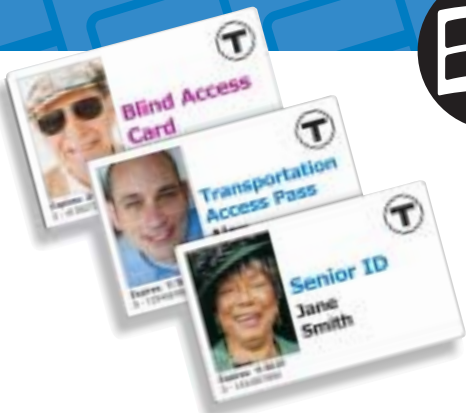




Senior/T.A.P. User Guide

Get a new
ID card
and a new
level of
service.



Massachusetts Bay
Transportation Authority

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Current holders of the Massachusetts Commission for the Blind ID Card can receive a new MBTA Blind Access Card that allows free fares on all MBTA services. Please visit any of our locations.

Customers with current T.A.P. IDs from another Massachusetts Regional Transit Authority will be issued a new T.A.P. ID for use when traveling on applicable transit services.

Dear Senior/T.A.P. Customer,

We're asking you to get a new ID for a very important reason. Like other major cities, the MBTA must modernize with new fare vending machines and fare gates and we want to prepare you for the transition. Once you have your new ID, rest assured, our customer service agents will be at the stations to help you use the new equipment. And this booklet can help get you started.

It's smart to prepare, because eventually all T stations will feature new service enhancements and station upgrades.

It may take a little time to feel comfortable with the new equipment. But we're confident you'll succeed, just like millions of riders in Washington, Chicago, New York and London who have been using this type of equipment for years.

Meanwhile, we ask for your patience. The transition won't happen overnight, but the difference in service will be night and day.

Thank you for riding the T.



A handwritten signature in blue ink that reads "Daniel A. Grabauskas".

Daniel A. Grabauskas
MBTA General Manager

Here's what you need to do:

Seniors (65 and older) and customers with disabilities who have a current T.A.P. (Transportation Access Pass)

1. **Go and sign-up** for your new Senior or T.A.P. ID, also called a smart card, at one of several locations that best serves your needs.
2. You'll receive either a Temporary Permit or your new Senior or T.A.P. ID.
3. Use your Temporary Permit or your new Senior or T.A.P. ID with the new fare vending machines and fare gates at upgraded stations; show them to the collector at all other stations and pay the reduced fare.

OR

You may use your Senior/T.A.P. ID or Temporary Permit to purchase a monthly pass at any current reduced fare pass sales outlet. Once you have your new Senior/T.A.P. ID you may purchase a reduced fare monthly pass at the new fare vending machines.

Customers with disabilities who do not have a current T.A.P.:

You must first complete an application process in order to be eligible for the new T.A.P. ID. Once you have received an approval notice you may sign-up for the new card.

Where to go to apply for your new Senior/T.A.P. ID

Go to our Back Bay Office for Transportation Access, Monday through Friday, 8:30 a.m. - 5:00 p.m. or to

Downtown Crossing Station/Chauncy Concourse at the Senior/T.A.P. ID Replacement Center, Monday through Friday, 8:30 am - 5:00 pm.

First time T.A.P. applicants, or applicants whose T.A.P. ID has expired, may pick up an application at any location but will have the new ID processed at the main Back Bay office.

Community outreach

A Senior/T.A.P. replacement team may be coming to your community over the coming year in conjunction with the installation of the new fare equipment in a station near you. Seniors may exchange their existing ID or sign-up for the first time at outreach locations. Persons with disabilities with current T.A.P. IDs may exchange as well; first time T.A.P. applicants may pick up an application to start the replacement process.

