service. Accordingly, passengers using mTicket are not eligible for transfers to those modes. Monthly mTicket passes are priced \$10.00 less than the equivalent pass printed on a CharlieTicket or CharlieCard. Reduced Fare Monthly mTicket passes are priced \$5.00 less than the equivalent Reduced Fare pass printed on a CharlieTicket or CharlieCard (with the exception of the Reduced Fare Zone 1A pass). mTicket passes and tickets purchased for Commuter Rail are not valid on the Commuter Ferry or Inner Harbor Ferry and vice versa.

Fare Types Available with mTicket	Commuter Rail and Ferry monthly pass, 5-Day Flex Pass, 10-Ride ticket, single-ride ticket, or round-trip ticket
(Reduced Fare version of each product also available)	
Where to obtain	Download – Available on Apple and Android app stores
Transfer privileges	None
Expiration	Limited-use (Single, Round Trip, or 10-Ride) tickets and weekend passes expire 90 days from purchase. Monthly passes expire at the end of the service day on the last day of the month of the pass. 5 Day Flex Passes expire 30 days from purchase.

The RIDE Accounts

Approved customers pay for trips on The RIDE directly out of a RIDE Account. This account is separate from any Stored Value that a customer might have on a CharlieCard or CharlieTicket. In order to book trips on The RIDE, customers must have sufficient funds in their RIDE Account. Funds can be added online, by phone, by mail, and at the CharlieCard Store (located at Downtown Crossing station). For additional information please visit mbta.com/theride.

MBTA Fare Vending and Validation

Fare Vending Machines

Fare Vending Machines (FVMs) are located throughout the MBTA system. Check your station at mbta.com/stops. FVMs issue CharlieCards for all purchases except Commuter Rail and Ferry, which must be visually validated and are issued on CharlieTickets, or if the machine has run out of CharlieCards

All FVMs accept major credit and debit cards and Massachusetts EBT cards. Some FVMs also accept bills and coins.

The following can be purchased at an FVM, and are issued on a CharlieCard or CharlieTicket depending on the above:

- Stored Value, available for use on accepted modes of service until depletion or expiration, whichever occurs first. (If an existing CharlieTicket with Stored Value is tapped at an FVM, a new CharlieCard can be dispensed with additional value.)
- Monthly, 7-Day, and 1-Day LinkPass, Express Bus Pass on either a CharlieCard (if tapped or if the FVM has CharlieCards in stock) or CharlieTicket. Reduced fare passes can be purchased at FVMs by tapping a reduced-fare CharlieCard at the beginning of the transaction.
- Single-Ride tickets for Commuter Rail, including Reduced Fare tickets when presenting a valid Reduced Fare CharlieCard; the tickets will be issued on a CharlieTicket.
- Reduced-Fare 10-Ride Commuter Rail tickets, when presenting a valid Reduced Fare CharlieCard; the tickets will be issued on a CharlieTicket.
- Commuter Rail and Ferry monthly passes, including Reduced Fare passes when presenting a valid Reduced Fare CharlieCard. Commuter Rail and Ferry passes will be issued on a CharlieTicket.
- Interzone Commuter Rail passes and weekend passes are **not** available on FVMs

Other transactions possible at an FVM:

- Check the value, pass status, or expiration date of a CharlieCard

On-board Fareboxes

Fareboxes are located on-board buses and Green and Mattapan Line vehicles. Fareboxes are most commonly used to deduct stored value or validate passes on a CharlieCard or CharlieTicket. A customer taps a CharlieCard or CharlieTicket on the target to validate a pass or Quick Ticket, or if paying with stored value, to deduct the applicable fare.

Fareboxes accept cash, either as direct payment for a single ride or to add stored value to a CharlieCard. Fareboxes do not accept debit, credit, or EBT cards. The MBTA may set a minimum amount of stored value that can be added to a CharlieCard at a farebox for operational reasons.

Change is not provided when using cash at a farebox. Exact change is encouraged. If a cash payment exceeds the amount of the fare by 50 cents or more, an insertable CharlieTicket will be dispensed loaded with Stored Value in the amount of the overpayment.

Platform Validators, Portable and Handheld Validators, FVMs as Validators

Platform validators are located at Fairmount Line Zone 1A stations, the Haymarket busway, and Fenway station on the Green Line. Validators deduct stored value or validate passes on both insertable CharlieTickets and CharlieCards (but not tappable CharlieTickets) and then issue a receipt that allows the customer to board any door of a train or bus or trolley. Customers using platform validators must keep the receipt and present it to any MBTA employee who asks to validate their fare media. Portable validators may be temporarily placed at stations and staffed by MBTA personnel

during high demand periods. They operate similarly to platform validators by deducting stored value or validating passes, but they do not issue a receipt. After paying or validating the fare on a portable validator, customers may board the rear doors of a bus or train.

Handheld validators are operated by MBTA personnel and are used to inspect the last transaction made with a CharlieCard to ensure that a customer has paid a valid fare. After validating their fare on a handheld validator, customers may board the rear doors of a bus or train. Passes on CharlieTickets will be visually verified by MBTA personnel, while customers wishing to pay with stored value on a CharlieTicket must use a farebox, platform validator, or portable validator.

Customers cannot add value or purchase any fare products at platform, portable, or handheld validators.

At Green Line Extension stations (Lechmere, Union Square, East Somerville, Gilman Square, Magoun Square, Ball Square, and Medford/Tufts), FVMs function as platform validators by following the onscreen prompts. Customers may use CharlieTickets (insertable and tappable) or CharlieCards at FVMs.

Mobile - mTicket

Mobile tickets are currently accepted only for Commuter Rail and Ferry rides. Customers must download the MBTA mTicket app and follow the instructions. Major credit and debit cards are accepted through the mTicket app; EBT cards are not accepted, as mTicket does not allow PIN entry. Tickets purchased in the mobile app are generally subject to the same expiration rules as other MBTA Commuter Rail and Ferry fare media.

MBTA Pass Sales Website

All monthly Commuter Rail, Ferry, and Express Bus passes are available for sale on the MBTA website (commerce.mbta.com). Passes for the upcoming month are available for sale until the 22nd day of the prior month. Passes are mailed or shipped to customers in advance of the month. First class mail is included in the purchase price. Express delivery is available at an additional charge.

Auto-pay Program

The MBTA maintains a recurring payment program for monthly passes on its website known as Auto-pay (mbta.com/auto-pay). This program allows riders to purchase a monthly pass for a specific mode and save a credit card on file to allow the pass to be automatically renewed each month. Credit cards are billed on or around the 22nd of each month. Riders may cancel their subscription at any time and use their pass until the end of the last month for which they paid. The MBTA cannot provide refunds for partial months.

CharlieCard Website

The CharlieCard website (charliecard.mbta.com) allows customers to reload their CharlieCard with a pass or stored value online. Customers can load their card anonymously or choose to register their card to an account. Please note that Senior and TAP cardholders can load reduced fare monthly passes to their cards online whereas other reduced fare cardholders cannot. Registered customers receive the added benefit of loss protection as well as the option to sign up for automatic recurring pass purchases. At this time, the website only offers Monthly Bus and Monthly Link Passes. The website is unable to load CharlieCards with other passes or to obtain tickets for Commuter Rail, Commuter Ferry, or Inner Harbor Ferries. Please visit commerce.mbta.com to order these passes.

Retail Sales

Retail Sales Terminals (RSTs) are devices where value or passes may be added to a CharlieCard or purchased on a CharlieTicket. Commuter Rail single-ride tickets and passes can also be purchased. They are located off MBTA property at local businesses and are intended to provide access to fare vending options for those who may not have regular access to an FVM. A full list of locations with Retail Sales Terminals is available at mbta.com/retail.

CharlieCard Store

The CharlieCard Store is located at 7 Chauncy Street, Boston, in the concourse inside Downtown Crossing station. Customers at the CharlieCard Store may:

- Obtain a CharlieCard
- Request TAP and Senior Reduced Fare CharlieCards
- Request Blind Access CharlieCards
- Request replacement RIDE CharlieCards
- Transfer a monthly pass from a CharlieTicket or CharlieCard to a CharlieCard
- Use stored value from **one** CharlieTicket or CharlieCard toward purchase of a pass
- Replace damaged or nonfunctional MBTA-issued fare media (except for corporate, semester, student pass program participants, Youth Pass program participants, and third-party fare media)
- The RIDE customers may make deposits to their The RIDE accounts
- Replace expired CharlieCards and transfer remaining stored value

Not Available at CharlieCard Store: Corporate, Semester, University, Student, Group, and Youth Pass Program participants must obtain assistance from their program administrators to purchase or replace passes and cards. The CharlieCard staff cannot troubleshoot lost passes, for example, and so riders with these issues will need to contact the company, school, or municipal administrator that initially provided the passes.

Ticket Windows

Commuter Rail ticket windows are located at North Station, South Station and Back Bay Station. Agents are available to sell Commuter Rail tickets and passes, load stored value onto a CharlieCard, and exchange and upgrade MBTA-issued monthly passes.

Corporate, Semester, University, and Student Pass Program participants must obtain assistance from their program administrators to purchase, exchange or replace passes and cards.

Ferry ticket offices sell Ferry single ride tickets and passes.

Perq for Work: Corporate Pass Program

The MBTA offers Perq for Work as a commuter solutions program that allows employees to purchase MBTA passes using pre-tax dollars. The employer's program administrator manages reoccurring orders for participating employees using an online portal.

Semester Pass Program

The Semester Pass Program provides 4- and 5-month MBTA passes for active students at participating colleges and universities. The program is priced at an 11 percent discount off from the list price of a monthly pass. Students must sign up and pay at a participating college in advance to receive

a pass for the entire semester. The college or university program administrator manages student orders using an online portal. More information on school- specific deadlines and subsidies is available from participating colleges and universities.

University Pass Program

The University Pass Program is a premium option for local colleges and universities that wish to provide their entire student bodies with access to unlimited rapid transit and bus access. Colleges can choose to integrate their student ID cards with MBTA chips, and the MBTA will bill schools on a monthly basis for their active students’ use of Local Bus and Rapid Transit. The college or university program administrator manages student orders using an online portal.

Middle and High School Student Program

The Middle and High School Student Program allows schools to provide their students aged 12 and older with access to reduced fare MBTA transit. Schools can choose to purchase reduced fare monthly passes (M7s) for students and/or order reduced fare Student CharlieCards (S-Cards) for free and students/parents can add value or monthly passes on these cards as needed. The school’s program administrator manages student orders using an online portal.

Online Group Sales

The MBTA maintains an online portal for institutions and large groups that wish to buy Local Bus and Rapid Transit fare media in bulk. Groups can purchase stored value on CharlieTickets or CharlieCards, and they may purchase 1-Day, 7-Day, and monthly LinkPasses on CharlieCards using an account-based online portal.

MBTA Fares and Pass Products

Single-Ride

Single-Ride fares are available on all MBTA modes. The following describes the price of the single-ride fare, applicable media, pass availability, and other particular policies depending on the mode.

Rapid Transit

Name	Rapid Transit
Definition	Rapid Transit is defined as any of the four colors of heavy or light rail (Red, Blue, Orange, Green and Mattapan Lines) and the Silver Line Routes SL1, SL2, and SL3. Note that the Silver Line Routes SL4 and SL5 are included in the Local Bus fares.
Single-Ride Fare	\$2.40 (Full Fare) \$1.10 (Reduced Fare)
Media Accepted	<ul style="list-style-type: none"> <input type="radio"/> CharlieCard <input type="radio"/> CharlieTicket <input type="radio"/> Cash
Pass Types Accepted	<ul style="list-style-type: none"> • LinkPass (1-Day, 7-Day, or monthly) • Express Bus monthly pass

	<ul style="list-style-type: none"> Commuter Rail monthly pass (any zone) Ferry monthly pass mTicket Commuter Rail and Ferry passes, Commuter Rail Weekend pass, and any Interzone Commuter Rail passes not accepted on Rapid Transit.
Transfer Rules	See Transfer Section

Local Bus

Name	Local Bus
Definition	Local Bus service consists of non-Express Bus service and the Silver Line Routes SL4 and SL5
Single-Ride Fare	\$1.70 (Full Fare) \$0.85 (Reduced Fare)
Media Accepted	<ul style="list-style-type: none"> CharlieCard CharlieTicket Cash
Pass Types Accepted	<ul style="list-style-type: none"> Local Bus monthly pass LinkPass (1-Day, 7-Day, or monthly) Express Bus monthly pass Commuter Rail monthly pass (any zone) Ferry monthly pass mTicket Commuter Rail and Ferry passes, Commuter Rail Weekend pass, and any Interzone Commuter Rail passes not accepted on Local Bus.
Transfer Rules	See Transfer Section

Silver Line

Name	Silver Line
Definition	Local Bus (Routes SL4/5) and Rapid Transit (Routes SL1/2/3)
Single-Ride Fare	The SL4 and 5 are the same price as Local Bus fares: \$1.70 (Full), \$0.85 (Reduced) The SL1, 2, and 3 are the same price as Rapid Transit fares: \$2.40 (Full), \$1.10 (Reduced)
Media Accepted	<ul style="list-style-type: none"> CharlieCard CharlieTicket Cash
Pass Types Accepted	SL4/5: All types accepted for Local Bus (see Local Bus above) SL1/2/3: All types accepted for Rapid Transit (see Rapid Transit above)
Transfer Rules	The transfer rules for Silver Line 4/5 are the same for Local Bus. The transfer rules for Silver Line 1/2/3 are the same as Rapid Transit. Free transfers are allowed on a CharlieTicket from Rapid Transit to Silver Line 4/5. Free transfers are allowed between Silver Line 3 and the Blue Line at the Airport Station only with both CharlieTicket and CharlieCard.

