

Accessibility at the MBTA: Your Guide to Fixed-Route Services



massDOT
Massachusetts Department of Transportation

T Massachusetts Bay
Transportation Authority

T Access Guide Is Now Online!

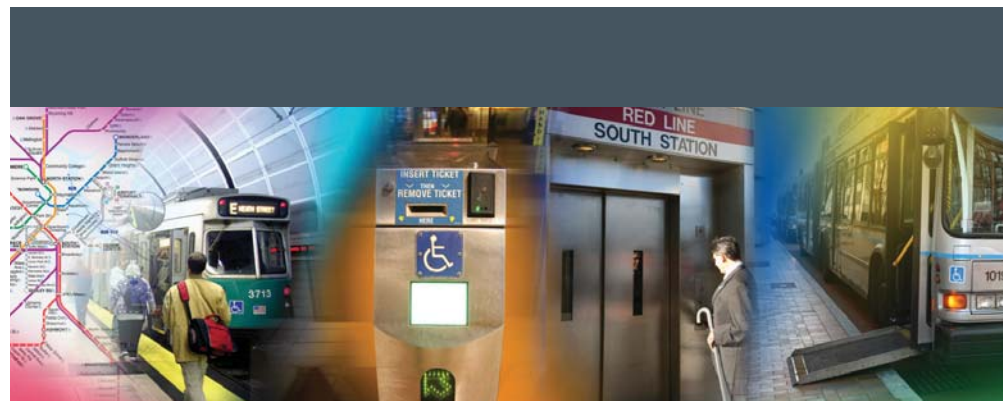
A new “how to” guide for using fixed-route buses, trains, and ferries is now available at www.mbta.com. The MBTA's Access Guide, an interactive manual for customers with disabilities, includes:

- General accessibility facts that are in effect systemwide.
- How to plan a trip on the MBTA's fixed-route system.
- The customer experience and accessibility features on all transit modes.
- Information on how to use the farebox and fare vending machines.

To view the guide, go to www.mbta.com and click “Riding the T.” In the dropdown menu, select “Accessibility at the T.” The T Access Guide is located on the Department of System-Wide Accessibility page.

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Dear MBTA Rider

The MBTA is striving to become the global benchmark for accessible public transportation—a system that is safe, dependable, and inclusive, thereby expanding the transportation options available to all.

This brochure focuses on the many benefits to using the MBTA's fixed-route system. So come on board, take a seat, and experience with us the T's extensive bus, subway, Commuter Rail, and Commuter Ferry service network.

Thank you for riding the T.

MBTA Fixed-Route Services Are **T**errific!

As the nation's 5th largest transit system, the MBTA operates an extensive network of buses and trains that make over 18,000 trips daily, serving over 1.3 million customers each weekday.

MBTA fixed-route services are the way to get to school, work, social events, medical appointments, shopping or just about anywhere you want to go. The MBTA has over 170 bus routes, eight subway lines, 12 Commuter Rail lines, and four Commuter Ferry lines that serve 175 communities well beyond the boundaries of the Boston metropolitan area.

For customers with disabilities and seniors, the flexibility and ever-increasing accessibility these services offer are a tremendous benefit.



Disability Advocates Lead the Way to a More Accessible MBTA

The MBTA has made dramatic progress over the last decade in making fixed-route services more accessible—working side by side with customers with disabilities and organizations such as the Boston Center for Independent Living (BCIL), Greater Boston Legal Services (GBLS), and the Access Advisory Committee to the T (AACT).

Local advocacy efforts have resulted in:

- More accessible stations than ever before.
- MBTA station elevators that are operational more than 99% of the time.
- An enlarged elevator design reflected in newly installed elevators.
- Gap reduction efforts throughout the subway system.
 - Portable bridgeplates for Red, Orange, and Blue lines.
 - Gap filler strips along platform edges.

- Easy-to-board, low-floor, light rail Green Line cars
- An accessible bus fleet of primarily low-floor buses
- Bus Stop Bill passage and \$100 fine for parking in bus stop
- New snow removal policy for major bus stops
- Priority seating for customers with disabilities on buses/trains
- Automated stop announcement equipment on buses/trains
- An improved complaint-resolution process
- Enhanced accessibility training for all staff
- Accessibility improvements to www.mbta.com
- New customer information on accessible fixed-route services
- The creation of The Department of System-Wide Accessibility

Get Involved. Join AACT.

