MBTA Tariff and Statement of Fare and Transfer Rules

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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. Some fares are discounted depending on the fare media used to pay them (for example, there is a discounted fare when using the CharlieCard on bus and Rapid Transit). 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 are published in The RIDE paratransit program available at www.mbta.com/theride.

Appendix A contains a complete list of all MBTA fare products and their prices as of July 1, 2016.

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

MBTA Fare Media

There are several methods to pay for a given ride on MBTA buses, subways, boats and Commuter Rail trains. Some fare media grant a discount from the base fare. The fare media used for a certain fare product can also 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 faregates and fareboxes. 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 subway and light rail, Local Bus, and Express Bus. CharlieCards are not accepted on Commuter Rail, Ferry, and private carrier services, except for CharlieCards preprinted with a monthly Commuter Rail or Boat pass. Preprinted CharlieCards are only available through the Corporate Pass program.

The CharlieCard provides passengers a discount from the base fare that is charged when using a CharlieTicket or cash. Additionally, 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 Rules). This document sets the regulations and conditions of use for the CharlieCard.

Fare Types Available on CharlieCards	Stored Value Passes - LinkPass (Monthly, 7-Day, 1 Day), Local Bus monthly pass, Express Bus monthly pass (Inner and Outer)
Where to obtain	CharlieCards are available at the CharlieCard Store, located at Downtown Crossing station, and at select MBTA stations. A list of stations and times when CharlieCards are available is posted on MBTA.com.
Transfer privileges	All transfer privileges granted are possible on the CharlieCard. If a passenger transfers from one mode to a more expensive one, they pay the difference between the two modes (step-up).
Expiration	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. 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. Mail expired CharlieCards to:

MBTA AFC Revenue Department 10 Park Plaza Rm 4730 Boston, MA 02116 Seven-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.

CharlieTicket

The CharlieTicket is another way to store value or passes. CharlieTickets are paper tickets produced by fare vending machines (FVMs) and other MBTA devices. Tickets hold fare information on a magnetic stripe which can be fed into a ticket reader. FVMs also print information on the ticket regarding the value or product stored on the ticket so in some cases a CharlieTicket can be used as a flash pass for visual inspection.

When a CharlieTicket is used to store value, no single-ride discount applies. A customer will be charged the full single-ride fare for the mode taken. Passes are the same price on either a CharlieTicket or CharlieCard. This document states the regulations and conditions of use for the CharlieTicket.

Fare Types Available on CharlieTickets	Stored Value Passes - LinkPass (Monthly, 7-Day and 1-Day), Local Bus monthly pass, Express Bus monthly pass (Inner and Outer), Commuter Rail and Ferry monthly pass Tickets - Single-Ride Commuter Rail tickets, reduced fare Ten-Ride Commuter Rail tickets
Where to obtain	CharlieTickets with all fare products are sold at all FVMs, Retail Sales Terminals, Commuter Rail Ticket Offices and the CharlieCard Store. CharlieTickets with stored value are given as change on fareboxes.
Transfer privileges	Transfers that are not behind a faregate are not granted when using stored value on a CharlieTicket. The exceptions are transfers between the Red Line and Mattapan Line at Ashmont (either direction), from Rapid Transit to the Silver Line 4/5 (one direction), and between the Blue Line and the

	Silver Line 3 at the Airport stop (either direction). For these trips, one transfer is granted on a CharlieTicket within two hours of the original use.
Expiration	Stored value CharlieTickets expire 18 months from purchase. Single or Ten-Ride tickets on a CharlieTicket expire 90 days from purchase. One-day passes on CharlieTicket expire 24 hours from the time of purchase. Seven-day passes on CharlieTicket expire 168 hours (7 days) from the time of purchase. Monthly passes on 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 and boat tickets, 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

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 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 25 cents or more, a CharlieTicket will be dispensed loaded with Stored Value in the amount of the overpayment. Exact change is encouraged.

Cash is accepted on the Commuter Rail, but a $3.00 surcharge per ticket applies to all Commuter Rail tickets purchased on -board 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 on www.mbta.com.

There is no surcharge for any Zones 9 and 10 tickets, since these zones cannot be purchased on the fare vending machines. 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 boats/ferries. Off board ticket purchases are encouraged.

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 at a Commuter Rail Ticket Office or 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.

mTicket

Mobile tickets are available for the Commuter Rail and Boat systems only. Customers can purchase mobile tickets electronically using the MBTA mTicket app. Single-ride tickets, Ten-Ride tickets and monthly passes are available on mTicket. Paid 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 train crew when he or she collects tickets. Pursuant to mTicket terms and conditions, customers using mTicket are required to comply with any requests from the train crew to manually inspect and manipulate the device used by the customer so that the train crew can properly verify the ticket.

mTickets remain valid for one and a half times the length of the scheduled trip. 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 the conductor 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 subway 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. mTicket passes and tickets purchased for Commuter Rail are not valid on the Commuter or Inner Harbor Ferry and vice versa.

Fare Types Available with mTicket	Commuter Rail and Ferry monthly pass, Ten-Ride ticket or single-ride ticket
Where to obtain	Download – Available on Apple and Android app stores
Transfer privileges	None
Expiration	Single or Ten-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.

MBTA Fare Vending and Validation

Fare Vending Machines

Fare Vending Machines (FVMs) are located throughout the MBTA system. A list is available on MBTA.com.

FVMs issue CharlieTickets, but do not issue CharlieCards. However, a customer with a CharlieCard can re-load it at an FVM.

All FVMs accept major credit and debit cards. Some FVMs also accept bills and coins. Those FVMs give change entirely in coins.

The following can be purchased at an FVM, and are issued on a CharlieCard or CharlieTicket depending on the specific product and whether a CharlieCard is presented at the beginning of the purchase process:

- Stored Value, available for use on accepted modes of service until depletion or expiration, whichever occurs first.
- Monthly, 7-day, and 1-day LinkPass, Express Bus Pass (Inner and Outer) on either a CharlieCard (if tapped) or CharlieTicket. Reduced fare passes can be purchased at FVM's by tapping a reduced-fare CharlieCard at the beginning of the transaction.
- Single-Ride tickets for Commuter Rail (up to Zone 8), including Reduced Fare tickets when presenting a valid Reduced Fare CharlieCard; the tickets will be issued on a CharlieTicket.
- Reduced-Fare Ten-Ride Commuter Rail tickets (up to Zone 8), when presenting a valid Reduced Fare CharlieCard; the tickets will be issued on a CharlieTicket.
- Commuter Rail and Boat monthly passes (up to Zone 8), including Reduced Fare passes when presenting a valid Reduced Fare CharlieCard. Commuter Rail and Boat passes will be issued on a CharlieTicket. FVM's do not dispense reduced fare Commuter Rail passes.
- Interzone Commuter Rail 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 on the target or feeds a CharlieTicket into the reader to validate a pass, 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. Passengers adding cash to a CharlieCard will be charged the CharlieCard price for the fare. Fareboxes do not accept debit or credit 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 25 cents or more, a CharlieTicket will be dispensed loaded with Stored Value in the amount of the overpayment.