When you get there, here's what will happen:

Seniors and customers with disabilities with current T.A.P. IDs:

- Your picture will be taken and you'll be given a Senior/T.A.P. ID or Temporary Permit.
- If given a Temporary Permit, your new Senior/T.A.P. ID will be mailed to you within 6 to 8 weeks.
- There will be no fee charged for customers exchanging their existing Senior/T.A.P. IDs.
- All new Senior IDs will be valid for 5 years.
- All customers exchanging their current T.A.P. IDs will be issued a new T.A.P. ID valid for a minimum of one year and a maximum of five years, dependent upon the expiration date of your current ID.
- Senior (65+) may also obtain the new MBTA Senior ID at the Back Bay and Downtown Crossing Offices or at outreach events by presenting ID with proof of age.

First time T.A.P. applicants:

- Complete the application process through our Back Bay Office.
- An approval notice will be sent to your home.
- Bring your notice and the \$3.00 fee (cash or money order) into the office, where we'll take your picture and issue a Senior/T.A.P. ID.
- Your new ID will be valid for 5 years.

About your new ID or Temporary Permit:

You can use your Senior/T.A.P. ID or Temporary Permit at all MBTA stations. The Permit is temporary - but please take special care of it and keep the magnetic strip protected.

At stations with the new service, you can put money onto your Senior/T.A.P. ID or Temporary Permit (See diagram on page 8). Then, when you use it, your fare will be automatically deducted from the money you put on your ID or Permit.

At stations that don't yet have upgraded service, just show your ID or Permit to the collector and pay your reduced fare in cash or show your reduced fare monthly pass.

The new ID or Permit entitles senior and disabled customers the same fares you currently pay.

Once you have your new Permit or ID, you can use the new fare vending machine at upgraded stations. Here's how:

4 Steps for Using the New Fare Vending Machine

- 1 First, insert your Senior/T.A.P. Permit into the ticket slot OR tap your new Senior/T.A.P. ID on the black target.
- 2 Either add value or buy a Quick Ticket.
- 3 Choose how you'd like to pay – cash, token, credit, or debit.
- 4 Tap your ID/take your Permit, receipt and change.

1 Senior/T.A.P. ID

- Once you have your new Senior/T.A.P. ID, simply tap it on the black target and then go on to make your fare purchases.

Ticket Slot

- Insert your Senior/T.A.P. Temporary Permit to add value to it.

2 Add Value

- You can put as little as 35¢, or much as \$40 onto your Senior/T.A.P. ID or Permit.

Quick Ticket

- Moving fast? Put a quick \$5 on your Senior/T.A.P. ID or Permit.



3 Coins, Tokens, Credit and Debit Cards

- Insert coins or tokens (machine does not accept pennies.)
- Insert credit or debit card.
- If using debit, enter PIN number on keypad.

Bills

- Insert bills no larger than \$20.

Coin Return

4

- Tap your ID/take your Permit, receipt and change.

Your new ID is the key to easier T access.

2 Steps for Using the New Fare Gate

1 All reduced fare customers will experience the convenience of a new, accessible fare gate. The accessible gate features the wheelchair symbol (the universal symbol of accessibility) as well as a sign indicating "Reduced Fares."

2 Insert and remove your Permit OR Senior/T.A.P. monthly pass from the slot at the face of the accessible gate.

OR

2a Tap your new Senior/T.A.P. ID on the black target.



OR





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Transportation Authority**

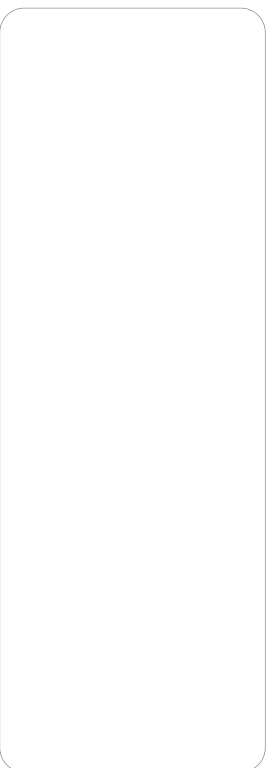
10 Park Plaza

Boston, MA 02116-3974

Additional Information:

For additional information and assistance, please call

(617) 222-3200 or visit mbta.com and click on either Accessible Services or the Charlie button.



**Free Matter
for the
Blind or
Handicapped**