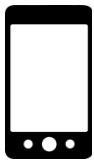


4th Edition, September 2018

Senior Transportation Resource & Information Guide



Transportation
Resources,
Information,
Planning &
Partnership for
Seniors

TRIPPS

(617) 730-2644

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www.trippsmass.org

Senior Transportation Resource & Information Guide

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The information in this guide has been thoroughly researched, compiled, publicized, and “road tested” by our brilliant volunteers, including Marilyn MacNab, Lucia Oliveira, Ann Latson, Barbara Kean, Ellen Dilibero, Jane Gould, Jasper Weinberg, John Morrison, Kartik Jayachondran, Mary McShane, Monique Richardson, Nancy White, Phyllis Bram, Ruth Brenner, Ruth Geller, Shirley Selhub, and Tom Hart. Without their dedicated effort and ongoing support, neither the publication of this guide nor the important work TRIPPS does in our community would be possible.

Disclaimer: This guide is up-to-date to the best of our knowledge at the time of printing. Inclusion in this guide does not represent a recommendation by TRIPPS or any of its affiliated organizations. This information is provided to assist you in exploring your own options.

If you are considering using one of these options, **please contact the service provider on your own to confirm the information included in this guide!** We invite your feedback so we can continue to provide accurate information. Other communities are welcome to use the information in this Resource Guide. Please credit: TRIPPS of Brookline and Newton.

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Important Contacts

TRIPPS

Phone: (617) 730-2644

On the Web:
info@trippsmass.org

On the Web: TRIPPSMass.org

Twitter: @TRIPPSMass

Facebook: facebook.com/trippsmass

Brookline

Council on Aging
(617) 730-2777

Senior Center
(617) 730-2770

Police non-emergency
(617) 730-2222

Newton

Council on Aging
(617) 796-1660

Senior Center
(617) 796-1660

Police non-emergency
(617) 796-2100

Springwell - Aging Services Access Point (ASAP)

Serves the western suburbs (including Brookline & Newton)

Phone: (617) 926-4100 or TTY: (617) 923-1562

Protective Services (for reporting suspected abuse of seniors)

Business hours, Mon – Fri, 9 am - 5 pm: (617) 926-4100

Out of hours: Call the state-wide hotline: (800) 922-2275

About TRIPPS

Imagine the freedom of being able to get where you want, when you want, within your budget—and all without the stress of driving, parking, and maintaining your own car. If you are considering reducing your dependence on driving, you are not alone. City dwellers of all ages and abilities are making the change and opting for a driving-free lifestyle. Seniors in our area are spoiled for choice when it comes to travel options.

The T is a good start, but have you considered taxis, car services, medical escorts, paratransit, buses, or carpooling?

TRIPPS offers the support of trained, background checked volunteers who are ready to help you explore the transportation options that might work best for you.

Your volunteers might help you get a Senior MBTA Charlie Card, get qualified for The RIDE, or assist in installing a ride-hailing app on your phone. For more information, visit our website at trippsmass.org, call (617) 730-2644, or email info@trippsmass.org.

TRIPPS

Transportation
Resources,
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Partnership for
Seniors

How to Use this Guide

This guide strives to be a comprehensive source of information regarding transportation options for seniors in our local area. We encourage you to use this guide as a starting point for your travels and attempt to be as accurate and up-to-date as possible. If you have a new resource to share, discover updated information about a particular resource, or see any inaccuracies, please contact the TRIPPS Program at info@trippsmass.org or (617) 730-2644.

Most transportation options listed include information about who can use it, how much it costs, when the option is available, how far ahead you need to plan, any accommodations available, and general notes. At the back, please find a glossary of terms (check there for frequently used but new terms like *ride-hailing* and *apps*) and a listing of transportation options by category to help you navigate the guide. Finally, the TRIPPS Program is always here to help you figure out transportation options that work best for you. Contact us for individual help at info@trippsmass.org or (617) 730-2644. We look forward to hearing from you!

Boston Cancer Support: Treatment Transport Program

Boston Cancer Support through a partnership with Lyft is providing aid to patients who need help funding rides to treatment.

Who can use this option?	Anyone who is currently undergoing treatment for cancer.
How much does it cost?	New users receive a code good for 5 rides, up to \$10 each on their Lyft app. Whenever that credit has been used, contact BCS and the social worker at your hospital.
When is this option available?	This option is available when you need it.
How far ahead do you need to plan?	Using the Lyft app you can schedule rides in advance or request one immediately.
What accommodations	Generally, Lyft vehicles are not wheelchair accessible. You can ask the driver for help

are available? getting over a curb, getting into and out of the vehicle, and with storing packages or folding walkers. Service animals are always accepted.

Notes Fill out a form at <http://www.bostoncancersupport.org/lyft/> to receive a unique code.

Contact details 831 Beacon Street #107
Newton, MA 02459
<http://www.bostoncancersupport.org/>

Boston Medical Center Hospital Shuttles

Boston Medical Center (BMC), as a service to its patients and employees, offers FREE shuttle service for patients between neighborhood health centers and BMC.

Who can use this option?

An inner campus loop: a continuous loop through BMC making stops at the various buildings at the hospital. Other shuttles go to Veterans Hospital in Jamaica Plain, Boston University Main Campus, and East Boston Neighborhood Health Center and local MBTA Stations. Patients who have BMC HealthNet insurance can use the Uber Shuttle Program to go from the following neighborhood health centers including:

- Codman Square
- The Dimock Center
- Dorchester House Multi-Service Center
- Greater Roslindale Medical/Dental Center

- Harvard St. Neighborhood Health Center
- Mattapan Community Health Center
- South Boston Community Health Center
- Upham's Corner Health Center
- Whittier Street Health Center

*arrangement for an Uber ride can be made at the health center front desk.

How much does it cost?

Free - no charge

When is this option available?

Runs during normal business hours, (9am – 5pm). Some evening service is available to some MBTA stations

How far ahead do you need to plan?

No advance planning required, but call to confirm times and dates of service.

What accommodations are available?

Escorts/companions are permitted to travel with the passenger. All vans have lifts.

Notes

All times listed in the schedules (see Web

link below) are approximate.

Contact details

Telephone: (617) 638-4899

Toll-free: (800) 792-4355

<https://www.bmc.org/visiting-us/directions-and-transportation>

Boston Senior Taxi Voucher Program & Van

City of Boston disabled residents and those aged 65 and older have access to discounted taxi vouchers to be used in licensed City of Boston taxi cabs. In addition, the City of Boston runs a free door-to-door wheelchair accessible shuttle service to medical appointments for its residents. A limited number of non-medical rides are available.

Who can use this option?

The taxi voucher program is available for those residents 65 and older and disabled residents.

The free shuttle service for medical appointments is available for those 60 and older.

How much does it cost?

The taxi vouchers cost \$5/coupon book and only two may be purchased per month. The shuttle service is free.

When is this option available?	<p>The taxi vouchers can be used in any City of Boston licensed cab.</p> <p>The senior shuttle is available Monday – Friday from 8am – 4pm.</p>
How far ahead do you need to plan?	<p>For taxi service, no advance planning is required.</p> <p>The shuttle requires three days advance notice for medical appointments and a month notice for non-medical appointments.</p>
What accommodations are available?	<p>Some taxi companies offer wheelchair accessible vehicles. The City of Boston shuttle is wheelchair accessible.</p>
Notes	<p>Proof of Boston residency is required when purchasing vouchers. A maximum of two voucher books per month may be purchased. Vouchers do not expire.</p> <p>Vouchers must be purchased with cash at</p>

the following location.

You can buy the discounted coupon books at Elderly Commission in City Hall:

Room 271

1 City Hall Square

Boston, MA 02201

United States

On Demand Coupon Sites

Other than city hall, there are several locations where residents can purchase coupons. Call prior to see if they have tickets available.

Castle Square Tenants Organization

476 Tremont St Boston

(617) 357-8548

Smith House

757 Shawmut Ave Roxbury

(617) 427-0926

Hyde Park Community Center

1179 River St, Hyde Park

(617) 635-5178

Hale House
273 Clarendon St, Back Bay Area
(617) 536-9123

Curtis Hall
20 South St, Jamaica Plain
(617)635-5193

Roche Center
1716 Centre St, West Roxbury
(617) 635-5066

Contact details

For more information about the taxi voucher program call: 617-635-4366.

For a list of licensed cab companies for the City of Boston visit:

<http://bpdnews.com/authorized-taxi-companies>

For more information about the Senior Shuttle and to set up a ride, call 617-635-3000.

Boston University The BUS

The Boston University Shuttle (also known as The BUS) serves the University's Charles River and Medical Campuses.

Who can use this option?

BU students, faculty, staff, or alumni (including Evergreen students). Stops include:

- Student Village II (33 Harry Agganis Way)
- College of Fine Arts (855 Commonwealth Ave.)
- Amory St. & Commonwealth Ave.
- Marsh Plaza
- St. Mary's St. & Commonwealth Ave.
- Silber Way & Commonwealth Ave.
- Blandford St. & Commonwealth Ave.
- Myles Standish (610 Beacon St.)
- Kenmore St. & Commonwealth Ave.
- Danielsen Hall (512 Beacon Street)
- Mass. Ave. & Huntington Ave.
- 710 Albany St.

How much does

Free - no charge

it cost?

When is this option available?

Limited hours of operation, with more buses running during school term times. No service on most public holidays. Runs only on weekdays in the summer.

See the website for details and current schedules.

How far ahead do you need to plan?

No advance planning required.

What accommodations are available?

Use the online contact form to ask about accessibility for specific routes.

Escorts/companions are permitted.

Notes

A valid Boston University ID or other acceptable proof of affiliation with the University is required to board The BUS at Agganis Way.

Expect significant delays beginning 2 hours before the start of each Red Sox home

game and approximately 1 hour after a game's end. Games typically last 3 hours.

Location of the bus can be tracked through Live View

(<https://www.bu.edu/thebus/live-view/>).

Contact details

Online contact form:

<http://www.bu.edu/thebus/contact-us/>

Website:

<http://www.bu.edu/thebus/about-the-bus/>

E-Mail: parking@bu.edu

Brookline Council on Aging Elderbus

Sponsored by the Brookline Council on Aging, the Elderbus is a local service for seniors that has been operating since the 1970s. The Elderbus stops at numerous shopping, residential and recreational locations, including the Brookline Senior Center.

Who can use this option?

Brookline residents or visitors aged 65+

How much does it cost?

Free - no charge, although a suggested donation of \$0.50 is requested.

When is this option available?

Five loops (originating and terminating at the Senior Center) are made on weekdays between 9:00 a.m. and 3:30 p.m. The last loop of the day is drop-off only. The bus provides increased coverage on Fridays. To book a ride, call: 617-438-2938.

The schedule is available online or at the Senior Center. All times are approximate due to traffic.

How far ahead do you need to plan?

No advance planning required. However, it is strongly recommended that you call the Senior Center in advance to confirm that the bus is running that day and to let the driver know you'll be waiting for it.

What accommodations are available?

The Elderbus is wheelchair accessible, and the driver is able to help secure your wheelchair within the vehicle.

Escorts/companions are permitted to travel with the passenger.

The driver may be able to help with small packages, the steps up into and out of the bus, or with folding walkers.

Notes

It is strongly recommended that you call ahead of time to let the driver know to look for you at a specific stop.

When waiting for the bus, be sure you are in a spot that is visible by the driver on his

route--especially if the driver is not already aware that you will be waiting.

Contact details

Elderbus hotline: (617) 730-2778

Call this number for general information.

To book a ride, call: (617)438-2938.

Brookline Council on Aging: (617) 730-2777

Call this number to check to make sure the bus is running.

Schedule

Senior Center	9:00	10:00	11:00	12:30	1:30	2:30
112 Centre St. 100 Centre St. Corner of Beacon & Center St.	9:05	10:05	11:05	12:35	1:35	2:35
1550 Beacon Street 1731 Beacon Street Star Market Beacon Street	9:10	10:10	11:10	12:40	1:40	2:40
61 Park Street Town Hall Main Library	9:15	10:15	11:15	12:45	1:45	2:45
Walnut Street Rear Fire Station Brookline Village	9:20	10:20	11:20	12:50	1:50	2:50
99 Kent Street Lynch Center 70 Pearl Street Brookline Place	9:25	10:25	11:25	12:55	1:55	2:55
Harvard Street Stop & Shop Harvard & Beacon Street	9:30	10:30	11:30	1:00	2:00	3:00
90 Longwood Ave	9:35	10:35	11:35	1:05	2:05	3:05
Beacon & Powell Street Amory & Egmont Street Pleasant St.	9:40	10:40	11:40	1:10	2:10	3:10
50 Pleasant Street Harvard & Fuller Street	9:45	10:45	11:45	1:15	2:15	3:15

DROP-OFF ONLY 3:30 FROM SENIOR CENTER

Brookline Elder Taxi Service (BETS) Program

The Brookline Elder Taxi System (BETS) offers a 50% discount on Brookline licensed taxi cabs for Brookline Seniors with low to moderate incomes.

Who can use this option?

Brookline seniors (aged 62+) and persons with disabilities of any age with low to moderate annual incomes, currently \$56,800 for a single person or \$64,900 for a couple.

Trips can be for any reason and to any local destination.

How much does it cost?

Eligible seniors can buy books of coupons for \$5 each, each of which is worth \$10 in cab rides (half price).

Each senior can buy up to 8 (or 10 if qualified couple) coupon books a month, with 1 month's supply of booklets

refundable for up to 6 months after purchase.

Tipping is recommended but not required. A tip of one or two dollars is fine, although more is always appreciated--especially for longer trips or excellent service. **Coupons may not be used to cover tips.**

Any tolls must be paid by the passenger.

All taxi rides within the Town of Brookline are at a metered rate that is displayed on a Rate of Fare Card in the taxicab.

When is this option available?

24 hours a day, 7 days a week, 365 days a year -- whenever taxi service is available.

How far ahead do you need to plan?

Coupons can be used anytime taxi service is available, with no advance planning required.

What accommodations

Cabs are generally not ADA-compliant or

are available?

wheelchair accessible.

If you ask for help, drivers will often assist you with bags or packages and with getting into and out of vehicles. They may even be happy to help you fold a lightweight walker and put it into the trunk.

Escorts/companions are permitted.

As with any taxi cab service, it is up to the individual driver whether they will accept pets. It is always a good idea to put your pet in a carrier or at least bring a towel to protect the vehicle's seat. Service animals are always accepted.

Notes

The coupons are the equivalent of cash, and no Brookline licensed cab driver can refuse to take a coupon. Full coupon books should be carried while traveling. Coupons alone will not be accepted.

Do not tell the driver you have coupons when you call to request your ride; simply pay the driver with coupons at the end of the ride.

You will not receive change from your coupons!

Contact details

To apply, please call Alicia Ebrat at (617) 730-2740 Mon-Wed 12-4 pm to apply for coupons.

After you have your coupons, call the individual taxi cab company to order a cab.

- Bay State Taxi, Inc.
(617) 566-5000
baystatetaxi.com
- Brookline White Cab
(617) 314-6262

Complaints regarding service should be reported to the DPW Transportation Division using the request / comment

form, or by calling (617) 730-2230.

If you have a safety or legal complaint (e.g., if a cab driver says he does not have a receipt or you suspect you have been unfairly charged), take down the cab number, the date and the time and report it to the Brookline Police Department Hackney Officer at (617) 730-2230.

Passenger complaints can also be reported using the taxi cab comment card that must be available in each cab.

Brookline HELP (drivers & personal/medical escorts)

The Home and Escort Linkage Program (HELP) is a homemaker service designed and sponsored by the Brookline Council on Aging. The goal of this program is to provide affordable, reliable, and flexible home care service to elders living in Brookline.

Who can use this option?