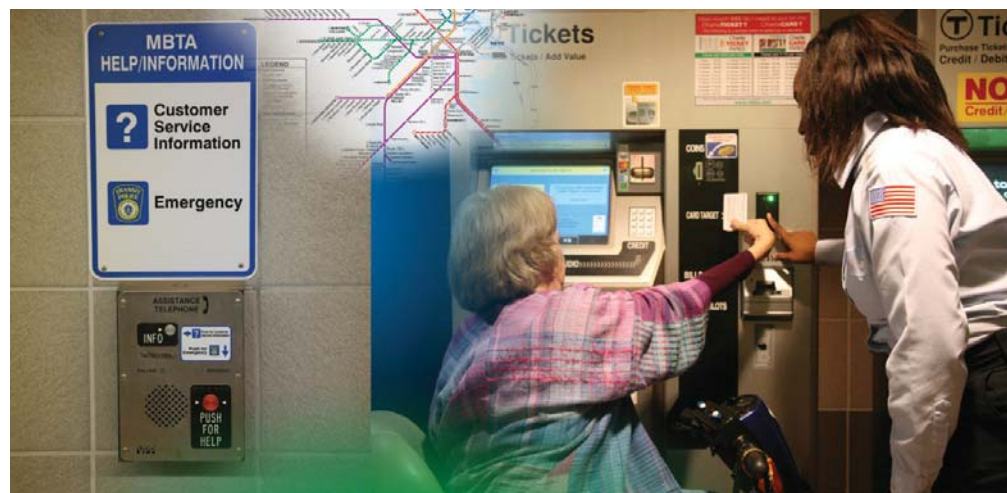
Check out the Access Advisory Committee to the MBTA (AACT), an all-volunteer committee that advises the MBTA on transit accessibility. New members are always welcome. To find out more about AACT and its monthly meetings at the State Transportation Building:

Visit: www.bostonmpo.org, select "AACT" under "About Us"

Write: AACT@ctps.org

Call: (617) 973-7507; TTY (617) 973-7089

Fax: (617) 973-8855



On Track with Customer-Friendly Accessibility Policies

Wherever you travel on the T, policies are always in effect designed to improve the transportation experience for all of our customers. Such policies include:

- MBTA staff honor all reasonable requests for assistance, including but not limited to: assisting with boarding and exiting MBTA buses; trains, and ferries; locating train platforms and station exits; and using the farebox or fare vending machine.
- MBTA staff will never ask you about the nature of your disability.
- Service animals are always welcome on MBTA vehicles and in MBTA stations during all hours of service (unless the animal is posing a direct threat to others).

- All customers have the right to use accessibility equipment such as bus kneelers, ramps, and elevators.
- Upon request, MBTA staff members are required to ask customers who are sitting in priority seating to move, but are not required to force a customer to vacate a priority seat; that person could very well have a hidden disability.