Platform Validators, Portable and Handheld Validators

Platform validators are located at select high volume surface Green Line and bus stations, including all stations on the Green Line D Branch. Validators deduct stored value or validate passes on both Charlie Tickets and CharlieCards and then issue a receipt that allows the customer to board any door of a 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 on both Charlie Tickets and CharlieCards, 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 assigned to assist with fare payment. They may either inspect the last transaction made with a CharlieCard to ensure that a customer has paid a valid fare, or they may deduct stored value or validate passes. The employee operating the handheld validator will inform customers of which function the device is performing. After paying or validating their fare on a handheld validator, customers may board the rear doors of a bus or train. Handheld Validators may only be used for CharlieCards. 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.

Mobile

Mobile tickets are currently accepted only for Commuter Rail and Boat rides. Customers must download the MBTA mTicket app and follow the instructions. Major credit and debit cards are accepted through the mTicket app. Tickets purchased in the mobile app are subject to the same expiration rules.

MBTA Pass Sales Website

All monthly Commuter Rail, Boat, and Express Bus passes are available for sale on the MBTA website (https://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.

CharlieCard Website

The CharlieCard website (https://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. 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 passes or add value for Commuter Rail, Commuter Ferry, Inner Harbor Ferries, Inner Express Bus, or Outer Express Bus tickets. Please visit https://commerce.mbta.com to order these passes.

Retail Sales

Retail Sales Terminals 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 up to Zone 8. 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 http://www.mbta.com/fares_and_passes/sales_locations/

CharlieCard Store

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

- Obtain a CharlieCard
- Request TAP and Senior Reduced Fare CharlieCards
- Request Blind Access CharlieCards
- Request replacement RIDE Fare CharlieCards
- Exchange/Transfer ONE CharlieTicket to a CharlieCard
- Replace damaged or nonfunctional MBTA-issued fare media (except for corporate, semester, student 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, Student, Group, and Youth pass program participants must obtain assistance from their program administrators to purchase, exchange or replace passes and cards. The CharlieCard staff cannot troubleshoot lost or malfunctioning passes, for example, so riders with these issues will need to contact the company, school, or local government administrators 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, and student pass program participants must obtain assistance from their program administrators to purchase, exchange or replace passes and cards.

Boat/ferry ticket offices sell Ferry single ride tickets and passes.

Corporate Pass Program
The MBTA offers a Corporate Pass Program that allows companies to purchase MBTA passes for their employees. The program administrator manages reoccurring orders for all of the employees in their program.

Semester Pass
The Semester Pass is a program which provides MBTA passes for active students at participating colleges at an 11% discount. Students must sign up and pay at a participating college in advance to receive a pass for the entire semester. More information is available from participating colleges and universities.

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 or Green Lines), the Mattapan Line and the Silver Line Waterfront and points North (routes SL1,SL2, and SL3). Note that the Silver Line Washington Street (SL4 and 5) is included in the Local Bus fares.
Single-Ride Fare	$2.25 with CharlieCard, $2.75 with cash or CharlieTicket
Single-Ride Fare (Reduced)	$1.10 with Senior / T.A.P./ Student CharlieCard
Media Accepted	CharlieCard, CharlieTicket, Cash
Pass Types Accepted	LinkPass (1-day, 7-day or monthly), Express Bus monthly pass (inner or outer), Commuter Rail monthly pass (any zone), and Ferry monthly pass. mTicket Commuter Rail and Ferry passes and any Interzone Commuter Rail passes **not accepted** on Rapid Transit
Transfer Rules	For a single ride fare, a passenger can transfer for free between Rapid Transit lines in stations behind the faregates. Using a CharlieCard, passengers may transfer once for free within two hours of tapping on the faregates to a Local Bus or to an Express Bus for an increase of the difference in the fares. Passengers can transfer to Rapid Transit within two

	hours of boarding a bus for the difference in the price between the two fares. Within two hours of tapping on a Local Bus, a passenger can transfer to Rapid Transit for the price difference and then transfer to another Local Bus for free. Additionally, passengers using CharlieCards or CharlieTickets may always transfer for free between the Red Line and Mattapan Line at Ashmont Station or from Rapid Transit to the SL4 and SL5 (Silver Line Washington St).

Local Bus

Name	Local Bus
Definition	Local Bus service consists of non-Express Bus service and the Silver Line Washington Street (SL4 and SL5).
Single-Ride Fare	$1.70 with CharlieCard, $2.00 with cash or CharlieTicket
Single-Ride Fare (Reduced)	$0.85 with Senior / T.A.P./ Student CharlieCard
Media Accepted	CharlieCard, CharlieTicket, Cash
Pass Types Accepted	Local Bus monthly pass, LinkPass (1-day, 7-day or monthly), Express Bus monthly pass (inner or outer), Commuter Rail monthly pass (any zone), and Ferry monthly pass. mTicket Commuter Rail and Ferry passes and any Interzone Commuter Rail passes **not accepted** on Local Bus
Transfer Rules	For a single ride fare on a CharlieCard passengers can transfer once for free to another Local Bus within two hours of the initial tap, or may transfer to a mode with a higher fare (such as Rapid Transit or Express Bus) for the difference in the two fares. If a passenger transfers from Local Bus to Rapid Transit for the price difference then they can transfer once more to Local Bus within the two hour window of the first tap. Passengers using cash receive no transfer. Passengers using stored value on a CharlieTicket may transfer to one additional Local Bus or to the Silver Line Washington St (SL4 or SL5) for no charge.

Silver Line

Name	Silver Line
Definition	Local Bus (Routes SL4/5) and Rapid Transit (Routes SL1/2/3). Note SL3 Route is scheduled to open on April 1, 2018
Single-Ride Fare	The SL4 and 5 are the same price as Local Bus fares: $1.70 with a CharlieCard or $2.00 with cash or a CharlieTicket. The SL1, 2, and 3 are the same price as Rapid Transit fares: $2.25 with a card or $2.75 with a ticket or cash.
Single-Ride Fare (Reduced)	SL4/5: $0.85 with Senior / T.A.P. / Student CharlieCard SL1/2/3: $1.10 with Senior / T.A.P. / Student CharlieCard
Media Accepted	CharlieCard, CharlieTicket, Cash
Pass Types Accepted	Silver Line 4/5: All types accepted for Local Bus (see above) Silver Line 1/2/3: All types accepted for Rapid Transit (see above)