In order to register for HELP, you must:

- Reside in Brookline
- Participate in a home visit with our staff
- Be aged 60+

How much does it cost?

Most workers charge \$13-\$15 per hour and must be retained for a minimum of two hours at a time. Generally workers with a car will charge \$15 per hour.

There is no charge for enrollment in the program and there is no financial gain to the program through filling job requests. HELP is a matchmaking service and does not handle payment of workers. All

payments are handled privately between the senior and the worker, although HELP staff are available to mediate in the case of any problems with payment.

When is this option available?

Times and payment are arranged by HELP staff and the client before a match is made.

How far ahead do you need to plan?

Seniors wishing to use the program must register and participate in a home visit by HELP staff. Making a successful match between a senior and a worker generally takes at least a week in most cases.

What accommodations are available?

Some of the other services provided by screened HELP workers include:

- Companionship or respite care
- Cooking
- Errands
- Escorting to appointments
- Grocery shopping
- Laundry

- Light housekeeping
- Organizing

HELP workers can drive clients places but cannot provide home health care services (i.e., bathing, feeding, wound care, etc.).

Notes

The program provides an alternative to private home care agencies or state-funded home care, and is more secure than hiring a worker on your own.

Contact details

HELP, Brookline Council on Aging
93 Winchester St.
Brookline, MA 02446

Phone: (617) 730-2752

www.brooklinema.gov/268/HELP-Program

Brookline Lyft Pilot Program

The Brookline Senior Center is pleased to announce another new transportation option for residents. This program operates through a partnership with the ride-hailing company Lyft. Social workers or TRIPPS staff at the Brookline Senior Center can book a ride for qualifying seniors.

Who can use this option?

Brookline resident seniors can use this option in the following instances.

Unexpected need for transportation to or from (non-emergency) medical appointments, non-medical emergencies as determined by social work staff, participants in Senior Center programs running at times when the Elder Bus and Senior Center Van are not, and seniors who have smartphones but have never used Lyft and would like to try it for the first time.

How much does

This program was sponsored by

it cost?	fundraising efforts and generous donations. The rides are free.
When is this option available?	Please call the Senior Center during office hours (8:30 am – 5:00 pm).
How far ahead do you need to plan?	Please call at least one week prior to your appointment as initial appointments will need a HELP interview to secure.
What accommodations are available?	When you call, you will be asked if there are special accommodations needed.
Notes	The Senior Center staff person will call you prior to your pick up and give you the name of your driver and the license plate number, make and model of the car. You must be outside your residence 5 minutes prior to pick-up.
Contact details	Brookline Senior Center, 93 Winchester St. 617-730-2777.

Brookline Senior Center Van

The Brookline Senior Center Van provides curb-to-curb transportation between the Senior Center and the home of any Brookline senior.

Who can use this option?	Brookline seniors aged 60+
How much does it cost?	Free - no charge, although a contribution of \$1 per ride is requested.
When is this option available?	Monday through Thursday, from 9 am to 3 pm. The van operates only on days when the senior center is open.
How far ahead do you need to plan?	At least 1 day in advance
What accommodations are available?	The van is wheelchair accessible. An escort/companion is permitted to travel with the passenger. At the driver's discretion, help may be

offered with packages, or with getting into and out of the vehicle.

Drivers are trained to help wheelchair users board & disembark from the vehicle and to secure the wheelchair for the ride.

Notes

Call at least one day in advance of when you would like to come to the senior center. Leave a voice mail saying what time you would like to be at the senior center and what time you need to be back home again. The driver will call you back the afternoon or early evening prior to your trip to make specific arrangements.

Contact details

Phone: (617) 730-2750
Brookline Senior Center, 93 Winchester St.
Brookline, MA 02446

Car Sharing

Car-sharing is an alternative for those who still drive but prefer not to own a car. There is generally a yearly or monthly fee that is paid to the car-sharing service and then an hourly rate to “share” the car itself. However, you do not need to pay for car insurance, gas, and maintenance when you use a car share vehicle. Pickup locations vary but can often be found centered around a public transportation hot spot or shopping area. There are many car pick up locations in Brookline and a few in Newton.

Kathryn's Tips for Using Car Sharing

Kathryn likes to keep active and gets around without a car on a day-to-day basis. Once a month on the weekends, she rents a car from Enterprise. They come pick her up



at her house and take her to the Enterprise rental facility to pick up the car. She runs any errands requiring longer distance travel and visits friends who are farther afield. Otherwise, she gets around town by walking or taking public transportation.

Who can use this option?	Anyone with a valid driver's license and a major credit card can use the car-sharing service.
How much does it cost?	Monthly costs vary depending on the service, and different types of cars have different hourly rates (i.e., a compact car will cost less to rent on an hourly basis than an SUV). In addition, there are different rates for different days/times. Generally it is more expensive to rent on the weekends during prime times than on the weekdays during those same times. Contact the company for specific costs.
When is this option available?	You can rent a car anytime. Cars are available for as little as one hour and for as long as 7 days.
How far ahead do you need to plan?	Sometimes, cars will be available immediately, depending on the time of day and day of the week. Weekends can be

busier than weekdays.

What accommodations are available?

Car-shares use cars, SUVs, and vans similar to a car rental company. With 24 hour notice, Enterprise Car Share and Zipcar can provide a range of mobility devices for customers with disabilities. They do not have wheelchair accessible vans. In addition, a number of fees associated with becoming a member can be waived for members with disabilities.

Notes

Cars can be requested on the business web site or by using an app downloaded to your smartphone.

Fuel, Damage/Liability Protection, and 24/7 Member assistance are provided.

Contact details

Enterprise CarShare

<https://www.entreprisecarshare.com/us/en/programs/retail/boston.html>

ZipCar

<http://www.zipcar.com/>

Chestnut Hill Errands & More

Chestnut Hill Errands & More (also known as the "Chestnut Hill Ride") provides transportation and errand-running services within the Greater Boston area.

Who can use this option?

Passengers of all ages & abilities, for all types of trips within Greater Boston, especially:

- Allston/Brighton
- Brookline
- Cambridge
- Needham
- Newton
- Waltham
- Watertown
- Wellesley
- Weston
- West Roxbury

How much does it cost?

Rates are "competitive with local taxi services" but include various types of support and personal assistance not typically offered by taxi companies (see below).

A discount is offered if you mention that you found them through the senior center.

Tipping is recommended but not required. A tip of one or two dollars is fine, although more is always appreciated--especially for longer trips or excellent service.

When is this option available?

4 a.m. to 11 p.m. (7 days/week), including holidays

How far ahead do you need to plan?

Advance reservations are appreciated, and this service is very popular; booking well ahead is strongly recommended.

What accommodations are available?

Cars are standard vehicles and are not wheelchair accessible.

Escorts/companions are permitted.

Drivers are able to provide many types of personal support, including...

- help grocery shopping

- assistance with packages
 - medical escort services
 - taking a small pet to the vet
 - library, cafe, movies, and other entertainment or recreational venues
 - visits to doctors (medical escort)
 - errands such as bank and the post office
 - picking up and delivering meals, prescriptions, pharmacy/medical supplies, dry cleaning
 - non-medical trips
-

Notes

Drivers for this family-owned business are familiar with the needs and preferences of seniors and offer highly personal support, such as help with packages and door-through-door service.

Contact details

Web: chestnuthillerrands.com

Telephone: (617) 874-0487

Cycling

Greater Boston is one of the best areas in the country for cyclists. Bike paths abound, and more bike lanes are being installed every year. In addition to all the other benefits of getting around without driving, cycling also provides you with exercise, fresh air, and social interactions with other cyclists and pedestrians. Electric assist bikes, adult tricycles, cargo baskets, and other modifications to traditional bicycles can make cycling for seniors more enjoyable.

The National Highway & Traffic Safety Administration offers seven tips for safe cycling on roads shared with motor vehicles.

Protect your head. Wear a helmet. In the unlikely event of an accident, helmets are your best bet in avoiding a traumatic brain injury.

Assure bicycle readiness. Ensure proper size and function of bicycle. Use a bicycle that fits you, and make sure it is always in proper working order.

Ride wisely. Learn and follow the rules of the road. Ride with (not against) traffic, use hand signals, and follow all road signs and signals.

Be predictable. Act like a driver of a vehicle. Don't swerve in and out. Don't be afraid to take up part of a lane! Studies have shown that passing drivers tend to leave you as much room as you leave between you and the curb or cars parked along the road to your right.

Be visible. See and be seen at all times. Wearing bright yellow vests and reflective gear can help prevent accidents. At night, it is imperative that you always use a bright, blinking white light on the front of your bike and a blinking red light in the back.

“Drive” with care. Share the road. Make eye contact with drivers, avoid cycling fast between lanes, and avoid cycling on the sidewalk, especially in busy pedestrian areas. Consider walking your bike in these areas. Pedestrians—especially seniors!—can be easily startled by an approaching cyclist at any speed, either head-on or from behind. On shared paths, use a bell to signal well ahead of time that you are approaching a pedestrian from behind.

Stay focused. Stay alert. Never use headphones, and watch for road hazards such as potholes, which can cause severe injury even at low speeds. Ice, snow, rain, and other weather conditions can also be hazardous and require extra attention.

Cycling

If you don't own a bike, there are still options in the area to help get you out on the road.

BlueBikes

BlueBikes is the public bikeshare system in Boston, Brookline, Cambridge and Somerville. For \$2.50 for 45 minutes, you can see all the city sites on a bike. Just drop the bike at another station or return to the one where you originated. Purchase a pass at a BlueBikes Station or through the mobile app. For more information visit: <https://www.bluebikes.com/>.

Lime Bikes

LimeBike was recently selected to provide regional dock-less bike share services for 15 communities around Boston including Arlington, Bedford, Belmont, Chelsea, Everett, Malden, Medford, Melrose, Milton, Needham, Newton, Revere, Waltham, Watertown, and Winthrop. Using a smartphone app, users are able to use the bikes for \$1.00/30 minutes. It is possible to use text messaging to unlock bicycles without a smartphone. For more information visit <https://www.li.me/how-to-lime>.

Driving Skills Assessment Programs

A driving skills assessment generally includes meetings with a social worker, occupational therapist, physical therapist, and/or certified driving instructor. Following these meetings, the driver will receive a formal assessment along with any relevant recommendations for making driving safer.

Who can use this option?

Anyone who is concerned about their driving skills for any reason, including trauma, psychological changes, medical or neurological incidents, surgery, or simply the natural process of aging.

How much does it cost?

Costs vary from one program to another but total cost ranges from \$350 - \$500. Insurance rarely covers these services, so you will most likely need to pay privately (fee-for service) for this assessment.

When is this option available?

Normal business hours (Monday through Friday). Some programs may have

weekend hours-call for details.

How far ahead do you need to plan?

You will need to call ahead to make an appointment. These programs are very popular, so allow plenty of time.

What accommodations are available?

Clinicians will guide the driver through the entire process and make all necessary accommodations in order to conduct a complete assessment.

Notes

Driving skills assessment programs work regularly with (and report unsafe drivers to) the Registry of Motor Vehicles.

Contact details

**Beth Israel Deaconess Medical Center
DriveWise Program**

(617) 667-4074

<http://www.bidmc.org/DrivingWithAutism>

HealthSouth Braintree Rehab

Hospital Driving Evaluation Program

(781) 348-2500

<http://www.healthsouthbraintree.com/en/hospital-programs/outpatient-rehabilitation/driving>
250 Pond Street, Braintree, MA 02184

Newton-Wellesley Hospital Drive Safe Program

(617) 243-6172

<http://www.nwh.org/departments-and-services/rehab/occupational-therapy/drive-safe/>

Newton-Wellesley Ambulatory Care Center, 159 Wells Avenue, Newton

Note: A physician's prescription for the assessment is required. Call for details.

Spaulding Hospital Driving Assessment Program:

(888) 776-4330

<http://spauldingrehab.org/conditions-and->

treatments/pre-driving-evaluations

**Health South/New England
Rehabilitation Hospital**

(781) 939-1921

[http://www.healthsouthnewengland.com/
en/hospital-programs/outpatient-
rehabilitation/driving](http://www.healthsouthnewengland.com/en/hospital-programs/outpatient-rehabilitation/driving)

FriendshipWorks Medical Escort Program

Note: FriendshipWorks is NOT a transportation service. It is a medical escort service only.

Who can use this option?	Residents of Brookline and Boston Age 60+ Medical appointments only
How much does it cost?	Free - no charge
When is this option available?	Monday through Friday, 9 a.m. to 5 p.m.
How far ahead do you need to plan?	14 days in advance
What accommodations are available?	Volunteer escorts can accompany any senior, including those who use wheelchairs, walkers, and other assistive devices. The senior must arrange transportation separately, but the escort

can assist the senior with getting to and from the vehicle, getting into and out of the vehicle, and visiting with health care professionals.

Please note that this is NOT a transportation service -- this is a medical escort service only. You will need to arrange transportation separately.

Notes

Medical escorts are available to accompany you to appointments with physicians. The escort will provide door-through-door service and will take notes during your appointment.

Contact details

Phone: (617) 482-1510 option 2

Web: fw4elders.org

GoGo Grandparent

Gogo Grandparent (www.gogograndparent.com) orders and monitors rides on your behalf through ride-sharing services like Uber and Lyft. Gogo Grandparent calls the ride on your behalf, so users do not need a smartphone to use the service.

Who can use this option?

Gogo Grandparent is available in all 50 states. Check the web site to see if it is available in your area.

How much does it cost?

Operators and oversight fee of .27 per minute from when they start monitoring to when they stop. In addition, you are charged the ride-share network fare.

When is this option available?

This option is available when you need it. A ride can arrive within 15 minutes.

How far ahead do you need to plan?

Once you have registered with the site, a ride can arrive within 15 minutes.

What accommodations are available?

When you register, you are asked if there are special accommodations needed for those with mobility issues, memory, visual impairments etc. Drivers can help with shopping bags etc., but seniors need to be able to maneuver into and out of the vehicle themselves.

Notes

This service seems like it would be an excellent alternative for those seniors who do not have a smartphone but can take advantage of ride-hailing services. With the text alert feature, it can also provide a sense of security for users and their families.

Contact details

support@gogograndparent.com

855-464-6872 or 888-755-1775

Grocery Store Delivery Services

Many local grocery stores have started to offer grocery delivery services to their customers for a fee (generally ranging from \$7-\$10). These home delivery services require an online registration requiring a name, address and email address. Once logged in, you can select from a number of products including meats and fish, organic products, deli meats and cheeses, home products, flowers and dairy, and fruits and vegetables. Customers check out and pay through the online portal with a credit or debit card. Then, choose from a list of delivery times spanning seven days between the hours of 6 a.m. and 9 p.m. Deliveries cost a small fee and require payment within two hours of a reservation. The shopping platform also lists pickup times and fees for specific locations.

Grocery stores in the Brookline/Newton area that offer this service:

- Stop & Shop (under the name Peapod) (<https://www.peapod.com/>),
- Roche Bros (<https://shopping.rochebros.com/>).
- Whole Foods and Market Basket use a separate delivery service called Instacart (<https://www.instacart.com>). Market Basket is not available in Brookline and only some parts of Newton.
- Postmates is a smartphone app that provides on-demand delivery for food, but also pharmacy items, office supplies and more. Download onto your smartphone from the Apple App Store or Google Play Store to begin using this service.

Help Around Town

HelpAroundTown.com is a local job matching service that connects part-time and odd job seekers in our area with potential employers. The mission and vision of HelpAroundTown.com is to introduce neighbors to each other so that those who need help find it, and those who need work, get it. The company is locally owned and based in Lexington.

Who can use this option?

Anyone who has access to a computer with internet can use this option.

How much does it cost?

The site is free for those seeking and posting jobs online. Examples of jobs include leaf raking, one-time furniture removal, and part-time personal driver. The hourly rate of pay is set by the potential employer

When is this option available?