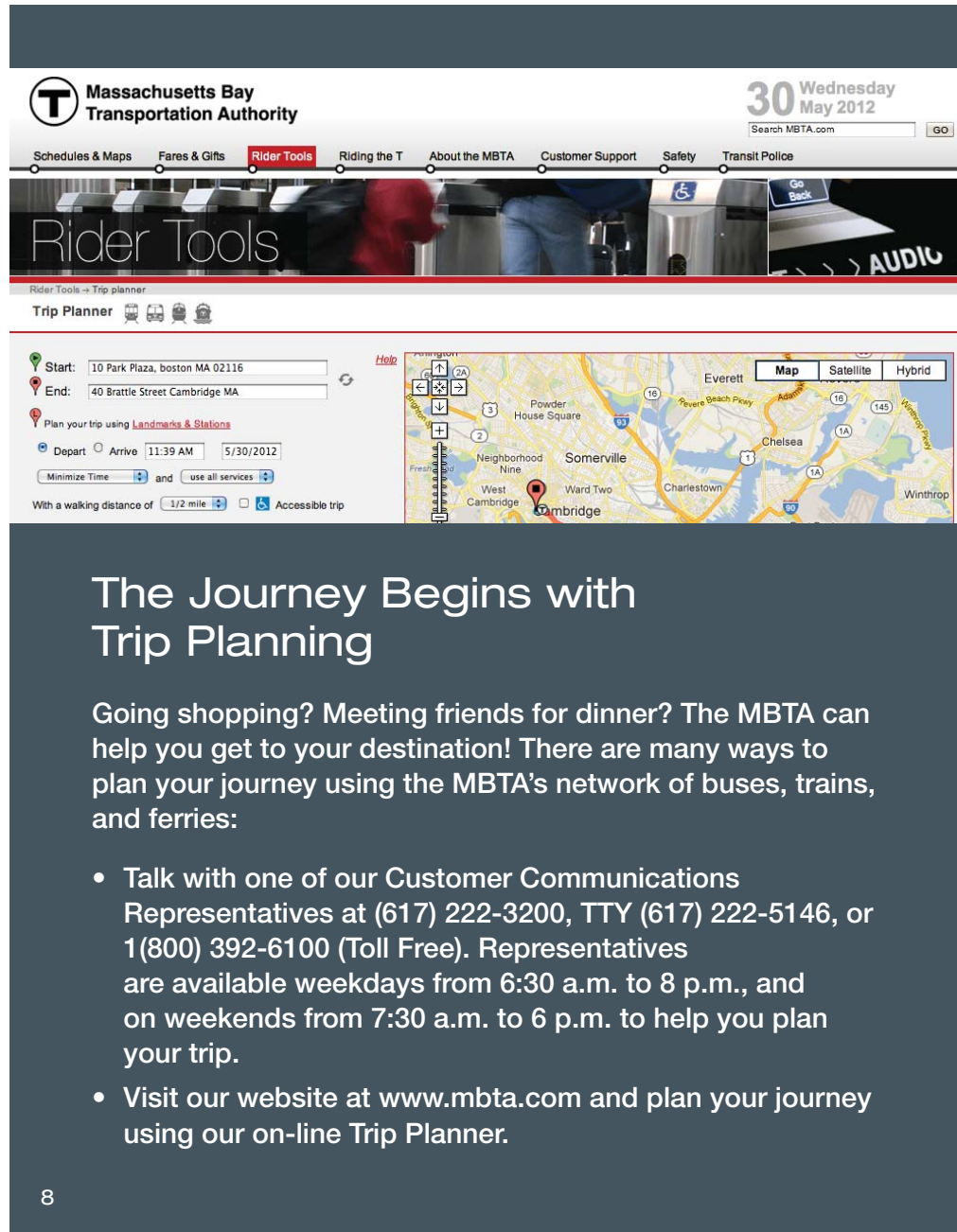
Save \$\$\$ with MBTA Fixed-Route Services

The Reduced Fare CharlieCard Program

One benefit to using the MBTA's fixed-route network is the price. Seniors (65+) and many customers with disabilities are eligible to use MBTA buses, trains, and ferries for only a fraction of the regular fare with a reduced fare Senior or Transportation Access Pass (TAP) CharlieCard.

In addition, customers with a T Blind Access CharlieCard ride for free on all MBTA fixed-route services; a sighted guide travels for free as well when accompanying a Blind Access CharlieCard rider.

To learn more about MBTA reduced fares on fixed-route services, call (617) 222-3200, TTY (617) 222-5146; visit www.mbtta.com; or stop by the new CharlieCard Store at Downtown Crossing Station.



The screenshot shows the MBTA website's "Rider Tools" section. At the top, there's a navigation bar with links like "Schedules & Maps", "Fares & Gifts", "Rider Tools" (which is highlighted), "Riding the T", "About the MBTA", "Customer Support", "Safety", and "Transit Police". Below the navigation bar is a banner for "Rider Tools" with a "Go Back" button and an "AUDIO" link. The main content area is titled "Trip Planner" and features a form for planning a trip. The form includes fields for "Start" (10 Park Plaza, Boston MA 02116) and "End" (40 Brattle Street Cambridge MA). It also has a "Plan your trip using Landmarks & Stations" link, a "Depart" field set to 11:39 AM, and an "Arrive" field set to 5/30/2012. There are buttons for "Minimize Time" and "use all services". A map of the Greater Boston area is displayed on the right, showing the route from Boston to Cambridge. The map includes labels for various locations like Everett, Chelsea, Somerville, and Cambridge. The bottom of the page has a dark blue background with the text "The Journey Begins with Trip Planning" and a list of bullet points providing information on how to plan a trip.

