

FREQUENTLY ASKED QUESTIONS

Q. How long does it take to get to Logan Express?

- A. Back Bay: 20 – 30 minutes
- Braintree: 35 -45 minutes
- Framingham: 35 -45 minutes
- Peabody: 25-35 minutes
- Woburn: 25-35 minutes

Please note: the time given is an estimate as times may vary due to traffic and/or other unpredictable factors.

Q. How much does it cost to park at Logan Express?

- A. Parking is \$7/per day at Logan Express.

Please note: Back Bay Logan Express does not offer parking.

Q. How long can I park at Logan Express?

- A. There is no timeframe on the duration of stay at our Logan Express locations

Q. Can I reserve parking online for Logan Express?

- A. Currently, you are unable to reserve parking online at for Logan Express. Parking is paid for upon exit from the lot. If you are diverted to Framingham or Peabody's overflow lot, please see cashier.

Q. How much luggage can I bring on Logan Express? Can Logan Express buses accommodate large items.

- A. There is no limit on how much luggage passengers can bring on Logan Express. Logan Express can accommodate sporting gear and any other large items in the undercarriage space.

Q. Are pets allowed on Logan Express buses?

- A. Yes, pets are allowed on Logan Express as long as they are properly secured.

Q. Are car and booster seats required for infants and children.

- A. Seat belts are required for drivers only on all school, transit and coach buses. Car and/or booster seats are not required for infants and toddlers riding Logan Express.

Q. I purchased my tickets online but did not receive my tickets via email. How do I retrieve my ticket.

- A. If you have your order number, the cashier at Logan Express will be able to reprint your tickets. If you do not have an order number, please email LoganExpress@massport.com

Q. Is there an expiration date on Logan Express tickets?

- A. There is no expiration date for Logan Express tickets.

Q. When I purchased tickets online, it did not ask for the dates of travel.

- A. There is no reservation date for Logan Express tickets.

Q. I accidentally choose the wrong location when purchasing tickets online.

A. You are able to use the ticket you purchased at the location you desire to travel to/from.
The bus operator may ask you to confirm if you are on the correct inbound/outbound bus.

Q. I received my tickets and it shows me going in the wrong direction.

A. Tickets are valid for travel in either direction.

Q. Where does Logan Express drop off passengers at Logan.

A. Logan Express makes stops on the departures/upper level of each terminal.

Q. Where does Logan Express pick up passengers at Logan.

A. Logan Express makes stops on the arrival/lower level of each terminal

Q. Does Logan Express make stops while traveling to and from Logan Airport.

A. Logan Express is a nonstop service to and from Logan Airport