



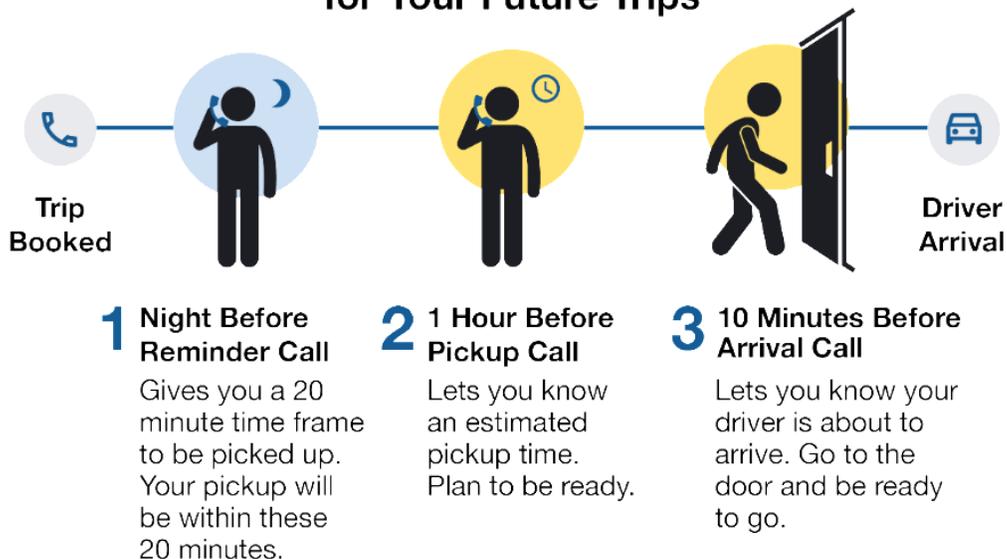
Reminder: The RIDE is Implementing New Software

The RIDE will implement a new software system called Routematch in August. RIDE service commitments will not change as a result of this transition. We expect you to benefit from more predictable and timely rides and new website features. For the most up to date information on the transition, please visit our website at mbta.com/theride.

There will be changes to Trip Notifications:

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

Expect 3 Reminder Calls for Your Future Trips



The Online Booking Website Will be Improved

There will be a new website for booking rides online. The new website is www.mbta.com/booktheride.

You will be redirected to the new site automatically when it is ready. The new website will include an estimated time of arrival feature. When your driver is within one hour minutes of arrival, you will be able to view real-time updates for your pick-up time.

You May Experience Changes during Your Trip:

Routematch brings new efficiencies to The RIDE. This includes real time traffic updates that may change the directions your driver is expected to follow or the route you are accustomed to.

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 letter and frequently asked questions you received in the mail or reference our website at mbta.com/theride.

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.