



## Updates to The RIDE Program

### Important news about changes to your ride, new driver arrival messages and subscription services.

As you may have heard, The RIDE will implement a new software system called Routematch this fall. We expect you to benefit from more predictable and timely rides, new website features, and next year, a mobile application. For the most up to date information on the transition, please visit <https://www.mbta.com/accessibility/the-ride/the-ride-software-transition>.

### Key RIDE service requirements will NOT change:

- Customers **must be ready to travel during the entire 20-minute pick-up window** to allow for last minute changes or traffic.
- Please **call to cancel your trip if it is not needed** at least 1 hour ahead of the scheduled trip.
- You **must have a sufficient account balance** to schedule a trip. You can monitor your account balance using the new website. Remember, you can add funds 4 ways:

Options for Adding Funds	Estimated Posting	Details
 <a href="http://commerce.mbta.com">http://commerce.mbta.com</a>	allow 2 business days to post	24 hours
 Call 888-844-0355 select option 2	posted directly	7 days a week during business hours including holidays
 Mail a check	allow 5 business days to post	MBTA-RIDE Fares PO Box 845097 Boston, MA 02284-5097
 Visit the CharlieCard Store in the Downtown Crossing MBTA station on the Orange Line*	posted directly	Mon-Fri 8:30AM to 5:00PM except for holidays

\*The accessible entrance is located at 32 Summer Street via the 101 Arch Street building in Boston.

## There will be changes to Trip Notifications:

An enhanced trip time notification process will provide more visibility into when you will get picked up

1. The **night prior** to your ride, you will receive the 1<sup>st</sup> of 3 phone messages. It will advise you of a 20 Minute Pick-Up Window for your trip. This is equivalent to your current promised time phone call. You should plan to be picked up any time during the window.
2. The **day of your ride**, you will receive a 2<sup>nd</sup> message about 1-hour before your trip. This call will provide an updated estimated arrival time based upon current traffic. Please continue to be ready to be picked up at any time during the 20-Minute pickup window.
3. About **10 minutes before your driver arrives**, you will receive a third and final call notifying you that your driver is about to arrive. Plan to be ready at the door.

Please review the information below as a reminder of the new phone messages you will receive and the actions you should take.



## **There will be changes to the Subscription Service:**

### **New processes will ensure customers do not wait for "No Show" customers.**

If you are a Subscription Service customer, once we move to the new Routematch software, there will be a few changes for Subscription Service reservations.

### **Repeated No Shows will cause subscription cancellation.**

To ensure customers are still using their subscriptions, the new software will cancel your subscription if you do not show up for two consecutive round-trip rides. You will receive an automated phone call notifying you that your subscription has been cancelled.

Please note that your subscription service can easily be reinstated by calling TRAC at 844-427-7433.

### **Lack of funds in your RIDE account may cause your subscription to be cancelled.**

Each day the software will compare your account balance with your subscription rides for the coming week. Your balance needs to be enough to cover all rides for the next 7 days.

If you do not have enough funds to cover the subscription trips for the week, you will receive multiple phone message to alert you to add funds.

If you do not add funds, your subscription will be cancelled, and your upcoming trips will be not be scheduled.

Please note that your subscription service can easily be reinstated by calling TRAC at 844-427-7433.

Please remember that you can check your account balance through the RIDE web portal and add funds as noted above.

We are excited about the coming changes and are working hard to make sure your experience is reliable. We strive to provide each customer with the best quality public transportation daily and take pride in our delivery to all customers. These improvements will allow us to serve you even better for many years to come.

For more information please reference the frequently asked questions in this letter or on our website at [www.mbta.com/theride](http://www.mbta.com/theride). Further information is outlined on the 'Software Transition' tab and please watch for a reminder postcard in September.



Ben Schutzman  
Chief of Paratransit Services-The RIDE

**To request this information in alternative formats (Braille, audio, electronic) or other languages, please call 1-800-392-6100 or 617-222-5146 TTY.**

Para solicitar esta información en formatos alternativos (Braille, audio, electrónico) u otros idiomas, llame al 1-800-392-6100 or 617-222-5146 TTY.

Para solicitar esta informação em formatos alternativos (Braille, áudio, eletrônicos) ou outras línguas, ligue para 1-800-392-6100 or 617-222-5146 TTY.

要以其他格式（盲文，音频，电子）或其他语言请求这些信息，请致电1-800-392-6100 or 617-222-5146 TTY。

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Чтобы запросить эту информацию в альтернативных форматах (шрифт Брайля, аудио, электронный) или на других языках, позвоните по телефону 1-800-392-6100 or 617-222-5146 TTY.

Pou mande enfòmasyon sa yo nan fòm altènatif (bray, odyo, elektwonik) oswa lòt lang, tanpri rele 1-800-392-6100 or 617-222-5146 TTY.

