

# Webinar for Older Adults

## Slide 1 – Rediscover the MBTA!

Hello and welcome to “Rediscover the T!” This webinar is a self-paced tutorial on how people, who gave up or thinking about giving up driving, can find and access transportation services in their neighborhoods.

## Slide 2 – Opening video

Contains the opening video

## Slide 3 – Webinar will answer questions about

This webinar is a response to the most frequently asked questions we collected from older adults over time. In the next 25 minutes you will learn about how to access stations and board a bus, how to ask for help, buy your fare, plan your trip using your phone, computer, tablet, or mobile device, how to ride a bus, and connect to community transportation services, if the bus, subway or train does not directly go to your desired destination. Last but not least, I will direct you to resources that the Registry of Motor Vehicles put together to help you to guide your driving retirement decision.

## Slide 4 – Safety is priority #1 at the T!

Before we dive into the basics of riding the T, it's important to acknowledge that this year has been like no other. We, at the T, understand that people feel anxious about taking public transportation during the time of a pandemic. Safety is the T's #1 priority and this video will highlight what the T has been doing to keep everyone safe and reminds us to wear face covering and practice social distancing at stations and on board of vehicles. Daily updates on system safety are available on the T's website at [www.mbta.com/covid19](http://www.mbta.com/covid19)

### Slide 5 – MBTA's system is extensive

Boston is first for many things, including the first subway ride in 1897. From its humble beginning, today the T provides 1.3 million trips on a weekday across 176 cities and towns. This spider map might be familiar to you. It shows the main lines for subway, commuter rail, bus rapid transit and ferry. The color coding of the lines on the map corresponds to the color of vehicles and signs at stations as the picture of the Green Line trolley shows at Newton Center. On the T you can get to most any place in Boston and far into its distant suburbs. Destinations include museums, restaurants, world class medical facilities, universities, grocery stores, malls, parks, and beaches.

### Slide 6 – Accessing the Service

The T has invested millions of dollars in the past decade to make stations and vehicles accessible for individuals with all types of abilities. We believe that true accessibility benefits everyone and makes our communities thrive.

- Every bus is a low floor vehicle where people using mobility devices can get on board easily
- Automated audio and visual announcements help individuals with sensory disabilities receive information about the service real-time
- Priority seating for older adults and individuals with disabilities are available on every vehicle and is clearly marked
- There are benches available at every station and many bus stops
- Elevators and escalators take people from street level to the platform at subway stations. The T has built dozens of new elevators in the past few year. Now elevator uptime is 99%.

- Employees are available at many stations throughout the system to assist with your questions or if asking for accommodation

More information about accessibility is provided on the T's website.

### Slide 7 – Asking for Help

We understand how important it is to get immediate assistance once you are in motion on the system. Customers have many ways to interact with our system, in-person or via phone.

- The most important phone number to remember is the customer service hotline 617-222-3200. Service Center representatives answer your questions live every day of the week
- You can also dial the elevator/escalator hotline where up-to-the-minute information about down equipment is available by station
- MBTA staff at stations or on board of vehicles answer your questions and assist if you need accommodation
- Transit Ambassadors wearing a red jacket or t-shirt with the T logo are part of the T's Customer Outreach program. They work at busy subway and bus stations. Ambassadors can assist with buying tickets and passes, and advise you on the best way to get to your destination
- If there is no MBTA staff nearby, there are call boxes located at stations throughout the system. Customers can speak directly to an employee at the control center who will assist immediately
- If you see something suspicious or experience an emergency, say something and call Transit Police at 617-222-1212

### Slide 8 – Senior Charlie and TAP cards entitle you to pay reduced fare

As travel trainers we get the most questions about how to get a SeniorCharlie Card

- If you are 65 years or older, you can apply for a Senior CharlieCard and the card entitles you to reduced fare on every trip. Once you have the card, traveling becomes easy and convenient. You do not have to carry cash. Senior CharlieCards are issued by the CharlieCard Store. Just show a valid government issued ID and fill out an application. Store hours vary during the pandemic but Tuesdays and Thursdays are reserved for older adults and people with a disability from 8.30AM-1PM
- You might be younger than 65 but have a disability, you can get a Transportation Access Pass –or TAP- that entitles you to the same discounted fare as a Senior CharlieCard. You have to fill out an application and mail it to the CharlieCard Store or request one in person.

Individuals who are legally blind travel for free on the T. They have to present a government-issued, or a Mass Commission for the Blind ID card or Certificate of Blindness to receive a blind access card from the CharlieCard Store.