Express Bus

Name	Express Bus
Definition	Express Bus service runs mostly during peak times to and from downtown Boston and Back Bay. Express Bus currently includes the following active routes: 354, 426, 428, 450, 501, 504, and 505. Local portions of Express Bus routes (where applicable) are charged the Local Bus fare. Of currently active Express Bus routes, the 354, 426, 428, and 450 buses have local portions.
Single-Ride Fare	\$4.25 (Full Fare) \$2.10 (Reduced Fare)
Media Accepted	<ul style="list-style-type: none"> ○ CharlieCard ○ CharlieTicket ○ Cash
Pass Types Accepted	<ul style="list-style-type: none"> ● Express Bus monthly pass ● Commuter Rail monthly pass of Zone 1 or higher (except mTicket or interzone) ● Commuter Ferry monthly pass (except mTicket) Local portions of Express Bus routes (where applicable) also accept all pass types that are accepted for Local Bus (see Local Bus above)

Express Buses with Local Routes

Some Express Bus routes have local portions of their larger route. Generally, these local portions are located in suburban communities, and a highway, bridge, or tunnel marks the boundary to the full-fare express portion. These boundaries are shown in the table below. Riders that wish to ride only the local portion **must inform the operator prior to paying their fare**. The operator will need to make a manual adjustment to ensure that the rider will only be charged a local bus fare. Most Express Bus fare boxes will be set to assume riders will be traveling the more expensive express route, so it is important to check with operators when travelling only locally.

Local / Express Fare Zone Boundary	Currently Active Routes
I-93	354
Tobin Bridge / Harbor Tunnels	426, 428, 450
Express Fare ONLY	501, 504, 505

Commuter Rail

Name	Commuter Rail
Definition	The Commuter Rail operates service from North and South Stations, Boston along 14 lines to cities and towns in the Greater Boston area.

Single-Ride Fare	<p>Commuter Rail single-ride trips are priced by zone. If beginning or ending the trip at a Zone 1A station (usually North Station, South Station or Back Bay), the fare is based on the highest zone in which a rider traveled.</p> <p>If traveling outside of Zone 1A (see a complete list in Glossary / Definitions), the passenger is charged an Interzone fare based on the number of zones traveled through.</p> <p>Fairmount Line travel within Zone 1A: \$2.40 with CharlieCard tapped at a Platform Validator</p> <p>Passengers eligible for Reduced Fares may purchase Commuter Rail tickets for approximately 50% of the full fare (amount depends on rounding), including 10-ride tickets.</p>
Media Accepted	<ul style="list-style-type: none"> ○ Fairmount Line travel within Zone 1A: CharlieCard (at Platform Validator) ○ CharlieTicket ○ Monthly Zone CharlieCard (preprinted with valid date) ○ mTicket ○ Cash or credit card (\$3 surcharge for cash paid on-board at specific stations to regular-fare customers)
Pass Types Accepted	<ul style="list-style-type: none"> ● Commuter Rail monthly passes of the applicable zone or higher (Full and Reduced Fare) ● 5 Day Flex Passes (Full and Reduced Fare) ● Commuter Rail weekend passes ● Commuter Ferry passes valid on Zone 5 and lower (Full and Reduced Fare) ● LinkPass (1-Day, 7-Day, and monthly) on CharlieTickets valid in Zone 1A ● Express Bus passes on paper CharlieTickets (or preprinted on CharlieCards) valid in Zone 1A <p>LinkPasses added to plastic CharlieCards without a pass type visibly printed will not be accepted on Commuter Rail.</p> <p>Passes are accepted from Zone 1A up to the zone printed. For example, a Zone 6 pass is not sufficient for interzone travel from Zone 6 up to Zone 8.</p>
Transfer Rules	<p>Apart from travel on the Fairmount Line within Zone 1A using stored value on a CharlieCard, Commuter Rail single-ride fares provide no transfer privileges on the rest of the MBTA system. On the Fairmount Line, normal transfer rules for Rapid Transit apply. See the Transfer section for more detail.</p> <p>Commuter Rail monthly passes (with the exception of mTicket monthly passes) provide free transfers to the Rapid Transit, Local Bus, and Express Bus (except for Zone 1A Commuter Rail pass, which does not cover Express Bus).</p>
Other	<p>Limited-use (Single, Round Trip, or 10-Ride) tickets and weekend passes expire 90 days from purchase. Monthly passes expire at the end of the</p>

	<p>service day on the last day of the month of the pass. 5 Day FlexPasses expire 30 days from purchase.</p> <p>Tickets purchased on-board may only be used on the day issued.</p> <p>Weekend passes purchased on-board may only be used on the weekend (Saturday and/or Sunday) of purchase.</p>
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Interzone Commuter Rail

"Interzone" fares are intended for travel between suburban area stations outside of Zone 1A. Interzone fares and passes are not valid for travel to Zone 1A stations. Interzone monthly pass and ticket fares are based on total zones travelled in.

For example, if a trip consists of boarding the Lowell Line at Lowell Station (Zone 6) and getting off the train at Anderson/Woburn Station (Zone 2), it would travel in five zones and a passenger would need to buy an Interzone 5 ticket or pass.

Interzone tickets and passes are not available from fare vending machines. Interzone tickets and passes are sold on the mTicket app, at ticket sales offices, at retail sales outlets (no Interzone 9 and 10 tickets or passes available), and on the MBTA pass sales website. A list of sales locations can be found at mbta.com/retail.

Reduced fare interzone tickets and 10-Ride tickets are available for eligible passengers. Interzone passes allow transfers to Local Bus only, not Rapid Transit or Express Bus.

Zone passes allow for travel from Zone 1A up to the zone printed. For travel beyond the specified zone, the passenger will be charged for additional zones beyond their pass. For example, passenger with a Zone 3 pass or ticket traveling to Zone 5 will be charged for travel in two **additional** zones, or an Interzone 2 ticket.

Ferry

Name	Commuter Ferry
Definition	Ferry service is offered between Hull and Hingham to downtown Boston and Logan Airport. From Memorial Day Weekend through Columbus Day, certain MBTA Commuter Ferry routes stop at Georges Island.
Single-Ride Fare	<p>Between Hingham or Hull and Boston: \$9.75 (Full), \$4.85 (Reduced)</p> <p>From Long Wharf to Logan Airport (Cross Harbor Ferry): \$9.75 (Full), \$4.85 (Reduced)</p> <p>From Hingham or Hull to Logan Airport: \$9.75 (Full), \$4.85 (Reduced)</p> <p>Between Boston, Hingham, or Hull and Georges Island (Seasonal): \$9.75 (Full), \$4.85 (Reduced)</p>
Media Accepted	<ul style="list-style-type: none"> ○ mTicket ○ Cash ○ Paper ferry ticket ○ CharlieTicket with a monthly pass for Commuter Ferry or Commuter Rail (Zone 6 and up) ○ CharlieCard preprinted with a monthly pass for Commuter Ferry or Commuter Rail (Zone 6 and up)

Pass Types Accepted	<ul style="list-style-type: none"> Commuter Ferry monthly passes Commuter Rail Zone 6 or higher Interzone Commuter Rail passes are not accepted on Commuter Ferry.
Transfer Rules	Commuter Ferry single-ride fares provide no transfer privileges on the rest of the MBTA system. Commuter Ferry monthly pass (with the exception of mTicket) provide free transfers to the Rapid Transit, Local Bus, Express Bus, and Commuter Rail up to Zone 5.
Other	Limited-use (Single, Round Trip, or 10-Ride) tickets expire 90 days from purchase. Monthly passes expire at the end of the service day on the last day of the month of the pass. Tickets purchased on-board may only be used on the day issued.

Name	Inner Harbor Ferry
Definition	Ferry service is offered between Long Wharf and the Charlestown Navy Yard in Boston.
Single-Ride Fare	\$3.70 (Full Fare) \$1.85 (Reduced Fare)
Media Accepted	<ul style="list-style-type: none"> mTicket Cash Paper ferry ticket Passes on CharlieTickets or CharlieCards preprinted with valid date
Pass Types Accepted	<ul style="list-style-type: none"> LinkPass (monthly, 7-Day, and 1-Day) on CharlieTickets or preprinted CharlieCard with valid date Express Bus monthly passes on CharlieTickets or preprinted CharlieCard with valid date Commuter Rail and Commuter Ferry monthly passes (except interzone passes)
Transfer Rules	Inner Harbor Ferry single-ride fares provide no transfer privileges on the rest of the MBTA system
Other	Limited-use (Single, Round Trip, or 10-Ride) tickets expire 90 days from purchase. Monthly passes expire at the end of the service day on the last day of the month of the pass. Tickets purchased on-board may only be used on the day issued.

10-Ride Tickets

10-Ride tickets may be purchased for Commuter Rail and Ferry trips via the mTicket app. These are fulfilled digitally as ten full-price one-way tickets. Reduced fare customers can also purchase 10-Ride tickets at Fare Vending Machines, Retail Sales Terminals, Commuter Rail Ticket Offices, and the CharlieCard Store. There is no discount provided for purchasing ten rides at once. The tickets are valid for 90 days from purchase.

Special Events Trains

The MBTA runs Commuter Rail trains to New England Patriots games and other special events. The fares vary depending on the event. A round trip ticket is valid for travel to and from special events only on the date of the designated event. This ticket is non-refundable. Other tickets such as monthly passes, MBTA employee passes and other fare media are not valid on Special Event trains. There are no provisions for free or half fare travel for Special Events tickets. Certain special events ticket sales are capped for capacity issues.

Charter Trains/Boston Harbor Cruises

Charter Trains such as the CapeFLYER, Polar Express Trains etc. have their own fare structure not set by the MBTA. Charter Trains do not fall under the Commuter Rail Tariff and other tickets such as monthly passes, MBTA Employee passes and other standard MBTA fares are not valid on charter trains.

The CapeFLYER train is not an MBTA service, though tickets may be purchased from the MBTA mTicket app or from ticket windows at South Station. For fare and other information, see their website: capeflyer.com.

Boston Harbor Cruises operates a number of ferry and water taxi routes in and beyond Boston Harbor. These routes are not operated by the MBTA and are not governed by MBTA operating or fare policy. For more information on these services, see their website: bostonharborcruises.com.

The RIDE

For more information on The RIDE, see mbta.com/theride.

Name	The RIDE
Definition	The RIDE is the MBTA's paratransit service. It provides door-to door, shared-ride transportation to eligible people who cannot use fixed-route transit (bus, rapid transit, Commuter Rail, or Commuter Ferry) all or some of the time because of a physical, cognitive or mental disability.
Single-Ride Fare	Trips on the RIDE are \$3.35 for Americans with Disability Act (ADA)-eligible trips and \$5.60 for Premium trips beyond 3/4 mile from fixed-route service, during times and days when the applicable fixed-route service does not operate, or for same-day requests.
Media Accepted	The RIDE Account (to book trips, customers must have sufficient funds in their RIDE Account)

Passes

Most passes are available for Full Fare and Reduced Fare riders. As detailed on p. XX-XX, Reduced Fare Riders include students (both S-Cards and M7 Cards), Youth Pass, Seniors, and TAP cardholders. All Reduced Fare Riders have the same privileges and pass costs, with minor exceptions where noted.