This option is available when you need it.

How far ahead do you need to plan?

Once you post a job, you only need to wait

until someone applies to fill it.

What accommodations are available?

Accommodations for jobs should be clearly delineated in the job posting (i.e. if you need a driver and are in need of a wheelchair accessible vehicle).

Notes

Like those listed under the Odd jobs, Errands and More of this guide, HelpAroundTown matches part-time and temporary job seekers with those who need odd jobs done. HelpAroundTown does not offer background checks on job seekers or posters.

Contact details

Help Around Town Inc.
PO Box 546, Lexington, MA 02420
781-325-TOWN
founder@helparoundtown.com

Trusted Transportation Partner (formerly ICARE Program)

The Council on Aging has again been selected to receive an ITNAmerica "Trusted Transportation Partner" grant, with support from Regeneron Pharmaceuticals. Through this grant, the COA's HELP program provides free transportation for Brookline residents to scheduled eye care appointments in the Greater Boston area. To access, please contact the HELP line at 617-730-2752 at least 1 WEEK before your scheduled appointment, as a home visit to sign up for the HELP program is required to access this sub-program.

Who can use this option?

This program is open to Brookline senior residents and transportation is limited to the greater Boston area.

How much does it cost?

The program is sponsored through a generous grant from ITNAmerica. Rides to and from appointments are free.

When is this option available?

Please call the HELP Program at the Brookline Senior Center to access this

program. **Call at least one week prior** to your appointment as a home visit to sign up for HELP is required to access this sub-program.

How far ahead do you need to plan?

Please call at least one week prior to your appointment.

What accommodations are available?

When you call, you will be asked if there are special accommodations you require.

Notes

The HELP Program will talk with participants about the best method of getting them to and from their appointments.

Contact details

ICARE Program c/o HELP
Brookline Senior Center
93 Winchester St., Brookline, MA 02446
(617)730-2752

Lyft Ride-hailing App

The Lyft smartphone app matches you with local drivers for all types of rides, at all times of the day, on demand. In urban areas during the day, wait times are often as short as a couple of minutes. No cash is exchanged; your credit card is charged after each ride.

Who can use this option?

Anyone who is able to ride in a standard car or SUV can use this service.

Lyft serves all types of destinations, both medical and non-medical.

Either you or a trusted loved one must have a smartphone (preferred) or Internet-connected tablet with the Lyft app installed and a credit card on file.

Both very short and long-distance journeys are available, depending on driver availability.

How much does it cost?

Costs vary depending on how far you

travel. Standard Lyft fees include:

- Base Charge \$2.00
- Cost Per Mile \$1.22
- Cost Per Minute \$0.18
- "Trust And Service" Fee \$1.55
- Cost Minimum \$5.00
- Cost Maximum \$250.00
- Cancel Penalty \$10.00

LyftXL is a 6-passenger vehicle for larger groups or a more spacious ride.

LyftShared is shared vehicle with one or more additional passengers.

If you know your destination's address, you can use the app to view a fare estimate before you order your ride.

After each ride, you are given the opportunity to tip your driver in the app (tipping is encouraged but not required).

When is this option available?

Available 24 hours a day, 7 days a week, including weekends and holidays, depending on driver availability

How far ahead do you need to plan?

No advance planning required

What accommodations are available?

Vehicles are generally not wheelchair accessible.

You can ask the driver for help getting over a curb, getting into and out of the vehicle, and with storing packages or folding walkers in the trunk, but whether help is offered is up to the driver's discretion.

Escorts/companions are permitted to travel with the passenger, up to a total of 4 passengers

Multiple stops are allowed with Lyft and Lyft Plus--they are not allowed with the (shared) Lyft option.

It's entirely up to the driver whether or not to allow a passenger's pet in the vehicle. It is recommended that you call your driver right after your request is accepted to confirm that it's okay to bring your pet.

According to the company's policy, service animals are always accepted.

Notes

After your ride is complete, the app asks you to rate your driver on a scale from 1-5. Drivers must maintain a certain minimum passenger rating in order to continue driving for Lyft. The convention is to rate the driver 4 or 5 stars unless something went terribly wrong with the ride. Drivers are also asked to rate passengers after each ride!

Passengers have reported that contacting customer service is not always easy.

Also, retrieving personal belongings left in

vehicles has often proven tricky or impossible. After your ride is complete, you will no longer be able to text or call your driver; you will instead need to use the app for any complaints.

Drivers carry \$1,000,000 worth of liability insurance.

Lyft conducts background checks and driving history checks on all its drivers. The Lyft website contains details on background checks and other issues related to passenger safety.

Contact details

On the Web: www.lyft.com/cities/boston

Customer support: help.lyft.com/hc/en-us

Customer support contact form:

help.lyft.com/hc/en-us/requests/new

The app can be downloaded via your device's app store or on iTunes.

Massachusetts Commission for the Blind

While not a transportation resource *per se*, the MCB offers people with visual impairments excellent support and connections with useful resources specific to visual impairment.

If you are legally blind, you are eligible for an MCB ID card. With that card, you can get an MBTA Blind Access Charlie Card at the MBTA Charlie Card Store at Downtown Crossing. Tap your Blind Access Charlie Card on the farebox on buses and trolleys at outdoor Green Line stations, on the Mattapan trolley, and on fare gates at subway stations, or show it to the conductor on commuter rail. The Blind Access Charlie Card allows you to ride the T for free (bus, subway, trolleys, commuter boats, and commuter rail). Visit the MBTA website for details on this special kind of Charlie Card.

Website: <http://www.mass.gov/eohhs/gov/departments/mcb/>

MCB Boston Office, 600 Washington Street, Boston, MA 02111

Telephone: (617) 727-5550; Toll-free: (800) 392-6450 (MA only)

TDD: (800) 392-6556 (MA only); Fax: (617) 626-7685

Visual Impairments

Normal vision is 20/20. When vision cannot be improved with regular eyeglasses, medicine, or surgery, people with low vision need help to learn how to make the most of their remaining sight and to keep their independence. Losing vision does not mean giving up your activities, but it does mean finding new ways of doing them.

Where to get help

The **Massachusetts Commission for the Blind** is an excellent resource. See their listing in this guide for more information.

The mission of the **Massachusetts Association for the Blind and Visually Impaired (MAB)** is “to work with individuals with disabilities to eliminate barriers and create opportunities. Our experience allows us to forge strong community partnerships so that we can meet the pressing need for high quality services and programs and transform lives.”

- Web: <https://www.mabcommunity.org/>
- Address: 200 Ivy Street, Brookline, MA 02446
- Phone: (617) 738-5110

The Carroll Center

“Although we are known for our services for the blind, a majority of our consumers have some usable vision and many of our services are available for those with vision between 20/70 and 20/200. If we think you might be legally blind (20/200) we will recommend you contact your doctor as you will be eligible for assistance through your state rehabilitation agency.”

- Web: <https://carroll.org/>
- Address: 770 Centre Street, Newton, MA 02458
- Phone: (617) 969-6200 or Toll-Free (800) 852-3131

Perkins School

Perkins offers an array of support to the community of people with visual impairments, including educational opportunities, library services, and accessibility solutions. Perkins Library serves anyone unable to read print, whether due to vision issues, dyslexia, or the physical inability to hold a book.

- Web: <http://www.perkins.org/>
- Address: 175 North Beacon Street, Watertown, MA 02472
- Email: info@Perkins.org
- Phone: (617) 924-3434

Low vision support groups

Senior Centers and other community organizations often run regular support group meetings for people living with visual impairments.

Brookline Senior Center: This peer-led support group for individuals with limited eyesight meets one Wednesday each month in the early afternoon. Call (617) 730-2777 for details.

Newton Senior Center: The Low-Vision Group meets on the first Monday of each month (unless it is a holiday, then moves ahead one week) at 1:00 p.m. This support group provides information, friendship and sharing. Brought to the Center by the Vision Foundation and Massachusetts Association for the Blind. Group suspends meetings for January and February.

Some facts

- 285 million people worldwide have visual impairments, 39 million of whom are blind.
- New smartphone apps, particularly for iPhone and Android users, use voice technology to assist those with visual impairments in identifying paper currency, navigating streets, and reading text messages.
- Legal blindness is 20/200 or less with a 10 degree field of vision.

- Low vision refers to 20/70 vision with a 40 degree field. Low vision is a loss of eyesight that makes everyday tasks difficult. A person with low vision may find it difficult or impossible to accomplish activities such as reading, writing, shopping, watching television, driving a car or recognizing faces.

MassHealth PT-1 (prescription for medical transportation)

MassHealth members may be eligible for non-emergency transportation when access to public or private transportation is not available to and from MassHealth covered services, including:

- doctors' appointments
- counseling
- day habilitation

Who can use this option?

Any MassHealth member within a category that includes transportation-eligible coverage (Standard, CommonHealth, CarePlus, or others) can qualify.

Your MassHealth medical provider must complete, sign, and submit a Prescription for Transportation (PT-1) form on your behalf.

Clients of the following agencies may also be eligible for this benefit (check with them): Department of Developmental

Services, DPH Early Intervention,
Massachusetts Rehabilitation Commission,
Massachusetts Commission for the Blind,
Department of Mental Health.

How much does it cost?

Free - no charge

When is this option available?

Any time you require covered medical services. Please call your transportation broker or the MassHealth Customer Service Center for details.

How far ahead do you need to plan?

Whenever possible, please schedule trips at least three (3) days in advance.

If the time of your return trip is unknown, you may elect to set up a "will-call" ride. After your medical appointment is over, you will contact your transportation broker for a ride home. The broker then has up to 60 minutes to provide a transportation company to conduct the

trip.

It can take up to three business days for the PT-1 form to be processed once it is received from your health care provider. If you need transportation sooner, your health care provider can contact MassHealth by phone to provide a verbal authorization.

Once the PT-1 form has been processed, you will receive a letter in the mail informing you that your PT-1 form has been either approved or denied. If denied, you will be given a reason for the denial and information on how to appeal it.

If approved, you will receive instructions on how to set up your transportation. Please contact your transportation broker to schedule transportation services.

What accommodations are available?

- Wheelchair accessible vehicles are available.
- Non-emergency ambulance service is available if your medical condition requires it. The staff will be able to enter the home to provide further assistance.
- Your medical provider can indicate on the PT-1 form whether you require an escort. If approved, you may bring an escort (e.g., friend, family member, or personal assistant) with you to your medical services. You must arrange the escort on your own; escorts are not provided as part of the MassHealth service.
- Transportation service is curb-to-curb, not door-to-door.

Notes

Brokers (i.e., transportation service providers) oversee their contracted transportation companies. Brokers check the criminal records database (CORI) and the Registry of Motor Vehicles yearly to ensure that drivers and monitors are eligible to provide service to MassHealth members. Vendor staff must pass a drug

and alcohol test. Vehicles are inspected at least yearly, and more frequently if needed. Drivers also receive special training. Ninety-nine percent of all trips provided by brokers are on time and complaint free.

You may be sharing rides with other MassHealth members.

Drivers are not allowed to make any unscheduled stops (e.g., pharmacies, fueling stations, coffee shops, convenience stores, etc.).

PT-1 approval can be suspended for too many “no-shows.”

Contact details

If you are approved for MassHealth transportation, a transportation broker will be assigned to you. Only your broker can arrange rides for you. After you set up transportation for the first time, your broker will send you a welcome letter with

additional information and full contact info. Any service comments or complaints should be directed to your assigned broker.

For any other general questions, please feel free to contact the MassHealth Customer Service Center:

- Phone: (800) 841-2900
- TTY: (800) 497-4648

On the Web:

- www.mass.gov/eohhs/consumer/insurance/masshealth-member-info/covered-services.html#trans
- www.mass.gov/HST

MassRideMatch

Another good online resource for trip planning can be found at MASSRideMatch (www.massridematch.org). Simply put in your search parameters and any special needs for your trip and Ride Match will connect you with the variety of transportation options available to you both public and private. Founded by the Greater Attleboro Regional Transit Authority, MassRideMatch seeks to integrate transportation options from all regional transit authorities across Massachusetts.

Who can use this option?	Anyone with access to a computer can use Ride Match.
How much does it cost?	The service is free.
When is this option available?	This is an online service so it is available 24/7.
How far ahead do you need to plan?	n/a
What accommodations	One nice feature of Ride Match is you can

are available? indicate if you need a trip that is wheelchair accessible, etc.

Notes Mass Ride Match continues to develop the options available on their web site to provide up-to-date information on resources state-wide.

Contact details www.massridematch.org
10 Oak Street, Taunton, MA 02780

MBTA Reduced Fare (Senior/TAP) CharlieCard

Reduced fares and passes are available for seniors and people with disabilities using the T (i.e., the subway trains) and other MBTA (Massachusetts Bay Transportation Authority) services. Passengers must use a reduced fare CharlieCard to receive discounted fares. Charlie Card the MBTA's name for its fare card that electronically stores prepaid dollar amounts.

Barbara's Tips for Seniors Riding the T

TRIPPS volunteer and T-riding expert

Barbara has the following tips for seniors looking to start riding the T on a regular basis.



1. Ride the T at off hours—not during rush hour (which are generally 7-10 am and 4-6 pm).
2. Locate the yellow strips that, when pressed, indicate to the driver that a stop is requested.
3. Use a Senior CharlieCard. They save money and time when boarding the trains and buses.
4. Advocate for yourself and ask someone for a seat on a crowded bus or train. You can ask the driver to help you!

Who can use this option?

Seniors 65+ are eligible for a reduced fare Senior CharlieCard.

People of any age with a disability may be eligible for a Transportation Access Pass (TAP card), with a physician's recommendation.

If you are legally blind, you are eligible for a Massachusetts Commission for the Blind ID card. With that card, you can get an MBTA Blind Access Charlie Card. Refer to the Massachusetts Commission for the Blind article in this guide for more details.

How much does it cost?

There is no charge for the card itself. Rides are charged at reduced fares.

Seniors (65+) can use their card to ride local buses for 85 cents, subways for \$1.10, inner express buses for \$2.50, and outer express buses for \$3.50.

Seniors can also travel on commuter rail or ferry services for 50% off the regular full fare.

In addition, seniors can purchase a monthly pass (good for unlimited travel on local buses and subways) for \$30. No discounts apply to express bus passes, commuter rail passes, or boat passes.

The Blind Access Charlie Card allows you to ride the T for free (bus, subway, trolleys, commuter boats, and commuter rail).

When is this option available?

The T and buses run from approximately 5:00 a.m. to 1:00 a.m. seven days a week. Weekend and holiday schedules feature less frequent buses and trains.

Approximate schedule periods for the T:

- AM Rush Hour: 6:30 AM - 9:00 AM
- Midday: 9:00 AM - 3:30 PM

- PM Rush Hour: 3:30 PM - 6:30 PM
 - Evening: 6:30 PM - 8:00 PM
 - Late Night: 8:00 PM - last train
-

How far ahead do you need to plan?

No advance planning required for travel. However, you must have a Senior CharlieCard or TAP card in order to be eligible for the discounted rate.

If you have never had an MBTA Senior CharlieCard, you may go to Downtown Crossing to the CharlieCard Store to get one. You need to bring government-issued photo ID showing proof of age (e.g., a passport, Massachusetts RMV ID, or driver's license). Your picture will be taken and you will receive a temporary CharlieTicket. Your permanent card will arrive in the mail shortly thereafter.

The card itself is free, but to use it you must use a fare vending machine to "load" it up with money before you can use it. See

the article on loading your card in this guide for more information.

Senior Centers also hold CharlieCard Events occasionally, where you may apply for a new card, renew an expired or expiring card, or apply for a replacement card. You must bring in a government-issued photo ID with proof of age. You will get your picture taken, and your Senior CharlieCard will be mailed to your home by the MBTA in 6-8 weeks. Again, you will need to “load” the card with money before you can use it.

