

MBTA Discounted Semester T-Pass Program

Instructions and Frequently Asked Question: Spring 2019

It's time to order your spring 2019 MBTA pass! Orders are due by **5pm on Monday, January 7**. Here is everything you need to know to make sure you get an MBTA pass for the spring semester, but if you have any questions please get in touch with Commuter Student Services at commuterservices@lesley.edu or 617-349-8592.

Where do I get an order form?

Forms can be picked up at 11 Mellen Street, the Commuter Food Pantry, and can be downloaded at Lesley.edu/passes.

When is the order due? Where do I submit my order form?

Orders are due by **5pm on Monday, January 7**. We will not be able to accommodate orders received after this date as the MBTA is very strict with their deadline and does not accept late orders.

In person: Orders can be dropped off at 11 Mellen Street, Monday- Friday, 9:30am-4:30pm.

Email: email your form to commuterservices@lesley.edu

Fax: fax your form to 617-349-8558 (call 617-349-8592 to confirm it was received).

Phone: call 617-349-8592, if you are sent to voicemail please leave a message, but do not leave your credit card information in a voicemail.

Mail: mail your form to Commuter Student Services, Attn: MBTA Semester Pass, Lesley University, 29 Everett Street, Cambridge MA 02135. (If you are mailing your form, please give ample time for it to arrive.)

How can I pay?

All orders must be pre-paid in full at the time the order is submitted. Payments can be made by cash (dropped off in person at 11 Mellen, please do not mail cash), credit card or Money Order (made payable to Lesley University). We do NOT accept personal checks.

Can I pay with someone else's credit card?

If you will be paying with someone else's credit card, a letter from the credit/debit card holder is required and must include their (1) authorization of the payment; (2) mailing address used for credit card, email address, and phone number; and (3) brief description of their relationship to you (e.g., parent). Please send the letter to commuterstudentservices@lesley.edu along with the MBTA Order Form. A sample letter can be found at lesley.edu/passes.

Can I get a refund if I change my mind? Can I change my pass type? Can I cancel my order?

Please know that the MBTA does not provide any cancellations or refunds and cannot change your MBTA pass to a different type of pass after the order is sent to the MBTA.

The Spring pass doesn't start until February 1, what do I do in January?

The MBTA offers the option of a spring pass from January through April, or a pass from February through May. Lesley has opted for the pass that begins in February, in order to give students more time to order their spring passes. Students will need to pay for their own transportation in January.

How do I know if this is worthwhile for me?

Prior to ordering a semester T-pass, please consider the frequency and type of public transportation that you may need. Purchasing a T-pass on a semester basis can be a great way to save money, but first determine if your usage will be equal to or greater than the semester fee. The fare amounts can be found on the reverse side of the order form and break down the payment into a monthly fee.

- The most popular pass for Lesley student is the "LinkPass" which gives you unlimited rides on the bus and subway. This pass is \$300.82 for the semester, or \$75.21 per month. To calculate the cost benefit of a monthly LinkPass, you would need to ride the subway at least 34 times per month (using a CharlieCard at \$2.25/ride) to get the full value of your semester pass. So, if you take the T to and from campus 17 times a month, this is a great option for you.

What if I miss the deadline?

Ordering a pass through Lesley gives you piece of mind that your transportation is taken care of for the semester and allows you to pick up your MBTA pass on campus. If you miss the deadline, don't worry, you can still get the same discount on the MBTA website by purchasing a monthly pass. (Find out more here: <https://commerce.mbta.com/Passes/>). You can even set up a MyCharlie account on the MBTA website to help protect your pass against loss, theft or damage. (Go to the MBTA website and select the "MyCharlie Account Center" option under "Fares & Passes").

What if this isn't a money saving option for me?

For students who do not come to campus often enough to warrant a monthly pass, we suggest you obtain a hard plastic Charlie Card that you can add money to whenever you need to. Plastic Charlie Cards offer a small discount over paper Charlie Tickets.

What's the difference between the LinkPass or Zone 1A?

If you are trying to determine if a commuter rail Zone 1A pass would be better for you than a LinkPass (subway & bus), the following may be helpful: the LinkPass includes bus and subway transportation; Zone 1A also includes bus and subway transportation as well as the closest commuter train stops to North Station or to South Station (Porter Square, Chelsea, Forest Hills, JFK/UMass, Malden Center, Morton Street, Ruggles, Uphams Corner, West Medford, and Yawkey) as well as the Inner Harbor Ferries.

The LinkPass and Zone 1A are currently the same cost, however, students who get a LinkPass receive one CharlieCard that is valid for the entire semester, is automatically reloaded each month and can be replaced if lost or stolen. – Students who opt for the Zone 1A pass will need to pick up a pass each month at 11 Mellen, and the pass is not replaceable if lost or stolen.

Where/when will do I pick-up your Semester T-Pass?

Passholders will receive an email from commuterservices@lesley.edu when passes are available for pick-up. You can pick up your first pass of the semester at 11 Mellen Street between, 9:30am-4:30pm, Monday-Friday, beginning at the end of January. Students should bring their Lesley ID when picking up their pass.

If you purchase a Bus, Link, Inner Express or Outer Express pass, your Semester T-Pass will be issued on a hard plastic CharlieCard and will be valid for the semester.

If you purchase a Commuter Rail or Boat Pass, your pass will be issued monthly and students will need to pick up a new pass each month at 11 Mellen.

Please note that we do not mail any T-passes.

Can someone else pick up my pass?

If you would like a family member or friend to pick up your pass for you, please email commuterservices@lesley.edu with their name and phone number. They can also bring in a signed authorization letter from you that includes your cell phone number, email address and a photocopy of your Lesley ID.

What if I lose my pass? What if my pass is stolen?

Zone Passes are not replaceable, please treat your MBTA pass like cash and keep it in a safe place.

Bus, Link, Inner Express or Outer Express pass can be replaced if lost or stolen, however, it takes about a week to get a new card. Please contact commuterservices@lesley.edu as soon as possible so that we can have the MBTA cancel your old card and re-issue you a replacement card. A new card will be shipped to us and we will inform you by email and phone as soon as it arrives.

Can I add value to my semester pass?

No, you cannot, and the MBTA will not refund any fare or passes that you attempt to add to a semester/monthly CharlieCard. Monthly passes will deactivate at the end of each month, and your semester pass will deactivate at the end of May. Passes should be discarded once they are deactivated.

What if I have more questions?

Please contact Linda Elliott, the director of Commuter Student Services at 617-349-8592 or commuterservices@lesley.edu.