



# Guide to The RIDE Service



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**NOTES:** Information in this customer issued guide is subject to change. Please visit [mbta.com/theride](http://mbta.com/theride) for the most current version of this guide and any program information.







- Phone:** Call us at **888-844-0355** (voice, Relay), select option 2 and have your card info and RIDE ID# ready, from 7AM – 8PM Monday through Friday and 9 AM – 5 PM. Saturday and Sunday, including holidays. We accept MasterCard, Visa, Discover or American Express credit cards and debit cards supported by MasterCard or Visa. **Funds post to your account directly.**
- Mail:** Send a check or money order. Make checks or money orders payable to "MBTA - The RIDE Fares" and **note your RIDE ID#** in the memo portion of your check or money order. **Allow five (5) business days for posting.** Our address is:

**MBTA - The RIDE Fares  
P.O. Box 845097  
Boston, MA 02284-5097**

- In-Person:** Visit the CharlieCard Store at Downtown Crossing Station anytime Monday through Friday, 8:30 AM to 5:00 PM except for holidays. The accessible entrance is at 32 Summer Street via the 101 Arch Street building in Boston. Cash, checks, money orders and major credit/debit cards are accepted. **Funds post to your account directly.**

Please retain your cashed check or money order receipt as your receipt or confirmation number from your phone/internet transaction for your records. You can determine your account balance via The RIDE Access Center's website, the automated phone system option or your TRAC reservationist. The RIDE fare is debited from your account as you board the vehicle. You are not charged for a trip you do not take. Unused RIDE balances are non-refundable and non-transferable to another RIDE account.

## **Scheduling RIDE Trips**

RIDE service is provided by four contractors under contract to the MBTA. The RIDE Access Center (TRAC) provides reservations, scheduling, and dispatching for Greater Lynn Senior Services (GLSS), National Express Transit (NEXT) and Veterans Transportation LLC (VTS). GLSS, NEXT and VTS all provide the service on the street with drivers and vehicles.

To schedule trips, please either:

- **Call TRAC** at 844-427-7433 (voice, toll-free) or 857-206-6569 (TTY, toll-free), or





