Senior CharlieCards and TAP cards have an expiration date. To replace your expired card, you may go to the Downtown Crossing CharlieCard Store to replace your expired Senior CharlieCard. You can also call (617) 222-5976 to ask if you are eligible to renew over the phone. If so, the MBTA

will reuse your old CharlieCard photo. The new card will then be mailed to your home address in 6-8 weeks.

When replacing a lost, damaged, stolen or expired Reduced Fare CharlieCard at the CharlieCard Store, you will receive a temporary CharlieTicket valid for 30 days. Your permanent Senior or TAP CharlieCard with a photo will be mailed to your home address. Again, you will need to “load” the card with money before you can use it.

What accommodations are available?

All MBTA buses are accessible. Green line trains are considered “trolleys” or “light rail” (not subway). Accessibility at Green line stations vary. Visit the MBTA website or call customer service to check accessibility features available at individual stops and stations. The MBTA has an action plan in place to bring all stations up

to expectations.

MBTA elevators are operational approximately 99% of the time.

Portable bridgeplates are available at all Red, Orange and Blue and limited Green line stations, if needed to span the gap between the platform and car floor.

Contact the MBTA station personnel or train staff 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.

Call to get schedules in large print, braille, and other forms of alternative formatting.

Escorts/companions are permitted to travel with the passenger but most must pay their own fare. Guides accompanying blind/visually impaired customers travel for free.

Notes

The MBTA has an electronic fare system on ALL buses, subways, and commuter rail lines. All seniors (65 or older) must have a Senior CharlieCard/TAP ID in order to be eligible for the discounted senior rate when using public transportation.

Refer to the Air & Rail Connections article in this guide for details on riding to train stations and the Logan Airport.

The Providence Line Commuter Rail at South Station also offers weekday service to and from T.F. Green Airport.

Contact details

Phone: (617) 222-3200

TTY: (617) 222-5854 or (617) 222-5146

Website: mbta.com

CharlieCard Store, Downtown Crossing

7 Chauncy Street

Boston, MA 02111

Open Monday through Friday, 8:30 a.m. to
5:00 p.m.

Loading / Adding Value to your CharlieCard

If you have a CharlieCard, you will need to “load” your CharlieCard with either cash or a credit card before you can use it to pay for fares. You can load the card with cash value and/or a T-Pass (weekly, monthly, etc.). You can use cash, credit cards, or debit cards at in-station fare vending machines, at retail sales terminals, at T ticket offices, or on the Web. You can “load” your card with cash (no credit cards) on buses, trolleys, and subway trains.

Fare vending machines

You can use cash or credit/debit cards at most machines. Start by tapping your CharlieCard on the machine’s “Card Target.” Then follow the instructions on the screen to “Add Value” to your card. **Be sure to tap your card a second time at the end**, after you have put in your cash or swiped your credit card! This second tap finalizes the transaction and actually adds the value to your card.

Loading / Adding Value to your CharlieCard



Take your time! Don't be afraid to ask for help from an MBTA staff member or even a fellow traveler who doesn't seem like they're in a hurry. It's easy to get frustrated, but try to be patient and calm.

This process might take some practice, but soon you'll be adding value like a pro and can even help others when you see them struggling to learn.

Fare vending machines are located at several Green Line stations:

- ALL underground stations (North Station, Haymarket, Government Center, Park Street, Boylston Street, Arlington, Copley Square, Hynes Convention Center, and Kenmore)
- Brookline Village
- Newton Centre
- Newton Highlands

Retail Sales Locations

Seniors can also add value to their Senior CharlieCard at any of the following convenient sales locations:

- Bay State Foods (1418 Beacon St, Brookline)
- Piccadilly Market (63 B Union St., Newton)
- Star Market (1717 Beacon St, Brookline)
- Star Market (1 Boylston St., Chestnut Hill)
- Star Market (2040 Commonwealth Ave., Newton)

Find a sales location near you: <https://www.mbta.com/fares/retail-sales-locations>

T Ticket Offices

- Back Bay (145 Dartmouth St.)
- North Station (135 Causeway St.)
- South Station (200 Atlantic Ave.)

On the Web

<https://charliecard.mbta.com/CharlieCardWebProgram/pages/reloadCharlieCardIV.jsf>

On the Bus, Trolley, or Subway Train

On board most MBTA vehicles, you can add value to your card anytime using cash (credit cards are not accepted on vehicles). The procedure is similar to using a fare vending machine.

1. Press the square, white “Add Value” button on the farebox.
2. Tap your card once on the card target.
3. Insert your cash into the machine.
4. Press the “Add Value” button again until the words on the screen change.
5. Then tap your card a second time to finalize the transaction.

The driver can help if you run into trouble. Take your time and don't feel rushed. Again, don't be afraid to ask politely for help, and try to be patient! The first couple of times are always a little more difficult, but like most things, it *will* get easier with practice.

CharlieCard (MBTA) Store at Downtown Crossing

On September 1st, 2016, a few changes took place at the MBTA CharlieCard Store at the Downtown Crossing T station.

First, the hours for the CharlieCard Store are now 8:30 a.m. to 5:00 p.m., Monday through Friday only.

Second, it now takes 6-8 weeks (rather than the current 4-6 weeks) to receive a status letter regarding a TAP application. The TAP CharlieCard is used by people with disabilities; it is similar to but not the same as the Senior CharlieCard and/or Reduced Fare CharlieCard.

And finally, the CharlieCard Store no longer processes transactions that can be completed at a fare vending machines like adding stored value or a purchasing a monthly pass. All underground stations and some above-ground stations have machines. If you need help navigating the machines, please ask us to connect you with one of our trained volunteers, who will be happy to meet you in person and help make sure you are successful. For more information: <https://www.mbta.com/fares/charliecard/services>.

MBTA Trip Planning by Phone and Online

Help is always available when you are planning trips on the MBTA.

Phone

To plan your trip by phone, you can do the following.

- Contact the MBTA's Information line by calling (617)222-3200 or (617)222-5146 (for TTY users).
- Press option 1 (for information in English) or option 2 (for information in Spanish).
- Press option 1 for "Schedules & Travel Directions."
- Press option 1 (for schedule information) or option 2 (for travel directions). You will then be transferred to an information agent.
- Be sure to have your starting location, your destination, the date of travel, and the time when you would like to depart your starting location ready for the information agent.

Online

MBTA users can also plan their trip online through the online trip planner, which can be found at:

http://www.mbta.com/rider_tools/trip_planner/. You will need some basic information like your starting location, destination and the date and time of travel to enter into the online tool.

MBTA Travel Training

MBTA Travel Training does not provide transportation but does support and educate seniors and persons with disabilities on how to safely use public transportation. MBTA Travel Training provides both small group orientation to the MBTA buses and subway as well as individualized travel training.

The System Orientations include both a classroom portion and hands-on instruction. These take place in South Boston next to Broadway Station on the Red Line. MBTA Travel Training can provide the classroom portion and can sometimes arrange for an out of service bus at the location of an interested organization.

Who can use this option?

Seniors and persons with disabilities throughout the MBTA service area may arrange to attend a System Orientation or request individualized travel training. MBTA Travel Training can provide sessions specific to individuals with visual disabilities where the focus is more on the tactile and auditory features of the T.

How much does it cost

There is no charge to participants for MBTA Travel Training services but the participant is responsible for his or her own transit fare. Travel trainers can help with the process of applying for reduced fare for those who are eligible.

When is this option available?

MBTA System Orientations typically take place from 9 am - 12:30 pm or 9:30 am - 1 pm on the first three Thursdays of each month. Organizations can arrange to bring a group of up to 12 participants or individuals can attend on their own.

Individualized travel training is arranged based upon the schedules of the individual and the trainer. Intake and training typically take place beginning at the individual's home.

How far ahead do you need to plan?

The System Orientations fill up fast and are generally booked up several months in

advance. Another option is for a trainer to come to an organization or program and provide the classroom portion. There is more flexibility in scheduling these and the T will often bring an out of service bus for the group to explore.

What accommodations are available?

MBTA Travel Training takes place at an accessible training center (elevator, ramps, etc.) Trainers use a large map or a large tactile map and either large print or screen-readable sample bus schedules and can arrange for other accommodations by prior arrangement. Some System Orientations are specifically geared toward persons with visual disabilities and focus on tactile and auditory features. Both types of System Orientations include information and demonstrations about accessibility as it relates to use of the T.

Individualized travel training is based

upon the needs of the individual. If an individual is legally blind and wants travel training he or she must already have had Orientation & Mobility Training.

Notes

The goal of individualized travel training is to provide participants with the knowledge and practice they need so that they can safely and independently use the T for at least some of their transportation needs.

Contact details

MBTA Travel Training

570 Rutherford St.

Charlestown, MA 02129

Phone: 617-337-2756.

Lindasa@innovativeparadigms.com

MBTA Travel Training has social media accounts on Facebook, Twitter, and Linked In.

Metro Cab Wheelchair Accessible Taxi Service

Metro Cab offers handicapped accessible transportation, including wheelchair accessible vans.

Who can use this option?

Anyone in Greater Boston

How much does it cost?

The Boston Police Department publishes standard rates for taxis.

Tipping is recommended but not required. A tip of one or two dollars is fine, although more is always appreciated--especially for longer trips or excellent service.

When is this option available?

24 hours a day,
7 days a week,
365 days a year

How far ahead do you need to plan?

Ideally, you should call 2-3 hours in advance for wheelchair accessible vehicles.

What accommodations are available?

- Metro Cab offers a limited number of wheelchair accessible vans.
- Drivers are usually happy to help passengers into and out of vehicles with lifting and stowing packages or bags.
- An escort/companion is permitted to travel with the passenger at no additional charge.
- Larger, motorized wheelchairs will need a vehicle with a ramp or lift and can hold the passenger plus 2 or perhaps 3 companions.
- Smaller vehicles are available for passengers with folding wheelchairs; 1 or 2 additional companions will fit into these vehicles.
- Some drivers will accept pets in their vehicles, either in or out of carriers. If you would like to travel with your pet, please call ahead and inform the dispatcher.

Notes

Metro Cab also offers time-scheduled service for patients of Boston area hospitals and medical centers. Voucher account services are available for medical facilities that may require monthly or weekly billing.

Contact details

Telephone: (617) 782-5500

Fax: (617) 787-2346

Email: support@metro-cab.com

Web: boston-cab.com/handicape.html

120 Braintree Street, Allston, MA 02134

Online booking is available through the Boston Metro Cab app. Search the App or Google Play store on your smartphone.

Neighbors Who Care

Neighbors Who Care can assist with routine non-medical activities (such as shopping, errands, and filling out forms or paying bills), transportation and escort to medical appointments, and friendly visits.

Who can use this option?	Seniors in “Greater Waltham” (Lexington, Newton, Arlington, and Watertown)
How much does it cost?	Free - no charge
When is this option available?	Call for details; escorts/drivers are all volunteers donating their own time
How far ahead do you need to plan?	Call for details
What accommodations are available?	Call for details
Notes	Volunteers can be matched with seniors for transportation to and companionship during such activities as going to a movie,

taking a walk, having afternoon tea, visiting a festival in the North End, shopping for a good bargain or playing board games.

Volunteers are also available to accompany seniors to medical appointments.

Neighbors Who Care sponsors community events like ice cream socials, teas, and holiday parties.

Contact details

Phone: (781) 893-1860

Email: info@neighborswhocare.net

Website: www.neighborswhocare.net

174 Moody Street, Waltham MA 02453 or
PO Box 541158, Waltham, MA 02453

New England Baptist Hospital / Mission Hill LINK

The Mission Hill LINK shuttle bus serves Mission Hill and connects New England Baptist Hospital with Huntington Ave. The stop for the LINK is located in front of Stop & Shop and Walgreens at Brigham Circle.

Who can use this option?	Anyone
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How much does it cost?	Seniors pay \$0.50 Physically challenged and teens (12-18) also pay \$0.50. Adults pay \$1.50. Children under 12 and Employees of New England Baptist Hospital are free. MBTA passes are not accepted on this service.
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When is this option available?	Mon to Fri 10:30 am - 6:30 pm Sat 9:00 am - 12:00 pm (1 st and 3 rd Saturday)
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of the month)

The LINK shuttle bus leaves the Stop & Shop at One Brigham Circle every ½ hour with the exception of 11 am (driver's break).

How far ahead do you need to plan?

No advance planning required

What accommodations are available?

All buses are wheelchair lift equipped.

An escort/companion is permitted to travel with the passenger.

Notes

The LINK stop is in the shopping center parking lot. Take the MBTA Green "E" line to the Brigham Circle T stop, then go up the escalator or stairs to the entrance to Stop & Shop.

You can also take the MBTA bus #39, which travels from Copley Square down Huntington Avenue. Get off at Brigham

Circle.

Contact details

(617) 566-5509 (Mission Hill LINK)

<http://www.missionhilllink.org>

(617) 754-5800 (New England Baptist)

MBTA:

http://mbta.com/schedules_and_maps/private_bus/?loc=Boston

New England Baptist:

<http://www.nebh.org/becoming-a-patient/locations-and-directions/public-transit-directions/>

Download PDF instructions:

http://www.nebh.org/media/44471/public_transportation.pdf

Newton Senior Taxi Voucher Program (“Yellow Vouchers”)

Residents of the city of Newton aged 60+ are eligible to buy vouchers for taxi rides in Veterans Taxi cabs that cost \$4 or less each way. Generally, this service operates between 9:00am and 5:00 pm on weekdays and goes only to named destinations in Newton, plus a short list of specific health care venues in Wellesley and Boston. Days of the week and hours of operation are expanded when traveling to houses of worship and City of Newton sponsored events. All transportation is provided through a contract between the Newton Senior Center and Veterans Taxi.

Who can use this option?

Citizens of Newton aged 60+.

Trips can be for any reason, as long as the destination is served by the program (see below).

How much does it cost?

Vouchers (each good for a single one-way trip) can be purchased for a requested contribution of \$4 each. For those who cannot afford \$4 a contribution of \$2 is

requested. Those who cannot contribute the \$2 minimum may apply to the Senior Center for an income-based transportation exemption. Seniors who qualify can receive vouchers for no charge.

One voucher is required for each trip and for each rider, e.g., if 2 seniors make a round trip together, 4 vouchers will be required.

Vouchers can be purchased at the Newton Senior Center, by paying over the phone by credit card, or by mail by sending in a check made out to the City of Newton (see "Contact Details," below). Please include your full name, address, and number of vouchers you are purchasing. Please allow sufficient time for processing and return postage. When paying by credit card, vouchers will be mailed immediately. When paying by check, vouchers will be

mailed upon receipt of the check.

Tipping is recommended but not required. A tip of one or two dollars is fine, although more is always appreciated--especially for longer trips.

When is this option available?

To and from medical destinations including mental health services, grocery shopping, long-term care facilities, village centers, and the Needham Street corridor: Mon-Fri, 8:00 a.m. - 5:00 p.m. (See destinations below)

To and from the Senior Center: Mon-Fri, 8:00 a.m. - 4:00 p.m.

To and from any city-sponsored program, event, or municipal building or houses of worship in Newton for religious services only: Any day, any time (24 hours a day, 7 days a week).

Some medical destinations outside of Newton are allowed (see list below).

How far ahead do you need to plan?

Reservations must be made 3 business days in advance.

The only exception is for trips to and from the Senior Center, for which reservations can be made up to 4:00 p.m. the day before travel.

Riders may ask to be put on a schedule for any of the services offered (same day, time, and destination daily or weekly). See “Contact Details” below for reservations phone number.

What accommodations are available?

Veterans Taxi has one wheelchair accessible vehicle available for this program. Please call as far ahead as possible and ask for this vehicle when you call to make your reservation.