Transfer Rules	The transfer rules for Silver Line 4/5 are the same for Local Bus. The transfer rules for Silver Line1/2/3 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	Inner Express Bus
Definition	Express Bus service runs mostly during peak times to and from downtown Boston and Back Bay. There are two types of Express Bus: Inner and Outer Express. Inner Express includes the following routes: 170, 325, 326, 351, 424, 426, 428, 434, 448, 449, 450, 459, 501, 502, 504, 553, 554, 556, and 558. Local portions of Express Bus routes (where applicable) are charged the Local Bus fare. Currently, the 170, 351,424, 426, 428, 434, 448, 449, 450, 459, 553, 554, 556, and 558 buses have local portions.
Single-Ride Fare	$4.00 with CharlieCard, $5.00 with cash or CharlieTicket
Single-Ride Fare (Reduced)	$2.50 with Senior /T.A.P./ Student CharlieCard
Media Accepted	CharlieCard, CharlieTicket, Cash
Pass Types Accepted	Inner Express Bus monthly pass, Commuter Rail monthly pass of Zone 1 or higher (Except mTicket or interzone), or Commuter Ferry monthly pass (Except mTicket). Outer Express bus passes are valid on Inner Express routes.
Transfer Rules	Within two hours of the first tap, Inner Express Bus passengers using stored value on a CharlieCard may transfer once to Rapid Transit or Local Bus for no additional cost, or they may pay the difference in price to transfer to an Outer Express Bus. Transfers from one full-fare Inner Express Bus to a second full-fare Inner Express Bus are not free with CharlieCards using stored value.

Name	Outer Express Bus
Definition	Express Bus service runs mostly during peak times to and from downtown Boston and Back Bay. There are two types of Express Bus: Inner and Outer Express. Outer Express includes the following routes: 352, 354 and 505. Local portions of Express Bus routes (where applicable) are charged the Local Bus fare. Currently, only the 354 bus has local portions.
Single-Ride Fare	$5.25 with CharlieCard, $7.00 with cash or CharlieTicket
Single-Ride Fare (Reduced)	$3.50 with Senior /T.A.P./ Student CharlieCard
Media Accepted	CharlieCard, CharlieTicket, Cash
Pass Types Accepted	Outer Express Bus monthly pass, Commuter Rail monthly pass of Zone 1 or higher (Except mTicket or interzone), or Commuter Ferry monthly pass

	(Except mTicket). Outer Express bus passes are valid on Inner Express routes.
Transfer Rules	Outer Express Bus passengers using stored value on a CharlieCard may transfer once to a Rapid Transit, Local Bus or Inner Express Bus within two hours of the first tap. Transfers from one full-fare Outer Express Bus to a second full-fare Outer Express Bus are not free with CharlieCards using stored value.

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	Routes
Route 128	351
I-93	354
Tobin Bridge / Harbor Tunnels	424, 426, 428, 434, 448, 449, 450, 459
Masspike	170, 553, 554, 556, 558
Express Fare ONLY	325, 326, 352, 501, 502, 503, 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	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. If traveling outside of zone 1A (see a complete list in the glossary), the passenger is charged an Interzone fare based on the number of zones traveled through.
Single-Ride Fare (Reduced)	Passengers with a valid senior, student, or T.A.P CharlieCard may purchase Commuter Rail tickets for approximately 50% of the full fare (amount depends on rounding), including 10 ride tickets.
Media Accepted	CharlieTicket, Monthly Zone CharlieCard (preprinted with valid date), mTicket, cash ($3 surcharge for cash paid on-board at specific stations)
Pass Types Accepted	Commuter Rail monthly passes of the applicable zone or higher; Commuter Ferry passes valid on Zone 5 and lower; LinkPass (1-day, 7-day, and monthly), Inner and Outer Express Bus passes on paper CharlieTickets (or

	pre-printed on CharlieCards) are valid on Zone 1A. LinkPasses added to plastic CharlieCards without a pass type visibly printed will not be accepted on Commuter Rail. 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.
Transfer Rules	Commuter Rail single-ride fares provide no transfer privileges on the rest of the MBTA system. 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).
Other	Single or Ten-Ride tickets expire 90 days from purchase. Tickets purchased with cash on-board may only be used on the day issued. Monthly passes expire at the end of the service day on the last day of the month of the pass

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, including North Station, South Station, and Back Bay. 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 here: http://www.mbta.com/fares_and_passes/sales_locations/

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.

Boat/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 George's Island.
Single-Ride Fare	$9.25 between Hingham or Hull and Boston $9.25 from Long Wharf to Logan Airport (Cross Harbor Ferry) $18.50 from Hingham or Hull to Logan Airport $9.25 between Boston, Hingham, or Hull and George's Island (Seasonal)

Single-Ride Fare (Reduced)	With Senior /T.A.P./ Student CharlieCard $4.60 between Hingham or Hull and Boston $4.60 from Long Wharf to Logan Airport (Cross Harbor Ferry) $9.25 from Hingham or Hull to Logan Airport
Media Accepted	CharlieTicket or paper ticket, CharlieCard (pre-printed with valid date only), mTicket, cash
Pass Types Accepted	Commuter Ferry monthly passes, or Commuter Rail Zone 6 or higher.
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	Single or Ten-Ride tickets expire 90 days from purchase. Tickets purchased with cash on-board may only be used on the day issued. Monthly passes expire at the end of the service day on the last day of the month of the pass

Name	Inner Harbor Ferry
Definition	Ferry service is offered between Long Wharf and the Charlestown Navy Yard in Boston.
Single-Ride Fare	$3.50
Single-Ride Fare (Reduced)	With Senior /T.A.P./ Student CharlieCard $1.75
Media Accepted	CharlieTicket or paper ticket, CharlieCard (pre-printed with valid date only), mTicket, cash
Pass Types Accepted	LinkPass (monthly, 7-day, and 1-day) and Inner and Express Bus monthly passes on CharlieTickets or pre-printed CharlieCard with valid date, and all Commuter Rail and Commuter Ferry monthly passes (except interzone passes) are valid on Inner Harbor Ferry.
Transfer Rules	Inner Harbor Ferry single-ride fares provide no transfer privileges on the rest of the MBTA system
Other	Single or Ten-Ride tickets expire 90 days from purchase.

Ten-Ride Tickets
Ten-Ride tickets may be purchased for Commuter Rail and Boat trips via the mTicket app. Reduced fare customers can also purchase Ten-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 / Cape Flyer / Boston Harbor Cruises
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.

The Cape Flyer train is not an MBTA service, though passes may be purchased from the MBTA mTicket app or from ticket windows at South Station. For fare and other information, see their website: www.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: http://www.bostonharborcruises.com.

