

Rediscover the MBTA!



How can you find and access transportation services in your neighborhood without driving there yourself?



Opening video

Webinar Will Answer Questions About



- How do I access stations, bus stops, vehicles, elevators, and get to my destination on time?
- How do I ask for help?
- How do I pay fare and can I receive a discount on my ride?
- How do I plan my trip? How do I use an application?
- How do I ride the bus?
- Are there other transportation options in my community?
- When is it time for me to give up driving?

Safety Is Priority #1 At The T!



Visit [Coronavirus Updates](#) to learn more

The MBTA's System is Extensive



T Massachusetts Bay Transportation Authority
Rapid Transit/Key Bus Routes Map



T serves 176 cities and towns – 4.8 million people

- Bus
- Bus Rapid Transit
- Subway
- Commuter rail
- Ferry
- ADA paratransit service – RIDE



Accessing The Service



- Low-floor, ramp equipped buses
- Automated audio and visual announcements on buses and trains
- Priority seating for older adults and people with disabilities on all vehicles
- Benches at all stations and a number of bus stops
- Elevators at most subway stations
- Employees available to assist at many stations; call boxes to request assistance if needed

[Access Guide by Mode](#)

Asking For Help



Customer Service hotline: 617-222-3200

- Monday – Friday 6.30AM – 8PM
- Saturday – Sunday 8AM – 4PM

Elevator/Escalator hotline: 617-222-2828

- 24/7

MBTA staff – at stations or vehicle operators

Transit Ambassadors – Customer Outreach Representatives wearing bright red shirts/jackets with a T logo

Call boxes at stations if there is no MBTA staff nearby – Direct contact with dispatch who will assist

Transit Police – If you see something, say something! – Dial 911 or 617-222-1212

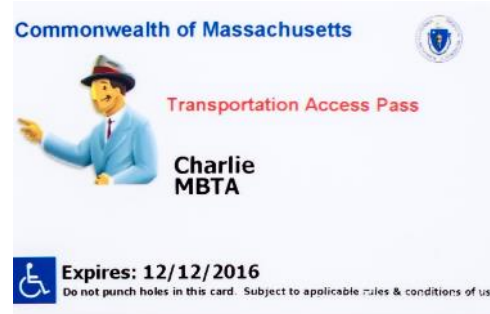
Senior Charlie And TAP Cards Entitle You To Pay Reduced Fare



Individuals 65+ years

Individuals with disabilities

Legally blind – free travel



Valid for 8 years

Valid for 1 or 5 years

Valid for 8 years

- Issued by the CharlieCard Store and mailed to applicants
- During the pandemic hours vary. [E-mail](#) the Charlie Card Store or call Customer Service at 617-222-3200
 - ✓ Tuesday and Thursday 8.30AM – 1PM open to seniors, people with disabilities and legally blind customers only
- [TAP application form](#) is also available on the website

Loading Money Onto A Charlie Or TAP Card



- MBTA Fare Vending machines
- MBTA Fare boxes on the bus – cash only
- [Charlie Card Account](#) can be set up online



Options To Plan Your Trip (1)



- Customer Service Center will help you plan your trip over the phone
- If you have a disability and you require accommodation while traveling, please let the Customer Service Agent know before trip planning starts
- 617- 222- 3200

Options To Plan Your Trip (2)



- Google Maps

A screenshot of the Google Maps interface showing transit directions from Boston Logan International Airport to the Museum of Fine Arts, Boston. The map displays several transit routes in different colors: a blue line, a green line, and an orange line. The interface includes a search bar with the origin and destination, a departure time of 'Leave now', and a list of transit options with their respective durations and line numbers. A warning message about COVID-19 impacts on public transport is also visible.

Public transport services may be impacted due to COVID-19.

Send directions to your phone

12:13 PM–12:47 PM 34 min
66 > Blue Line > E
12:13 PM from Terminal E Arrivals
4 min every 12 min
DETAILS

12:13 PM–12:51 PM 38 min
66 > Blue Line > Orange Line

43 min every 10 min

49 min every 20 min

Options To Plan Your Trip (3)



- MBTA Trip Planner

From

To

Depart at 12:00 PM, 9/24/20

See more options

Get trip suggestions

We found 4 trips for you

Trips shown are based on your selections (all modes) and closest departure to 12:00 PM, Thursday, September 24th.