Service is door to door, so the drivers will assist with getting into and out of the vehicle. They will carry bags from the cab to the door.

An escort/companion is permitted to travel with the passenger. However, one voucher is required for each passenger, including assistants or escorts.

Riders are driven on an individual basis either in a taxi or van.

Notes

See the list of specific destinations served by this program below. *Only* these destinations are served. For other destinations (such as the airport or destinations in other nearby towns/cities), consider using another senior taxi discount (see the entry in this guide).

Contact details

Information: (617) 796-1664

Reservations: (617) 796-1288

Newton Senior Center

345 Walnut St., Newtonville, MA 02460

Destinations served

- Grocery shopping to any of the Newton markets
- City of Newton buildings, including City Hall
- Newton Free Library (including Sundays, except in Jul and Aug)
- Senior Center
- All places of worship within Newton (for religious services only)
- Long term care facilities and hospitals within Newton to visit a loved one (limited to 2 times per week)
- Needham Street corridor
- Any city-sponsored program within the city of Newton, any day, any time--including "Over 55" Parks and Recreation programs

Taxi vouchers can also be used to travel to all village centers--including post offices, pharmacies, shops, banks, salons, etc.--as follows:

- **Auburndale:**
2040 - 2122 Commonwealth Ave
422 - 427 Lexington St
271 - 349 Auburn St

Newton Senior Taxi Voucher Program (“Yellow Vouchers”)

- **Chestnut Hill:**
280 - 1184 Boylston St
525 - 615 Hammond St
(includes Post Office on corner of Middlesex Rd.)
- **Newton Centre:**
821 - 1148 Centre St
10 - 82 Langley Rd
714 - 847 Beacon St
10 - 43 Union St
- **Newton Corner:**
259 - 447 Centre St
275 - 399 Washington St
- **Newton Highlands:**
1149 - 1203 Walnut St
1 - 63 Lincoln St
- **Newton Lower Falls:** 2000 - 2366 Washington St
- **Newton Upper Falls:** 1185 - 1225 Chestnut St
77 - 108 Oak St
- **Newtonville:**
241 - 345 Walnut St
743 - 897 Washington St
- **Nonantum:** 291 - 420 Watertown St
- **Oak Hill:** 663 - 675 Saw Mill Brook Parkway
- **Thompsonville:** 386 Langley Road - Route 9
- **Waban:**
1625 - 1651 Beacon St
4 - 10 Windsor St
69 - 87 Wyman St

Newton Senior Taxi Voucher Program (“Yellow Vouchers”)

- **West Newton:** 1239 - 1391 Washington St

Medical appointments (including mental health) within Newton

Medical appointments outside of Newton at the following places:

- Wellesley: anywhere on Walnut Street, 1-54 Washington Street, 173, 195, and 230 Worcester Street
- Chestnut Hill: 830, 850, and 1244 Boylston Street
- Faulkner Hospital
- St. Elizabeth's Hospital
- VA Hospital, West Roxbury
- VA Hospital, South Huntington Ave.
- Beth Israel Deaconess, Needham
- Harvard Vanguard, West Roxbury/Chestnut Hill

NEXTBUS Smartphone App

Nextbus is a smartphone app that provides real-time bus information, letting you know when buses will arrive at your stop. This option is also available on the web and can be used on a flip phone. Get updates through your smartphone, on the web, and via text message.

Who can use this option?	Anyone with a smart or flip phone can use this option to see when his or her next bus arrives.
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How much does it cost?	The app is free to use with your smartphone or other device.
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When is this option available?	The app is available 24/7
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How far ahead do you need to plan?	The Nextbus App provides real-time information for when your next bus arrives. Get updates through the app or by calling a number to get updates on your smartphone.
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What accommodations are available?

You do need to have a cell phone, tablet, or computer in order to use this option.

Notes

Visit www.nextbus.com. Select your service (MBTA). Then the route (bus number), direction and stop. The website will show the arrival times for the next three buses. You may click on the map to see where the buses and stops are located.

Android and iOS have Nextbus Apps. Apps provide arrival time for nearby bus stops, locations of nearby bus stops and directions to those bus stops. Apps use the GPS in your phone to determine what bus lines run nearby your current location.

Use your browser to visit www.nextbus.com and allow it to access your location. It will provide bus arrival information for nearby bus lines. Choose a line and direction to view arrival times as

well as a map with bus and stop locations.

Flip-phone

1. Go online to www.nextbus.com. Select the service, route, direction, and stop as above. On the right side of the screen there is a box with a phone number

(“**Call** 617-531-0173”) and stop number.

2. Add a contact to your address book.

The name can be the bus line and stop.

The phone number is the number from the box (617-531-0173) followed by a pause (when typing in the number, “Options”, “Add 2-sec pause”) followed by the stop number.

For example: Name: “#1 Bus, 84 Mass Ave”,
Number: “617-531-0173p00075”.

Contact details

<http://www.nextbus.com>

Odd jobs, Errands & More

There are a number of web sites that match part-time or temporary job seekers with those who need odd jobs done in their home, errands run, pictures hung etc. Some of these services can provide transportation to and from medical appointments and help with errands, specifically for older adults. Hourly rates and availability vary so please contact each organization to check. In addition, each organization provides its own level of background checking potential hires. Please check to see what type of screening is done before moving forward with a new hire.

TaskRabbit.com	https://www.taskrabbit.com/ Taskrabbit matches you with local handymen, delivery services, home cleaning, and moving help. Vetted and feedback rated, taskers are insured for property damage.
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Care.com	<p>http://www.care.com</p> <p>Care.com posts jobs for those looking to hire local caregivers for children and older adults as well as other types of household help.</p>
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Partners Healthcare Shuttle

Partners provides free shuttle services between its hospitals (Brigham & Women's, Faulkner Hospital, Spaulding Hospital, Massachusetts General Hospital) and some offices. New shuttle service for Massachusetts Eye and Ear and Newton-Wellesley Hospital.

Who can use this option?

Employees of, patients at, and visitors to Partners hospitals are eligible to use the shuttles.

Shuttles are available from Brigham & Women's Hospital to the following locations:

- 850 Boylston St., with a stop at Brookline Village on Pearl Street
- Faulkner Hospital, with some runs going to the West Roxbury VA
- Massachusetts Institute of Technology
- Massachusetts General Hospital, with a stop at the Prudential

Shuttles are available from Massachusetts

General Hospital to the following locations:

- Brigham & Women's Hospital
- North Station, and during rush hours to the Somerville and Sullivan Square T stations
- Charlestown Navy Yard
- Massachusetts Institute of Technology
- To neighborhood health centers

Shuttles are available from Spaulding Hospital to the following locations:

- North Station
- Charlestown Navy Yard

A shuttle also runs between Faulkner Hospital and Brigham & Women's Hospital Monday through Friday, except holidays. The shuttle stops at the BWH Francis Street Shelter and the 3rd Floor Entrance to Brigham & Women's Faulkner Hospital.

More information can be found on the website: brighamandwomensfaulkner.org/about-us/patient-visitor-information/Shuttle-Service.aspx.

An employee shuttle also runs between Faulkner Hospital and the Forest Hills MBTA parking lot; call or visit the website for details.

How much does it cost?

Free - no charge

When is this option available?

Shuttle hours vary by line and origin/destination. Call or visit the website for details.

How far ahead do you need to plan?

No advance planning required, but it is strongly recommended that you call ahead to confirm your plans and schedule.

What accommodations are available?

Shuttles are wheelchair accessible.
An escort/companion is permitted to

travel with the passenger.

Notes

No ID or documentation is required to use the shuttle except on routes that only serve staff office buildings.

Contact details

Phone: (617) 726- 2250

Web for all hospitals:

<https://www.partners.org/Shuttles.aspx>

Partners is now offering a shuttle service from Cooley Dickinson in Northampton to MGH in Boston. This shuttle runs Monday – Friday leaving at 6:30am and returning at 3:00pm. Call (888) 554-4234 or visit <http://www.cooleydickinson.org/mghshuttle> for reservations and information.

Passport Parking App

The Passport Parking App is the smartphone application Brookline, Newton and Boston have adopted to help consumers pay for parking conveniently with their smartphone. This app allows users to pay for parking with their credit card. You can also use the PassportParking web site on your smartphone or tablet to pay for your parking (<https://ppprk.com/park/>).

Who can use this option?	Anyone parking in Brookline, Newton or Boston (and other communities that use this app) can use this option.
How much does it cost?	In addition to the meter fee, there is an additional 30¢ charge for using the app.
When is this option available?	Available whenever metered rates apply on metered spots only.
How far ahead do you need to plan?	n/a
What accommodations	In order to use this option, you must be able to use the app or website on your

are available? smartphone or tablet.

Notes Each metered parking spot is given a zone number and space number. Both need to be entered into the app. In addition, users need to add a credit card to the app to pay for the parking.

Contact details <https://ppprk.com/park/>

Personal Assistants & Home Care Agencies

Personal assistants can offer transportation and/or medical escort services to seniors for an hourly fee. This option may appeal to those who prefer individualized, private, and personal service and have the financial resources to pay for such a service.

Types of assistance

Several different types of personal assistance are available. Each type requires different types of training and qualifications, and each is able to offer different services. A good deal of overlap occurs between these levels of care, so you should always ask about the specific types of services you need.

Home Care Assistants: No training, license, or certification is required for HCAs. They cannot provide medical care. Typically, HCAs will offer help with shopping, cleaning, and errands. Most HCAs also offer transportation. Some offer help getting into or out of the bath or shower, dressing, and other less intimate personal care tasks. HCAs are sometimes referred to as homemakers or home care workers. This level of service is the least expensive.

Home Health Aides: HHAs must be trained and certified by the Commonwealth. HHAs generally offer personal care such as bathing and dressing; feeding and toileting; checking and changing simple dressings; and checking vital signs such as blood pressure and temperature. Some HHAs also offer transportation, shopping, cleaning, and errand-running. HHAs are sometimes referred to as personal care aides (PCAs).

Certified Nursing Assistants: CNAs are the most highly trained of the 3 levels. They can provide intimate personal care, measure vital signs, make beds (even if the person is completely bedbound), prepare and serve meals, set up medical equipment (such as oxygen machines), and observe and report changes in a patient's condition. CNAs usually work under the supervision of a nurse or physician and are required in the home only for people who are very ill. CNAs may also provide transportation, although they are an expensive option for this service.

Some local agencies

Costs for home care services vary greatly based on how often they come, how long they stay when they come, and what services they provide. Most private pay home care agencies have a minimum

Personal Assistants & Home Care Agencies

number of hours for which you must contract in order to use their services. Please be sure to ask in advance about any minimum hour requirements. Some agencies also accept long term care insurance. Ask each agency in advance about this as well as current rates.

- Additional Care Private Care, (781) 396-2633
- Altranis Home Care LLC, (978) 640-0066
- Always Best Care Senior Services, (617) 489-9000
- Always Here Home Care, (617) 933-8884
- Partners Healthcare at Home, (800) 698-2628
- Comforcare Senior Services, (781)255-6910
- Comfort Keepers, (781) 721-5522
- Conlin Health Care Inc., (781) 329-3400
- Elder Achievers, (617) 983-0044
- Ezra Home Care, (617) 527-9000
- Home Care Assistance, (866) 454-8346
- Home Instead Senior Care, (617) 229-7962 or (866) 969-0200
- Houseworks, (617) 928-1010
- Partners Health Care at Home, (800) 698-2628
- Senior Homecare Solutions, (617) 431-1165
- Seniors Helping Seniors, (617) 877-3163
- Springwell - Area Agency on Aging, (617) 926-4100

NOTE - For low-cost or free escort or personal assistance options:

- Brookline residents, see “Brookline HELP” (pg. 34).
- Newton residents, see “Neighbors Who Care” (pg. 94).

Private Medical Transportation Options

Sometimes you need transportation to help get you to a limited number of doctors' appointments. Perhaps something came up with your regular ride and you need something more specialized than a taxicab. The following are some additional options when you need non-emergency but medical specific transportation.

While pricey, these options could help you if you have a sudden and last minute need. Call for more detailed pricing information and availability.

Ken Ride Express

199 Revere St, Revere, MA 02151

(866)394-3920

<https://kenrideexpress.com/>

Ken Ride express charges by distance and time. They request a 48 hour notice and a 20% cancellation fee is assessed. They may have care assistants on some runs.

Caliber Patient Care of Boston

(617) 431-4163

<https://www.caliberpatientcare.com/blog/locations/boston-medical-transport/>

Caliber Patient Care provides medical transportation including wheelchair and stretcher service "bedside to doctor side." Request orders for the next business day by 4:00PM local time the day before to guarantee availability and scheduling. Wheelchair service is \$105/each way up to 10 miles (5 per mile after that). Call

for stretcher service pricing. Same day reservations may be accommodated by calling customer support at (617) 431-4163 to ensure availability and expedite your request.

Boston Chair Car

(888)353-2111

<http://www.bostonchaircar.com/>

332 Broad Street, Weymouth, MA 02188

Boston Chair Car is a division of 128 Coach Limo Service. They have small wheelchair accessible vans to accommodate patient and family member to an appointment. There is a 3hr minimum, which costs \$271. Every additional hour is \$84.

Metro Cab

(617) 782- 5500

120 Braintree Street, Allston, Massachusetts, 02134

<http://boston-cab.com/handicape.html>

MetroCab provides wheelchair accessible vehicles. The charge is \$2.80/mile and if want to have driver wait it is an additional \$28.00/hr.

Travelcom, Inc

(617) 594-9826

<https://travelcominc.weebly.com/index.html>

Travelcom, Inc provides transportation to and from medical appointments. In addition, they have wheelchair accessible vehicles to transport patients. From Brookline, the charge would be approximately \$50 to Beth Israel Deaconess Hospital.

MMT(Managed Medical Transport)

(888)668-4911

<http://www.mmtamerica.com/patient-transport-services>

Private Medical Transportation Options

MMT provides long distance medical transport (i.e. you are moving a relative from one state to another).

Guardian Medical Companions

617-964-RIDE (7433)

http://www.guardianrides.com/Guardian_Medical_Companions/Home.html

Guardian Medical Companions provides rides for medical appointments, procedures, and same day surgeries. The hourly rate is \$45 with a two-hour minimum. Rides for procedures and day surgeries are \$55 for ride home only and \$90 for round trip. They also provide companionship at medical appointments if needed.

RIDE (MBTA paratransit)

The RIDE paratransit service provides door-to door, shared-ride transportation to eligible people who are unable to use the MBTA's fixed-route transit (bus, subway, trolley) all or some of the time because of a physical, cognitive or mental disability. **Please visit The RIDE's page on the MBTA website for the latest details.**

Patricia's Tips for Using The RIDE

Patricia says: "I met people I would have never met otherwise and saw places I had never seen before, even in my own town. The key is to relax, be patient, and bring a book. You might arrive at your destination early, but with patience you'll get where you need to go."



Who can use this option?

The RIDE serves passengers with disabilities, of any age or income level.

Serves the 60+ municipalities in Essex, Middlesex, Norfolk, and Suffolk counties.

"Extended RIDE service" is available for

trips with origin and destination within 3/4 mile of fixed route service.

The RIDE is available for all types of journeys, both medical and non-medical.

Requested arrival and return times must be at least one hour apart.

How much does it cost?

For most trips, the local one-way fare for each registered passenger or guest is \$3.15, when booking 1-14 days in advance.

You must have funds in your RIDE account to schedule a trip. You can add funds to your account in several ways.

Online: <http://commerce.mbta.com>

By phone: (888) 844-0355
(funds are available after 1 hour)

By mail:

MBTA - The RIDE Fares

10 Park Plaza - Rm. 5000

Boston, MA 02116

In person: CharlieCard Store at
Downtown Crossing Station, 32
Summer Street--via the 101 Arch Street
building--in Boston (weekday business
hours only; funds are available after 1
hour)

One-way fares for "premium" non-ADA
trips are \$5.25 per registered passenger or
guest. Call for details. Reservationists will
confirm the fare when you schedule a trip.

