

## Frequently Asked Questions - MBTA

**1. How do I sign up for an MBTA pass?**

To sign up for a MBTA pass, please go to PeopleSoft > HRMS Production > Self Service > Payroll and Compensation > MBTA Pass Enrollment and make your selection

**2. What is a Charlie Link Card?**

The Charlie Link Card is the monthly pass for the bus and subway only.

**3. What is a Commuter Rail pass?**

The Commuter Rail pass is by Zones including Zone 1A. Any Commuter Rail pass can be used on the local T-bus and subway except an Interzone pass

**4. What is an Interzone pass?**

An Interzone pass is also a Commuter Rail pass but it can only be used in between Zones. For example, if you are traveling from Zone 8 to Zone 5 on the Commuter Rail or vice versa, you can use an Interzone pass to travel between Zones.

**5. What do I need to do to sign up for a Senior pass?**

Seniors over 65 years of age can sign up for a Senior pass. However, to use that pass on the bus or subway, you must first go to the Downtown Crossing MBTA location to sign up for a Senior Charlie Card with your picture on it. For more information on reduced rates, please [click here](#).

**6. What is the deadline for signing up for a T-pass**

The deadline to sign up for a MBTA pass is any time before the 14<sup>th</sup> of the month

**7. What is the deadline for canceling a MBTA pass**

The deadline for canceling a pass is anytime before the 14<sup>th</sup> of the month prior to the month of distribution. *For example*, if you would like to cancel for the month of February, you should cancel your pass by the 14<sup>th</sup> of January.

**8. When will I receive my MBTA pass?**

MBTA passes are normally distributed towards the end of the month. An email notification will be sent to your Timekeeper and/or manager when the passes are ready for pick up.

**9. Where can I pick up my MBTA pass?**

You can pick up your pass from your Timekeeper or manager. Each department has a process for pass distribution. Please check with your Timekeeper/manager on the process for your department

**10. When will I be charged for my MBTA pass?**

You will be deducted on the 3<sup>rd</sup> paycheck of each month

**11. What are the prices of the different MBTA passes?**

Please [click here](#) for a detail list of passes and the employee contribution

**12. How do I know which MBTA pass to buy?**

Please [click here](#) to locate your Commuter Rail stop and the corresponding pass

**13. I forgot to cancel my MBTA pass, how do I get a refund?**

To receive a refund for a Commuter Rail pass, please return the pass to our Parking and Commuter Services Office before noon on the last business day of the month. For a Charlie Link Card, you will need to visit our Parking and Commuter Services Office before on the 27<sup>th</sup> of the month, no later than 5PM. Both policies are strictly enforced by the MBTA.

**14. If I sign up for a T-pass and I no longer need it, can I cancel it?**

Yes. If you cancel before the 14<sup>th</sup> of the month you will not be deducted from your paycheck. If you cancel after the 14<sup>th</sup> of the month, you may be deducted. You will need to cancel your pass in PeopleSoft and return the pass to us once you have received it. If the pass is not returned to us and your paycheck not deducted, you will be charged on your next paycheck for the unreturned pass.

**15. I lost my Zone pass, can it be replaced?**

No. Per the MBTA guidelines Zone passes are not replaceable if lost or stolen and are non-refundable.

**16. I lost my Charlie Link pass, can it be replaced?**

Yes. Charlie Link Cards are linked to individual employees and can be replaced if lost or stolen for replacement fee of \$10.00. Damaged Charlie Links Cards are replaced free of charge.

***Please note:** If you canceled your Charlie Link Card and accidentally lose it or misplace it, please allow for 3 to 5 days for replacement since we have to order your replacement Charlie ticket. We cannot issue a new Charlie Link Card.*

**17. I ordered the wrong MBTA pass, what can I do?**

Please visit our MGH Parking and Commuter Services Office before noon on the last business day of the month and we can assist you.

**18. Want to swap your MBTA Commuter Rail pass?**

We can assist you. Please come to the MGH Parking and Commuter Services Office before noon on the last business day of the month. If you are swapping for a pass that cost less than the pass you are swapping you will be refunded the difference in your next paycheck. If you are swapping for a more expensive pass, you will need to pay the difference in cash or check only at the time of the swap. Please bring exact change. Debit cards, credit cards, and payroll deductions for the difference in price are not accepted at this time.

**19. I signed up for my MBTA pass before the deadline but did not receive it**

Please check with your Timekeeper/manager or designee who distributes T-passes in your office or department first. If your T-pass is still missing, you should call the MGH Parking and Commuter Services Office for assistance at 617-726-8886.

**20. If I miss the deadline to sign up for a T-pass, can I purchase one?**

Yes you can. Please visit our MGH Parking and Commuter Services office and we can sell you one provided we have extras. All unused Commuter Rail passes will be returned to the T by noon on the last business day of each month. Charlie Link Card purchases are available throughout the month.

**21. Missed sign up deadline but paycheck deducted?**

Please bring your paycheck showing the deduction to our MGH Parking and Commuter Services Office and we can provide you with a MBTA pass. If you intended to sign up for the next month (not the current month of distribution) you will be given a refund or MBTA pass if you prefer.

**Important MBTA Deadlines to Remember**

- **New sign up and cancels:** by the 14<sup>th</sup> of the month
- **Passes ordered from the MBTA:** by midnight on the 15<sup>th</sup> of each month
- **27<sup>th</sup> of the month (by 5PM) – Charlie Link Card:** Last day to cancel or exchange a Charlie Link Card.
- **Last business day of the month (by noon) – Commuter Rail Zone passes:** Last day for exchanges, returns, or purchases of Commuter Rail passes. Unassigned Commuter Rail passes will be returned to the MBTA by **12:00PM** on the last business day of each month.

***Please note:** MGH Parking and Commuter Services do not stock or keep on hand Commuter Rail passes for sale during the month.*

**Helpful Tips to Remember When Picking Up MBTA Passes:**

- Timekeeper or designee must know their Mail Drop ID number.
- Timekeeper or designee must show their Hospital identification badge and sign the T-pass log for all MBTA envelopes being picked up.
- Timekeeper or designee must verify T-pass counts and pass types at their pick up location or when delivered by Courier.

- Timekeeper or designee must log any discrepancies on the T-pass issue log **before leaving** their pick up location.
- Discrepancies in pass types or counts not logged at the time of pick-up become the responsibility of department.
- Please note that individual T-passes cannot be removed from the MBTA envelope and the remaining T-passes left for another person to pick up. The timekeeper or designee must pick up the entire packet.

**MBTA Pass Distribution Locations:**

- MGH Main Campus – Employee Access Center
- Charlestown Navy Yard – Police and Security Desk
- Schrafets Building – Cashier's Office, 3<sup>rd</sup> Floor
- Courier – Off campus locations only