

FACT SHEET



Massachusetts Bay
Transportation Authority

New! Expanded Access to MBTA Reduced Fares Now Available [MBTA.com/income-eligible](https://www.mbta.com/income-eligible)

The MBTA is expanding access to reduced fares for income-eligible riders. If you are between 18-64 years old and are enrolled in the Department of Transitional Assistance (DTA), MassHealth, or MASSGrant programs you may be eligible for an MBTA reduced fare of 50% off. (See complete list in the next column.)

- Applying online is simple, fast, and easy on your phone, computer, or tablet.
- Checking eligibility is quick so getting approvals can happen in minutes.
- Apply online in English, Spanish, Portuguese, Simplified Chinese, Haitian, or Vietnamese.
- If you'd like help accessing or completing the application, visit one of our ABCD help sites

Overview:

The MBTA is committed to providing reliable, accessible transportation to all and is implementing a new reduced-fare program that will make all MBTA transportation modes available and affordable to income-eligible individuals. Approximately 60,000 riders could qualify for and enroll in the program, expected to result in 7 million more trips per year.

What is the expanded reduced fare program for income-eligible riders?

The MBTA has expanded eligibility guidelines to provide reduced fares to more people. The new program will provide riders who are 18-64 years old and who meet income requirements with approximately half-priced one-way fares on all MBTA buses, subway, Commuter Rail, and paratransit (The RIDE).

The expansion of MBTA reduced fares to include income-eligible riders will be the first reduced fare program to include the RIDE. As part of this change, senior users of The RIDE will also be eligible for half fares. These reduced fares will apply to both Standard and Premium RIDE trips.

Applicants will not need to prove their income directly to the MBTA but will demonstrate eligibility via enrollment in other income-based state or federal government benefit programs

When can I apply to receive reduced MBTA fares?

You can apply beginning 09/04/24.

Who is eligible for these expanded MBTA reduced fares?

People between 18 and 64 years old who participate in one of these accepted state or federal benefit programs and are not currently covered by the MBTA's other existing reduced-fare programs may be eligible. We will also be extending reduced fares for income-eligible individuals and senior riders on the RIDE.

Department of Transitional Assistance

- Emergency Aid to the Elderly, Disabled & Children (EAEDC)
- Supplemental Nutrition Assistance Program (SNAP)
- Transitional Aid to Families with Dependent Children (TAFDC)

MassHealth

- Limited Plus Children's Medical Security Plan (CMSP)
- MassHealth CarePlus
- MassHealth Family Assistance
- MassHealth Limited
- MassHealth Standard

MASSGrant

What if I don't qualify? Does the MBTA offer any other programs?

The MBTA offers several other reduced-fare programs. Check to see if you are eligible for one of these programs.

- Children aged 11 and under ride for free.
- Riders who are blind ride for free through the Blind Access program.
- Students 12-18 may qualify for discounted fares through their school.
- Riders with disabilities may be eligible for the TAP program.
- Older adults 65+ may qualify for a Senior discounted CharlieCard.

How long will I receive the reduced fares?

Enrollment will last for one year after the approval date and riders will need to re-apply each year.

What will I need to complete the online application?

To complete the online application for automatic approval, you will need access to the internet and one of these forms of photo identification to confirm your identity:

- Massachusetts Driver's license
- Massachusetts ID card
- Massachusetts Liquor ID card
- Learner's Permit

You may also apply with other forms of government-issued photo ID, such as a passport or green card, by uploading a picture of your ID and proof of enrollment in one of the accepted state or federal benefit programs to the online application. If you upload a picture instead of completing the automatic application, your application will be reviewed within two business days.

What if I can't access the online application or if I need someone to help me complete my application?

If you don't have access to the internet, you can visit one of our in-person help sites with your government-issued photo ID and proof of current enrollment in one of the accepted state or federal benefit programs. The in-person locations that will be available on September 4, 2024 are listed below – contact information and an up-to-date list of locations and opening hours can always be found at <https://www.mbta.com/fares/reduced/income-eligible>.

How do I apply?

To access the online application or find a list of in-person help sites, go to [MBTA.com/income-eligible](https://www.mbta.com/income-eligible)

Application Available in:

- English
- Español
- Português
- Kreyòl Ayisyen
- 中国人
- 中國人
- Tiếng Việt

How long will it take to know if I am approved?

If your application is approved automatically, the online app will let you know instantly. If you apply with photos of your government-issued photo ID and proof of enrollment in an accepted program, you'll receive an email about your application within two business days. If you visit an in-person site to apply with your physical documents, you will receive an application decision during your visit.

What can I expect after I apply and am approved?

Riders enrolled in the program will receive a Reduced Fare CharlieCard in the mail. It will be valid for approximately half-priced fares for one year.

In Person Application Help Locations as of 9/4:

Action for Boston Community Development, Inc. (ABCD)

Central Office-ABCD 178 Tremont Street, Boston, MA M-F 9am-5pm	Dorchester-ABCD 110 Claybourne Street Boston, MA M-F 8am-6pm	East Boston -ABCD 21 Meridian Street East Boston, MA M-F 8am-6pm	Mattapan-ABCD 535 River Street Mattapan, MA M-F 8am-6pm	Mystic Valley-ABCD (Serving Malden, Medford and Everett) 239 Commercial Street Malden, MA M-F 8am-6pm
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How can customers of The RIDE access the new reduced fares?

Income-eligible customers: To access reduced fares on The RIDE, income-eligible customers need to apply for and receive an income-eligible reduced fare CharlieCard. Once you have an income-eligible CharlieCard, visit [MBTA.com/TheRide](https://www.mbta.com/TheRide) and click on the *Reduced Fares on The RIDE* box to complete a short online form linking your reduced fare eligibility to your RIDE account. You can access in-person help to complete this form at the Mobility Center, the Charlie Service Center, or one of our in-person help sites listed at [MBTA.com/income-eligible](https://www.mbta.com/income-eligible).

Senior customers: Senior customers born before September 16, 1959, who have a birthdate on file with The RIDE will be automatically enrolled in the discount program and do not need to take any further action.

Senior customers born after September 16, 1959, can apply to the MBTA's Senior reduced fare program starting on September 16, 2024, and enter their RIDE ID number as part of their application. Once their Senior reduced fare application is approved, their discount will be automatically applied to their RIDE customer account. Seniors can access in-person help completing the Senior reduced fare application by visiting the Charlie Service Center at 296 Washington St, Boston, MA 02108.