Passes

LinkPasses

Name	LinkPass
Cost	$84.50 per month, $21.25 for a 7-day pass, $12.00 for a 1-day pass
Validity	Unlimited rides on: Local Bus Rapid Transit Commuter Rail Zone 1A (1-day and 7-day on CharlieTicket only) Inner Harbor Ferry (1-day and 7-day on CharlieTicket only)
Media	CharlieCard or CharlieTicket; passes on plastic CharlieCards without a pass type visibly printed not valid on Commuter Rail Zone 1A or Inner Harbor Ferry
Locations Available	FVMs, RSTs, CharlieCard Store, via Corporate or Semester Pass, monthly pass available for purchase after the 15th day of the previous month until the 15th of the valid month
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 and 7-day transfers to Inner Harbor Ferry and Commuter Rail Zone 1A (CharlieTicket)

Student Passes

Name	School purchased Student Monthly Pass (M7)
Cost	$30.00 per month
Validity	Unlimited rides on: Local Bus Rapid Transit Express Bus

	Commuter Rail Zone 1A, 1 or 2
Media	Student M7 CharlieCard
Locations Available	Via participating schools
Expiration	Pass valid from September 1 until June 30 of the following year, CharlieCard valid from Sept 1 to August 31
Transfer Privileges	Free transfers between all above modes If traveling beyond Zone 2, School-purchased Student monthly pass holders pay the interzone fare difference between Zone 2 fare and whichever zone they are traveling to or from at the reduced fare rate.

Name	Student purchased Monthly Pass (on S-Card)
Cost	$30.00 per month
Validity	Unlimited rides on: Local Bus Rapid Transit Express Bus
Media	Student CharlieCard (S-Card)
Locations Available	Card available at participating schools, monthly pass available at all Fare Vending Machines, Retail Sales Terminals, CharlieCard Store starting September 1, 2016
Expiration	CharlieCard valid from Sept 1 to August 31, pass validity same as all monthly LinkPasses
Transfer Privileges	Free transfers between all above modes

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

The Student CharlieCard works in the same way as a Senior CharlieCard and entitles students to use stored value at the reduced fare rate, or to purchase a Student monthly pass at the reduced rate on MBTA Fare Vending Machines (starting September 1, 2016).

For the months of July and August, the school-distributed Student Pass will not have a Student monthly pass on it, but may be used like a Student CharlieCard as described above.

Youth Pass

Name	Youth Pass
Cost	$30.00 per month
Validity	Unlimited rides on: Local Bus Rapid Transit
Media	Youth Pass CharlieCard

Locations Available	Card available at participating municipal offices to eligible participants, monthly pass available at all Fare Vending Machines, Retail Sales Terminals, starting February 1, 2017.
Expiration	CharlieCard valid from November 1 through October 31, pass validity same as all monthly LinkPasses
Transfer Privileges	Free transfers between all above modes

TAP / Senior Monthly Pass

Name	Senior / T.A.P. LinkPass
Cost	$30.00 per month
Validity	Unlimited rides on: Local Bus Rapid Transit
Media	Reduced fare CharlieCard – must be acquired in accordance with the Reduced Fare CharlieCard policy (See Reduced Fare Eligibility)
Locations Available	FVMs, RSTs, CharlieCard Store
Expiration	The end of the service day on the last day of the month of the pass
Transfer Privileges	Free transfers between Local Bus and Rapid Transit

Commuter Rail / Commuter Ferry passes

Name	Commuter Rail / Boat Monthly Pass
Cost	Ranges from $84.50 - $398.25 per month depending on zone validity.
Validity	Unlimited rides on: 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 *not valid with mTicket monthly pass
Media	CharlieTicket mTicket (valid only on Commuter Rail or Ferry) CharlieCard pre-printed with valid date
Locations Available	FVMs, RSTs, CharlieCard Store, via Corporate or Semester Pass, Ticket Windows, mTicket app, MBTA pass sales website (https://commerce.mbta.com) prior to the 22nd of the previous month Commuter Rail Zone 9 and 10 passes not available at FVMs or RSTs, but can be purchased via mTicket, Corporate or Semester Pass, or at https://commerce.mbta.com
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 (Zone1A 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.

Name	Commuter Rail Interzone Monthly Pass
Cost	Ranges from $90.25-$240.50 per month
Validity	Unlimited rides on: Commuter Rail (up to specified zone) Local Bus* *not valid with mTicket monthly pass
Media	CharlieTicket mTicket (valid only on Commuter Rail or Ferry) CharlieCard pre-printed 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 (https://commerce.mbta.com) prior to the 22nd 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

Bus passes

Name	Local Bus Monthly Pass
Cost	$55.00 per month
Validity	Unlimited rides on Local Buses (including the Silver Line 4 or 5, but not routes Silver Line 1, 2, or 3)
Media	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 transfer on Local Bus routes

Name	Inner Express Bus Monthly Pass
Cost	$128.00 per month
Validity	Unlimited rides on: Inner Express Bus Local Bus Rapid Transit Zone 1A Commuter Rail and Inner Harbor Ferry (CharlieTicket or pre-printed CharlieCard with valid date only)
Media	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

Name	Outer Express Bus Monthly Pass
Cost	$168.00 per month
Validity	Unlimited rides on: Outer Express Bus Inner Express Bus Local Bus Rapid Transit Zone 1A Commuter Rail and Inner Harbor Ferry (CharlieTicket or pre-printed CharlieCard with valid date only)
Media	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

Reduced and Free Fare Eligibility

The MBTA offers reduced fares for eligible customers. In 2015, the fare policy was updated to make the price of any reduced fare the same regardless of the type of eligibility. The following customers are eligible for a Reduced Fare:

Seniors

Seniors age 65 and over are eligible to receive a Senior CharlieCard, which entitles them to a reduced fare on single rides and certain monthly passes. Senior single ride fares are approximately 50% of the full adult fare. Seniors with a Senior CharlieCard are also able to purchase a Senior Monthly LinkPass (good for unlimited travel on Local Bus and subway) for $30. No reduced fare is available for monthly Express Bus passes, Commuter Rail passes, or Ferry passes. With a Senior CharlieCard a passenger can purchase a reduced fare 10 ride ticket for Commuter Rail or Ferry.

To request a Senior CharlieCard, passengers may go to the CharlieCard Store located in Downtown Crossing Station in Boston. They then must present a valid non-expired government issued license or identification card. A temporary CharlieTicket valid for 30 days will be issued. The permanent Senior CharlieCard with a photo will be mailed to the address listed on the ID within 7 to 10 business days.

Riders may also sign up to receive a Senior CharlieCard at a convenient Senior CharlieCard event near them. For a list of these events, see the MBTA website at http://www.mbta.com/fares_and_passes/reduced_fare_programs/

Senior CharlieCards are valid for a period of 8 years, after which they must be replaced either in person or by phone.

Senior CharlieCard holders who wish to replace a lost, damaged, or expired Senior 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.

Customers age 65 or older riding Commuter Rail without a Senior CharlieCard may present (before purchase) a valid government-issued 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). This card entitles the holder to the same discounts as the Senior CharlieCard listed above.