Subscription service may be available for
RIDE customers who make a reservation to
and from the same locations for three or
more days per week.

**When is this
option available?**

The RIDE operates 365 days a year, 20
hours a day (generally from 5:00 a.m. to

1:00 a.m.).

How far ahead do you need to plan?

Trips may be booked from 1 to 14 days in advance. Reservations hours are 8:30 a.m. to 5 p.m., 7 days per week, including holidays.

A same day request, or requests for next-day trips after 5PM, can be placed through the contractor's dispatcher. These requests cannot be guaranteed, but it may be possible to provide the service at a premium non-ADA fare rate.

Trips to appointments should be scheduled by arrival time. This is to ensure that you are scheduled to arrive before your appointment. Return trips are scheduled by departure time to ensure that we allow for you to conclude your appointment. Requested arrival and return

times must be at least 1 hour apart.

What accommodations are available?

Accessible vehicles are used to serve persons with disabilities, including those who use wheelchairs, walkers, and scooters. Requests for specific types of vehicles will not be honored.

An escort/companion is permitted to travel with the passenger.

Drivers will assist customers door-to-door to and from the vehicle, but are not allowed beyond the main door or lobby area of buildings.

Some information is available over the phone in Spanish.

- Llame 617-222-3200 o 617-222-5146 (para TTY).

Some members of MBTA staff speak Spanish, although access to Spanish-

speaking staff members is not guaranteed.

Notes

Refer to the MBTA's Guide to The RIDE

Service for the most up-to-date

information:

[http://www.mbta.com/uploadedfiles/](http://www.mbta.com/uploadedfiles/Riding_the_T/Accessible_Services/The_Ride/RIDEGuidePDF.pdf)

[Riding_the_T/Accessible_Services/](http://www.mbta.com/uploadedfiles/Riding_the_T/Accessible_Services/The_Ride/RIDEGuidePDF.pdf)

[The_Ride/RIDEGuidePDF.pdf](http://www.mbta.com/uploadedfiles/Riding_the_T/Accessible_Services/The_Ride/RIDEGuidePDF.pdf)

Registered RIDE users are eligible to use

paratransit services in other areas in and

out of Massachusetts. The federal

regulations allow for travel as a visitor in

other areas for 21 days in a 12-month

period. The Office for Transportation

Access, OTA, can provide proof of your

MBTA ADA Paratransit Eligibility upon

request. Provide this to the visiting agency

in order to use their program.

Contact details

Call The RIDE Eligibility Center at (617)

337-2727 to arrange an appointment for an

eligibility assessment. Assessments take place at the MBTA's center on Massachusetts Avenue. Round-trip transportation to the assessment center is provided free of charge by the MBTA.

Customer Service contacts:

- (800) 533-6282 (in-state toll-free)
- (617) 222-5123 (voice/relay)
- Email: theride@mbta.com

If you need to contact a specific service provider or contractor, see [Service Areas & Contractors](#) below.

For emergencies, call MBTA Police at (617) 222-1212 (voice) or (617) 222-1200 (TTY)

Service Areas & Contractors

The RIDE service is currently operated by three organizations under contract to the MBTA. The Core Area is served by all three contractors and includes Boston, Brookline, Cambridge and

RIDE (MBTA paratransit)

Somerville. A customer can book a round trip from any area into the core area without a transfer.

Greater Lynn Senior Services (GLSS)

- (888) 319-7433 (voice, toll-free) or (800) 621-0420 (TTY, toll-free)
- Web: handyline.glss.net/rideraccess

Veterans Transportation Services (VTS)

- (877) 765-7433 (voice) or (888) 553-8294 (TTY)
- Web: rideaccess.veteranstheride.com/RiderAccess/SignIn/Start.aspx

National Express Transit (NEXT)

- (888) 920-7433 (voice) or (888) 607-7577 (TTY)
- Web: www.next-theride.com

RIDE ON-DEMAND Service

In 2017, the RIDE instituted an on-demand pilot program in partnership with transportation networked companies, Curb, Uber and Lyft. This program provides a limited number of subsidized rides to RIDE customers per month through cellphone apps (Uber and Lyft) for \$2 per ride. Customers must sign up online at www.mbta.com/paratransitpilot. Uber users are required to have an email address and a smartphone, but Lyft offers an alternative where users do not need a smartphone to participate.

Who can use this option?

Anyone who is eligible for the RIDE is eligible for this program. It is helpful to have a smartphone with Uber or Lyft.

How much does it cost?

Rides using the pilot program cost \$2 per ride and the RIDE subsidizes up to \$40 per ride.

When is this option available?

This option is available the same hours as the RIDE (generally from 5:00 a.m. to 1:00 a.m.).

How far ahead do you need to plan?	This is an on-demand option. Depending on where you are located, rides can arrive in as little as 2 minutes.
What accommodations are available?	There are a limited number of wheelchair accessible vehicles available for this option. Call the RIDE for more information
Notes	This is a great option for people who have a last minute appointment or meeting they need to attend. The RIDE only offers a limited number of rides per customer per month based on RIDE usage.
Contact details	To contact the RIDE about this program email: ridepilots@mbta.com To apply for the Uber program: https://www.uber.com/info/mbta/ To apply for the Lyft program: https://get.lyft.com/mbta/

Road to Recovery (American Cancer Society)

The American Cancer Society Road To Recovery program provides transportation to and from treatment for people with cancer who do not have a ride or are unable to drive themselves.

Who can use this option?	The program provides ambulatory cancer patients with ground transportation to and from cancer related medical appointments.
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How much does it cost?	Free - no charge
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When is this option available?	Call to inquire. This service offers volunteer drivers who are screened and trained by the ACS and donate their own free time and the use of their cars.
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How far ahead do you need to plan?	4 business days' advance notice is required including the date of the appointment. Accommodations may be made, please telephone to discuss other options.
---	---

What accommodations are available?

Patients must be ambulatory, able to walk unassisted to and from the vehicle, or have an accompanying caregiver to assist. An escort/companion is permitted to travel with the passenger.

Drivers deliver and pickup curb to curb, and they will not assist with wheelchairs, walkers or other devices. The patient is encouraged to travel with a caregiver when this type of assistance is necessary.

Notes

Drivers will be provided based on availability. If no one is available, the ACS may make an effort to identify alternative resources for the patient.

Contact details

(800) 227-2345

Web: www.cancer.org/treatment/supportprogramsservices/road-to-recovery

RSVP Rides for Veterans – Norfolk County

Volunteers provide rides for Veterans on a maximum of one ride per week basis. Rides may also be available for non-medical trips, with medical appointments taking priority.

Who can use this option?

Any veteran who lives in Norfolk County who has a ride need. Veterans are primarily referred through their local Veterans' Services Officer (VSO).

Trips must originate within Norfolk County. Drivers will take Veterans to healthcare providers in and around Norfolk County, including VA Hospitals in Brockton, Jamaica Plain, and West Roxbury.

How much does it cost?	Free - no charge. (Mileage reimbursement is funded by the Norfolk County Commissioners and Senior Corps.)
When is this option available?	Volunteer drivers use their own vehicles; trip times are flexible within reason and generally limited to weekdays.
How far ahead do you need to plan?	Rides require a minimum of 1 week notice. Please leave a message and your call will be returned (typically within the next business day)
What accommodations are available?	Vehicles are not wheel chair accessible. Vehicles can accommodate folding walkers. Light assistance is available although the rider must be ambulatory overall.
Notes	RSVP staff will collect your contact information and transportation needs and will reach out to volunteers in your area to

find a ride

Contact details

Phone: (781) 329-5728

Email: rsvp@norfolkcounty.org

Springwell Medical Escort & Volunteer Driver Program

Springwell's volunteers provide seniors with escorts to medical appointments. Medical Escorts can provide a ride and give minimal assistance getting into and out of a car and into the medical facility. Medical Escorts wait during the appointment and provide companionship. Springwell requires one-week's notice so they can match a volunteer with the ride. Springwell is a private, non-profit organization.

Who can use this option?

- Patients traveling to and from medical appointments only
- 60 years of age or older
- Residents of Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley or Weston
- Those who are unable to get to medical appointments independently or unable to use other transportation services available through Springwell
- There is no income requirement

How much does it cost?

Free - no charge. However, a donation of \$4.00 for each one-way trip is requested.

Participants will receive a monthly statement with a suggested donation.

The passenger is responsible for parking fees and/or tolls.

Volunteers do not accept payments or tips.

When is this option available?

Appointments must take place on weekdays. No holiday or weekend service is available.

How far ahead do you need to plan?

14 days (2 weeks) in advance

What accommodations are available?

An escort/companion is permitted to travel with the passenger.

Passengers must be able to get into and out of a regular car with minimal assistance. Light, folding walkers may be accommodated at the driver's discretion.

Notes

Springwell has more than 30 years of experience working with volunteers. The Medical Escorts are carefully screened, trained, and matched with seniors. They come from all walks of life and include professionals, retirees, students, and newcomers who want to make a deeper connection with their community.

Contact details

Call (617) 926-4100 during business hours.

Provide your name, telephone number, appointment information (date/time/approximate length) and pickup/dropoff location.

- Phone: (617) 926-4100
- TTY: (617) 923-1562
- Fax: (617) 926-9897

Email: info@springwell.com

Website (includes an online inquiry form at the bottom of the page):

<http://www.springwell.com/service/medical-escort>

307 Waverley Oaks Road, Suite 205

Waltham, MA 02452

Taxi Companies

A number of traditional cab companies operate in our area with some offering senior discounts. Listed below are the cab companies that can pick up in Brookline, Boston and Newton. Fares are determined by mileage and time spent in the cab. In some cases, senior discount coupons are available for purchase ahead of time, and flat rates are available for transportation to and from Logan airport as well as T.F. Green (Providence) and Manchester (NH) airports. See the chart below for details.

Company	Discount details	Notes
Bay State Taxi (Brookline)	See the Brookline Elder Taxi Service entry of this guide	(617) 566-5000
Brookline White Cab		(617) 314-6262

Company	Discount details	Notes
Metrocab (Newton)	No senior discount. Flat rate from Newton to... <ul style="list-style-type: none"> • Logan airport: about \$55 each way, including tolls 	(617) 947- 2191 Goes to/from Boston Logan airport only
Newton Taxi Company (Newton)	10% discount for passengers 65+. Seniors can pay \$9.00 for coupons worth \$10 each. Coupons can be ordered over the phone at the time you book your ride but are not required to receive the discount. It's best to give them as much notice as possible.	(617) 244-2404 Serves primarily Newton and Logan Airport

Taxi Companies

Company	Discount details	Notes
Newton Taxicab (Newton)	No senior discount. Does not service trips within Newton. Flat rate from Newton (one way) to or from Boston (\$50), Logan airport (\$55), Providence/TF Green airport (\$140), New York City (\$550), or Manchester, NH (\$180).	(617) 244-9044
Red Cab (Newton)	No discount	(617) 796-7770

Company	Discount details	Notes
<p>Veterans Taxi (Newton)</p>	<p>Boston Logan airport: 10% discount on flat rate (normally \$46 each way) if you purchase a voucher in advance over the phone 7 business days in advance.</p> <p>All other trips: Seniors can buy a book of \$5 vouchers at a 10% discount. Tips and tolls are extra and must be paid in cash.</p> <p>**See section titled Newton Senior Taxi Voucher Program (“Yellow” Vouchers”) for other options with some restrictions.</p>	<p>(617) 527-0300</p> <p>Email: reservations@veteranstaxi.com</p> <p>224 Calvary Street Waltham, MA 02453</p>
<p>For information on authorized cab companies in the City of Boston visit: http://bpdnews.com/authorized-taxi-companies.</p>		

Transit Smartphone App

The Transit smartphone app provides real time transit information for a variety of transportation options. It is the official app endorsed by the MBTA. The app features upcoming departure times for all nearby transit options as well as a trip planner showing you the best route to take. The app also has an offline mode that allows riders to access schedules even while underground or without data or service. And so you don't miss your stop, it enables riders to set up notifications for stops on their route. The app further includes ride-hailing and bike-share options. The app supports over 125 cities beyond Boston including NYC, Chicago, Washington DC, LA, SF, Toronto, Montreal, Vancouver and many more across North America & Europe.

Who can use this option?

Anyone with a smartphone is able to use the Transit app. Download the app at the Google Play or Apple app store.

How much does it cost?

The app is free for smartphone users.

When is this option available?

The app uses GPS data to locate the closest transportation options to where users are.

It is available 24/7.

How far ahead do you need to plan?

The app provides real time information for where buses, trains, and even rideshare services.

What accommodations are available?

You need a smartphone or other internet connected tablet.

Notes

The Transit App allows you to receive step-by-step navigation when you are on an unfamiliar route. You can also view schedules and route itineraries.

The App supports many types of transportation modes including: train, subway, Uber, bike share, and ferry.

Contact details

<https://transitapp.com/>

Download the Transit App at the Google Play or Apple App Store on your smartphone.

Uber Ride-hailing App

The Uber smartphone app matches you with local drivers for all types of rides, at all times of the day, on demand. In urban areas during the day, wait times are often as short as a couple of minutes. No cash is exchanged; your credit card is charged after each ride.

Who can use this option?

Anyone who is able to ride in a standard car or SUV can use this service.

Uber serves all types of destinations, both medical and non-medical.

Either you or a trusted loved one must have a smartphone (preferred) or Internet-connected tablet with the Uber app installed and a credit card on file.

Both very short and long-distance journeys are available, depending on driver availability.

How much does it cost?

Fares are calculated by adding a base fare to rates for time and distance. So costs vary

depending on how far you travel and how long your trip takes. Uber occasionally uses "surge pricing," which means that rides during busy times will most likely cost more than rides during slow times. You are always informed if surge pricing will be in effect for your fare. Trips to the airport or through toll booths also cost extra. Standard UberX fees include:

- Base Charge \$2.10
- Cost Per Mile \$1.35
- Cost Per Minute \$0.21
- "Booking Fee" \$1.85
- Cost Minimum \$6.85
- Cancel Penalty \$5.00

Uber Pool is the shared ride option on the Uber app. The driver will pick up 1 or 2 additional riders. Fees include:

- Base Charge \$2.10
- Cost Per Mile \$1.28

- Cost Per Minute \$0.16
- "Booking Fee" \$1.85
- Cost Minimum \$6.85
- Cancel Penalty \$5.00

UberXL is a 6-passenger vehicle for larger groups or a more spacious ride. UberWAV is for wheelchair accessible vehicles.

If you know your destination's address, you can use the app to view a fare estimate before you order your ride.

The Uber app does not include a tip when billing you for a trip fare but allows you to add a tip at the end of the ride separately in the app. The tip is added to your credit card.

When is this option available?

Available 24 hours a day, 7 days a week, including weekends and holidays, depending on driver availability

How far ahead do you need to plan?

No advance planning required

What accommodations are available?

An escort/companion is permitted to travel with the passenger.

Very few Uber vehicles are wheelchair accessible. However, the UberWAV feature now allows you to view the locations of and request any accessible vehicles that happen to be available at the moment.

Drivers *are* expected to accommodate riders who use walkers, canes, folding wheelchairs, and other assistive devices to the extent possible.

You can ask the driver for help getting over a curb, getting into and out of the vehicle, and with storing packages or folding walkers in the trunk, but whether help is offered is up to the driver's discretion.

Escorts/companions are permitted to

travel with the passenger, up to a total of the number of passengers the vehicle is able to accommodate.

Multiple stops and fare splitting with other Uber app users are both allowed. Ask your driver for guidance.

