



LANGUAGE ASSISTANCE

MBTA Customer Support representatives speak English and Spanish, and interpreters are available in 160 languages. The MBTA Transit Police and Transit Ambassadors at stations can help access this service.

For help, call: **Phone: 617-222-3200**
Toll-Free: 800-392-6100
TTY: 617-222-5146

[MBTA.com/language-services](https://www.mbta.com/language-services)

GETTING INVOLVED

Public input is an important factor in developing projects and making decisions, and we encourage the public to attend MBTA public meetings and provide comments on our activities. Meeting notices are posted on our events webpage and include information on how to request free accessibility accommodations and language assistance.

[MBTA.com/events](https://www.mbta.com/events)

WHAT DOES IT COST?

Subway 1-way:

\$2.40 with cash, CharlieCard, or CharlieTicket

Local Bus 1-way:

\$1.70 with cash, CharlieCard, or CharlieTicket

Commuter Rail 1-way:

\$2.40–\$13.25, depending on how far you travel

Ferry 1-way:

\$3.70–\$9.75, depending on your origin and destination

Paratransit:

\$3.35–\$5.60, one-way fare per customer

[MBTA.com/fares](https://www.mbta.com/fares)

REDUCED FARES

Eligible students can get Student CharlieCards (valid until August 31 each year) from participating schools.

Low-income young adults, 18-25 years old, from a participating city or town may be eligible for a Youth Pass CharlieCard.

Blind or visually impaired people and their guides may ride MBTA services free with a Blind Access CharlieCard.

Seniors (aged 65+) and people with disabilities are eligible for reduced fares with the Transportation Access Pass (TAP).

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

OTHER PAYMENT OPTIONS

Children aged 11 and under who are accompanied by a paying customer ride for free. Up to two children per customer are allowed.

Companies can participate in a corporate CharlieCard program that provides tax benefits to employees.

[MBTA.com/pass-program](https://www.mbta.com/pass-program)

HOURS OF OPERATION

Most bus and train service starts at 5 AM and ends at 1 AM, with some bus service on busy routes starting as early as 3:30 AM. Schedules depend on the type of transportation and day of the week. The service runs more frequently during weekday rush hours (7 – 9 AM and 4 – 6:30 PM) than at other times. Subway and Key Bus Route service (such as Route 28, 111, 116, and others) is the most frequent, generally running every 10–15 minutes or better.

[MBTA.com/schedules](https://www.mbta.com/schedules)

SERVICE ALERTS

Service disruptions sometimes happen and, when they do, the MBTA posts signs or has staff available to help customers. Current and planned service alerts are available on our website. Riders can also sign up for T-Alerts to receive text or email alerts.

[MBTA.com/alerts](https://www.mbta.com/alerts)

ACCESSIBILITY

All MBTA buses are accessible to people with disabilities, as are most subway and commuter rail stations. Ferries and docks are accessible, but can have temporary barriers from high or low tides.

[MBTA.com/accessibility](https://www.mbta.com/accessibility)

The RIDE: The RIDE is the MBTA's door-to-door, paratransit service. If you have a disability that prevents you from using the MBTA bus, subway, or trolley all or some of the time, The RIDE may be able to assist with your public transportation needs.

[MBTA.com/accessibility/the-ride](https://www.mbta.com/accessibility/the-ride)

Riders can access real-time elevator and escalator outage information by calling 617-222-2828.

CONTACTING THE MBTA

Riders can contact the MBTA in a variety of ways, including phone, email, and by following our social media:

Phone: 617-222-3200

Toll Free: 800-392-6100

TTY: 617-222-5146

Email: [MBTA.com/customer-support](https://www.mbta.com/customer-support)

 twitter.com/mbta

 [instagram.com/thembta/](https://www.instagram.com/thembta/)

 [tiktok.com/@thembta](https://www.tiktok.com/@thembta)

 [facebook.com/TheMBTA/](https://www.facebook.com/TheMBTA/)

 [youtube.com/mbtagm](https://www.youtube.com/mbtagm)

 [linkedin.com/company/mbta](https://www.linkedin.com/company/mbta)

IN CASE OF EMERGENCY

Every MBTA staff member is trained on emergency procedures and preparedness. If you see something suspicious or need to report an emergency, please call:

911 or the **Transit Police at 617-222-1212,**

TTY: 617-222-1200