

A photograph of a person in a wheelchair on a train platform, with a green tint. The person is wearing a dark jacket and a light-colored beanie, and is reaching out to touch the side of a train car. The wheelchair is a motorized model with large wheels. In the background, two other people are standing on the platform, looking towards the train. The overall scene is dimly lit, suggesting an indoor or covered platform.

need assistance?

good luck.

*The green line is the most inaccessible rail on the mbta.**

Unfortunately, there are no automatic bridge plates on any green line cars. Any passenger who uses a wheeled mobility device must request the assistance of a conductor.

This method is inconvenient for the rider, the conductor, and the rest of the passengers on board (and even possibly other trains), as the conductor must pause the trip to assist the passenger. Additionally, this process also causes impatient passengers to project their frustration on to the rider with the disability.

Automatic bridge plates are becoming an industry standard and should be implemented in the green line. The current offering diminishes the rider's experience and stifles their independence. Overall, not having automatic bridge plates only contributes the inefficiency and lackluster experience of the T.

* To help make the green line more accessible, go to:

<https://www.mass.gov/forms/contact-massdot>