It's entirely up to the driver whether or not to allow a passenger's personal pet in the vehicle. It is recommended that you bring a crate or towel with you to protect the seat and that you call your driver right after your request is accepted to confirm that it's okay to bring your pet. It is Uber's policy that service animals are always accepted.

Notes

After your ride is complete, the app asks you to rate your driver on a scale from 1-5. Drivers must maintain a certain minimum passenger rating in order to continue

driving for Uber. The convention is to rate the driver 4 or 5 stars unless something went terrible wrong during the trip. Drivers are also asked to rate each passenger after each ride!

Also, retrieving personal belongings left in vehicles requires you to contact customer service via the app by tapping the menu, then Help, then the option to "Report an issue" with the trip in question.

Drivers carry \$1,000,000 worth of liability insurance. Details can be found on their website.

Uber conducts background checks and driving history checks on all its drivers. The website contains details on background checks and other issues related to passenger safety.

Contact details

Web: uber.com

Customer support: help.uber.com

Download the app from iTunes or your device's app store.

Uber Customer Service

We received a message recently from a senior who had been using the Uber smartphone app to hail rides around town.



Dear TRIPPS,

I have a \$5 charge for a canceled trip. I would like to request that this \$5 charge be removed from my account. I tried today to use Uber. I typed in the location where I was. I received a message that my ride was arriving. The Uber vehicle did not come to the location I had typed in. For this reason, I feel that I should not be charged a cancellation fee of \$5.00. I tried to reach Uber via the web and via email but was totally unsuccessful. Can you tell me how to reach Uber for help?

While ride-hailing apps are often convenient and easy to use, when things go wrong, some seniors tell us that it can be difficult or even impossible to get help and resolve the issue. Here is some guidance

Uber Customer Service

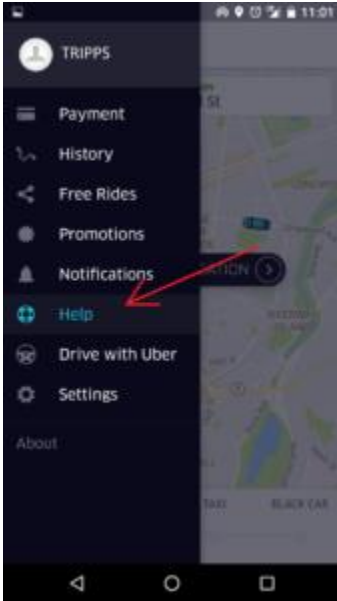
on how to contact customer service using the Uber app on your smartphone.

Note: these instructions use the Android app. If you have a different kind of phone, such as an iPhone or Windows phone, your screen may look slightly different.

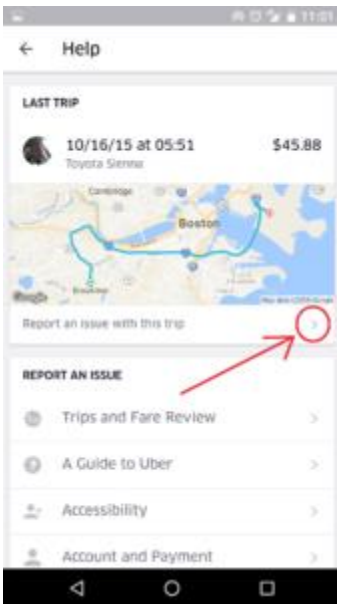
1. Open the Uber app.
2. Click the menu in the upper left corner.



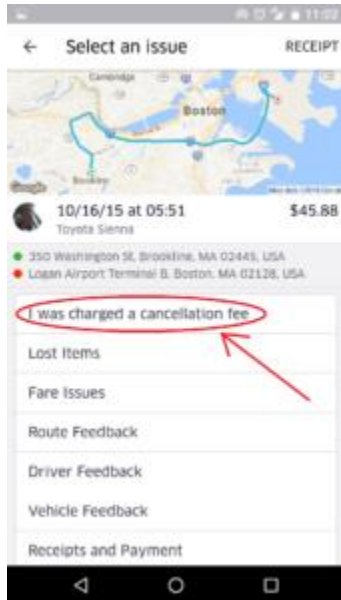
3. From the menu, select Help.



4. From the list of trips you took or ordered, click the arrow next to the trip with which you are having a problem (to "Report an issue with this trip").



5. From the list of issues, select your issue.



6. Follow the prompts to describe your problem as best you can.
7. A representative from Uber will look into your issue and will get back to you with their decision.

If this is unsuccessful, you can also try Uber's online contact form at uber.com.

Some passengers have found that using Twitter to voice a complaint can sometimes prompt a more helpful reply, since tweets are public; you can try tweeting to @Uber or @Uber_support.

Walking

According to the U.S. National Highways & Transportation Safety Administration (NHTSA):

Walking is not only a healthy activity and an alternative to driving, but also **a great way to maintain a healthy lifestyle**. But for many of us, the automobile has made it too easy to lead a sedentary lifestyle. "Why walk when it is so much easier to ride there quickly and comfortably?" Indeed, this notion is so widespread that 59 percent of older Americans do not walk or exercise regularly.

Walking is a form of transportation that also has the added benefit of being a healthy activity. Because walking is second nature to us, we forget that it is not only good exercise, it also enables us to get where we need to go under our own steam, **without having to rely on a vehicle**.

Walking

By substituting walking for driving, when practical, older adults can extend the number of years they are able to drive. **Medical experts warn that a lack of regular physical activity and the effects of natural aging lead to a 20 to 40 percent muscle loss.** With that amount of muscle loss, you could have difficulty walking, getting out of a chair, and driving. Doctors also tell us **it is never too late to start an exercise program;** even people in their 90s can benefit from walking several times a week.

- <http://icsw.nhtsa.gov/people/injury/olddrive/SteppingOut/>

In their useful booklet “The Getting Around Guide: AARP Guide to Walking, Bicycling, and Public Transportation,” the AARP offers more excellent advice to seniors who choose to walk instead of driving.

- **Use sidewalks or paths when you can.** If you must walk in the road or street, face oncoming traffic so you can see and be seen by approaching motorists.
- **Wear bright-colored clothing** to make yourself more visible and, if you walk at night, carry a flashlight, wear reflective

clothing, choose well-lighted areas, and be alert. Turn off your music player if you use one.

- **Pick an alternate route if the street is unsafe**, avoid hazardous intersections, and obey traffic signs and signals.
- **Keep hydrated by drinking water** before and after your walk and consider taking a water bottle with you.

So be careful, be prepared... but most importantly, **have fun** exploring your neighborhood on foot!

Source: “The Getting Around Guide: AARP Guide to Walking, Bicycling, and Public Transportation,”

601 E Street, NW, Washington, DC 20049

(888) AARP NOW

Publication # D19294 (0610)

Retrieved on 09 August, 2018 from

assets.aarp.org/www.aarp.org_/articles/transportation_mobility/getting_around_guide_06-22-10.pdf

Wheelchair Ambulette

Wheelchair Ambulette offers highly personalized, non-emergency transportation for people who use wheelchairs or stretchers.

Who can use this option?

Passengers who use wheelchairs or stretchers for non-emergency trips of any nature, medical and non-medical.

Long-distance trips are also accommodated if possible (Maine, the Cape, NYC, etc.).

This is a good option for coming home from the hospital or a rehabilitation facility

How much does it cost?

Please call for a specific quote. As one example, transportation within Brookline is usually \$150 round trip.

When is this option available?

Standard hours are weekdays 7:30 a.m. - 5:00 p.m. However, Dick is very accommodating and his hours are flexible

	within reason, depending on the passenger's needs.
How far ahead do you need to plan?	Passengers are advised to call as far ahead of time as possible.
What accommodations are available?	<p>This service is one man driving one vehicle, which is wheelchair accessible.</p> <p>An escort/companion is permitted to travel with the passenger. Call ahead to ask about pets and traveling companions.</p>
Notes	The owner/driver, Dick, owns one vehicle and will be flexible within reason. He has been operating for 30 years and offers a highly personal, supportive service.
Contact details	<p>Phone: (781) 444-4655</p> <p>Mobile: (617) 733-6339</p> <p>253 Webster St., Needham, MA 02494</p>

Useful Information

Air & Rail Connections

Logan Airport

(<https://www.massport.com/logan-airport/>)

Getting to Logan Airport, North, or South Station for a longer trip by train or airplane can be stressful, and parking for an extended time can be prohibitively expensive. There are many options for getting to the airport without a car.

The MBTA runs the Silver Line (SL1), which connects directly from each airport terminal to the South Station MBTA stop on the Red Line. The Silver Line is free from Logan Airport inbound to South Station when returning from the airport.

The subway runs to and from Logan via the MBTA Blue Line. Take the Green Line to Government Center and transfer to the Blue Line. Then, take the Blue Line to the Airport Station. Take the free Massport Shuttle from the Airport station directly to your terminal.

The MBTA runs ferry service to the Logan Water Terminal from Long Wharf Boston. There, you can meet the Massport Shuttle #66 that provides access to all terminals. The regular fare is \$9.25, but there is a senior discount of 50% with your Senior CharlieCard.

Massport runs the Logan Express bus service from a number of suburban locations including Braintree, Framingham, Peabody, and Woburn. This bus service also leaves from two locations in Boston, including

- the Hynes Convention Center T Stop, which services the Green Line B, C, and D lines and
- the Back Bay Copley Square T Stop, which services the B, C, D, and E lines.

The fare is 7.50 (by debit or credit card only). With a valid MBTA pass, the cost is \$3.00 (by credit or debit card only). Cash is not accepted. All buses are wheelchair accessible. See

<https://www.massport.com/logan-airport/to-and-from-logan/logan-express/>.

There are also several private shuttle services that provide transportation to and from the airport. The **GoBoston Shuttle** (<http://www.gobostonshuttle.com/flat-rate-shuttle-services>) provides a flat rate service mainly from local hotels, universities, and corporate sites. This might be a good option if you are traveling with a larger group, as vans can take multiple people for

the same flat rate. Advance booking is required. Book online or by phone.

BostonAirportShuttle.com is another option that provides curb-to-curb service. Book online in advance.

Of course, you can also take a taxi or ride-hailing service to the airport. The cost for a taxi to Logan from Brookline or Newton ranges from \$40.00 - \$50.00. It is possible to request a flat rate from a taxi company. Check the Taxi Discounts for Seniors entry in this guide to see flat rates to and from the airport and whether there are senior discounts available.

Rail Connections

South Station (<http://www.south-station.net/>)

South Station is Boston's busiest transit hub and offers connections to commuter rail trains to the suburbs and Amtrak trains to places like New York and Florida. Traveling to South Station via the MBTA requires those coming from the Green Line to transfer to the Red Line at Park Street and take the Red Line to the South Station stop. Travelers can also take a taxi or ride-hailing service to

South Station. Taxi fares are approximately \$25.00 from Brookline and \$40.00 from Newton.

In addition to the Amtrak and Commuter Rail, at South Station you can pick up a Boltbus, which connects you to NYC, Newark, and Philadelphia as well as Greyhound, which serves major cities across the country.

North Station

North Station connects to commuter rail lines headed north and northwest. In addition, the Amtrak Downeaster train runs in and out of North Station headed to Maine. Get to North Station on any Green Line C or E branch train that terminates at North Station or Lechmere. Passengers on the B or D branches can disembark anywhere between Kenmore and Government Center and wait (usually on that same platform) to re-board a North Station-bound C or E line train. You can also get to North Station via the Orange Line. Travelers can also take a taxi, or other ride-hailing service to North Station. Taxi fares from Newton and Brookline range from approximately \$15.00 - \$25.00.

Sample Transportation Budget

Being faced with the reality that you need to give up driving is difficult to accept. Having a car provides people with the luxury of getting places on their own time, without having to abide by public transit routes and schedules. However, losing the ability to drive (or choosing to give up driving) doesn't mean you need to give up the perks of having a car take you where you need to go.

Ridesharing services like Uber and Lyft have a strong presence in many parts of Massachusetts and can take you where public transit can't.

In order to better understand the cost of owning a car for the average senior, we asked a group of seniors who live in Brookline to create a sample monthly budget for owning a car. Here is what they came up with:

Sample Monthly Transportation Budget

Expense	Cost per month
Car Payment (if you have one)	\$350
Maintenance	\$50
Parking	\$70
Insurance	\$200
Gas	\$50
TOTAL	\$720

Of course, these estimates could vary greatly depending upon the make and model of your vehicle, your driving habits, and more.

But the average amount quoted by AAA for owning a car in 2017 was \$8,469. That can get you a lot of rides on Uber, Lyft, taxis, and public transportation!

Use the blank chart below to see if you could save money by ditching your car for other forms of transportation.

Blank Monthly Transportation Budget Outline

Expense	Cost per month
Car Payment (if you have one)	\$
Maintenance	\$
Parking	\$
Insurance	\$
Gas	\$
TOTAL	\$

For a more detailed expense worksheet, take a look at page 19 of this publication by the Hartford Center for Mature Market

Excellence:

https://www.thehartford.com/sites/the_hartford/files/we-need-to-talk-2012.pdf.

Tips for Riding the T (MBTA)

TRIPPS volunteer and T-riding expert Barbara has the following tips for older adults looking to start (or continue!) riding the T on a regular basis.

1. Ride the T at off hours—not during rush hour (which are generally 7-10 am and 4-6 pm).
2. Keep your belongings close to you.
3. Locate the yellow strips that, when pressed, indicate to the driver that a stop is requested.
4. On the Green Line, the **Boylston** and **Hynes** T stops do not have elevators or escalators.
5. Use a Senior CharlieCard. They save money and time when boarding the trains and buses.
6. When putting value on your Senior Charlie Card, you can use cash or credit card. When using cash, the fare machines only give back coins not dollar bills!
7. When getting on the T, have your Senior Charlie Card ready so you can tap it on the fare box. Take your seat immediately.
8. There are two seats at the front of the car reserved for seniors and persons with disabilities.
9. Advocate for yourself and ask someone for a seat on a crowded bus or train. You can ask the driver to help you.

Tips for Riding with Uber and Lyft

TRIPPS volunteer and ride-sharing expert Jane has the following tips for older adults looking to start (or continue!) riding with Uber and/or Lyft.

1. If you are nervous about using a new app or using your smartphone in general, practice being on your phone on a regular basis by looking at photos of your grandchildren or reading news articles.
2. Download both Uber and Lyft. You can do comparison shopping for which company has the cheapest prices when you are looking to go.
3. It is easier for a driver to find you if you enter an actual address or name of business into the “current location area” of the app.
4. When entering your destination address, make sure the address is for the town or city you are traveling to (there are A LOT of “Washington Streets” in Massachusetts).
5. While waiting, stand somewhere where you feel safe and the driver can safely pull over.
6. Make sure the license plate number, and the name of the driver given to you on the app matches the one of the car you are getting into.
7. Familiarize yourself with the safety features of the app and maybe even have a buddy to whom you send your ride on their

phone for them to track your ride in real time.

8. You do not need to give the driver a tip in cash. The tip can be added after the ride in the Uber or Lyft app.
9. Double-check to make sure you have all your belongings when you leave the car. There is a way to retrieve lost belongings in the app but you cannot contact your driver again once you've exited the vehicle.
10. Advocate for yourself! If you need help with bags/packages or buckling your seatbelt or getting out of the car, you can ask the driver to help you.

Donating Your Car to Charity

Whether you are tired of maintaining your car, live in an area where you don't need a car, or are just thinking about getting a new car, donating your old car to charity is a decision that can help improve the quality of life of the person or organization on the receiving end. In addition, your donation can provide a reasonable financial incentive in the form of tax deduction.

To find a list of charities to donate to visit

<https://www.donateacar.com/massachusetts-charities/>.

For more information on the logistics of donating your car to charity visit <http://www.mass.gov/ago/doing-business-in-massachusetts/public-charities-or-not-for-profits/donating-to-a-charity/donating-a-car-to-charity.html>.