LinkPasses

Name	LinkPass
Cost	Monthly: \$90.00 (Full), \$30.00 (Reduced) 7-Day: \$22.50 (Full), \$10.00 (Reduced) 1-Day: \$11.00 (Full)
Validity	Unlimited rides on: <ul style="list-style-type: none"> - Local Bus - Rapid Transit - Commuter Rail Fairmount Line within Zone 1A (CharlieCard only, using Platform Validators) - Commuter Rail Zone 1A (1-Day, 7-Day, and monthly pass printed on CharlieTicket only) - Inner Harbor Ferry (1-Day, 7-Day, and monthly pass printed on CharlieTicket only) - Student M7 Cards are also valid on Commuter Rail Zones 1 and 2 - Student S and M7 Cards are also valid on Express Bus
Media	<ul style="list-style-type: none"> o CharlieCard o CharlieTicket Passes on plastic CharlieCards without a pass type visibly printed are not valid on Commuter Rail Zone 1A (except for Fairmount Line using the Platform Validators) or Inner Harbor Ferry.
Locations Available	FVMs, RSTs, CharlieCard Store, charliecard.mbta.com, via Corporate or Semester Pass. Student (S and M7) are available through participating schools
Expiration	Monthly: The end of the service day on the last day of the month of the pass 7-Day: 7 days (168 hours) from the time of purchase (CharlieTicket) or first tap (CharlieCard); inactive 7-Day pass on a CharlieCard expires a year from purchase 1-Day: 24 hours from the time of purchase (CharlieTicket) or first tap (CharlieCard)
Transfer Privileges	Free transfers between Local Bus and Rapid Transit; 1-Day, 7-Day, and monthly passes on CharlieTicket allow transfers to/from Inner Harbor Ferry and Commuter Rail Zone 1A.

Student Pass Note: The MBTA offers two types of Student CharlieCards. Eligible students may receive either an M7 or an S-Card through their schools or other approved distribution sites. The M7 is purchased by the school and contains monthly passes that are good for the school year (September through June). Schools that order and activate more than one thousand M7s a month are eligible for a \$1.00 discount per monthly pass.

The S-Card works in the same way as other reduced fare CharlieCards and entitles students to use stored value at the reduced fare rate, or to purchase a pass at the reduced rate on MBTA Fare

Vending Machines, retail sales terminals, and at the CharlieCard Store.

For the months of July and August, the M7 will not have a monthly pass on it, but may be used like an S-Card as described above. Valid M7's and S-Cards also entitle students to reduced fares on Commuter Rail and Ferry. Note that during July and August, the M7 functions as an S-Card on Commuter Rail and does not allow from free travel up through Zone 2.

Commuter Rail / Commuter Ferry passes

Name	Commuter Rail / Ferry Monthly Pass
Cost	Ranges from \$30.00 – \$ 426.00 per month depending on Reduced or Full Fare eligibility and zone validity.
Validity	<p>Unlimited rides on:</p> <ul style="list-style-type: none"> - Commuter Rail (up to specified zone) - Commuter Ferry (with Zone 6 or higher monthly Commuter Rail pass) - Local Bus* - Rapid Transit* - Express Bus (except Zone 1A monthly pass)* - Inner Harbor Ferry <p>*not valid with mTicket monthly pass</p>
Media	<ul style="list-style-type: none"> o CharlieTicket o mTicket (valid only on Commuter Rail or Ferry) o CharlieCard preprinted with valid date
Locations Available	<p>FVMs, RSTs, CharlieCard Store, via Corporate or Semester Pass, Ticket Windows, mTicket app, MBTA pass sales website (commerce.mbta.com) prior to the 22nd of the previous month.</p> <p>Commuter Rail Zone 9 and 10 passes not available some RSTs, but can be purchased via mTicket, Corporate or Semester Pass, or at commerce.mbta.com.</p>
Expiration	The end of the service day on the last day of the month of the pass
Transfer Privileges	Free transfers for any allowed modes (Zone 1A Commuter Rail pass not valid on Express Bus), Commuter Ferry pass valid on Commuter Rail up to Zone 5 Commuter Rail passes of Zone 6 and above allow for free transfers to all Commuter Ferry routes. Passes purchased on the mTicket app do not allow any free transfers to local bus, express bus, or rapid transit.

Name	Commuter Rail Interzone Monthly Pass
Cost	Ranges from \$36.00 – \$257.00 per month depending on Reduced or Full Fare eligibility and interzone validity.
Validity	<p>Unlimited rides on:</p> <ul style="list-style-type: none"> - Commuter Rail (up to specified zone) - Local Bus (not valid with mTicket monthly pass)

Media	<ul style="list-style-type: none"> ○ CharlieTicket ○ mTicket (valid only on Commuter Rail) ○ CharlieCard preprinted with valid date
Locations Available	Interzone passes are not available at FVMs. Available at RSTs (except Zones 9 and 10), Ticket Windows, the CharlieCard Store, via Corporate or Semester Pass, mTicket app, and through the MBTA pass sales website (commerce.mbta.com) prior to the 22 nd of the previous month
Expiration	The end of the service day on the last day of the month of the pass
Transfer Privileges	Free transfers for any allowed modes

Name	Commuter Rail 5 Day Flex Pass
Cost	Ranges from \$9.90 – \$65.25 depending on Reduced or Full Fare eligibility and zone or interzone validity. This product is priced at a 10% discount to the equivalent 10 one way fares.
Validity	5, 24-hour Commuter Rail passes for unlimited rides up to the relevant Zone or Interzone during each of the 24-hour periods
Media	mTicket
Locations Available	mTicket
Expiration	Expires 30 days after purchase
Transfer Privileges	No transfers between modes allowed

Name	Commuter Rail Weekend Pass
Cost	\$10.00
Validity	Unlimited rides on Commuter Rail (all Zones) on a particular weekend, defined as a Saturday and/or Sunday. Friday and Monday holiday service are not considered part of a weekend.
Media	<ul style="list-style-type: none"> ○ Paper ticket (from Commuter Rail ticket window or on-board sale) ○ mTicket (valid only on Commuter Rail)
Locations Available	Weekend passes are available for sale on the mTicket app, at Commuter Rail ticket windows, and on-board Commuter Rail trains. Weekend passes are not available at FVMs or RSTs.
Expiration	The end of the Sunday service day on the weekend the pass is used. For passes purchased from the Commuter Rail ticket window or on-board, weekend passes expire at the end of the Sunday of the weekend for which they are sold.
Transfer Privileges	No transfers between modes allowed

Bus passes

Name	Local Bus Monthly Pass
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Cost	\$55.00 per month
Validity	Unlimited rides on Local Buses (including Silver Line 4 or 5, but not Silver Line 1, 2, or 3)
Media	<ul style="list-style-type: none"> ○ CharlieCard, ○ CharlieTicket
Locations Available	FVMs, RSTs, CharlieCard Store, charliecard.mbta.com, via Corporate or Semester Pass
Expiration	The end of the service day on the last day of the month of the pass
Transfer Privileges	Free transfer on Local Bus routes

Name	Express Bus Monthly Pass
Cost	\$136.00 (Full), \$67.00 (Reduced)
Validity	Unlimited rides on: <ul style="list-style-type: none"> - Express Bus - Local Bus - Rapid Transit - Zone 1A Commuter Rail and Inner Harbor Ferry (CharlieTicket or preprinted CharlieCard with valid date only)
Media	<ul style="list-style-type: none"> ○ CharlieCard ○ CharlieTicket
Locations Available	FVMs, RSTs, CharlieCard Store, via Corporate or Semester Pass
Expiration	The end of the service day on the last day of the month of the pass
Transfer Privileges	Free transfers for any allowed modes

Paying Your Fare

When to Pay or Validate Fares

All fares are to be paid, passes validated, and mTickets activated upon boarding an MBTA vehicle or entering an MBTA gated station, with four exceptions:

Boarding the Silver Line 1 at Logan Airport is free of charge.

Bus routes 23, 28, and 29 are free through February 29, 2024. This program is funded by the City of Boston.

Passengers paying with cash or credit cards on-board on the Commuter Rail pay when tickets are collected by the conductor. If a conductor is selling tickets on the platform, all tickets must be purchased before boarding.

On the surface Green Line west of Kenmore or Symphony, to speed up operations under crowded conditions, the motorperson may open the rear doors. Passengers boarding through the rear doors must come to the front to pay their fare at the farebox or validate their pass if they have not already done so on a platform validator, portable validator, or portable farebox. Rear-boarding passengers who do not make their way to the front of the car to pay their fare do so at their own risk,

notwithstanding the open rear doors for boarding. At Green Line Extension stations (Lechmere, Union Square, East Somerville, Gilman Square, Magoun Square, Ball Square, and Medford/Tufts), FVMs function as platform validators. Passengers validate passes or deduct stored value by following the onscreen prompts

Fare Evasion Penalties and Rules

Fare evasion is not tolerated on the MBTA. MBTA Transit Police are authorized by Massachusetts law to issue citations in accordance with [Mass. Gen. Laws ch. 159](#).

Evasion includes the use of reduced fare CharlieCards and reduced fare tickets by individuals who are not eligible for the reduced fare. It also includes use of counterfeit or fraudulent CharlieTickets, expired Commuter Rail and Ferry tickets, unactivated mTickets or screenshots of mTicket, and CharlieCards with fraudulent value.

Misused or fraudulently obtained CharlieCards will be deactivated by the MBTA.

Reduced and Free Fare Eligibility

The MBTA offers reduced fares for the following eligible customers: seniors (65+), persons with disabilities, middle and high school students, and young people (18-25) with low-income. In 2015, the fare policy was updated to make the price of any reduced fare the same regardless of the type of eligibility. All reduced fare riders are eligible for approximately half-priced one-way fares (excluding The RIDE) and monthly, 7-Day, and 5 Day Flex passes.

Seniors

Seniors aged 65 and over are eligible to receive a Senior CharlieCard, which are valid for 8 years and entitles the card holder to the reduced fare benefits listed above.

Seniors can apply for a Senior CharlieCard in-person at the CharlieCard Store (located in Downtown Crossing Station in Boston), at a Senior CharlieCard Event convenient to them (for a list of these events, see the MBTA website at mbta.com/events), or by submitting an online application (mbta.com/seniorcharliecard/apply). To complete an application, seniors must present a valid non-expired government-issued photo identification card and have their photo taken (or uploaded to their online application). Approved seniors are eligible to receive a temporary reduced fare CharlieCard while they wait for their permanent Senior CharlieCard to be mailed to their mailing address.

Senior CharlieCard holders can use the online application to replace a lost, damaged, or expired Senior CharlieCard or may call Customer Service at 617-222-3200. Replacement cards can be mailed or picked up at the CharlieCard Store. When receiving a new or replacement CharlieCard, it may be necessary for the CharlieCard Store to deactivate the existing CharlieCard.

Customers aged 65 or older riding Commuter Rail without a Senior CharlieCard may present (before purchase) a valid government-issued photo ID displaying their age to ticket vendors or conductors to qualify for reduced fares.

Persons with Disabilities

Persons with disabilities and Medicare cardholders may apply for a Transportation Access Pass (TAP) CharlieCard. This card entitles the holder to the same reduced fare benefits listed above. To apply for a TAP CharlieCard for the first time, a Transportation Access Pass application must be completed and

mailed or dropped off at the CharlieCard Store. A letter of approval or denial will then be mailed within 6 to 8 weeks from the time the CharlieCard Store obtains the application. Upon approval, the customer must go to the CharlieCard Store and present a valid non-expired government-issued photo ID and have their photo taken. A temporary reduced fare CharlieCard will be issued. The permanent TAP CharlieCard will be mailed to the rider's mailing address.

For people with doctor-designated permanent disabilities, TAP cards are valid for 5 years. For doctor-certified temporary disabilities, TAP cards are valid for 1 year.

TAP CharlieCard holders can replace a lost, damaged, or expired TAP CharlieCard by calling Customer Service at 617-222-3200. Replacement cards can be mailed or picked up at the CharlieCard Store. When receiving a new or replacement CharlieCard, it may be necessary for the CharlieCard Store to deactivate your existing TAP CharlieCard.

Customers with disabilities may use TAP passes issued by other Regional Transit Authorities (RTAs) in Massachusetts or Rhode Island to qualify for reduced fares on MBTA Commuter Rail.

Middle and High School Students

Middle and high school students enrolled in schools that participate in the MBTA's Student Pass Program are eligible for reduced fare benefits as described below. Student CharlieCards are valid for one year: September 1- August 31.