#### [Slide 9 – Loading money onto a Charlie or TAP card](#)

Once you received your Senior CharlieCard or TAP card, you need to load funds on your card to travel. You can load funds in 3 easy ways:

1. At station vending machines - major credit cards, debit cards and the MA Electronic Benefit Transfer card are accepted. Vending machines are located throughout the system at every station in the lobby before the turn style. Follow instructions on the machine
2. On board of buses or GL vehicles – only cash is accepted. The fare box is located on board of buses and Green Line trolleys. The T's

friendly vehicle operators will help you in case you run into difficulty with payment

3. On-line - The link on this slide will take you to the page where you can sign up and establish an electronic payment account with the T. From then on, you can add value to your card via computer or tablet at any time from the comfort of your home.

#### Slide 10 – Options to plan your trip (1)

On the next few slides I will show you 3 easy ways to plan your trip. That is, you can find out which bus, subway, commuter rail line or a combination of modes can take you to your desired destination.

One option is the phone. The MBTA's Customer Service Center representatives are always happy to help you plan your trip. Please be prepared with information about your trip. That includes the address of your starting location, of your destination, date of travel, and departure time. If you have a disability and require accommodation while traveling, please let the customer service representative know.

#### Slide 11 – Options to plan your trip (2)

The second option for trip planning is Google Maps. You put in your starting point and destination – in this case we are traveling from Logan Airport to the Museum of Science. You can also add your preferences for the time of day when you would like to leave or get to your destination, and the results show up on the left hand side of the screen as detailed route options. Those include modes you can choose from, when the next train arrives, travel time by mode, walking time and total travel time. The right-hand side shows the map. There might be more than one option and you can choose the one that is most convenient for you.

### Slide 12 – Options to plan your trip (3)

The third option is the MBTA Trip Planner or Transit App using your computer, table or phone. The trip planner allows you to put in your preferences for the trip. For example, you can specify that you are interested in the shortest time of travel, fewest transfers, least walking, or wheelchair accessibility. The trip planner also provides you with the total fare you have to pay for your trip.

In addition to the Transit App icon displayed in the right-hand corner of this slide, there is a variety of applications that help you buy Commuter Rail tickets, access schedules and service alerts for Commuter Rail, pay for parking, and report safety concerns to Transit Police. The list of MBTA-endorsed apps can be found at the web link above and available for free download in the App Store for iPhones or in Google Play for Android phones.

### Slide 13 – Let's take a ride on a bus

You planned out your trip, so let's get on board.

The bus is the most popular mode of transportation on the T, 176 bus lines connect neighborhoods in Greater Boston with each other, and offer service to several surrounding suburbs from Lynn to Lexington to Braintree.

The first link on this page takes you to the Bus Guide and provides details about how to identify a bus stop, where to wait for the bus, how to pay your fare, how to signal to the driver to get off at your stop, lists rules and etiquettes on board, tells you what to do in case of an emergency and more. Separate guides for the subway, commuter rail and ferry can also be found under this link.

If you are worried about the boarding and exiting process on the bus, need help with using the fare box, could use assistance with finding

priority seating, do not know how to alert the driver when you want to get off the bus, do not worry. Bus operators are professionally trained to respond to all reasonable requests for assistance during your journey. For more information, please check out the Accessibility Guide for the Bus listed in the second bullet on this page.

#### [Slide 14 – Where is my bus?](#)

To improve the rider experience, the T is rolling out real-time vehicle arrival information at subway stations, Green line stations and bus stops throughout Greater Boston. Riders can find arrival information on many types of screens and panels. We show a countdown clock and an E-ink screen at two bus stops here. To see whether there is a sign at a bus stop near you, please visit the website on this slide.

#### [Slide 15 – How crowded is my bus?](#)

Bus crowding information is another new tool to improve the rider's experience and safety. This tool is especially valuable during the time of Covid-19 because the information allows people to make informed decisions about when they can ride safely with social distancing in mind.

Crowding information is provided for a dozen bus routes for now, but it is being rolled out for new lines on a continuous basis. Information about crowding is available on the T's website by bus route number, on E-Ink panels and in the Transit App.

The little icon depicting 3 people filled in with different colors indicate the level of crowding. 1 green icon indicates a bus that is not crowded, 2 orange icons indicate some crowding, and 3 red icons mean that the bus is crowded and there is probably no room for social distancing.

## Slide 16 – ADA paratransit service – The RIDE

While this webinar is predominantly about riding the fixed route – that is, the bus, subway, trolley and commuter rail that operate along a predetermined route and schedule, we should not forget about options for people who cannot ride the fixed route all or some of the time.

For individuals with disabilities the MBTA operates a door-to-door, shared-ride paratransit service called The RIDE in 58 cities and towns. Hours of operations mirror operating hours of the fixed route system, generally from 5AM to 1AM every day.

ADA paratransit service functions as a ‘safety net’ for people whose disabilities prevent them from using public transit all or some of the time. It is not intended to be a comprehensive system of transportation that meets all travel needs. The service is distinct from medical or human services transportation.

Eligibility assessments are conducted by the The RIDE Eligibility Center. To set up and interview, call 617-337—2727 or e-mail to the address above.