To obtain a TAP CharlieCard for the first time, a Transportation Access Pass Application must be completed. 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 may go to the CharlieCard Store and present a valid non-expired government issued license/ID. A temporary CharlieTicket valid for 30 days will be issued. The permanent TAP CharlieCard with a photo will be mailed to the address listed on your ID within 7 to 10 business days.

TAP CharlieCards are valid for a period of either 1 year or 5 years (depending on judgement of the disability stemming from the TAP Application), after which they must be replaced either in person or by phone.

TAP CharlieCard holders who wish to replace a lost, damaged, or expired TAP CharlieCard can do so by calling Customer Service at 617-222-3200 to request a new card be mailed. Note: When receiving a card by mail, 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

Student CharlieCards are available for students in grades 5 – 12 only. They can hold up to $30 in stored valued to use for reduced single ride fares.

Participating schools distribute either an M7 Student CharlieCard or a regular Student CharlieCard (S-Card) to eligible students. The M7 Student CharlieCard contains a prepaid monthly pass valid on Rapid Transit, Local Bus, Express Bus, and Commuter Rail up to Zone 2. The M7 passes are valid for a period of one year: September 1- August 31. These M7 cards convert to S-Cards for the months of July and August, so stored value must be added to pay any MBTA 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. The Student CharlieCards are also valid for a period of one year: September 1- August 31.

For students who are home schooled, please contact 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, M7's, or school-issued ID's qualify for reduced fares year-round, not only during the school year.

Youth

The Youth Pass is a reduced fare product for young people who are not eligible for the Student Pass and who are low-income and live in participating cities and towns in the Greater Boston area. Youth are eligible if they live in a participating city and meet the MBTA's eligibility criteria.

Youth Pass cardholders may use the card to purchase a monthly LinkPass for the reduced price, and may add stored value to the card which will be deducted from the card's purse at the reduced fare price for bus and subway. Youth Pass participants are not eligible for reduced fare Commuter Rail tickets or passes. Youth Pass cards will expire each year on November 1. Participants must show their eligibility at the municipal office each year to receive a new card.

Free Passengers

Free fares are given to certain types of passengers on MBTA services, not including The RIDE.

Children 11 and under

Children age 11 and under may ride the MBTA system for free if accompanied by a paying adult. Two children may ride free for each adult.

Blind

Blind or visually impaired persons with a Blind Access CharlieCard may ride the MBTA system free of charge. To obtain a Blind Access CharlieCard, customers must present a Massachusetts Commission for the Blind ID Card (or a certificate from the Commission that is not more than two years old) and a valid non-expired government issued license/ID at the CharlieCard Store in Downtown Crossing. A CharlieCard will be issued depending upon the customer's type of travel. The permanent Blind Access CharlieCard with a photo will be mailed to the address listed on the ID within 7 to 10 business days.

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

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, subway, Commuter Rail, or Commuter Boat/Ferry) all or some of the time because of a physical, cognitive or mental disability. Trips on the RIDE are $3.15 for Americans with Disability Act (ADA)-eligible trips and $5.25 for Premium trips beyond 3/4 mile from fixed-route service, during times and days when the applicable fixed-route service doesn't operate, or for same-day requests. For more information on The RIDE, see www.mbta.com/theride.

The RIDE CharlieCard

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.

Persons with The RIDE CharlieCard may ride the MBTA system free of charge and the Commuter Rail up to Zone 5.

Transfer Policies

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

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 or the Ferry.

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.

When using a CharlieCard riders may take one transfer between modes that accept CharlieCard payment within two hours of the first tap without having to pay another full fare. If the two modes are the same price or the first was a higher price, the second transfer will deduct no further stored value from the card. If the second mode is a higher price, the second transfer will deduct the difference between the two fares.

As an exception to this general transfer policy, transfers are not free from one Inner Express Bus to a second Inner Express Bus or from one Outer Express Bus to a second Outer Express Bus when using stored value on a CharlieCard. A full fare will be deducted from the CharlieCard's stored value at the point of transfer.

A second transfer is allowed on a CharlieCard if a passenger transfers from a Local Bus to Rapid Transit to another Local Bus (all within two hours of the first tap). This does not apply to other three-stage trips.

Transfers are only allowed on a CharlieTicket in the following directions. Only one transfer is honored within two hours of the first boarding:

- Rapid Transit to the Silver Line 4 or 5 (Silver Line Washington St)
- Blue Line to the Silver Line 3 at Airport Station
- Silver Line 3 to the Blue Line at the Airport Station
- Rapid Transit to the Mattapan Trolley at Ashmont Station
- Mattapan Trolley to the Red Line at Ashmont Station
- Local Bus to another Local Bus
- Silver Line 4 or 5 to a Local Bus
- Local Bus to Silver Line 4 or 5

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

Single ride tickets on Commuter Rail and Boat/Ferry do not grant transfers to any other mode. A monthly Commuter Rail or Boat pass on mTicket doesn't grant transfers to any other mode.

Shared CharlieCard

An additional advantage to using the CharlieCard is that it 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 LinkPass (1-day, 7-day, or monthly) 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 LinkPass 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 https://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 7:00am and 3:00pm, 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, 712/713, 714, and 716 are currently operated by private carriers. These buses cost the same to ride as MBTA Local Bus routes (CharlieCard fare), but 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 pre-printed CharlieCard with a valid date). Transfers are not valid on these routes.

Fare: $1.70

Reduced Fare: $0.85

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 which has a properly etched serial number, the MBTA will exchange/transfer unexpired fare product purchased onto that Chip serial number to either 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 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, damage, or refunds arising from or related to delayed or cancelled 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 and mail it along with at least 5 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.

Corporate, semester, 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 https://CharlieCard.mbta.com. Corporate, semester, and student pass holders should contact their program administrator in the event of lost fare media.

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.

On bus routes 71 and 73 outbound from Harvard Square, fares are paid upon exiting the bus.

Passengers paying with cash 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, 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.

Fare Evasion Penalties and Rules

Fare evasion is not tolerated on the MBTA. MBTA Transit Police are authorized by Massachusetts law to arrest fare evaders and 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 Boat/Ferry tickets, unactivated mTickets or screenshots of mTicket, and CharlieCards with fraudulent value.

Misused or fraudulently obtained CharlieCards will be de-activated by the MBTA.

Glossary / Definitions

Commuter Boat/Ferry: The Commuter Ferry operates between Hull and Hingham to downtown Boston and Logan Airport. The Inner Harbor Ferry operates between Long Wharf and the Charlestown Navy Yard in Boston.

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 so as 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, Boston Landing, Chelsea, Fairmount, Forest Hills, Four Corners, JFK/UMass, Malden, Morton Street, Newmarket, Porter, Ruggles, Talbot Avenue, Uphams Corner, West Medford, Yawkey
> **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, 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 and fare media give riders a discount from the base fare. Discounted fares are available when using a stored value CharlieCard or monthly pass.