Participating schools distribute either a M7 Student CharlieCard or a regular Student CharlieCard (S-Card) to eligible students. The M7 Student CharlieCard contains prepaid monthly passes valid for unlimited travel on Rapid Transit, Local Bus, Express Bus, and Commuter Rail up to Zone 2 from September to June. In July and August, M7 cards convert to S-Cards and can be used in the same manner as S-Cards to purchase stored value or passes, including reduced Commuter Rail fares. The regular Student CharlieCard allows the student to pay the reduced fare rate for single rides on all modes or to purchase the Student monthly pass, which is valid on Rapid Transit, Local Bus, and Express Bus.

Home schooled students can order either a M7 or S-Card by contacting the MBTA at studentpassprogram@mbta.com.

Middle or high school students riding Commuter Rail without a Student CharlieCard may present (before purchase) a valid school-issued ID showing their status to ticket vendors or conductors to qualify for reduced fares. Students with valid S-Cards, M7s, or school-issued IDs qualify for reduced fares year-round, not only during the school year.

Youth

The Youth Pass CharlieCard offers reduced fares to eligible young people who are not eligible for a Student CharlieCard, live in a participating municipality in the Greater Boston area, and have low-income based on their enrollment in certain state/federal benefit, alternative education, or job training programs. Youth Pass cards entitle the holder to the same benefits listed above and are valid from November to October of each year.

To apply, young people must complete the online application (mbta.com/youthpass/apply), including uploading the required eligibility documents. Approved applicants will receive their cards by mail or if available, can select to pick up their cards at their local Youth Pass office. Young people must apply each year to receive a new card. Youth Pass CharlieCard holders can use the online application to

replace a lost, damaged, or expired Youth Pass CharlieCard or may visit their local Youth Pass office. When receiving a new, replacement card, it is necessary for the existing card to be deactivated.

Free Passengers

Free fares are given to the following types of passengers on MBTA services (excluding The RIDE): children 11 and under, persons who are blind, MBTA employees, military, police, and fire fighters, certain Commonwealth of MA officials, and RIDE ID cardholders.

Children 11 and under

Children age 11 and under may ride the MBTA system for free if accompanied by a paying customer. Two children may ride free for each paying customer. Unaccompanied children 11 and under will need to pay the fare in order to gain access to gated stations.

Blind

Persons who are legally blind are eligible for a Blind Access CharlieCard to ride the fixed-route MBTA system (excluding The RIDE) free of charge. To obtain a Blind Access CharlieCard, customers must visit the CharlieCard Store located at Downtown Crossing to have their photo taken, as well as present a Massachusetts Commission for the Blind ID Card, Certificate of Blindness, or other valid, non-expired blindness certification and a valid, non-expired government issued photo ID. A temporary CharlieCard will be issued depending upon the customer's type of travel. The permanent Blind Access CharlieCard will be mailed to the customer's mailing address.

If a customer with a Blind Access Card is accompanied by a guide, the guide may also ride the MBTA for free. Service animals are also allowed on all MBTA services.

Employee

MBTA employees or retirees with a valid MBTA employee ID may ride on MBTA services for free.

Military, Police and Fire Fighters

Military personnel in full uniform, or not in uniform showing a valid active duty military ID may ride the MBTA for free. Members of the Police and Fire Departments of the cities and towns in which the MBTA operates and members of the Massachusetts State Police receive free travel on the MBTA when in full uniform and wearing an official badge. Detectives in plain clothes may also travel freely if they show their official badge.

Commonwealth Officials

Commonwealth of Massachusetts Department of Public Utilities (DPU) Officials may ride the MBTA for free when presenting a valid MBTA Public Official Identification Card. Any person accompanying DPU Official(s) will also be provided free entry. State Elevator Inspectors may also ride for free when displaying a valid MBTA Public Official Identification Card.

The RIDE CharlieCard

Persons with The RIDE CharlieCard may ride MBTA buses, rapid transit, ferries, and Commuter Rail up to Zone 5 free of charge. Existing members who wish to replace a lost, damaged, or expired The RIDE CharlieCard may call Customer Service at 617-222-3200 to request a new card be mailed. When receiving a card by mail, it may be necessary for the CharlieCard Store to deactivate the existing CharlieCard.

Transfer Policies

The MBTA allows transfers between services depending on the fare media used and the amount paid.

Passes

Passengers with 1-Day, 7-Day, or monthly passes may ride on all services for which their pass is valid as long as their pass has not expired. Note that 1-Day and 7-Day passes on plastic CharlieCards without a pass type visibly printed cannot be accepted on Commuter Rail (except for travel on the Fairmount Line within Zone 1A using the Platform Validators) or the Ferry.

Stored Value

Passengers paying for a single ride using stored value can transfer for free behind the faregates in gated stations regardless of their fare media. This also includes transferring between the Red Line and the Mattapan Trolley at Ashmont Station, transferring between the Blue Line and SL3 at Airport Station, and transferring between the Commuter Rail Fairmount Line within Zone 1A and Rapid Transit at South Station (tapping a CharlieCard at the Fairmount Line Platform Validator).

When using Stored Value on a CharlieCard riders may take two transfers between modes that accept CharlieCard payment (Local Bus, Express Bus, and Rapid Transit) within two hours of the first tap without having to pay another full fare. A two- or three-stage journey is priced at the maximum price of any single leg. As a result, at any transfer, the fare is compared to the previous stages of the journey; if higher than the most expensive previous stage, a step-up fare (the difference between the most expensive and next most expensive stage) is charged. If less expensive, no fare is charged.

When using a Quick Trip on a CharlieTicket riders may take one transfer between modes that accept CharlieTicket payment (Local Bus, Express Bus, and Rapid Transit) within two hours of the first tap without having to pay another full fare. A two-stage journey requires a Quick Trip equivalent to the most expensive leg of the journey. For example, a Rapid transit Quick Ticket may be used for two legs on Rapid Transit and/or Local Bus, but not on Express Bus.

There are a few exceptions to this general transfer policy. Transfers are not free for multiple entries into gated rapid transit stations, because free transfers are provided behind the gate. Transfers are also not free from one Local Bus to another Local Bus on the same route (in either direction). In each of these cases, a full fare will be deducted from the CharlieCard's stored value, or an entire trip will be deducted from the CharlieTicket's Quick Ticket, at the point of transfer.

Other Transfers

There are no ungated transfers for passengers paying in cash at a farebox.

Single ride tickets on Commuter Rail and Ferry do not grant transfers to any other mode. A monthly Commuter Rail or Ferry pass on mTicket does not grant transfers to any other mode.

Shared CharlieCard

An additional advantage to using the CharlieCard is that the card can be used to pay the fare for multiple people. A CharlieCard can store pass products and stored value at the same time. An individual with an active pass can tap to validate their fare and then pass their CharlieCard to another

individual. This subsequent use by other individuals will use stored value and not the pass product on the card. Additional taps within 20 minutes of the first tap will deduct stored value from the card to pay the fare(s) of an additional passenger or passengers.

A CharlieCard with just stored value can also be used by multiple passengers. Each additional tap will deduct another fare until there is no more stored value remaining on the card.

Transfers are granted with shared CharlieCards according to the transfer rules as listed above. Up to 4 taps of the CharlieCard grant transfers on the same CharlieCard; additional taps will deduct the full applicable fare for each segment.

Group Sales

Groups may purchase stored value CharlieCards as well as 1-Day, 7-Day, or monthly LinkPasses in advance and have the passes mailed to them. Group pass purchases must be for a minimum of 10 passes. Groups may register and place these orders at passprogram.mbta.com. Group passes will not be discounted.

Commuter Rail Group Tickets: A group of 10 or more individuals may travel **together** on a group ticket on the same train(s). This ticket must be prearranged with the North Station Ticket Office Manager by calling 617-222-3663 between 7 AM and 3 PM, Monday through Friday, 2 weeks prior the scheduled trip. Group tickets are valid on the specified day and trains(s) and are not valid on peak period trains designated in the public schedule folders. This ticket is non-refundable.

There is no option for group fares purchase via website or mTicket at this time. The MBTA will enter agreements with businesses or organizations to purchase fares in bulk but will not provide discounts on these purchases.

Third Parties

Regional Interoperability (RTAs)

The MBTA and Massachusetts's Regional Transit Authorities (RTAs) provide fixed route and paratransit service in communities across the state. The MBTA and RTA Interoperability program allows customers to use the CharlieCard on RTA bus services in certain circumstances. Rules for the usage of the CharlieCard on RTAs are set by each individual RTA. The MBTA does not accept transfers from other systems.

Private Carrier Services

Bus routes 710, 714, and 716 are currently operated by private carriers. These buses cost the same to ride as MBTA Local Bus routes, but they are not equipped with the MBTA's fareboxes. On these routes, payment is only accepted in cash or with an MBTA pass that may be visually inspected (either on a CharlieTicket or a preprinted CharlieCard with a valid date). Transfers are not valid on these routes. Bus routes 712/713 are also operated by private carriers, although these routes accept CharlieCards and follow MBTA fare and transfer rules for Local Buses.

Third-Party Fare Media (Bring Your Own Chip)

The MBTA allows organizations and entrepreneurs to contract with the MBTA's approved

manufacturer to embed MBTA CharlieCard-compatible chips in some ID cards and some other personal devices. This is referred to as “Bring Your Own Chip” (BYOC) in this document.

1. **Contracting for encoding:** BYOC Creators must contract directly with MBTA’s smartcard encoding provider (Encoder) for services to have Chips encoded for use in BYOC products.
 - a. The MBTA’s Encoder is not obligated to take on any particular BYOC Product project.
 - b. BYOC Creators must include in that purchase:
 - i. Testing of the Chip
 - ii. Certification that the placement of the Chip within the BYOC Product is as consistently readable as standard MBTA CharlieCard chips
 - iii. Creation of a “response file” to MBTA specifications previously provided to the Encoder
 - iv. Assertion of MBTA approval
2. **Costs:** The MBTA will neither charge nor reimburse BYOC Creators for participation in this program. MBTA’s Encoder will charge BYOC Creators directly for charges.
3. **Manufacturing requirements:**
 - a. A “MiFare Classic 1k 4-byte non-unique identifier NXP chip” (Chip) must be used. BYOC Creators must source and purchase these chips.
 - b. The Chip serial number and sequence number must be permanently etched or stamped onto the BYOC Product in a human-readable format. BYOC Creators must either negotiate with Encoder or independently contract for this to be done after encoding. If this is not possible, some replacement and customer services will not be available to customers.
 - c. The MBTA logo must not be used
4. **Fare validity, replacement, and expiration:**
 - a. This Chip type is accepted by all MBTA electronic fare equipment at the time of this writing. In the future, customers may be required to exchange/transfer fare products to a new fare media type, after which time the BYOC Product may not be usable.
 - b. If presented as a form of transit payment with a valid BYOC Product with a functioning chip, the MBTA will treat the BYOC Product as it would treat a CharlieCard.
 - c. If presented with a valid BYOC Product with a non-functioning Chip that has a properly etched serial number, the MBTA will exchange/transfer unexpired fare product purchased onto that Chip serial number either to a CharlieCard, or to a different BYOC product provided by the customer.
 - d. The same two methods available for the replacement of CharlieCards—at the CharlieCard Store, or by mail—apply to BYOC Products. Customers are responsible for the shipment/postage costs to the MBTA; the MBTA will pay shipping cost to return the BYOC Product and replacement card or Product to the customer.
 - e. BYOC Products without etched serial numbers are not eligible for replacement.
 - f. BYOC Products may not be eligible to hold reduced-fare products.
5. **Data ownership and rights:**
 - a. All data contained on the Chip is the intellectual property of the MBTA except as defined in the MBTA Privacy Policy.
 - b. The Chip may be disabled by the MBTA for actual or suspected misuse.
6. **Product customer service:**

- a. BYOC Creators must clearly communicate customer service policies and instructions to customers.
- b. BYOC Creators are solely responsible for design, development, testing, and quality assurance of their BYOC Products.
- c. BYOC Creators must clearly communicate expected lifetime of BYOC Products to customers.
- d. The MBTA shall not be liable to BYOC Creators or users of BYOC products except as specified by express written agreement.

Refunds and Replacements

Refund Policy

All tickets, passes, and RIDE Account deposits are non-refundable after purchase.

Transit service may be delayed or cancelled due to inclement weather, mechanical problems, track or road conditions, or other circumstances. The MBTA is not liable for any loss, damage, or refunds arising from or related to delayed or canceled service, or for any act or failure to act resulting in delays or cancellations.

To consolidate value from multiple tickets or cards, you must complete a Consolidation Request Form, downloadable on mbta.com/charliecard and mail it along with at least five CharlieCards and/or CharlieTickets. The CharlieCard Store will not accept Consolidation Request Forms.

If a faregate or fare vending machine is malfunctioning, seek the assistance of a Customer Service Agent. If no one is available, contact Customer Communications at 617-222-3200.

