



COMMUTER RAIL

Accessibility Reference Guide

For information about accessibility
on the Commuter Rail including:

- **Reduced Fares**
- **Navigating Stations**
- **Boarding Trains**
- **Trip Planning**

Visit **[MBTA.com/CRAda](https://www.mbta.com/CRAda)** ↩



For questions or concerns, please contact us at
617-222-3200 x option 3 for Commuter Rail
or email us at **customerservice@keolis.com**



Massachusetts Bay
Transportation Authority

keolis

Updated 01/2026

Service Animals

If you are traveling with a service animal, you do not need to provide proof. Train employees should take you at your word. You may bring your service animal in any area where passengers are allowed.

Reduced Fares

For ages 65 and older, those with disabilities, and those receiving state assistance such as EBT (food stamps)

Travel for half off (50% less) with a:

- TAP (Transportation Access Pass)
- Senior Charlie Card
- EBT card holders (ages 18 to 64) – Half fare tickets must be purchased at a fare vending machine before boarding a train.

You and your Personal Care Attendant

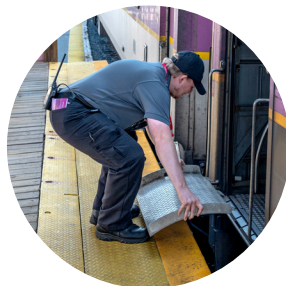
ride for free with a Blind Access Charlie Card!

(Active-duty military personnel ride for free as well!)

Boarding/Deboarding Trains

If using a wheelchair or walker (a mobility device), train employees will place a bridge plate to safely board or deboard a train. This option is also available for passengers with strollers or luggage. *Accessible features are for all passengers!*

If a train goes beyond an accessible mini-high platform, a train employee will ask the engineer to reposition the train for safe boarding or deboarding.



Bathrooms Onboard

All Commuter Rail trains are expected to have at least one working bathroom, which can be found in one of the two train cars behind the engine; usually in the double-decker.

Priority Seating

Priority seating is for older adults and riders with disabilities and is located near every train door. Passengers seated in this area cannot be forced to move and should not be asked for proof of or the type of disability.

If you need to sit in priority seating, and someone is already seated in the area, train employees will help you find the next open priority seating area.



Contact Us

If you experience a problem with boarding or deboarding a train, are unable to hear or see announcements onboard a train or at a station, are unable to use a bathroom onboard or have any other concerns, please **contact us** at:

- 617-222-3200 option #3 for “Commuter Rail” or
- email us at customerservice@keoliscs.com

Our staff will need an **incident date**, **train number** or **train time**, **station name** and if necessary, a **description of the employee involved**.

Resources

The Charlie Service Center

296 Washington Street

Boston MA, 02108

617-222-3200

CharlieCardStoreDept@MBTA.com

The Mobility Center

1000 Massachusetts Avenue, #201

Boston, MA 02118

617-337-2727

MBTAMobility@mtm-inc.net

The RIDE

(Visit or contact the Mobility Center)

Travel Training Services

(Visit or contact the Mobility Center)