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. There are two types of Express Bus: Inner and Outer Express. Inner Express includes the following routes: 170, 325, 326, 351, 424, 426, 428, 434, 448, 449, 450, 459, 501, 502, 504, 553, 554, 556, and 558. Outer Express includes the following routes: 352, 354 and 505.

Fare: Fare is defined as the highest-value, adult, single-ride price for a given mode of transit. Customers using reusable, contactless fare media (such as the CharlieCard, where available) or 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 subway platform.

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

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

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 and 2 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, or Student CharlieCard. Reduced Fares are available for single ride fares, and some passes.

Silver Line: There are 4 routes that make up the Silver Line, which uses buses that partially run in bus only lanes or tunnels. The Silver Line 1 and 2 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 is 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 pass is valid in order to ride on the MBTA. To enter the MBTA system with a pass, one must validate their pass, either by tapping the CharlieCard on a card reader, inserting a CharlieTicket into a ticket reader, or by presenting their pass on a 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 subway fare. Zone 1A stations are:

Back Bay
Boston Landing
Chelsea
Fairmount
Forest Hills
Four Corners
JFK/UMass
Malden
Morton Street
Newmarket
Porter
Ruggles
Talbot Avenue
Uphams Corner
West Medford
Yawkey

Notes on Zone 1A travel:

- No transfers are allowed for single-ride fares between Zone 1A and the rest of the MBTA system.
- Zone 1A monthly passes are accepted on Local Bus, Rapid Transit and Inner Harbor Ferry service (on a CharlieTicket or pre-printed CharlieCard with a valid date). mTicket purchases do not allow for transfers or travel on other modes.

Appendix A

List of all MBTA fares and pass prices as of July 1, 2016

Massachusetts Bay Transportation Authority
All fares and passes- effective July 1, 2016

Core CharlieCard Fares	
Local Bus	$1.70
Local Bus – Reduced	0.85
Rapid Transit	2.25
Rapid Transit – Reduced	1.10
Inner Express Bus	4.00
Outer Express Bus	5.25
Inner Express Bus - Reduced	2.50
Outer Express Bus - Reduced	3.50

CharlieTicket / Cash Fares	
Local Bus	$2.00
Rapid Transit	2.75
Inner Express Bus	5.00
Outer Express Bus	7.00

Non-Core Fares	
Commuter Rail Zone 1A	$2.25
Commuter Rail Zone 1	6.25
Commuter Rail Zone 2	6.75
Commuter Rail Zone 3	7.50
Commuter Rail Zone 4	8.25
Commuter Rail Zone 5	9.25
Commuter Rail Zone 6	10.00
Commuter Rail Zone 7	10.50
Commuter Rail Zone 8	11.50
Commuter Rail Zone 9	12.00
Commuter Rail Zone 10	12.50
Commuter Rail Interzone 1	2.75
Commuter Rail Interzone 2	3.25
Commuter Rail Interzone 3	3.50
Commuter Rail Interzone 4	4.00
Commuter Rail Interzone 5	4.50
Commuter Rail Interzone 6	5.00

Commuter Rail Interzone 7	5.50
Commuter Rail Interzone 8	6.00
Commuter Rail Interzone 9	6.50
Commuter Rail Interzone 10	7.00
Commuter Rail Zone 1A - Reduced	1.10
Commuter Rail Zone 1 - Reduced	3.10
Commuter Rail Zone 2 - Reduced	3.35
Commuter Rail Zone 3 - Reduced	3.75
Commuter Rail Zone 4 - Reduced	4.10
Commuter Rail Zone 5 - Reduced	4.60
Commuter Rail Zone 6 - Reduced	5.00
Commuter Rail Zone 7 - Reduced	5.25
Commuter Rail Zone 8 - Reduced	5.75
Commuter Rail Zone 9 - Reduced	6.00
Commuter Rail Zone 10 - Reduced	6.25
Commuter Rail Interzone 1 - Reduced	1.35
Commuter Rail Interzone 2 - Reduced	1.60
Commuter Rail Interzone 3 - Reduced	1.75
Commuter Rail Interzone 4 - Reduced	2.00
Commuter Rail Interzone 5 - Reduced	2.25
Commuter Rail Interzone 6 - Reduced	2.50
Commuter Rail Interzone 7 - Reduced	2.75
Commuter Rail Interzone 8 - Reduced	3.00
Commuter Rail Interzone 9 - Reduced	3.25
Commuter Rail Interzone 10 - Reduced	3.50
Commuter Ferry	9.25
Inner Harbor Ferry	3.50
Cross-Harbor Ferry	9.25
Logan Airport Commuter Ferry	18.50
Commuter Ferry– Reduced	4.60
Inner Harbor Ferry – Reduced	1.75
Cross-Harbor Ferry– Reduced	4.60
Logan Airport Commuter Ferry– Reduced	9.25

THE RIDE	
ADA Service Area	$3.15
Premium Service Area	5.25

Passes (Monthly unless otherwise noted)	
Local Bus	$55.00
LinkPass	84.50
Senior/TAP LinkPass	30.00
Student Monthly LinkPass	30.00
1-Day LinkPass	12.00

7-Day LinkPass	21.25
Inner Express	128.00
Outer Express	168.00
Commuter Rail Zone 1A	84.50
Commuter Rail Zone 1	200.25
Commuter Rail Zone 2	217.75
Commuter Rail Zone 3	244.25
Commuter Rail Zone 4	263.00
Commuter Rail Zone 5	291.50
Commuter Rail Zone 6	318.00
Commuter Rail Zone 7	336.50
Commuter Rail Zone 8	363.00
Commuter Rail Zone 9	379.50
Commuter Rail Zone 10	398.25
Commuter Rail Interzone 1	90.25
Commuter Rail Interzone 2	110.25
Commuter Rail Interzone 3	119.75
Commuter Rail Interzone 4	130.25
Commuter Rail Interzone 5	148.00
Commuter Rail Interzone 6	167.00
Commuter Rail Interzone 7	183.75
Commuter Rail Interzone 8	202.75
Commuter Rail Interzone 9	221.50
Commuter Rail Interzone 10	240.50
Commuter Ferry	308.00

NOTE: Commuter Rail and Ferry passes purchased on the mTicket app are $10 off the prices listed above. Mobile passes are valid on Commuter Rail and Ferry only

MBTA
COMMUTER RAIL
TARIFF

ISSUED BY:

MBTA RAILROAD OPERATIONS

EFFECTIVE

July 1, 2016

Replaces

Commuter Rail Tariff

Dated July 1, 2014

This tariff governs service operated by Keolis
for the Massachusetts Bay Transportation
Authority

MASSACHUSETTS BAY TRANSPORTATION AUTHORITY COMMUTER RAIL TARIFF

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
	North Station and South Station
1A	Back Bay, Boston Landing, Chelsea, Fairmount, Forest Hills, JFK/UMASS, Malden Center, Morton Street, Porter Square, Ruggles, Newmarket, Uphams Corner, Four Corners/Geneva, Talbot Avenue, West Medford, and Yawkey.
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,

	Riverworks, Route 128, Wakefield, Waltham, West Newton, and Weymouth Landing/East Braintree
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, and Wilmington
4	Abington, Ballardvale, Beverly, Brockton, Cohasset, Lincoln, Montello, Montserrat, Nantasket Junction, Natick, Plimptonville, Sharon, Stoughton, Walpole, West Natick, and Windsor Gardens
5	Andover, Beverly Farms, Campello, Concord, Framingham, Hamilton/ Wenham, Norfolk, North Beverly, North Billerica, North Scituate, Prides Crossing, 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, and Worcester
9	TF Green Airport, Wachusett
10	Wickford Junction. RI

Section 2: Monthly Pass & Ticket Fares

All commuter rail zone tickets and monthly zone pass fares are valid for travel to or from North Station, South Station, Back Bay Station and other Zone 1A stations.