Itinerary 1	Base Fare Estimate
⚠ 12:11 PM - 1:00 PM 49 min SL1 > RL > E 🚶 0.3 mi ⚠ May not be accessible	\$0.00 one way Logan Airport destination guide
Monthly Pass Monthly LinkPass: \$90.00	
Show map and trip details	
Show fare calculator	

Itinerary 2	Base Fare Estimate
⚠ 12:25 PM - 1:07 PM 42 min 🚌 > 39 🚶 0.4 mi ⚠ May not be accessible	\$1.70 one way \$3.40 round trip
Monthly Pass Local Bus Monthly Pass: \$55.00	

- MBTA Transit App



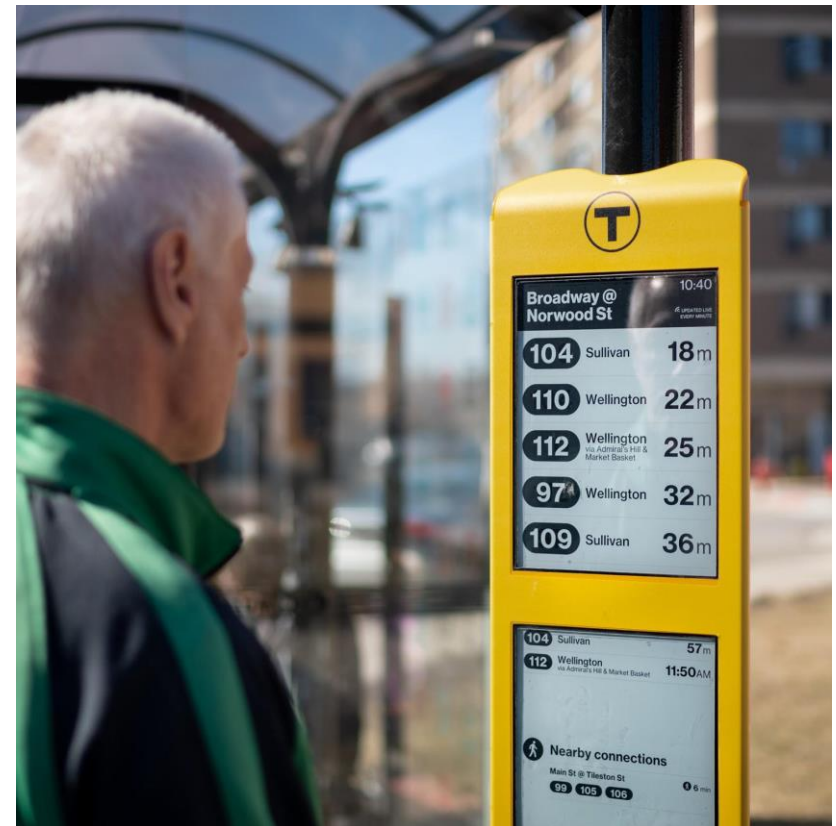
Let's Take A Ride On A Bus

- [Bus Guide](#)
- [Bus Accessibility Guide](#)



Where Is My Bus?

- Real-time vehicle arrival information



How Crowded Is My Bus?

- Real-time crowding data available for some bus routes
- Route 32 (Wolcott Sq – Forest Hills Station)

Forest Hills P

OL 16 21 30 31 33 34 34E 35 36 37 38 39 40 42 50 51

Wolcott Square **2 min**

Wolcott Square **11 min**

[View schedule](#)

Hyde Park Ave opp Walk Hill St

Wolcott Square **1 min**

Wolcott Square **5 min**

[View schedule](#)

Hyde Park Ave opp Eldridge Rd

Wolcott Square **1 min**

Wolcott Square **6 min**

[View schedule](#)

Hyde Park Ave @ Dellmore Rd

Wolcott Square **1 min**

Wolcott Square **6 min**

Hyde Park Ave opp Mt Hope St

Wolcott Square **Arriving**

Wolcott Square **3 min**

[View schedule](#)

515 Hyde Park Ave

Wolcott Square **Arriving**

Wolcott Square **4 min**

[View schedule](#)

Hyde Park Ave @ Cummins Hwy

14

Wolcott Square **1 min**

Wolcott Square **4 min**

[View schedule](#)

Hyde Park Ave opp Ramsdell Ave

14

Wolcott Square **1 min**

Wolcott Square **5 min**



ADA Paratransit Service – The RIDE



- Door-to-door, shared-ride ADA paratransit service is provided to eligible people who can't use the subway, bus, or trolley all or some of the time
- Functions as a 'safety net'; not a comprehensive system of transportation
- Eligibility is determined by an interview
- Interviews need to be scheduled
 - ✓ Phone 617-337-2727
 - ✓ E-mail: trec@paratransit.org

[Comprehensive information](#) about the RIDE is available



Easy-to-use Website And Call Center



The MBTA website and call center offer comprehensive information about all aspects of service on the system

www.mbta.com

Phone: 617-222-3200



Service Change **ONGOING**

MBTA service levels have been increased in the interest of the health and safety of our riders and employees. All riders must use face coverings when on the MBTA. MBTA.com/coronavirus



Massachusetts Bay
Transportation Authority

Getting Around ▾ Fares ▾ Contact Us ▾ More ▾ EN ▾ Search 🔍



Schedules & Maps



Alerts



Trip Planner



Support



Stations &
Stops



Subway
Lines



Bus
Routes



Commuter
Rail Lines



Ferry
Routes



The
RIDE

Search for routes, places, information, and more



If The T Cannot Take You There...