Replacement of Damaged Fare Media

If electronic or printed fare media is unreadable by MBTA staff or MBTA fare equipment, a receipt from an MBTA Fare Vending Machine, Retail Sales Terminal, or an MBTA website must be presented in order for a replacement/exchange to be provided. Damaged CharlieCards or Tickets may be replaced at the CharlieCard Store if they can be determined to be valid. Riders can also submit a refund/exchange request through Customer Support at www.mbta.com/customer-support.

Corporate, semester, Youth Pass and student pass program participants should contact the administrator of their program for replacement policies. Some products can be replaced at the CharlieCard Store.

Lost and Stolen Fare Media

The MBTA is not responsible for replacing lost or stolen fare media, but may attempt to do so at its sole discretion. Replacement is only possible if the original CharlieCard can be disabled. Customers can register their CharlieCards for loss protection at mbta.com/charliecard. Corporate, semester, Youth Pass and student pass holders should contact their program administrator in the event of lost fare media.

Glossary / Definitions

Commuter Ferry: The Commuter Ferry operates between Hull and Hingham to downtown Boston and Logan Airport.

Commuter Rail: The Commuter Rail operates service from North and South Stations in Downtown Boston along 14 lines to cities and towns in the Greater Boston area and Rhode Island. Commuter Rail travel is priced by zone.

Commuter Rail Zones: A “Zone” is a way to categorize Commuter Rail stations to charge the same fares for stations that are a similar distance from the terminal stations. The MBTA currently has 11 zones, ranging from Zone 1A to Zone 10. The following stations are located in each zone:

- **Zone 1A:** Back Bay, Blue Hill Avenue, Boston Landing, Chelsea, Fairmount, Forest Hills, Four Corners, JFK/UMass, Lansdowne, Malden, Morton Street, Newmarket, North Station Porter, Ruggles, South Station, Talbot Avenue, Uphams Corner, West Medford
- **Zone 1:** Bellevue, Belmont, Highland, Hyde Park, Melrose / Cedar Park, Melrose Highlands, Newtonville, Quincy Center, Roslindale Village, Waverly, Wedgemere, West Roxbury, Winchester Center, Wyoming Hill
- **Zone 2:** Anderson / Woburn, Auburndale, Braintree, Brandeis / Roberts, Dedham Corporate Center, East Weymouth, Endicott, Greenwood, Hersey, Lynn, Mishawum, Needham Center, Needham Heights, Needham Junction, Reading, Readville, Riverworks, Route 128, Wakefield, Waltham, West Newton, Weymouth Landing / East Braintree
- **Zone 3:** Canton Center, Canton Junction, Hastings, Holbrook / Randolph, Islington, Kendal Green, North Wilmington, Norwood Central, Norwood Depot, Salem, Silver Hill, South Weymouth, Swampscott, Wellesley Farms, Wellesley Hills, Wellesley Square, West Hingham, Wilmington
- **Zone 4:** Abington, Ballardvale, Beverly, Brockton, Cohasset, Foxboro, Lincoln, Montello, Montserrat, Nantasket Junction, Natick, Plimptonville, Sharon, Stoughton, Walpole, West Natick, Windsor Gardens
- **Zone 5:** Andover, Beverly Farms, Campello, Concord, Framingham, Hamilton / Wenham, Norfolk, North Beverly, North Billerica, North Scituate, Prides Crossing, West Concord, Whitman
- **Zone 6:** Ashland, Bridgewater, Forge Park / 495, Franklin / Dean College, Greenbush, Hanson, Ispwich, Lawrence, Lowell, Manchester, Mansfield, South Acton, Southborough
- **Zone 7:** Attleboro, Bradford, Gloucester, Halifax, Haverhill, Littleton / 495, Rowley, South Attleboro, Westborough, West Gloucester
- **Zone 8:** Ayer, Fitchburg, Grafton, Kingston, Middleborough / Lakeville, Newburyport, North Leominster, Plymouth, Providence, Rockport, Shirley, Worcester
- **Zone 9:** TF Green Airport, Wachusett
- **Zone 10:** Wickford Junction, RI

Deduct: The process used to consume stored value from a CharlieCard or CharlieTicket to pay a fare for a single ride.

Discounted Fare: Certain types of passes give riders a discount from the base fare.

Exchange: The act of exchanging a damaged or malfunctioning CharlieCard or Ticket for a new one. This may only be done at the CharlieCard Store or at a Commuter Rail ticket window with a receipt of the original purchase.

Express Bus: Express Buses run primarily during peak times to and from downtown Boston and Back Bay.

Fare: Fare is defined as the highest-value, adult, single-ride price for a given mode of transit. Customers purchasing monthly passes receive a discount from the fare.

Farebox: The machine which reads fare media and accepts cash on-board a bus or light rail vehicle.

Faregate: The machine which reads fare media at the entrance to a platform.

Inner Harbor Ferry: The Inner Harbor Ferry operates between Long Wharf and the Charlestown Navy Yard in Boston.

Mode: The various types of MBTA service. These include: Bus (Local and Express), Rapid Transit (subway and light rail), Ferry, Commuter Rail, and The RIDE.

Local Bus: Local Bus service consists of non-Express Bus service, includes trackless trolley.

Platform Validator: The machine which reads fare media on a platform and issues a receipt to present onboard a vehicle for validation.

Rapid Transit: Rapid Transit is defined as any of the four colors of heavy or light rail (Red, Blue, Orange or Green Lines), the Silver Line 1, 2, and 3 as well as the Mattapan Line. Note that the Silver Line routes 4 and 5 are included in the Local Bus fare structure.

Reduced Fare: Certain eligible passengers are entitled to a reduced fare with the proper identification card. Reduced Fares are available to disabled persons and Medicare cardholders who present a Transportation Access Pass, seniors age 65 or older with a valid MBTA Senior Card, young adults who present a Youth Pass, or Student CharlieCard. Reduced Fares are available for single ride fares, and some passes.

Silver Line: There are 5 routes that make up the Silver Line, which uses buses that partially run in bus only lanes or tunnels. Silver Line 1, 2, and 3 are considered Rapid Transit for fare purposes because there is a free behind-the-gate transfer at South Station to the Red Line. The Silver Line 4 and 5 are considered Local Bus for fare purposes.

Stored Value: Stored value is defined as value that has been loaded onto MBTA fare media (either a CharlieCard or CharlieTicket). This value may only be used for paying fares on MBTA services and others that accept CharlieCard media. Stored value may not be exchanged for currency and is subject to expiration in accordance with the terms set forth in this Tariff.

The RIDE: The RIDE provides door-to-door paratransit service for eligible customers who cannot use fixed route modes due to a physical, mental, or cognitive disability. Only registered RIDE customers, their Personal Care Assistants, and their guests may take advantage of the service.

Validate: The act of verifying that a ticket, card, or electronic device is valid to ride on the MBTA. This process verifies the applicability of any passes and transfers, and then deducts from stored value, remaining transfer allowances, and/or prepaid trips if necessary. If possible, the rider must validate

their CharlieCard or CharlieTicket by tapping it on a gate, farebox, or other validator. Insertable CharlieTickets may be inserted into gates and fareboxes. If requested, the rider must present their printed ticket, card, or their mTicket app to an MBTA or Commuter Rail operator employee.

Zone 1A: Commuter Rail stations that are within the general limits of the inner core are considered Zone 1A. Trips from these stations to downtown Boston cost the same as a regular rapid transit fare. Zone 1A stations are above under “Commuter Rail Zones”

Notes on Zone 1A travel:

- No transfers are allowed for single-ride fares between Zone 1A and the rest of the MBTA system, except for riders using a CharlieCard at Platform Validators on the Fairmount Line.
- Zone 1A monthly passes on a CharlieTicket or CharlieCard are accepted on Local Bus, Rapid Transit and Inner Harbor Ferry service. However, mTicket purchases do not allow for transfers or travel on other modes.

LinkPasses are also accepted on Zone 1A, but only when they are issued on a CharlieTicket or a CharlieCard preprinted with a valid month.

Appendix A

All fares and passes – effective July 1, 2022

Core Fares	Full Fare Price (\$)	Reduced Fare Price (\$)
Local Bus	1.70	0.85
Rapid Transit	2.40	1.10
Express Bus	4.25	2.10
Non-Core Fares	Full Fare Price (\$)	Reduced Fare Price (\$)
Commuter Rail Zone 1A	2.40	1.10
Commuter Rail Zone 1	6.50	3.25
Commuter Rail Zone 2	7.00	3.50
Commuter Rail Zone 3	8.00	4.00
Commuter Rail Zone 4	8.75	4.25
Commuter Rail Zone 5	9.75	4.75
Commuter Rail Zone 6	10.50	5.25
Commuter Rail Zone 7	11.00	5.50
Commuter Rail Zone 8	12.25	6.00
Commuter Rail Zone 9	12.75	6.25
Commuter Rail Zone 10	13.25	6.50
Commuter Rail Interzone 1	2.75	1.25
Commuter Rail Interzone 2	3.25	1.50
Commuter Rail Interzone 3	3.50	1.75
Commuter Rail Interzone 4	4.25	2.00
Commuter Rail Interzone 5	4.75	2.25
Commuter Rail Interzone 6	5.25	2.50
Commuter Rail Interzone 7	5.75	2.75
Commuter Rail Interzone 8	6.25	3.00
Commuter Rail Interzone 9	6.75	3.25
Commuter Rail Interzone 10	7.25	3.50
Commuter Ferry	9.75	4.85
Inner Harbor Ferry	3.70	1.85
Cross-Harbor Ferry	9.75	4.85
Logan Airport Commuter Ferry	9.75	4.85

Passes (Monthly unless otherwise noted)	Full Fare Price (\$)	Reduced Fare Price (\$)
Local Bus	55.00	NA
LinkPass	90.00	30.00
1-Day LinkPass	11.00	NA
7-Day LinkPass	22.50	10.00
Passes (Monthly unless otherwise noted)	Full Fare Price (\$)	Reduced Fare Price (\$)
Express Bus	136.00	67.00
Commuter Rail Zone 1A	90.00	30.00
Commuter Rail Zone 1	214.00	107.00
Commuter Rail Zone 2	232.00	116.00
Commuter Rail Zone 3	261.00	130.00
Commuter Rail Zone 4	281.00	136.00
Commuter Rail Zone 5	311.00	152.00
Commuter Rail Zone 6	340.00	170.00
Commuter Rail Zone 7	360.00	180.00
Commuter Rail Zone 8	388.00	190.00
Commuter Rail Zone 9	406.00	199.00
Commuter Rail Zone 10	426.00	209.00
Commuter Rail Interzone 1	90.00	41.00
Commuter Rail Interzone 2	110.00	51.00
Commuter Rail Interzone 3	120.00	60.00
Commuter Rail Interzone 4	139.00	65.00
Commuter Rail Interzone 5	158.00	75.00
Commuter Rail Interzone 6	178.00	85.00
Commuter Rail Interzone 7	196.00	94.00
Commuter Rail Interzone 8	216.00	104.00
Commuter Rail Interzone 9	237.00	114.00
Commuter Rail Interzone 10	257.00	124.00
Commuter Ferry	329.00	164.00

5 Day Flex Passes	Full Fare Price (\$)	Reduced Fare Price (\$)
Commuter Rail Zone 1A	21.60	9.90
Commuter Rail Zone 1	58.50	29.25
Commuter Rail Zone 2	63.00	31.50
Commuter Rail Zone 3	72.00	36.00
Commuter Rail Zone 4	78.75	38.25
Commuter Rail Zone 5	87.75	42.75
Commuter Rail Zone 6	94.50	47.25
Commuter Rail Zone 7	99.00	49.50
Commuter Rail Zone 8	110.25	54.00
Commuter Rail Zone 9	114.75	56.25
Commuter Rail Zone 10	119.25	58.50
Commuter Rail Interzone 1	24.75	11.25
Commuter Rail Interzone 2	29.25	13.50
Commuter Rail Interzone 3	31.50	15.75
Commuter Rail Interzone 4	38.25	18.00
Commuter Rail Interzone 5	42.75	20.25
Commuter Rail Interzone 6	47.25	22.50
Commuter Rail Interzone 7	51.75	24.75
Commuter Rail Interzone 8	56.25	27.00
Commuter Rail Interzone 9	60.75	29.25
Commuter Rail Interzone 10	65.25	31.50
THE RIDE		
ADA Service Area	3.35	
Premium Service Area	5.60	

NOTES:

- *Full Fare Commuter Rail and Ferry monthly passes purchased on the mTicket app are \$10 off the prices listed above.*
- *Reduced Fare Commuter Rail and Ferry monthly passes purchased on the mTicket app are \$5 off the prices listed above, except for the Reduced Fare Zone 1A Monthly Pass.*
- *Mobile passes are valid on Commuter Rail and Ferry only.*
- *Full Fare Commuter Rail Zone tickets sold on board are charged a \$3.00 surcharge on all outbound trains at all times when departing from a station with Fare Vending Machines and on inbound trains on weekdays (non-holidays), when departing from a station where tickets are sold onsite.*



MBTA Commuter Rail Tariff

Issued By: MBTA Railroad Operations

Effective July 1, 2022

Replaces: Commuter Rail Tariff dated July 1, 2019

Updated: July 1, 2022

This tariff governs Commuter Rail services operated by Keolis
for the Massachusetts Bay Transportation Authority.