Monthly zone pass and ticket fares in effect as of July 1, 2016 are displayed below.

Table 2. Commuter Rail Monthly Zone Pass and Ticket Fares

Zones	OFF Board One Way Fare	ON Board One Way Fare	OFF Board One Way Reduced Fare	ON Board One way Reduced Fare	mTicket 10-Ride	10-Ride Monthly Reduced Fare	Zone Monthly Pass	mTicket Monthly Pass
1A	$2.25	$5.25	$1.10	$4.10	$22.50	$11.00	$84.50	$74.50
1	$6.25	$9.25	$3.10	$6.10	$62.50	$31.00	$200.25	$190.25
2	$6.75	$9.75	$3.35	$6.35	$67.50	$33.50	$217.75	$207.75
3	$7.50	$10.50	$3.75	$6.75	$75.00	$37.50	$244.25	$234.25
4	$8.25	$11.25	$4.10	$7.10	$82.50	$41.00	$263.00	$253.00
5	$9.25	$12.25	$4.60	$7.60	$92.50	$46.00	$291.50	$281.50
6	$10.00	$13.00	$5.00	$8.00	$100.00	$50.00	$318.00	$308.00
7	$10.50	$13.50	$5.25	$8.25	$105.00	$52.50	$336.50	$326.50
8	$11.50	$14.50	$5.75	$8.75	$115.00	$57.50	$363.00	$353.00
9	$12.00		$6.00		$120.00	$60.00	$379.50	$369.50
10	$12.50		$6.25		$125.00	$62.50	$398.25	$388.25

Fares apply to adults & children 12 or older.

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 are valid for 90 days from the date of purchase. All single and round trip ride tickets purchased on board from a crew member (rebates) are valid only on the date of

purchase. On board rates apply to tickets purchased from a crew member.

a. **<u>One-Way Fare</u>**

A one way fare is a single ride ticket.

b. **<u>Round Trip Fare</u>**

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

c. **<u>One-Way Reduced Fare:</u>**

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

d. **<u>Round Trip Reduced Fare:</u>**

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

e. **<u>Monthly Zone Pass</u>:**

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

All monthly zone passes *(except mTicket monthly passes)* are also valid for unlimited travel on all Subway, Local Buses and Express Buses.

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

f. **10 Ride Reduced Fare:**

A multi-ride ticket valid for 10 one-way reduced fare trips up to and including the zone designated on the pass at reduced fare for customers with the correct discount identification.

g. **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 7:00 AM and 3:00 PM, Monday through Friday 2 weeks prior the scheduled trip. Group tickets are valid on the specified day and train(s) and are not valid on peak period trains designated in the public schedule folders. This ticket is non-refundable.

h. **Special Event Train Ticket:**

A round trip ticket provided for travel to and from special events valid only on the date of the designated event (i.e. Patriot's train, Concerts, etc.). 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 reduced fare travel for Special Event tickets.***

Section 3. Interzone Monthly Pass and Ticket Fares

Interzone monthly pass and ticket fares are based on zones "travelled" 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 three zones (Zones 3, 4 & 5).

- A passenger with a Zone 3 Ticket/pass who gets off in Zone 5 is charged $3.25 for travel in 2 additional Zones (4 & 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 List of stations and designated zones).

Interzone monthly pass and ticket fares in effect as of July 1, 2016 are as displayed below.

Table 3. Commuter Rail Interzone Monthly Pass and Ticket Fares

Number of Zones Traveled In	Adult One-Way	One-Way Reduced Fare	Monthly Interzone	Monthly mTicket Interzone
1	$2.75	$1.35	$90.25	$80.25
2	$3.25	$1.60	$110.25	$100.25
3	$3.50	$1.75	$119.75	$109.75
4	$4.00	$2.00	$130.25	$120.25
5	$4.50	$2.25	$148.00	$138.00
6	$5.00	$2.50	$167.00	$157.00
7	$5.50	$2.75	$183.75	$173.75
8	$6.00	$3.00	$202.75	$192.75
9	$6.50	$3.25	$221.50	$211.50
10	$7.00	$3.50	$240.50	$230.50

a. <u>One-Way Interzone Fare:</u>

A one way interzone fare is a single ride ticket.

b. <u>Round Trip Interzone Fare:</u>

A round trip interzone fare is 2 single ride tickets.

c. <u>Interzone Reduced Fare:</u>

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

d. <u>Interzone Monthly Pass</u>:

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).

e. 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, and Monthly Passes are available on mTicket.

Purchased tickets are stored on the app and must be activated by the customer ***prior*** to boarding.

The device used to purchase the ticket must be displayed to a member of the train crew when he/she collects tickets.
Pursuant to mTicket terms and conditions, customers using mTicket are required to comply with any requests from the train crew or officials to manually inspect and manipulate the device used by the customer so that the train crew can properly verify the ticket. mTickets remain valid for one and a half times the length of the scheduled trip. 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 the conductor upon request.

Monthly mTicket passes are priced $10.00 less than the equivalent pass printed on a CharlieTicket or CharlieCard (only applicable on Commuter Rail).

Fare Types Available with mTicket	Commuter Rail and Ferry Monthly Pass, Single-Ride, 10-Ride mTickets
Where to obtain	Download – Available on Apple and Android app stores
Transfer Privileges	None
Expiration	Single ride and 10-Ride m 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.

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 Subway, Local Bus, the Charlestown Ferry, and Commuter Rail Zone 1A. ***Plastic CharlieCard Passes will not be accepted.***

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 1 through

5.

c. <u>Inner Express Monthly Bus Pass:</u>
Inner Express monthly bus passes are valid for unlimited travel on Inner Express Bus PLUS Subway, Local Bus, the Charlestown Ferry, and Commuter Rail Zone 1A. ***Plastic CharlieCard Passes will not be accepted.***

d. <u>Outer Express Bus Pass:</u>
Outer Express monthly bus passes are valid for unlimited travel on Outer Express Bus PLUS Inner Express Bus, Local Bus, Subway, Inner Harbor Ferry, and Commuter Rail Zone 1A. ***Plastic CharlieCard Passes will not be accepted***.

