



Charles D. Baker, Governor  
Karyn E. Polito, Lieutenant Governor  
Stephanie Pollack, MassDOT Secretary & CEO  
Steve Poftak, General Manager



## Important Changes for RIDE Customers

This correspondence is to advise our valued RIDE customers of important changes to The RIDE program.

In the coming months, the MBTA will implement a new software system called Routematch to improve reservations, scheduling, and dispatch operations for The RIDE program. This advisory is intended to provide a brief overview of changes you may experience. **In the coming weeks you will receive more information via a letter in the mail and a follow up postcard.**

Here are a few highlights of coming changes in the coming months.

- **NEW PHONE MESSAGES BEFORE YOUR RIDE**

The Routematch software will allow more accurate and timely phone messages. You will receive three phone calls sharing the time windows for your ride instead of just two:

1. The night before your ride you will receive a call providing your 20-minute pickup window for the driver's arrival.
2. On the day of your ride, an hour before your scheduled pickup you will receive a call giving you a specific time estimate for your ride.
3. When your driver is about to arrive you will receive a third call asking you to be ready at the door.

- **FRIENDLY, EASIER WEBSITE**

It will be easier to book and cancel your rides using a newly designed website. You will have access to real-time ride updates when your driver is within 30 minutes of your pick-up location. You will also be able to access your RIDE history for any trips completed after go-live.

- **CHANGES DURING YOUR TRIP**

Routematch software brings new efficiencies to The RIDE. Your ride may take a different route to your destination and the new mapping technology will allow your driver to avoid traffic delays. You may be scheduled to ride with new fellow passengers.

- **LONGER TERM IMPROVEMENTS**

The new software will allow The RIDE to make additional enhancements in the future including a mobile application that will allow riders to book trips and receive notifications on their smart phone or tablet.

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

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

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