The Journey Begins with Trip Planning

Going shopping? Meeting friends for dinner? The MBTA can help you get to your destination! There are many ways to plan your journey using the MBTA's network of buses, trains, and ferries:

- Talk with one of our Customer Communications Representatives at (617) 222-3200, TTY (617) 222-5146, or 1(800) 392-6100 (Toll Free). Representatives are available weekdays from 6:30 a.m. to 8 p.m., and on weekends from 7:30 a.m. to 6 p.m. to help you plan your trip.
- Visit our website at www.mbtta.com and plan your journey using our on-line Trip Planner.

Information on Fixed-Route Services Available in Alternative Formats

Material such as MBTA bus and rail schedules are available in alternative formats such as Braille or large print upon request. Contact MBTA Customer Communications at (617) 222-3200 or TTY (617) 222-5146 or 1 (800) 392-6100 (Toll Free) to request information in an alternative format. Or visit www.mbta.com. Select “Customer Support” and then “Customer Comment.”

“How Can I Help You Today?”

T Personnel Are Ready to Help along the Journey

Need to add value or a monthly pass to your reduced-fare CharlieCard? Looking for the correct platform to catch a train? MBTA staff members are trained to assist you with all reasonable requests, from deploying portable bridgeplates at subway platforms to providing directions to your destination station.

If you're unable to find an MBTA staff member, it's not a problem. Getting assistance is as easy as pressing a button! MBTA call boxes are located throughout MBTA subway stations. To get assistance, simply press the button labeled “Info.” When the operator answers, let them know your issue, and they will assist you! If you are not able to speak into the call box, a staff member will still be sent to the call box to offer you assistance.



Travel by Bus

All MBTA buses are accessible for customers with disabilities and seniors. Here's a list of some of the access features you can expect to find on our fleet of buses:

- The capability to kneel or lower the bus entrance.
- Ramps or lifts.
- Priority seating areas for customers with disabilities and seniors.
- Securement areas for customers who use a wheeled mobility device.
- Automated audio and visual stop announcement equipment.

Note: Any customer has the right to use accessibility equipment such as ramps or lifts.

Tips for Taking the Bus

- Bus operators will make every effort to pull to the curb at the bus stop. If the stop is obstructed, the bus operator may board you from a safer location near your stop or from the street. If you use a wheeled mobility device and aren't boarding from a curb, the operator is required to assist you in wheeling on and off the bus for safety reasons.
- MBTA policy requires the bus's route number and destination be announced by the bus operator or by the automated stop announcement equipment when at the bus stop.
- MBTA policy requires that all stops be announced by the operator or by the automated stop announcement equipment. Stops are also displayed on a display screen in the front of the bus.
- If you use a wheeled mobility device, the operator is required to attach four securement straps (for wheelchairs) and three securement straps (for scooters) to the frame of your wheeled mobility device.
- Priority seating is available for customers with disabilities and seniors. If the priority seats are occupied, the operator may ask for a customer to vacate the priority seat, but may not force a customer to move from the priority seat.



Travel by Subway

Make sitting in traffic or searching for parking spaces a thing of the past. Sit back, relax and enjoy an accessible 12-minute subway ride to Downtown Boston from Malden, or a 30-minute ride from Braintree. Or board an accessible Green Line trolley and a half-hour later you'll be at some of the nation's finest schools, hospitals, sporting events, theaters, and more.

The MBTA's subway network offers a variety of accessibility features for seniors and customers with disabilities. While not all features are available at every station/stop, such accessibility features may include:

- Elevators, escalators, and ramps.
- Mobile bridgeplates that span the gap between the train and platform.
- A tactile warning strip at the platform edge.
- Priority seating for customers with disabilities and seniors.
- Seating areas for those who use a wheeled mobility device.
- Automated stop announcement equipment.
- External announcements that inform customers a train is approaching or arriving.

Note: All customers have the right to use accessibility equipment such as elevators, ramps, and mobile bridgeplates.