Additional information about the interview process, fare schedule, and how The RIDE operates is available on the website on this page.

## Slide 17 – Easy-to-use website and call center

And don't forget, the T's easy-to-use, accessible website offers you comprehensive information about all aspects of service. If you have questions and you prefer using the phone, the T customer service representatives stand by to answer your questions at 617-222-3200.

## Slide 18 – If the T cannot take you there ...

Despite its extended reach, the T may not run in your home town, does not go to your destination, or you may live miles from the nearest bus stop.



- In those cases transportation service could be provided by a Senior Center or Council on Aging. Eligibility for the service varies but older adults (60+) and individuals with disabilities can reserve a ride 24-48 hours in advance and the service is door-to-door. You can ride to a grocery store, doctor's appointment, or other destinations of daily living. Check for service details in your own town
- Another option is a volunteer driver program, which is free of charge but does not run in every town of the Greater Boston area. Find out about the availability of this service via the website
- If your destination is outside the Greater Boston area, 15 regional transit authorities provide bus service throughout the Commonwealth
- You can also use taxi, Uber or Lyft service to any destination where public and community transportation cannot take you.

#### Slide 19 – Find your ride in your community and beyond

How to find your rides inside and outside of the T service area? Another RideMatch to your toolbox! It is an on-line inventory of all public and private transportation services available not just in the Greater Boston area but throughout the Commonwealth. You can check out how you can get from Boston to Worcester or to Cape Cod without driving. The website lets you search by origin to destination or by town. You can choose from the resulting options and contact the provider directly with questions or log on to the provider's website for further information. Please remember, you cannot reserve your ride directly on RideMatch but will learn about your travel options and can contact the provider for more information.

## Slide 20 – Driving Retirement

Before concluding this webinar, I would like to draw your attention to critical resources that the Registry of Motor Vehicles provides you and your family to make a decision about when it is time to retire from driving. It is a fact that most older adults are safe drivers and put self-imposed limits on their driving. For example, many older adults do not drive at night or during rush hour. But as we age, our medical condition and medication may impact critical driving skills and make us unsafe on the road. Most people outlive their safe driving ability by 7-10 years. I encourage you to check out the resources provided on the last pages of this webinar and have this critical conversation with your family while you are in your prime driving ability and create a plan.

## Slide 21 – Driver’s license is a privilege, not a right

In Massachusetts, license holders who decide to give up the keys, have an opportunity to surrender their active driver’s license and receive a free Massachusetts ID card in exchange for the license. This can be done through the mail by completing a Voluntary Surrender Affidavit and mailing it and the license to the Registry of Motor Vehicles Medical Affairs Division. For more information, visit [Mass.GOV/RMV](https://www.mass.gov/rmv) or call the RMV’s Medical Affairs Division at (857) 368-8020.

## Slide 22 – The T’s travel training program is here for you

I hope this webinar provided you with new information and gave you tools about how to navigate the rich transportation resource that you can use at any time.

Please remember, public transit is here to help keep you physically active, healthy, socialize with friends and family and take you to destinations of everyday living at any time while being safe and independent.

If you have questions that this webinar did not answer, we, trainers of the T's Travel Training Program are here for you to help you with travel options as you transition from driver to being a confident and safe rider on public transit.

Please contact us via phone, e-mail, Facebook or Twitter and we can arrange for an individual training via Zoom or in person. You can also contact your local Senior Center to arrange for a group training with us. I look forward to hearing from you!

### Slide 23 – Resources from the MBTA

MBTA website for all information – [www.mbta.com](http://www.mbta.com) (p.17)

Daily safety and corona virus updates - [www.mbta.com/covid19](http://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)

#### Slide 24 – Resources from outside of 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)

#### Slide 25 – 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](http://www.mass.gov/info-details/older-drivers)

Medical Standards Related to Driving - [www.mass.gov/medical-standards-related-to-driving](http://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%20Mobility%20Planning%20Toolkit\\_FINAL.pdf](https://apps.northeast.aaa.com/static/elearning/keytiming/story_content/external_files/Senior%20Mobility%20Planning%20Toolkit_FINAL.pdf)

The Hartford

Safe Driving for a Lifetime Articles - [www.thehartford.com/lifetime](http://www.thehartford.com/lifetime)

Center for Disease Control and Prevention (CDC)

“MyMobility Plan”

[https://www.cdc.gov/motorvehiclesafety/older\\_adult\\_drivers/mymobility/](https://www.cdc.gov/motorvehiclesafety/older_adult_drivers/mymobility/)

Slide 26 – RMV contacts

RMV Community Outreach Division

(857) 368-9457

Michele Ellicks, Coordinator

[Michele.ellicks@dot.state.ma.us](mailto:Michele.ellicks@dot.state.ma.us)

RMV Medical Affairs Bureau

(857) 368-8020

Corrine Stellar, Director

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