Section 1. Commuter Rail Stations by Zone

The MBTA Commuter Rail system provides rail service on fourteen rail lines and services one hundred and thirty-eight stations. Commuter rail fares are based on the use of a zone-system. Commuter rail zones and the stations within each zone are as follows:

Table 1. Commuter Rail Stations by Zone

Zone	Stations
1A	Back Bay, Blue Hill Ave, Boston Landing, Chelsea, Fairmount, Forest Hills, Four Corners/Geneva, JFK/UMASS, Lansdowne, Malden Center, Morton Street, Newmarket, North Station, Porter, Ruggles, Talbot Avenue, Uphams Corner, and West Medford, South Station
1	Bellevue, Belmont, Highland, Hyde Park, Melrose/Cedar Park, Melrose Highlands, Newtonville, Quincy Center, Roslindale Village, Waverley, Wedgemere, West Roxbury, Winchester Center, and Wyoming Hill
2	Anderson/Woburn, Auburndale, Braintree, Brandeis/Roberts, Dedham Corp. Center, East Weymouth, Endicott, Greenwood, Hersey, Lynn, Mishawum, Needham Center, Needham Heights, Needham Junction, Reading, Readville, River Works, Route 128, Wakefield, Waltham, West Newton, and Weymouth Landing/East Braintree
3	Canton Center, Canton Junction, Holbrook/Randolph, Islington, Kendal Green, North Wilmington, Norwood Central, Norwood Depot, Salem, Silver Hill, South Weymouth, Swampscott, Wellesley Farms, Wellesley Hills, Wellesley Square, West Hingham, and Wilmington
4	Abington, Ballardvale, Beverly, Brockton, Cohasset, Foxboro, Lincoln, Montello, Montserrat, Nantasket Junction, Natick, Sharon, Stoughton, Walpole, West Natick, and Windsor Gardens
5	Andover, Beverly Farms, Campello, Concord, Framingham, Hamilton/ Wenham, Norfolk, North Beverly, North Billerica, North Scituate, West Concord, and Whitman
6	Ashland, Bridgewater, Forge Park/495, Franklin/Dean College, Greenbush, Hanson, Ipswich, Lawrence, Lowell, Manchester, Mansfield, South Acton, and Southborough
7	Attleboro, Bradford, Gloucester, Halifax, Haverhill, Littleton/495, Rowley, South Attleboro, Westborough, and West Gloucester
8	Ayer, Fitchburg, Grafton, Kingston, Middleborough/Lakeville, Newburyport, North Leominster, Plymouth, Providence, Rockport, Shirley, Wachusett, and Worcester
9	TF Green Airport
10	Wickford Junction

Section 2. Monthly Pass and Ticket Fares

All Commuter Rail zone tickets and monthly zone pass fares are valid for travel between Zone 1A and the particular Zone for which the ticket or pass was purchased. Fares apply to adults and children 12 or older. Monthly zone pass and ticket fares in effect as of July 1, 2022 are displayed below.

Table 2. Commuter Rail Monthly Zone Pass and Ticket Fares

Zone	Full Fare						Reduced Fare				
	Offboard One-Way	Onboard One-Way	mTicket 10-Ride	mTicket 5 Day Flex Pass	Zone Monthly Pass	mTicket Zone Monthly Pass	One-Way	mTicket 10-Ride	mTicket 5 Day Flex Pass	Zone Monthly Pass	mTicket Zone Monthly Pass
1A	\$2.40	\$5.40	\$24.00	\$21.60	\$90.00	\$80.00	\$1.10	\$11.00	\$9.90	\$30.00	\$30.00
1	\$6.50	\$9.50	\$65.00	\$58.50	\$214.00	\$204.00	\$3.25	\$32.50	\$29.25	\$107.00	\$102.00
2	\$7.00	\$10.00	\$70.00	\$63.00	\$232.00	\$222.00	\$3.50	\$35.00	\$31.50	\$116.00	\$111.00
3	\$8.00	\$11.00	\$80.00	\$72.00	\$261.00	\$251.00	\$4.00	\$40.00	\$36.00	\$130.00	\$125.00
4	\$8.75	\$11.75	\$87.50	\$78.75	\$281.00	\$271.00	\$4.25	\$42.50	\$38.25	\$136.00	\$131.00
5	\$9.75	\$12.75	\$97.50	\$87.75	\$311.00	\$301.00	\$4.75	\$47.50	\$42.75	\$152.00	\$147.00
6	\$10.50	\$13.50	\$105.00	\$94.50	\$340.00	\$330.00	\$5.25	\$52.50	\$47.25	\$170.00	\$165.00
7	\$11.00	\$14.00	\$110.00	\$99.00	\$360.00	\$350.00	\$5.50	\$55.00	\$49.50	\$180.00	\$175.00
8	\$12.25	\$15.25	\$122.50	\$110.25	\$388.00	\$378.00	\$6.00	\$60.00	\$54.00	\$190.00	\$185.00
9	\$12.75	\$15.75	\$127.50	\$114.75	\$406.00	\$396.00	\$6.25	\$62.50	\$56.25	\$199.00	\$194.00
10	\$13.25	\$16.25	\$132.50	\$119.25	\$426.00	\$416.00	\$6.50	\$65.00	\$58.50	\$209.00	\$204.00

Tickets

All tickets are valid through the designated Zone.

All 10-ride reduced fare tickets purchased at a Commuter Rail ticket office, MBTA vendor, from a Fare Vending Machine, or mTicket (see Section 4 for a description of the mTicket app) are valid for 90 days from the date of purchase.

All single and round trip ride tickets purchased on board from a crew member are valid until the expiration date shown on the ticket. On board fares apply to tickets purchased from a crew member.

All 5 Day Flex Passes purchased on mTicket are valid for 30 days from the date of purchase.

a. One-Way Fare

A one-way fare is a single ride ticket valid for one Commuter Rail journey.

Receipts issued by tapping a CharlieCard with a pass or stored value at a Fairmount Line Platform Validator are valid for one Commuter Rail journey within Zone 1A on the Fairmount Line.

b. Round Trip Fare

A round trip fare is two single ride tickets of the same zone.

c. One-Way Reduced Fare

A one-way reduced fare is a single ticket provided to customers with the correct discount identification.

d. Round Trip Reduced Fare

A round trip reduced fare is two single ride tickets provided to customers with the correct discount identification.

e. \$10 Weekend Fare

A multi-ride ticket valid for unlimited weekend trips across all commuter zones on a single weekend.

f. Monthly Zone Pass

A monthly zone pass is valid for unlimited trips during the specified month up to and including the zone designated on the pass.

For example:

- A passenger with a Zone 4 monthly pass can travel between Zone 4 and Zone 2 without additional charges.
- A passenger with a Zone 4 monthly pass can travel between Zone 4 and Zone 6 but must be charged an Interzone fare of \$3.25 for travel in 2 additional zones (5 and 6).

All monthly zone passes are valid for unlimited travel on all rapid transit, local buses, and expressbuses **except** monthly passes purchased on the mTicket app. Zone 1A passes are also not valid on express buses.

Zone 6 or greater monthly zone passes are also valid for unlimited travel on MBTA Commuter Ferry from Hingham, Hull, Logan Long Wharf (Boston), and Rowes Wharf (Boston).

g. Reduced Fare Monthly Zone Pass

Reduced Fare Monthly Zone Passes have the same validity as Full Fare Monthly Zone Passes for customers who qualify for reduced fares. Passengers traveling with a Reduced Fare Pass may be asked to present their reduced fare credential in addition to their pass.

h. Zone Flex Pass

A Zone Flex Pass provides 5 passes valid for unlimited trips during 24-hour periods up to and including the zone designated on the pass. Flex Passes are priced at a 10% discount to the equivalent 5 round trip tickets. This product is only offered on mTicket and valid for 30 days after purchase.

i. Reduced Fare Zone Flex Pass

Reduced Fare Zone Flex Passes have the same validity as Full Fare Zone Flex Passes for customers who qualify for reduced fares. Passengers traveling with a Reduced Fare Pass may be asked to present their reduced fare credential in addition to their pass.

j. 10-Ride Fare

A multi-ride ticket valid for 10 one-way reduced fare trips up to and including the zone designated on the pass.

k. 10-Ride Reduced Fare

10-Ride Reduced Fares have the same validity as Full Fare 10-Rides for customers who qualify for reduced fares. Passengers traveling with a Reduced Fare 10-Ride may be asked to present their reduced fare credential in addition to their ticket.

l. Group Fare

A group of 10 or more individuals may travel together on a group ticket on the same train(s). This ticket must be prearranged with the North Station Ticket Office Manager by calling 617-222-3663 between 7 AM and 3 PM, Monday through Friday, 2 weeks prior the scheduled trip. Group tickets are valid on the specified day and train(s). This ticket is non-refundable.

m. Special Event Train Ticket

Special Event train tickets are sold for certain events such as Patriots football trains, concert trains, etc. These are round trip tickets provided for travel to and from special events valid only on the date of the designated event and are non-refundable. Other tickets such as monthly passes, MBTA Employee passes and other standard MBTA fares are not valid on Special Event trains. **There are no provisions for free or reduced fare travel for Special Event Train tickets.**

n. Charter Trains

Charter Trains such as the CapeFLYER, Polar Express Trains, etc. have their own fare structure not set by the MBTA. Charter Trains do not fall under the Commuter Rail Tariff and

other tickets such as monthly passes, MBTA Employee passes, and other standard MBTA fares are not valid on Charter Trains.

Section 3. Interzone Monthly Pass and Ticket Fares

Interzone monthly pass and ticket fares are based on zones “traveled” in. The number of zones charged for depends on whether the passenger has a ticket/pass:

For example:

- A passenger with no ticket or pass boards at a station in Zone 3 and gets off at a station in Zone 5. This passenger is charged \$3.50 for travel in 3 zones (Zones 3, 4, and 5).
- A passenger with no ticket or pass boards at a station in Zone 4 and gets off at a different station in Zone 4 (for example, West Natick and Natick). This passenger is charged \$2.75 for travel in 1 zone (Zone 4)
- A passenger with a Zone 3 ticket/pass who gets off in Zone 5 is charged \$3.25 for travel in 2 additional zones (Zones 4 and 5).
- The On Board Fare does not apply to Interzone purchases made on the train.

All Commuter Rail interzone tickets and monthly interzone zone pass fares are used for travel between stations other than North Station, South Station, Back Bay Station, and Zone 1A stations (See [Table 1](#) for a list of stations and designated zones).

Interzone monthly pass and ticket fares are displayed below

Table 3. Commuter Rail Interzone Monthly Pass and Ticket Fares

Interzone	Full Fare				Reduced Fare			
	One-Way	mTicket Interzone 5 Day Flex Pass	Interzone Monthly Pass	mTicket Interzone Monthly Pass	One-Way	mTicket Interzone 5 Day Flex Pass	Interzone Monthly Pass	mTicket Interzone Monthly Pass
1	\$2.75	\$24.75	\$90.00	\$80.00	\$1.25	\$11.25	\$41.00	\$36.00
2	\$3.25	\$29.25	\$110.00	\$100.00	\$1.50	\$13.50	\$51.00	\$46.00
3	\$3.50	\$31.50	\$120.00	\$110.00	\$1.75	\$15.75	\$60.00	\$55.00
4	\$4.25	\$38.25	\$139.00	\$129.00	\$2.00	\$18.00	\$65.00	\$60.00
5	\$4.75	\$42.75	\$158.00	\$148.00	\$2.25	\$20.25	\$75.00	\$70.00
6	\$5.25	\$47.25	\$178.00	\$168.00	\$2.50	\$22.50	\$85.00	\$80.00
7	\$5.75	\$51.75	\$196.00	\$186.00	\$2.75	\$24.75	\$94.00	\$89.00
8	\$6.25	\$56.25	\$216.00	\$206.00	\$3.00	\$27.00	\$104.00	\$99.00
9	\$6.75	\$60.75	\$237.00	\$227.00	\$3.25	\$29.25	\$114.00	\$109.00
10	\$7.25	\$65.25	\$257.00	\$247.00	\$3.50	\$31.50	\$124.00	\$119.00

a. One-Way Interzone Fare

A one-way Interzone fare is a single ride ticket.

b. Round Trip Interzone Fare

A round trip Interzone fare is 2 single ride tickets.

c. Interzone Reduced Fare

A single ride Interzone ticket provided to customers with the correct discount identification.

d. Interzone Monthly Pass

A monthly Interzone pass that allows an unlimited number of rides up to and including the zone designated on the pass in Zones 1 through 10.