<u>Section 6. Refunds</u>

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, damage, or refunds 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.

<u>Section 7. Reduced and Free Fare</u>

Eligibility

The following customers are eligible for a Reduced Fare:

a. Seniors

Seniors age 65 and over are eligible to receive a Senior CharlieCard and/or any other valid government issued ID (e.g. driver's license) indicating the bearer is 65 or older.

A temporary CharlieTicket, issued by the MBTA and valid for 30 days, is acceptable documentation for the reduced fare.

b. Persons with Disabilities

Persons with disabilities may apply for a Transportation Access Pass (T.A.P.).
To obtain a TAP CharlieCard for the first time, a Transportation Access Pass Application must be completed. A temporary CharlieTicket valid for 30 days will be issued. The permanent TAP CharlieCard with a photo will be mailed to the address listed on your ID within 7 to 10 business days. Medicare card holders are automatically eligible for the TAP CharlieCard.

A reduced fare ticket will be provided to customers who present a current state-issued Transportation Access Pass (TAP) CharlieCard issued by the MBTA or other regional transit authority.

c. Students

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

The MBTA offers two types of student passes. Eligible students (i.e. middle school, junior high, or high school) may receive either a Student Pass (M7) or Student CharlieCard (S)

through their schools or other approved distribution sites.

The school-distributed Student Pass (M7) is purchased by the school and contains a monthly pass that is good for the school year ***(September 1 through June 30)***.

The Student Monthly (M7) reduced fare pass covers students on Commuter Rail through Zone 2. An Interzone 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)

The Pay as You Go pass (also known as the Student CharlieCard (S-Card)), or school issued ID **only allows for a standard reduced fare ticket**.
(Note: on the S-Card, students will have the option to put a monthly on this card. This is ONLY for subway/bus, and does not apply to change how students are charged on the commuter rail.)

Student fares are accepted on all trains, all day, every day between September 1st and June 30th. This does include weekends, holidays, and school vacation periods within the dates listed.

During summer sessions (July 1st through August 31st), only students with an MBTA Issued Summer Pass/Permit will be provided the reduced fare rate.

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

Student Fares do NOT apply to College Students.

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 adult. Two children may ride free for each adult.

b. Blind Person

Blind or visually impaired persons who present a Blind Access CharlieCard or an identification card from the Rhode Island Commission for the Blind may ride the MBTA system free of charge

c. Personal Care Attendant

A personal care attendant who is traveling with a blind person.

d. MBTA Employee

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

e. Military

Military personnel in full uniform, or not in uniform but showing a valid active duty military ID may ride the MBTA for free. *Does not apply to military family members.*

f. 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.

g. 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.**

h. MassDOT employees do not qualify to ride at no fare.

All passengers when traveling Inbound from Back Bay Station to South Station.

Section 8. Commuter Rail Ticket Conditions

a. Cash

Cash is accepted on the Commuter Rail, but a $3.00 on-board fare 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 if machines accept both cash and credit cards.

- On inbound trains on weekdays (non-holidays), when departing from a station where tickets are sold. A list of locations of where tickets are sold is located on www.mbta.com.

- The On-Board Fare does not apply to Zone 9 and 10 as tickets for these zones are not available for purchase at vending machines or vendor locations.

- On Board Fares does not apply for all trains operating on the **Fairmount Line** between South Station and Readville.

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.

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.

Section 9: Traveling Without a Valid Ticket:

a. A passenger must present a ticket or pass to a crew member upon request or indicate a desire to purchase cash fare. Passengers must not be removed from the train for refusal to pay.

   If a passenger refuses or is unable to pay the appropriate fare, a crew member must 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. The completed form must be remitted by crew member to the Keolis

Revenue Accounting Office.

b. **Ticket Alterations:**

If a monthly pass or ticket appears to be altered in any manner, it is no longer valid. A crew member must confiscate the ticket, respectfully request the passenger's name and address, verify it with a valid form of identification, and notify a supervisor as soon as possible.

c. **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

All fares are to be paid, passes validated, and mTickets activated prior to boarding an MBTA vehicle or entering or exiting a platform or MBTA gated station. Passengers may be requested at any point of their trip to produce a valid or activated ticket to Keolis staff, MBTA Staff or T Police (platform of departure, on board the train or platform of arrivals).

Passengers paying with cash 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. All mTickets must be activated prior to boarding trains.

Fare Evasion Penalties and Rules

Fare evasion is not tolerated on the MBTA. MBTA Transit Police are authorized by Massachusetts law to arrest fare evaders and 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 Boat/Ferry tickets, un-activated mTickets or screenshots of 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:

Dogs are permitted to enter stations and passenger coaches provided they are leashed or carried and they do not annoy any customers or occupy seats. Service animals are permitted in stations and passenger coaches provided that they are leashed or carried and they do not annoy any customers or occupy seats. Other than stated above, domestic pets may be transported on trains if they are carried in an enclosed animal container.

c. Bicycles:

The following policy provides for bicycles on Commuter Rail trains subject to the direction the Conductor.

Bicycles 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 are allowed on Peak Period trains displaying a bike symbol at the top of the schedule.
- Folding bikes, which are completely folded, are allowed on all trains at all times.
- On July 4th and New Year's Eve, bicycles are restricted from inbound trains between

10:00am and 6:00 pm and from outbound trains after 4:00pm. Bike restrictions may also apply during Halloween and Parade celebrations.

Off peak Commuter Rail trains on which bikes are permitted to board are identified by a bike symbol at the top of the schedule. During designated holidays or special events, bikes may be prohibited from boarding off peak trains.

Only 4 bikes will be permitted in each open coach on off peak trains.

Bikes may be prohibited if trains are too crowded.

When on a Commuter Rail train bikes:

- 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.

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

Senior citizens and persons with disabilities have precedence over bicycles.

Cyclists under 16 must be accompanied by a parent or legal guardian.

In an emergency evacuation of the train, bikes 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 available.

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. However, Segways must NOT be ridden on station platforms or on board trains. Segway must be stored in the designated wheelchair area of the coach.

f. Appropriate Dress:

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

g. Smoking, Alcohol, and Gambling:

Smoking, 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. <u>Transportation Refused</u>:

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. <u>Seating:</u>

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 or national origin.

j. <u>Priority Seating</u>:

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

NorthStation/SouthStation/BackBay
Ticket Office: 5:30am-12:00am (weekdays)
7:00am -11:00pm (weekends & holidays)
Fare Vending Machine – 24 hrs.

South Side Stations With Fare Vending Machines

Forest Hills
JFK/UMASS
Braintree
Quincy Center
Ruggles

North Side Stations With Fare Vending Machines

Porter Square
Malden

Station List With Zones

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