- Council on Aging on-demand transportation service where available
 - ✓ Service runs during agency business hours
 - ✓ [Find your COA](#) and inquire
- Volunteer driving programs
 - ✓ See whether your [town](#) is covered
- [Regional Transit Authority](#) bus service in the Commonwealth –
- Taxi
- [Uber](#)
- [Lyft](#)

Find Your Ride In Your Community And Beyond



- On-line inventory of public & private transportation resources available statewide

RIDE MATCH
Massachusetts Transportation Options

A one-stop searchable directory of public, private and accessible transportation options in Massachusetts

Find your ride match

Transportation Providers by City/Town

-- Select your City or Town --

-- OR --

Plan a Trip

From:*

To:*

Day: Time:

Purpose:

Any special needs for this trip? Select all that apply.

- I'm a senior 60+
- I'm a student
- I'm a veteran
- I'm a person with a disability
- I need to travel with a wheelchair
- I need a lift to access the vehicle
- I need a personal care attendant

* required

GO

Driving Retirement



- Safe driving is not based solely on age, but on medical conditions that could impact critical driving skills
- Many older drivers put self-imposed limits on their driving and are able to self-determine their ability to drive safely, however, most people live 7 to 10 years longer than their safe driving life
- Have a conversation with your family
 - ✓ About driver fitness
 - ✓ Before Crisis
 - ✓ Create a plan of options

RMV offers critical resources for decision making

Driver's License Is A Privilege Not A Right



Free Mass ID card with Voluntary Surrender Affidavit

- Complete a [Voluntary Surrender Affidavit](#) and send with license to the address on form
- Voluntary Surrender Affidavit verifies the surrender is for medical reasons and acknowledges medical clearance will be needed to have the license reissued



For more information, call the Medical Affairs Division at (857) 368-8020

The T's Travel Training Program Is Here For You!



Concluding video by Kelley

- Contact the MBTA Travel Training Program at [617-337-2756](tel:617-337-2756) or howtotravel@mbta.com
- Follow us on [Facebook](#) and [Twitter](#) for training updates

Resources From The MBTA



MBTA website for all information – www.mbta.com (p.17)

Daily safety and corona virus updates - www.mbta.com/covid19 (p.4)

Access guide by mode - <https://www.mbta.com/accessibility> (p.6)

Transportation Access Pass (TAP) application - <https://www.mbta.com/fares/reduced/transportation-access-pass> (p.8)

CharlieCard Store e-mail: (p.8)

Creating a CharlieCard account - <https://charliecard.mbta.com/CharlieCardWebProgram/pages/reloadCharlieCardIV.jsf> (p.9)

Google Maps – <http://maps.google.com> (p.12)

MBTA trip planner - <https://charliecard.mbta.com/CharlieCardWebProgram/pages/reloadCharlieCardIV.jsf> (p.12)

Transit App – <http://mbta.com/mbta-endorsed-apps> (p.12)

How to ride a bus - <https://www.mbta.com/guides/bus-guide> (p.13)

Accessibility on the bus - <https://www.mbta.com/accessibility/bus-guide> (p.13)

How to ride the subway - <https://www.mbta.com/guides/subway-guide> (p.13)

How to ride commuter rail - <https://www.mbta.com/guides/commuter-rail-guide> (p.13)

E-INK – <http://mbta.com/projects/solar-powered-e-ink-signs> (p.14)

The RIDE - <https://www.mbta.com/accessibility/the-ride> (p.16)

Resources From Outside The MBTA Area



Council on Aging statewide directory - <https://mcoaonline.com/what-is-a-coa/coa-directory/> (p.18)

Volunteer driving programs - <https://www.mass.gov/service-details/volunteer-driver-programs> (p.18)

Regional Transit Authorities - <https://www.mbta.com/accessibility/regional-transportation-authorities> (p.18)

Uber – <http://www.uber.com> (p.18)

Lyft – <http://www.lyft.com/rider> (p.18)

RideMatch – <http://www.massridematch.org> (p.19)

Resources From The RMV And Beyond



RMV

Safe Driver Checklist - <https://www.mass.gov/doc/safe-driver-checklist/download>

“Your Health & Driving Safely” - <https://www.mass.gov/doc/your-health-and-driving-safely-0/download>

Warning Signs of Unsafe Driving - www.mass.gov/info-details/older-drivers

Medical Standards Related to Driving - www.mass.gov/medical-standards-related-to-driving

Voluntary surrender affidavit- <https://www.mass.gov/files/documents/2018/03/21/MAB110%20-%20Voluntary%20Surrender%20Affidavit.pdf> (p.21)

AAA Northeast – Senior Mobility Planning Toolkit

https://apps.northeast.aaa.com/static/elearning/keytiming/story_content/external_files/Senior%20OMobility%20Planning%20Toolkit_FINAL.pdf

The Hartford

Safe Driving for a Lifetime Articles
www.thehartford.com/lifetime

Center for Disease Control and Prevention (CDC)

“MyMobility Plan”
https://www.cdc.gov/motorvehiclesafety/older_adult_drivers/mymobility/

RMV Contacts

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