A monthly Interzone pass does not apply to Zone 1A stations (See [Table 1](#) for Zone 1A stations). Not valid for transfers to rapid transit, express bus, or ferry. Passengers can transfer to local bus service.

e. Reduced Fare Interzone Monthly Pass

Reduced Fare Monthly Interzone Passes have the same validity as Full Fare Monthly Zone Passes for customers who qualify for reduced fares. Passengers traveling with a Reduced Fare Pass may be asked to present their reduced fare credential in addition to their pass.

f. Interzone Flex Pass

An Interzone Flex Pass provides 5 passes valid for unlimited trips during 24-hour periods up to and including the interzone designated on the pass. Flex Passes are priced at a 10% discount to the equivalent 5 round trip tickets. This product is only offered on mTicket and valid for 30 days after purchase.

g. Reduced Fare Interzone Flex Pass

Reduced Fare Interzone Flex Passes have the same validity as Full Fare Interzone Flex Passes for customers who qualify for reduced fares. Passengers traveling with a Reduced Fare Pass may be asked to present their reduced fare credential in addition to their pass.

h. Weekend Pass

The Weekend Pass allows for unlimited Commuter Rail travel on a single weekend for \$10.

i. Overrides

When a passenger travels beyond the zone designated on a ticket or pass, a single interzone fare for each zone to be traveled in beyond the zone designated on the ticket or pass must be charged.

Section 4. mTicketing

mTickets are available for the Commuter Rail and Ferry system only. Customers can purchase mobile tickets electronically using the MBTA mTicket app.

Single-Ride tickets, 10-Ride tickets, 5-Day Flex Passes, Weekend Passes, and Monthly Passes are available on mTicket. In addition, some special event trains and charter trains may have tickets available on the mTicket app.

Purchased tickets are stored on the app and are expected to be purchased and activated **prior** to boarding.

The device used to purchase an mTicket must be displayed to a member of staff when they collect tickets on trains and to any member of staff checking tickets at any Commuter Rail station.

Pursuant to mTicket terms and conditions, customers using mTicket are required to comply with any requests from any member of staff to manually inspect and manipulate the device used by the customer so that they can properly verify the ticket. This can include showing the member of staff the mTicket QR code to allow the member of staff to validate or scan the QR code.

Once activated, standard fare mTickets remain active for 90 minutes. Monthly passes and other fares may have longer activation period.

Customers are responsible for purchasing a new mTicket or must pay for a new ticket if their device runs out of batteries or is otherwise non-functional.

Customers with a reduced fare mTicket must have appropriate ID or their MBTA reduced fare CharlieCard with them to show the conductor upon request.

Full Fare Monthly mTicket passes are priced \$10.00 less than the equivalent pass printed on a CharlieTicket or CharlieCard (only applicable on Commuter Rail). Reduced Fare Monthly mTicket passes are priced \$5.00 less than the equivalent pass printed on a CharlieTicket or CharlieCard (only applicable on Commuter Rail), with the exception of the Reduced Fare Monthly Zone 1A Pass which does not offer a discount.

Fare Types Available with mTicket	Commuter Rail and Ferry Monthly Pass, Single-Ride, 10-Ride mTickets, 5-Day Flex Pass, Weekend Pass, special events, and CapeFLYER
Where to Obtain	Download – Available on Apple and Android app stores
Transfer Privileges	None
Expiration	All tickets expire 90 days from purchase unless otherwise noted. Monthly passes expire at the end of the service day on the last day of the month of the pass.

Section 5. Other MBTA Monthly Pass and Ticket Types Valid on Commuter Rail

a. 1-Day, 7-Day, or Monthly Link Ticket

These tickets are valid for unlimited travel on rapid transit, local bus, the Charlestown Ferry, and Commuter Rail Zone 1A. Passes loaded on a plastic CharlieCard will not be accepted. They must have a printed period of use for visual inspection. (For travel within Zone 1A on the Fairmount Line, a plastic CharlieCard with a pass or stored value may be tapped at a Platform Validator to issue a receipt for visual inspection.)

b. Commuter Ferry Monthly Pass

Commuter Ferry monthly passes are valid for unlimited travel on MBTA Commuter Ferries from Hingham, Hull, Logan Long Wharf (Boston), Rowes Wharf (Boston), the Charlestown Ferry, and in Commuter Rail Zones 1A through 5.

c. Express Monthly Bus Pass

Express monthly bus passes are valid for unlimited travel on express bus plus rapid transit, local bus, the Charlestown Ferry, and Commuter Rail Zone 1A. ***Passes loaded on a plastic CharlieCard will not be accepted. They must have a printed period of use for visual inspection.*** (For travel within Zone 1A on the Fairmount Line, a plastic CharlieCard with a pass or stored value may be tapped at a Platform Validator to issue a receipt for visual inspection.)

Section 6. Refunds

Refund Policy

All tickets and passes are non-refundable after purchase.

Transit service may be delayed or cancelled due to inclement weather, mechanical problems, track or road conditions, or other circumstances.

The MBTA is not liable for any loss or damage arising from or related to delayed or cancelled service, or for any act or failure to act resulting in delays or cancellations.

Lost and Stolen Fare Media

The MBTA is not responsible for replacing lost or stolen fare media.

Corporate, semester, and student pass holders should contact their program administrator.

Section 7. Reduced and Free Fare Eligibility

The following customers are eligible for a Reduced Fare:

a. Seniors

Seniors aged 65 and over are eligible to receive a Senior CharlieCard, which are valid for 8 years and entitles the card holder to the reduced fare benefits listed above.

Seniors can apply for a Senior CharlieCard in-person at the CharlieCard Store (located in Downtown Crossing Station in Boston), at a Senior CharlieCard Event convenient to them (for a list of these events, see the MBTA website at mbta.com/events), or by submitting an online application (mbta.com/seniorcharliecard/apply). To complete an application, seniors must present a valid non-expired government-issued photo identification card and have their photo taken (or uploaded to their online application). Approved seniors are eligible to receive a temporary reduced fare CharlieCard while they wait for their permanent Senior CharlieCard to be mailed to their mailing address.

Senior CharlieCard holders can use the online application to replace a lost, damaged, or expired Senior CharlieCard or may call Customer Service at 617-222-3200. Replacement cards can be mailed or picked up at the CharlieCard Store. When receiving a new or replacement CharlieCard, it may be necessary for the CharlieCard Store to deactivate the existing CharlieCard.

Customers aged 65 or older riding Commuter Rail without a Senior CharlieCard may present (before purchase) a valid government-issued photo ID displaying their age to ticket vendors or conductors to qualify for reduced fares.

For travel within Zone 1A on the Fairmount Line, a Senior CharlieCard can be tapped at a Platform Validator to deduct a reduced stored value fare or validate a pass and issue a receipt for visual inspection.

b. Persons with Disabilities

Persons with disabilities and Medicare cardholders may apply for a Transportation Access Pass (TAP) CharlieCard. This card entitles the holder to the same reduced fare benefits listed above. To apply for a TAP CharlieCard for the first time, a Transportation Access Pass application must be completed and mailed or dropped off at the CharlieCard Store. A letter of approval or denial will then be mailed within 6 to 8 weeks from the time the CharlieCard Store obtains the application. Upon approval, the customer must go to the CharlieCard Store and present a valid non-expired government-issued photo ID and have their photo taken. A temporary reduced fare CharlieCard will be issued. The permanent TAP CharlieCard will be mailed to the rider's mailing address.

For people with doctor-designated permanent disabilities, TAP cards are valid for 5 years. For doctor-certified temporary disabilities, TAP cards are valid for 1 year.

TAP CharlieCard holders can replace a lost, damaged, or expired TAP CharlieCard by calling Customer Service at 617-222-3200. Replacement cards can be mailed or picked up at the

CharlieCard Store. When receiving a new or replacement CharlieCard, it may be necessary for the CharlieCard Store to deactivate your existing TAP CharlieCard.

Customers with disabilities may use TAP passes issued by other Regional Transit Authorities (RTAs) in Massachusetts or Rhode Island to qualify for reduced fares on MBTA Commuter Rail.

For travel within Zone 1A on the Fairmount Line, a TAP CharlieCard can be tapped at a Platform Validator to deduct a reduced stored value fare or validate a pass and issue a receipt for visual inspection.

c. Students

Students are defined as those in Middle, Junior, or High School.

The MBTA offers two types of Student CharlieCards. Eligible students (i.e. middle school, junior high, or high school) may receive either a M7-Card or S-Card through their schools or other approved distribution sites.

The **M7-Card** acts as a monthly pass for students on Commuter Rail through Zone 2 during the school year (September 1 through June 30), with the exception of Boston Public Schools M-7 cards, which are valid year-round (as of September 1, 2022). A reduced Interzone fare charge will be applied to students who travel beyond Zone 2. A student with a Student Monthly pass who travels to Zone 5 is charged \$1.75 for travel in 3 Zones (3, 4, and 5).

For the months of July and August, the M7-Card functions like a S-card.

The **S-Card** is valid identification to purchase a reduced fare as a student.

A valid Junior, Middle or High School ID is considered a valid identification to purchase a reduced fare as a student.

For travel within Zone 1A on the Fairmount Line, an S-Card can be tapped at a Platform Validator to deduct a reduced stored value fare or validate a pass and issue a receipt for visual inspection.

Student fares are accepted on all trains year-round. This includes weekends, holidays, and school vacation periods.

Any changes to these passes will be announced via a Customer Service Notice (CSN) where appropriate.

Student Fares do NOT apply to College Students.

d. Youth Pass

The Youth Pass CharlieCard offers reduced fares to eligible young people who are not eligible for a Student CharlieCard, live in a participating municipality in the Greater Boston area, and have low-

income based on their enrollment in certain state/federal benefit, alternative education, or job training programs. Youth Pass cards entitle the holder to the same benefits listed above and are valid from November to October of each year.

To apply, young people must complete the online application (mbta.com/youthpass/apply), including uploading the required eligibility documents. Approved applicants will receive their cards by mail or if available, can select to pick up their cards at their local Youth Pass office. Young people must apply each year to receive a new card. Youth Pass CharlieCard holders can use the online application to replace a lost, damaged, or expired Youth Pass CharlieCard or may visit their local Youth Pass office. When receiving a new, replacement card, it is necessary for the existing card to be deactivated.

For travel within Zone 1A on the Fairmount Line, a Youth Pass CharlieCard can be tapped at a Platform Validator to deduct a reduced stored value fare or validate a pass and issue a receipt for visual inspection.

Passengers Traveling for No Fare

a. Children 11 and under

Children age 11 and under may ride the MBTA system for free if accompanied by a paying customer. Two children may ride free for each accompanying paying customer. Children age 11 and under riding without a paying adult must pay a regular fare unless they have a Student Pass or Monthly Pass.

b. Blind Person

Persons who are legally blind are eligible for a Blind Access CharlieCard to ride the fixed-route MBTA system (excluding The RIDE) free of charge. To obtain a Blind Access CharlieCard, customers must visit the CharlieCard Store located at Downtown Crossing to have their photo taken, as well as present a Massachusetts Commission for the Blind ID Card, Certificate of Blindness, or other valid, non-expired blindness certification and a valid, non-expired government issued photo ID. A temporary CharlieCard will be issued depending upon the customer's type of travel. The permanent Blind Access CharlieCard will be mailed to the customer's mailing address.

If a customer with a Blind Access Card is accompanied by a guide, the guide may also ride the MBTA for free. Service animals are also allowed on all MBTA services.

c. MBTA Employees

MBTA employees or retirees with a valid MBTA employee ID may ride on MBTA services free of charge.

This does not apply to family members.

MBTA employees on official business may be accompanied by contractors or officials who may ride free of charge under the supervision of the MBTA employee.

d. Military

Military personnel in full uniform may ride the MBTA free of charge.

