

FACT SHEET: Transportation Resources for People with Disabilities

Cambridge Commission for Persons with Disabilities (CCPD) is dedicated to sharing information and maximizing transportation options for individuals with disabilities – the following is a list of transportation resources. Some of the options listed are applicable only to Cambridge residents with disabilities, whereas others are more widely available.

Cambridge Taxicab Coupon Program

Taxi discount coupons, funded by the City of Cambridge, are offered free of charge to Cambridge residents with disabilities. Passengers must register in advance for the program by contacting CCPD and providing documentation of disability and proof of Cambridge residency. Coupons are issued in books of 10; each coupon is worth \$2.50. The passenger may use one coupon for fares under \$7.00 and a maximum of two coupons for one-way fares over \$6.50. The coupons are valid for use only with taxicabs that are licensed by the City of Cambridge. For information on registration for the Coupon Program contact CCPD at **617-349-4692**.

Massachusetts Bay Transit Authority (MBTA) Transportation Access Pass

Passengers with disabilities can ride local MBTA buses for 40 cents, inner express buses for \$1.40, and outer express buses for \$2.00. People with disabilities can also ride MBTA subway services for 60 cents and commuter rail or boat services for 50% off the regular full fare and for a discounted fare to Logan. In addition, passengers with disabilities can purchase a monthly pass (good for unlimited travel on local bus and subway) for \$20. No discounts apply to express bus passes, commuter rail passes, or boat passes. Discounted rides and passes require a Transportation Access Pass (TAP) CharlieCard, for which persons may apply at the Reduced Fare Office located at Back Bay Station, 145 Dartmouth St., Boston. The office is open Monday through Friday, 8:30a.m. - 5:00p.m. Medicare card holders are automatically eligible for a TAP CharlieCard. Call **617-222-5976**, **617-222-5854** (TTY), or **1-800-543-8287** for more information or visit **www.mbta.com/fares_and_passes/reduced_fare_programs**.

MBTA Department of System-Wide Accessibility

Established in 2007, the Department of System-Wide Accessibility works with all other MBTA departments to execute the T's mission of becoming the global benchmark for accessible public transportation. Keep in mind the following when utilizing MBTA services:

- All MBTA buses are accessible.
- Since 2007, all MBTA elevators have been operational approximately 99% of the time.
- Portable bridgeplates are available at all Red, Orange and Blue line stations if needed to span the gap between the platform and car floor. Ask the MBTA station personnel or train operators if you require the use of a bridgeplate.
- All customers have the right to use accessibility equipment (such as ramps, elevators, mobile lifts, and bridgeplates).
- Service animals are always welcome on MBTA vehicles and property during all hours of operation.

To learn more about the accessibility services offered on the MBTA fixed-route system, as well as developments underway to further expand access to all MBTA customers, call customer service at **617-222-3200** (voice) or **617-222-5146** (TTY) or visit **www.mbta.com/riding_the_t/accessible_services**.

MBTA's The RIDE (ADA Paratransit Program)

Individuals with disabilities who are unable to use public transportation due to difficulty with either walking, seeing, using stairs or escalator, or riding in a standard transit vehicle and who

are registered with The RIDE may receive door to door paratransit service. People with disabilities must submit a written application for The RIDE, which must be signed by a licensed/certified human service or health care professional who is familiar with the individual and his or her disability. The application must be approved by MBTA Office for Transportation Access (MBTA-OTA) before service can begin. The individual must reside within The RIDE service area. The RIDE is a first-come, first-serve service, and there are no restrictions on trip purpose. The local one-way fare for each registered passenger and each guest is currently \$1.50 or \$3.00, respectively, although longer trips may cost \$4.50. All vehicles are equipped to carry both ambulatory persons and wheelchair users. The driver will help a passenger up or down from curbside to the vehicle and/or up or down from one additional step. An escort or PCA can accompany passengers on The RIDE. The MBTA Office for Transportation Access is located at: 10 Park Plaza, Room 4730, Boston, MA 02116. For more information or to request an application form, contact 617-222-5123, or visit: www.mbta.com/fares_and_passes/ride.

SCM Community Transportation / Door2Door

Residents of Cambridge who have a disability or are 60 years or older can call for door-to-door rides for local non-emergency medical appointments and for weekly trips to the grocery store. SCM/Door2Door accepts reservations on a first-come, first-served basis beginning two weeks in advance and spanning to as little as two business days in advance. Non-emergency medical transportation is provided to Cambridge and surrounding communities and to most hospitals and other medical destinations in Boston and Brookline. The suggested voluntary donation for each one-way ride ranges between \$2 for a local ride and \$4 for a ride to or from Boston or the Lahey Clinic in Burlington. All of the vans are all equipped with wheelchair lifts and drivers are required to assist passengers from the front door of their residence to the front door of their destination. SCM/Door2Door does not provide wheelchair carry-down services. A rider is welcome to have one person escort them on the van. SCM/Door2Door can be reached at 617-625-1191. Press "0" for the Reservations department. Or visit their website: www.scmtransportation.org.

MassHealth Transportation Program

This service is for non-emergency medical trips only and is available to MassHealth, including CommonHealth, (Medicaid benefits) members, and to Massachusetts Commission for the Blind clients. However, people who are receiving Emergency Aid for the Elderly, Disabled and Children (EAEDC) are not eligible for the service. This program provides transportation service to medical appointments when an individual is unable to access public or private transportation. The recipient's medical providers must authorize the need for transportation to their office by completing a Prescription for Transportation (PT-1) Form. A separate PT-1 Form must be submitted for each medical provider a client visits. Once approved, individuals must call at least three days in advance of their scheduled appointment in order to schedule transportation. For additional information on this program, call 1-800-841-2900.

This **FACT SHEET** is one in a series of technical assistance bulletins provided as a public service by:

Cambridge Commission for Persons with Disabilities



51 Inman Street, Cambridge, MA, 02139
617-349-4692 (Voice), 617-492-0235 (TTY), 617-349-4766 (Fax)
www.cambridgema.gov/DHSP2/disabilities.cfm

Revised 5/3/2011