Tips for Taking the Subway

- If you need assistance in finding the right platform or train, MBTA staff can help. If a staff member is not in sight, use the call boxes located throughout the station to request assistance.
- For safety reasons, remain behind the yellow tactile warning strip until your train arrives.
- Listen to announcements made by train staff, the train's automated stop announcement equipment, or station announcements to ensure that you board the right train.
- Mobile bridgeplates are available at all Red, Orange, and Blue Line stations for those customers who may have difficulty boarding/exiting a train because of a gap between the platform and train floor. If you'd like to use a bridgeplate, just ask MBTA staff or use a call box.
- On-board bridgeplates are available on one car of every Green Line train set. Let the train operator know you would like to board using the bridgeplate.
- Priority seating is available on all trains. These seats are usually near the train doors. Designated seating areas for those who use wheeled mobility devices are available on many trains.
- MBTA policy requires all stops be announced by the train staff or by the train's automated stop announcement equipment.



Travel by Commuter Rail

The MBTA's Commuter Rail system is made up of 12 rail lines that serve the greater Boston suburbs, Central Massachusetts, and Rhode Island.

Below is a list of access features you may find on Commuter Rail trains and at Commuter Rail stations:

- High-level or mini-high platforms.
- Elevators or ramps.
- Tactile warning strip at the platform edge.
- Mobile bridgeplates.
- Priority seating for customers with disabilities and seniors.
- Seating areas onboard the train for those who use wheeled mobility devices.
- Automated public address announcements for every stop.

Tips for Taking the Commuter Rail

- MBTA staff members are available at North Station, South Station, and Back Bay Station to assist customers with finding the right train and the right platform.
- Not all stations have high-level platforms. Because of this, customers who use a wheeled mobility device may need to board the train from a mini-high platform.
- Remain behind the yellow tactile warning strip until your train arrives.
- If you require level boarding, you will need to inform the train conductor of your destination. This is to ensure that you are in the appropriate place to exit the train onto the mini-high platform (not all stations have high-level platforms).
- For customers who use a wheeled mobility device or who have limited mobility, a mobile bridgeplate may be deployed to span the gap between the train and the platform. Walk or wheel onto the train using the deployed bridgeplate.
- Priority seating for seniors and customers with disabilities is available on all trains. Seating areas for those who use a wheeled mobility device are also available on all trains.
- MBTA policy requires all station stops to be announced by the train conductor or by the train's automated stop announcement equipment.



Travel by Commuter Ferry

What You Need to Know about Accessible Commuter Ferries

Cruise along Boston Harbor with the MBTA's Commuter Ferry service, which runs between Boston and Hingham, Boston and Quincy via Logan Airport, and Boston and Charlestown. Our Commuter Ferry service features:

- Accessible floating docks specially designed to rise and fall with the tides.

- Mobile bridgeplates that span the gap between the ferry and the dock.
- Vessel personnel available to assist in both boarding and exiting at each terminal.

Commuter Ferry Service Customer Tips

- Due to rising and falling tides you should expect the ferry crew to assist you, upon request, to go with you up and/or down the ramp between the dock and the vessel.
- The ferry crew will deploy the bridgeplate between the dock and the vessel and will assist you onto or off the vessel upon request.

ANYWHERE



[mbta.com/apps](https://www.mbta.com/apps)
or search MBTA in your phone's app store

Fixed-Route Service Innovations

The ability to know when the next bus or train will reach your bus stop or rail station is only a click, tap, or swipe away! Many websites and mobile applications have revolutionized the way customers use the MBTA's network of buses and trains. These applications allow you to do the following:

- Track your bus, train, or Commuter Rail train in real time.
- Identify stops near your location.
- Know how many minutes it will take for your bus or train to reach your location.
- Receive arrival times for your stop via phone or text message.
- Receive alerts if a T elevator you frequently use goes out of service.
- Receive information about service delays and so much more.

For more information about MBTA-related web and mobile applications visit the MBTA's App Center at www.mbta.com/app.