Military personnel not in uniform but showing a valid active duty military ID may ride the MBTA free of charge.

This does not apply to military family members or veterans.

e. Police and Fire

Members of Police and Fire Departments of the cities and towns in which the MBTA operates and members of the Massachusetts State Police only receive free travel on the MBTA when in full uniform and wearing an official badge (probation or correctional officers, security or special police officers and private EMS staff are excluded). Detectives in plain clothes may also travel for free if they show their official identification and are engaged in the discharge of duty.

f. Public Official ID

Commonwealth Department of Public Utilities employees, anyone accompanying them, and state elevator inspectors may ride the MBTA for free when they present an MBTA Public Official ID.

No other state employee IDs qualify for travel at no fare.

Section 8. Commuter Rail Ticket Conditions

a. Tickets purchased on board

A \$3.00 on-board fare per ticket applies to all Commuter Rail tickets purchased onboard at all times when departing from a station where tickets are sold. A list of locations of where tickets are sold is located on mbta.com/cr-fares.

The On-Board Fare does not apply to:

1. All trains operating on the Fairmount Line between South Station and Readville
2. The \$10 Weekend fare
3. All reduced fares listed in [Section 7](#)

b. Commuter Checks and Benefit Cards

No change or credit is given for funds available on benefit cards or checks that exceed the total MBTA purchase amount.

c. Method of Payment

Cash is accepted as a method of payment on the Commuter Rail but passengers are requested to pay the exact fare when using cash. Commuter Rail crew members are not required to make change for bills larger than \$50.

Most major credit or debit cards are accepted by conductors on board trains. If a credit card device is not available passengers will be asked to make purchases using cash or with the mTicket app.

Section 9. Traveling Without a Valid Ticket

A passenger must present a valid ticket or pass to an on board crew member upon request or purchase a ticket from the crew. Passengers must not be removed from the train simply for refusal to pay.

If a passenger refuses or is unable to pay the appropriate fare, a crew member will respectfully request the passenger's name and address, verify it by requesting a valid form of identification, and then fill out the Irregular Fare form. When the form is completed, the crew member must advise the passenger that an invoice for the cost of the fare will be mailed. The passenger will then be transported to their destination.

a. Ticket Alterations

If a monthly pass or ticket appears to be altered in any manner, it is no longer valid a member of staff will confiscate the ticket, respectfully request the passenger's name and address, verify it with a valid form of identification, and notify a supervisor or complete an Irregular Fare form.

b. Fare Disputes

If the fare amount charged for passage is disputed, a crew member or ticket agent will support the fare by referring to this tariff. A passenger is required to pay the requested fare and provide the crew member with a name, address, and the nature of the dispute. This information is to be provided to Keolis Customer Service, 5th Floor, 470 Atlantic Avenue, Boston, MA, 02210 for further handling.

Section 10. Paying Your Fare

When to Pay or Validate Fares

Passengers traveling on Commuter Rail are required to produce a valid ticket at any time when asked to do so by a member of MBTA or Keolis staff or to an officer of the MBTA Transit Police. This can include producing a ticket before boarding or after alighting from a train, as well as multiple times throughout a journey

Passengers paying for their ticket on board must pay when tickets are collected by a crew member.

At North Station, South Station, and Back Bay Station passengers must make every effort to have purchased tickets or passes prior to boarding, and will be required to have tickets prior to boarding when Automatic Ticket Gates are operational

Automatic Ticket Gates

Automatic Ticket Gates are installed at some Commuter Rail stations.

When operational, all passengers are required to tap or scan their tickets or passes on the Automatic Ticket Gates when entering or exiting the station.

Passengers without a valid ticket or pass will not be able to enter a station through the Automatic Ticket Gates to board trains until they have purchased a valid ticket.

Passengers who have traveled on Commuter Rail without a valid ticket and are attempting to exit at a station with Automatic Ticket Gates will be required to purchase a ticket for the journey they have completed. Tickets can be purchased from a member of Keolis staff and will be required before before being able to exit the station through the Automatic Ticket Gates.

Fare Verification Checks

Temporary fare verification checks take place at stations across the Commuter Rail system. When a member of MBTA or Keolis staff is selling tickets at a station as part of temporary fare verification, all tickets must be purchased before boarding. Passengers using mTickets at a station where temporary fare verification checks are taking place must purchase and activate their mTicket prior to boarding and before they pass through the ticket checks.

Fare Evasion Penalties and Rules

Fare evasion is not tolerated on the MBTA.

The MBTA Transit Police are authorized by Massachusetts law to issue citations in accordance with [Mass. Gen. Laws ch. 159](#). Passengers who are unable or unwilling to pay the fare will not be removed or arrested simply for failure to pay. (See [Section 9](#))

Evasion includes the use of reduced fare CharlieCards and reduced fare tickets by individuals who are not eligible for the reduced fare.

Fare evasion also includes:

- use of counterfeit or fraudulent tickets of any type;
- use of expired Commuter Rail and Boat/Ferry tickets;
- use of un-activated mTickets; or
- use of screenshots, video captures or other invalid mTickets.

Section 11. Commuter Rail Conditions of Travel

a. Removal of a Passenger from a Train

A passenger may be removed from a train if the conductor determines the passenger is a threat to the crew or other passengers.

A passenger may only be removed from a train into the custody of the MBTA Transit Police or local police. In the event a passenger is removed from a train, the train dispatcher must be notified immediately, and the conductor **must** file a written report about the incident.

b. Animals

Service animals are always allowed on the Commuter Rail at all times. Non-service dogs are not allowed on the Commuter Rail during peak periods.

During off-peak periods, Commuter Rail staff may allow non-service dogs. Dogs should be onleash and cannot take up a seat. Please ensure your dog can be quiet and calm on the Commuter Rail.

Small animals like cats and rabbits should be kept in pet carriers. Please keep the carrier on your lap if possible and away from vehicle doors, especially during peak periods.

c. Bicycles and Scooters

The following policy provided in regards to Commuter Rail trains is subject to the discretion of the conductor.

Bicycles and scooters are allowed on Commuter Rail trains except during peak periods unless otherwise stated for specific trains between designated stations. Peak Period trains are framed with a block on the [Commuter Rail schedules](#).

Exceptions:

- Bikes and scooters **are** allowed on Peak Period trains displaying a bike symbol at the top of the schedule.
- Folding bikes and scooters, which are completely folded, are allowed on all trains at all times.
- On July 4th and New Year's Eve, bicycles and scooters are restricted from inbound trains between 10 AM and 6 PM and from outbound trains after 4 PM. Bike and scooter restrictions may also apply during other special events such as Halloween or Parade celebrations.

Only 4 bikes and/or scooters will be permitted in each open coach on off peak trains.

Bikes and scooters may be prohibited if trains are too crowded. When on a Commuter Rail train, bikes and scooters:

- Must never be placed on a seat.

- Must be attended at all times.
- Must never obstruct or inhibit the movement of other passengers on the train.
- Must be stored in designated areas at the end of the coach.
- Must never be stored or placed in the outer vestibule between coaches.

Senior citizens and persons with disabilities have precedence over bicycles or scooters.

Customers with disabilities may bring mobility devices on Commuter Rail trains at all times when used to accommodate the customer's disability. Bikes and scooters may be considered as a mobility device when used by a person with a disability.

In an emergency evacuation of the train, bikes and scooters must be left on the train clear of the aisles and doors.

In the event of a service disruption, substitute shuttle bus service may not have bike racks or room for scooters available.

Use of mechanical or electric modes of individual transport (biking or use of scooters) is prohibited in stations, platforms and on trains; this excludes any accommodations needed for ADA purposes.

d. HoverBoards

Customers with hoverboards shall not be permitted to bring such devices into MBTA stations and onboard MBTA vehicles. There are no exceptions.

e. Segways

Segway personal transporters, used by customers with a disability, are allowed on trains.

Segways must NOT be operated on station platforms or on board trains. Segways must be stored in the designated wheelchair area of the coach and must not block aisles or doorways.

f. Appropriate Dress

All passengers are required to wear appropriate clothing, including footwear and shirts, at all times.

g. Smoking, Alcohol, and Gambling

Smoking, vaping, the consumption of alcohol, and gambling are prohibited on all trains, at all stations, and on all other MBTA property at all times. Transportation may be refused to persons who are under the influence of alcohol or drugs whose behavior is objectionable.

h. Transportation Refused

The right is reserved to refuse transportation to any and all persons having in their possession:

- Explosives
- Lead acid batteries
- Flammable materials
- Internal combustion engines
- Articles or substances of an objectionable nature

i. Seating

The train crew may direct the seating of passengers if it is deemed necessary at any time during the trip, provided the seating arrangements are made without regard to race, color, creed, sex, age, disability, sexual orientation, gender identity, ancestry, or national origin.

j. Priority Seating

Public transit is required to identify with signage priority seats onboard fixed-route vehicles for senior citizens and persons with disabilities.

The train crew may direct other passengers to vacate these seats if needed by senior or disabled customers, keeping in mind that the customers already seated in the marked priority seats may have hidden disabilities.

Section 12. List of MBTA Stations with Ticket Vending Machines

North Station, South Station, Back Bay

Ticket Office:

- Weekdays: 5:30 AM – 12 AM
- Weekends and holidays: 7 AM – 11 PM

Fare Vending Machine: 24 hours

Other Stations with Fare Vending Machines

- Braintree
- Forest Hills
- JFK/UMASS
- Lynn
- Malden Center
- Porter Square
- Quincy Center
- Ruggles
- Woburn/Anderson

- Worcester

Section 13: Staff Members

In this tariff, references to a member of staff refer collectively to Keolis employees, MBTA employees, or to MBTA Transit Police officers.

Station List with Zone

Station	Zone
Abington	4
Anderson/Woburn	2
Andover	5
Ashland	6
Attleboro	7
Auburndale	2
Ayer	8
Back Bay	1A
Ballardvale	4
Bellevue	1
Belmont	1
Beverly	4
Beverly Farms	5
Blue Hill Ave	1A
Boston Landing	1A
Bradford	7
Braintree	2
Brandeis/Roberts	2
Bridgewater	6
Brockton	4
Campello	5
Canton Center	3
Canton Junction	3
Chelsea	1A

Cohasset	4
Concord	5
Dedham Corp. Center	2
East Weymouth	2
Endicott	2
Fairmount	1
Fitchburg	8
Forest Hills	1A
Forge Park/495	6
Four Corners/Geneva	1A
Foxboro	4
Framingham	5
Franklin/Dean College	6
Gloucester	7
Grafton	8
Greenbush	6
Greenwood	2
Halifax	7
Hamilton/Wenham	5
Hanson	6
Haverhill	7
Hersey	2
Highland	1
Holbrook/Randolph	3
Hyde Park	1
Ipswich	6
Islington	3
JFK/UMass	1A
Kendal Green	3
Kingston	8
Lansdowne	1A
Lawrence	6
Lincoln	4
Littleton/495	7

Lowell	6
Lynn	2
Malden Center	1A
Manchester	6
Mansfield	6
Melrose Highlands	1
Melrose/Cedar Park	1
Middleboro/Lakeville	8
Mishawum	2
Montello	4
Montserrat	4
Morton Street	1A
Nantasket Junction	4
Natick	4
Needham Center	2
Needham Heights	2
Needham Junction	2
Newburyport	8
Newmarket	1A
Newtonville	1
Norfolk	5
North Beverly	5
North Billerica	5
North Leominster	8
North Scituate	5
North Station	1A
North Wilmington	3
Norwood Central	3
Norwood Depot	3
Plymouth	8
Porter	1A
Providence	8
Quincy Center	1
Reading	2

Readville	2
River Works	2
Rockport	8
Roslindale Village	1
Route 128	2
Rowley	7
Ruggles	1A
Salem	3
Sharon	4
Shirley	8
Silver Hill	3
South Acton	6
South Attleboro	7
South Station	1A
South Weymouth	3
Southborough	6
Stoughton	4
Swampscott	3
Talbot Avenue	1A
TF Green Airport	9
Uphams Corner	1A
Wachusett	8
Wakefield	2
Walpole	4
Waltham	2
Waverley	1
Wedgemere	1
Wellesley Farms	3
Wellesley Hills	3
Wellesley Square	3
West Concord	5
West Gloucester	7
West Hingham	3
West Medford	1A

West Natick	4
West Newton	2
West Roxbury	1
Westborough	7
Weymouth Landing/East Braintree	2
Whitman	5
Wickford Junction	10
Wilmington	3
Winchester Center	1
Windsor Gardens	4
Worcester	8
Wyoming Hill	1