Disability Placards & Plates

The Massachusetts RMV is able to issue temporary and permanent disability parking placards and plates to reduce the transportation barriers for people with disabilities. **If you choose to get a disability placard, you do not need a vehicle registration – so the placard can travel with the individual with a disability.**

In order to apply for a disability placard in Massachusetts, fill out the Application for Disabled Parking Placard/Plate (Form MAB100), which must include medical certification by any of the following: Physician, including podiatrists, chiropractor, physician assistant, registered nurse, optometrist (for eye conditions ONLY). If you are a veteran, a letter from the VA stating that your disability is at least 60% AND related to your military service (for disabled veteran plates only).

If you choose to mail in your application and your photo is on file with the MA RMV, you will receive your disability placard or plate in the mail. If your photo is not on file, you will receive notice with instructions for getting your picture taken.

Placards are free. Vehicle plates on a passenger vehicle cost \$60 for 2 years. Plates on a motorcycle cost \$20 for 1 year. Disabled veteran license plates are free. A temporary placard is issued for 2 to 24 months based on your doctor's certification. A permanent placard is valid for 5 years.

Applications for parking placards and plates must be turned into your nearest full services RMV, or can be submitted by mail to the address on the application form. For more information visit:

<https://www.mass.gov/disability-plates-and-placards>.

Massachusetts RMV Identification Cards & REAL ID



Are you worried that giving up your driver's license will leave you without legal identification? Fear not!

Seniors who do not have a Massachusetts driver's license can get a Massachusetts ID card from the Registry of Motor Vehicles (RMV). Massachusetts ID cards look similar to driver's licenses; however, they do not extend any driving privileges. This ID card is an official form of identity, signature, and age that is accepted anywhere that a driver's license is accepted as identification. You can use this ID

to cash checks, collect mail at the post office, travel on airplanes, and everything else, the same as if you had a driver's license.

The only requirements for seniors who need an ID card are that you not hold a driver's license in any other state and that you are a Massachusetts resident. ID cards expire every 5 years and will need to be renewed at a cost of \$25, but your photo is only taken every 10 years.

When you decide you no longer want a driver's license, you can mail your license with a voluntary surrender form to the RMV and they will automatically mail you an ID card **lasting the remainder of the surrendered driver license (if it is not expired)** for no charge to your address of record. Just mail your driver's license--along with a letter requesting an ID card--to:

Registry of Motor Vehicles
Driver Licensing Department
P.O. Box 55889
Boston, MA 02205-5889

If you don't have a driver's license to surrender or your license has expired you must apply for a new ID.

REAL ID

Starting in October 2020, Massachusetts' residents without a passport will need a REAL ID in order to board a plane in the United States, or to enter a federal building.

REAL ID is a Federal Security Standard for IDs that was created by the REAL ID Act of 2005, setting security standards for state-issued identification cards. Starting in March 2018, the RMV began offering a REAL ID driver's license/ID to Massachusetts' residents as an alternative to the standard driver's license/ID.

To obtain a Real ID you must bring all the following documents:

- Proof of Lawful Presence and Proof of Date of Birth
- Proof of Social Security Number
- Marriage Certificate, Divorce Decree or Court Document (if your current name is different from that on your lawful presence document)
- Proof of Massachusetts Residency

To learn more about REAL ID and acceptable documents, please visit: <https://www.mass.gov/guides/massachusetts-identification-id-requirements>

Traveling with Service Animals

The Department of Transportation answers some "Frequently Asked Questions" about service animals.

Are transit providers required to allow a passenger to travel with an ADA-defined service animal?

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.167(d), transit entities are required to allow service animals to accompany individuals with disabilities in vehicles and facilities.

What is the Americans with Disabilities Act (ADA) definition of a service animal?

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.3, "service animal" is defined as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items." DOT ADA regulation 49 C.F.R. Section 37.167(d) requires transit entities to

permit service animals to accompany individuals with disabilities in vehicles and facilities. Appendix D to Section 37.167 contains further important information on service animals. It is important to note that while the U.S. Department of Justice has amended the definition of “service animal” for purposes of its ADA regulations under Titles II and III of the ADA, for state and local governments and places that are open to the public, the definition under DOT ADA regulations for transportation has not changed. Therefore, members of the public may find that some service animals may no longer be considered service animals once they leave a transportation system.

Are transit providers required to allow a passenger to travel with a comfort animal?

No. Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.167(d), transit entities are only required to allow service animals to accompany individuals with disabilities in vehicles and facilities. DOT ADA regulations at 49 C.F.R. Section 37.3 define a service animal as an animal “individually trained to work or perform tasks for an individual with a disability.” If an animal’s only function is to provide emotional support or comfort for the rider, that animal

would not fall under the regulatory training-based definition of a service animal. Simply providing comfort is something that animal does passively, by its nature or through the perception of the owner. However, the ADA does not prohibit a transit agency from choosing to accommodate pets and comfort animals, which would be a local decision.

- **On the MBTA:** "Service animals are allowed on the T at all times. During off-peak hours, non-service dogs are allowed at the discretion of T vehicle operators. Dogs must be properly leashed and are not allowed to annoy riders or take up a seat. For safety and convenience during rush hours, small domestic animals must be carried in lap-sized containers and out of the way of exits."
- **On The RIDE:** "Animals (i.e. comfort/therapy animals or pets which may cause allergic reactions to others) are not allowed, with the exception of Service Animals."

May a passenger with a disability be required by transit personnel to show proof that an animal is a service animal?

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.167(d), transit providers are required to permit service animals to accompany individuals with disabilities in vehicles and facilities. Service animals are animals that are individually trained to perform

tasks for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. A transit provider may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability. A service animal may not be excluded unless the animal is out of control and the animal's owner does not take effective action to control it or the animal poses a direct threat to the health or safety of others.

May a transit entity limit how many service animals may accompany a single passenger?

No. Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations do not limit the number of service animals that may accompany a single individual. As long as an animal meets the definition of a service animal and is kept under the control of the rider, a transportation provider may not refuse to carry the animal. It is possible that an individual might have service animals that are trained to provide different tasks.

What about taxis?

Taxicab drivers are violating the Americans with Disabilities Act if they refuse to pick up people with service animals. According to the Department of Transportation: "Taxicab companies may not refuse to provide services to individuals with disabilities. Private taxicab companies are also prohibited from charging higher fares or fees for transporting individuals with disabilities and their service animals than they charge to other persons for the same or equivalent service."

Glossary of Terms

App: A mobile application software is designed to run on mobile devices like a smartphone or tablet. Apps that are not pre-installed on these devices can generally be found at app stores like Google Play and Apple's App Store. Some apps are free while others can be purchased. There are a number of transportation apps available and a few outlined in this guide (including Nextbus, Lyft, Transit, and Uber).

Border towns: THE RIDE (the paratransit service of the MBTA) operates with a core service area that includes Boston, Brookline, Cambridge, and Somerville. All towns outside the core area (including Newton) are considered to be border towns.

Core area: THE RIDE (the paratransit service of the MBTA) operates with a core service area that includes Boston, Brookline, Cambridge, and Somerville. All towns outside the core area (including Newton) are considered to be border towns.

Curb-to-curb: Passengers are both collected and dropped off roadside, at the curb.

Door-through-door: Passengers are offered assistance between their home and through the door of their destination. This may include ensuring that the passenger gets into the lobby of a medical building, for example. For more intensive service (e.g., making sure the passenger gets from the lobby to their physician's office within the medical complex), a medical escort is required. Compare this level of service with door-to-door service, personal escort service, and medical escort service.

Door-to-door: Passengers are picked up at the door of their home and delivered to the front door of their destination. Compare this level of service with door-through-door service, personal escort service, and medical escort service.

Medical escort service: This service provides a person who will accompany the passenger from their home to the office where their medical appointment takes place. The medical escort will accompany the passenger to the appointment and take notes if necessary. The medical escort will then accompany the passenger all the way back home (i.e., through the door of their home). This is a highly personal service and can be provided by either paid

employees or volunteers. Compare this service to personal escort service, door-to-door service, and door-through door service.

Paratransit: Services catering to individuals with disabilities who are unable to access fixed-route bus, train, and trolley services such as the T or municipal buses.

Personal escort service: This service provides a person who will accompany the passenger from their home to their specific destination and will help with packages, mobility, and other personal needs. The personal escort will then accompany the passenger all the way back home (i.e., through the door of their home). Personal escorts are available for trips of all kinds such as shopping and social engagements. This is a highly personal service and is usually provided by paid employees and/or paid personal care aides (PCAs). Compare this service to medical escort service, door-to-door service, and door-through door service.

Ride-hailing: These services offer real-time rides to consumers with a smartphone or other web enabled device similar to a taxi service but often less expensive. Two larger companies (Uber and Lyft) currently dominate the market in Boston but newer groups are joining this market everyday.

Transportation Options by Category

◆ Yes

❖ Possibly; see profile or call for details

	Serves Boston	Serves Brookline	Serves Newton	Wheelchair accessible	Medical escort service	Low-cost / Free	No advance planning	Weekends	Evenings	Non-medical destinations	Pet-friendly
Air & Rail Connections	◆	◆	◆	◆				◆	◆	◆	
Boston Cancer Support	◆	◆	◆			◆		◆	◆		
Boston Taxi Voucher & Van Service	◆										
BMC Shuttles	◆			◆		◆	◆				

Transportation Options by Category

	Serves Boston	Serves Brookline	Serves Newton	Wheelchair accessible	Medical escort service	Low-cost / Free	No advance planning	Weekends	Evenings	Non-medical destinations	Pet-friendly
BU BUS	◆			◆		◆	◆	❖	❖	◆	
Brookline Elderbus		◆		◆		◆	◆			◆	
BETS Program		◆				◆	◆	◆	◆	◆	❖
Brookline HELP		◆			◆	◆		◆	◆	◆	❖
Brookline Lyft Pilot Program		◆				◆	❖	❖	❖		❖

Transportation Options by Category

	Serves Boston	Serves Brookline	Serves Newton	Wheelchair accessible	Medical escort service	Low-cost / Free	No advance planning	Weekends	Evenings	Non-medical destinations	Pet-friendly
Brookline Senior Center Van		◆		◆		◆				◆	
Car-sharing	◆	◆	◆					◆	◆	◆	◆
Chestnut Hill Errands & More		◆	◆		◆			◆	◆	◆	❖
Cycling	◆	◆	◆			◆	◆	◆	◆	◆	
Friendship Works	◆	◆		❖	◆	◆		◆			

Transportation Options by Category

	Serves Boston	Serves Brookline	Serves Newton	Wheelchair accessible	Medical escort service	Low-cost / Free	No advance planning	Weekends	Evenings	Non-medical destinations	Pet-friendly
GoGo Grandparent	◆	◆	◆				◆	◆	◆	◆	❖
Help Around Town	◆	◆	◆	❖	◆			◆	◆	◆	❖
ICare Program		◆				◆					
Lyft	◆	◆	◆				◆	◆	◆	◆	❖
MassHealth PT-1	◆	◆	◆	◆		◆		❖	❖		

Transportation Options by Category

	Serves Boston	Serves Brookline	Serves Newton	Wheelchair accessible	Medical escort service	Low-cost / Free	No advance planning	Weekends	Evenings	Non-medical destinations	Pet-friendly
Mass RideMatch	◆	◆	◆	◆		◆	◆	◆	◆	◆	❖
MBTA Senior CharlieCard	◆	◆	◆	❖		◆	◆	◆	◆	◆	❖
Metro Cab	◆	◆	◆	◆			❖	◆	◆	◆	❖
Neighbors Who Care			◆	❖	◆	◆		◆	◆	◆	❖
NE Baptist Hospital Shuttle	◆			◆		◆	◆				

Transportation Options by Category

	Serves Boston	Serves Brookline	Serves Newton	Wheelchair accessible	Medical escort service	Low-cost / Free	No advance planning	Weekends	Evenings	Non-medical destinations	Pet-friendly
Newton Yellow Taxi Vouchers			◆	◆		◆			❖	◆	❖
Partners Healthcare Shuttle	◆	◆		◆		◆	◆				
Passport Parking App/Park Boston	◆	◆	◆	◆			◆	◆	◆	◆	◆
Personal Assistants/ Home Care	◆	◆	◆	❖	◆		◆	◆	◆	◆	❖
RIDE (MBTA)	◆	◆	◆	◆		◆		◆	◆	◆	

Transportation Options by Category

	Serves Boston	Serves Brookline	Serves Newton	Wheelchair accessible	Medical escort service	Low-cost / Free	No advance planning	Weekends	Evenings	Non-medical destinations	Pet-friendly
Road to Recovery	◆	◆	◆			◆		◆	◆		
RSVP Rides for Veterans	◆	◆				◆		◆	◆		
Springwell		◆	◆		◆	◆					
Taxi Discounts for Seniors		◆	◆	❖		◆	◆	◆	◆	◆	❖
Uber	◆	◆	◆				◆	◆	◆	◆	❖

Transportation Options by Category

		Serves Boston	Serves Brookline	Serves Newton	Wheelchair accessible	Medical escort service	Low-cost / Free	No advance planning	Weekends	Evenings	Non-medical destinations	Pet-friendly
Walking	◆	◆	◆	◆	◆		◆	◆	◆	◆	◆	◆
Wheelchair Ambulette		◆	◆	◆	◆				◆	◆	◆	

Notice of Nondiscrimination Rights & Protections

Federal “Title VI/Nondiscrimination” Protections

The TRIPPS Program (Transportation Resources, Information, Planning & Partnership for Seniors) operates its programs, services, and activities in compliance with federal nondiscrimination laws including Title VI of the Civil Rights Act of 1964 (Title VI), the Civil Rights Restoration Act of 1987, and related statutes and regulations. Title VI prohibits discrimination in federally assisted programs and requires that no person in the United States of America shall, on the grounds of race, color, or national origin (including limited English proficiency), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance. Related federal nondiscrimination laws administered by the Federal Highway Administration, the Federal Transit Administration, or both prohibit discrimination on the basis of age, sex, and disability. These protected categories are contemplated within TRIPPS’s Title VI Programs consistent with federal interpretation and administration. Additionally, TRIPPS provides meaningful access to its programs, services, and activities

to individuals with limited English proficiency, in compliance with US Department of Transportation policy and guidance on federal Executive Order 13166.

State Nondiscrimination Protections

TRIPPS also complies with the Massachusetts Public Accommodation Law, M.G.L. c 272 §§ 92a, 98, 98a, prohibiting making any distinction, discrimination, or restriction in admission to or treatment in a place of public accommodation based on race, color, religious creed, national origin, sex, sexual orientation, disability, or ancestry. Likewise, TRIPPS complies with the Governor's Executive Order 526, section 4 requiring all programs, activities, and services provided, performed, licensed, chartered, funded, regulated, or contracted for by the state shall be conducted without unlawful discrimination based on race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status (including Vietnam-era veterans), or background.

Additional Information

To request additional information regarding Title VI and related federal and state nondiscrimination obligations, please contact:

Notice of Nondiscrimination Rights & Protections

Gregory Sobczynski, Title VI Specialist

MassDOT, Office of Diversity and Civil Rights

10 Park Plaza, Boston, MA 02116

857-368-8580 or TTY: 857-368-0603

MASSDOT.CivilRights@state.ma.us

Complaint Filing

To file a complaint alleging a violation of Title VI or related federal nondiscrimination law, contact the Title VI Specialist (above) within 180 days of the alleged discriminatory conduct.

To file a complaint alleging a violation of the state's Public Accommodation Law, contact the Massachusetts Commission Against Discrimination within 300 days of the alleged discriminatory conduct at:

Massachusetts Commission Against Discrimination (MCAD)

One Ashburton Place, 6th Floor, Boston, MA 02109

617-994-6000 or TTY: 617-994-6196