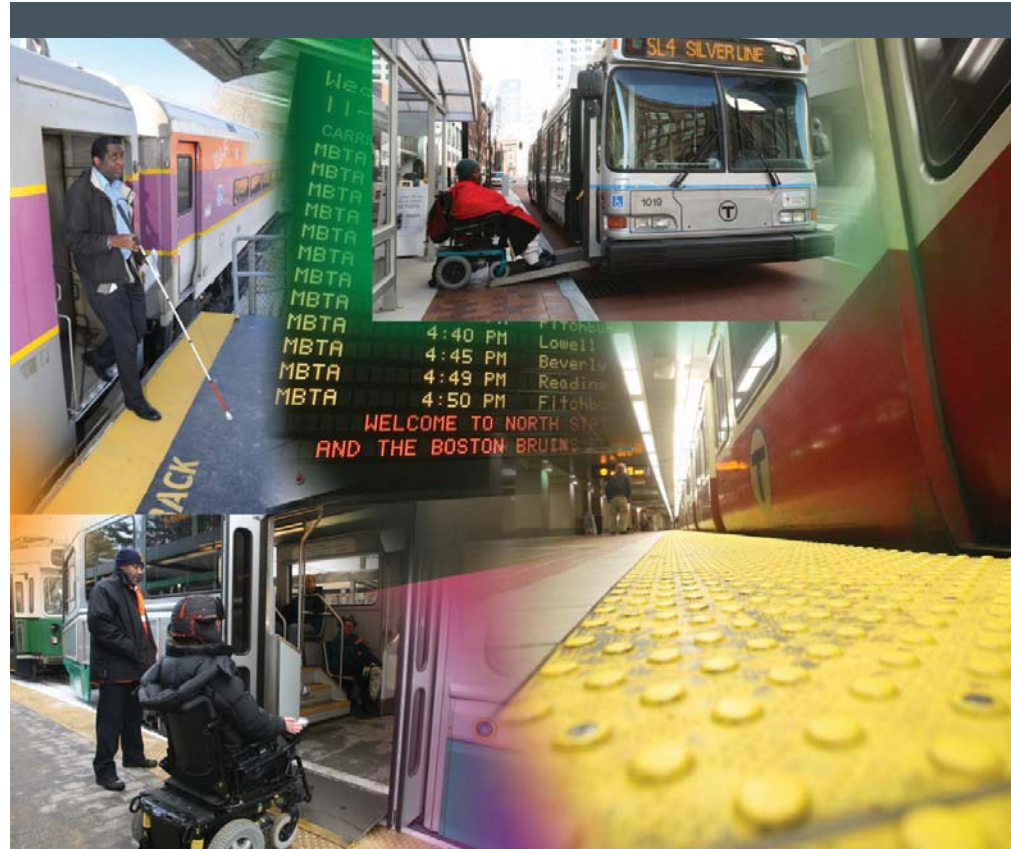
Have a Complaint, Commendation, or Question? Contact T Customer Communications

Despite the tremendous improvements recently made to accessibility at the T, we fully recognize that things sometimes don't go as they should. If you have a negative experience, large or small, please let us know right away by contacting the Customer Communications Department. Likewise, if you have a positive experience you'd like to share, or just a question, you can:

- Talk with one of our Customer Communications Representatives by calling the MBTA Customer Communications Department at (617) 222-3200, TTY (617) 222-5146, or 1 (800) 392-6100 (Toll Free). Representatives are available weekdays from 6:30 a.m. to 8 p.m., and on weekends from 7:30 a.m. to 6 p.m.
- Visit our website at www.mbta.com and select "Customer Support."

When reporting a complaint or commendation, try to provide as much of the following information as possible:

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



Why Not Give Fixed-Route Services a Try?

Remember, the next time you travel here's why you should give the MBTA's fixed-route bus, subway, Commuter Rail, and Commuter Ferry services a try:

MBTA Fixed-Route Services:

- Are more accessible than ever; accessibility improvements are ongoing.
- Save you money; reduced fares are available on T buses, trains, and ferries.
- Are ready when you are—no reservations required.
- Provide choices: “Should I take the bus or the train today?”
- Operate frequently.
- Get you to your destination fast.
- Allow you to travel independently.

Once you try riding on the MBTA's expansive fixed-route services, you will agree with the million-plus customers who use our system daily: our network of buses, trains, and ferries are an economical, reliable, and accessible means of getting around.

Do You Need More Information?

- Are you planning a trip?
- Would you like to share your suggestions, comments?
- Need an update on accessible stations?
- Want to report a good or bad experience riding the T?
- Would you like to request an alternative format of this document?

Please contact MBTA Customer Communications:

- Call (617) 222-3200, (617) 222-5146 (TTY), 1 (800) 392-6100 (Toll Free).
- Visit www.mbta.com; select “Customer Support” and then “Customer Comment.”

Thank you for riding the !



Access IN MOTION

Department of System-Wide Accessibility

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