**We created a short survey to understand your readiness for this software transition. Please go to <http://bit.ly/theRIDE19> to take share your feedback regarding the Routematch Software Transition.**

## Frequently Asked Questions for RIDE Customers

**1. When is this happening?**

The Routematch software will be implemented in the fall of 2019. We will keep customers updated as we finalize a specific date for the transition.

**2. What is happening?**

The RIDE is implementing a new software system called Routematch to greatly improve service for customers by making rides and booking much more efficient.

**3. What is Routematch?**

Routematch is a software company specializing in transit that partners with over 500 transit systems worldwide.

**4. Why is the RIDE/MBTA making this change?**

The RIDE is changing the software to improve customer experience and operations. The overall goal is to provide more on-time trips and better customer service.

**5. How does this affect me?**

As a customer, you will experience the following:

- More on-time pickups and arrivals due to an enhanced scheduling and dispatching tools.
- New and more accurate voice messages confirming your RIDE time and driver arrival.
- A new and improved booking website to book, view and cancel your RIDEs online.
- You may experience small disruptions in service shortly after the transition as our drivers and TRAC operators adjust to the new system, we appreciate your patience.

**6. Will this impact my eligibility?**

No, this will have no impact on your eligibility.

**7. Is this why my fare increased?**

No, the MBTA passed a separate resolution for fare increases in the spring of 2019. The fare increase has no connection to this software implementation.

**8. What can I do to be prepared for this change?**

- Watch for more information in a postcard reminder as we get closer to the transition.
- Check our website if you have access to the internet for more information at [www.mbta.com/theride](http://www.mbta.com/theride).

- Reserve your rides as soon as you know the days and times you will need a RIDE.
- Be patient with your drivers and TRAC agents, as they too will be adjusting to new technology and processes.

**9. Why do I have a new driver or other customers on my usual RIDE?**

The new software allows the RIDE to create more efficient routes. This may result in having different fellow customers or drivers on your RIDE than in the past.

**10. Why is my driver taking a different route?**

Drivers will be using the new software to navigate. The new system will have real time traffic updates and will automatically re-route your driver when a quicker route is available. This may result in your driver taking a different route than you are accustomed to.

**11. I received different phone calls before my RIDE. Will that happen for all my rides now?**

The new software provides more accurate and timely phone messages. You will receive three phone calls sharing time windows for your RIDE as follows:

- The **night prior** to your ride, you will receive the 1st of 3 messages. It will advise you of a 20 Minute Pick-Up Window. You should plan to be picked up any time during the window.
- The **day of your ride**, you will receive a 2nd message about 1-hour before your trip. This call will provide an updated estimated arrival time based upon current traffic. Please continue to be ready to be picked up at any time during the 20-Minute Pickup window.
- About **10 minutes before your driver arrives**, you will receive a third and final call notifying you that your driver is about to arrive. Plan to be ready at the door.

**12. Why did I receive a 20-minute pickup window for my upcoming RIDE?**

The night before your scheduled RIDE you will receive your standard call back, but it will now provide you a 20-minute pickup window. For example, the call will provide a pickup window between 8:00am and 8:20am. There is no change to the RIDE's pick-up standards, only a change to the calls you receive before your RIDE arrives.

**13. I book my RIDE on the website – is that changing?**

The new software includes an enhanced booking website that will replace our previous website. The new website is [www.mbta.com/booktheride](http://www.mbta.com/booktheride). You will be redirected to the new site

automatically when it is ready. When that happens, remember to delete the old link from your 'favorites' and add the new link to avoid any confusion.

**14. Are there other new features on the new website?**

Yes, the new website includes an estimated time of arrival feature. When your driver is within 30 minutes of arrival, you will be able to view real-time updates for your pick-up time on the website.

**15. Can I use my smart phone to schedule the RIDE?**

A mobile application is coming soon! It will allow you to book, cancel and check the status of your RIDEs from a smartphone or mobile device. Please watch for updates on our website at [mbta.com/theride](http://mbta.com/theride) later in 2019.

**16. Can I still schedule and pay for a trip on the phone?**

Yes, by calling 617-222-5123 you will continue to be able to make reservations and have your questions answered. The RIDE can still take your payments over the phone. There is no change in the services provided.

**17. My RIDE is late – what should I do?**

We apologize for the late arrival of your RIDE, we aim to arrive within the 20-minute pickup window. The TRAC team is always ready to share an update for your RIDE over the phone. Additionally, once the new software is implemented you will be able to monitor your RIDE within 30 minutes of the planned arrival time on the website.

**18. How do I file a complaint about the new system?**

We are sorry to hear the RIDE did not meet your expectation for service. While we are confident the new system will greatly improve your experience, we thank you for your patience during the first few weeks of our transition. If you would like to file a formal complaint, please call the MBTA's Customer Support Center at 617-222-3200 or file an online complaint at <https://www.mbta.com/customer-support>.