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Frequently Asked Software Transition Questions for RIDE Customers

1. What is happening?

In the coming weeks, to improve operations and system stability, the MBTA will transition back from Routematch/Uber to the previous software system called ADEPT. This change will ensure reliable service for our RIDE customers. There are no changes between this version of ADEPT and the version used by the RIDE prior to the Routematch/Uber transition.

2. Why is the RIDE/MBTA making this change?

Over the past year since the RIDE transitioned to Routematch/Uber, we have listened to your feedback and concerns. We acknowledge the poor service you have experienced when using The RIDE and we sincerely apologize for any delays in service or issues you may have experienced. This change will allow The RIDE to provide customers with better quality service and consistent operations.

3. When is this happening?

The ADEPT software transition will occur in early November 2021. We will keep customers updated as we finalize a specific date for the transition.

4. How does this affect me?

As a customer, you will experience the following:

- More consistent and reliable service as a result of reverting back to the ADEPT system.
- Changes to notification calls as the RIDE reverts to the previous practice of only two notifications calls for upcoming trips. See question #9 for more details.
- For customers who use the optional offering of booking trips online, the MBTA will revert back to the ADEPT booking website. See question #11 for more details.

5. Will this impact my eligibility?

No, this will have no impact on your eligibility.

6. Will this impact the RIDE Flex program?

No, this will have no impact on the RIDE Flex program. Your trips may still get moved to RIDE Flex and you will still have the option to schedule on-demand trips using your monthly allocated trips.

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

- Check our website if you have access to the internet for more information at www.mbta.com/theride.
- Reserve your rides as soon as you know the days and times you will need a RIDE. You can schedule a RIDE 1-5 days in advance.
- Be patient with your drivers and reservationists, as they too will be adjusting to changes in technology and processes.
- Please be sure to notify the RIDE if you have changed your phone number recently to ensure you are receiving automated phone messages about your RIDE.

8. Are there any changes to how I can add funds to my account?

No, you can still add funds to your account over the phone (888-844-0355), online at <http://commerce.mbta.com>, or by mailing a check to MBTA-RIDE Fares, PO Box 845097 Boston, MA 02284-5097. Alternatively, you can add funds in person by visiting the CharlieCard Store in the Downtown Crossing MBTA station on Wednesdays or Fridays 12:30PM - 5:00PM except holidays.

9. Are trip notification calls changing?

Yes, as a result of this transition the RIDE will revert back to the previous practice of only two notifications calls for upcoming trips. As a reminder you will receive the following calls for each trip:

- **Night Before Call:** Provides you a scheduled pickup time for your trip the following day. Please be prepared for your vehicle to arrive anytime between 5 minutes before to 15 minutes after your scheduled pickup time.
- **Arrival Notification Call:** Lets you know your vehicle is approaching and that you should prepare for a pickup.

10. Why did I receive a specific pickup time instead of a 20-minute pickup window for my upcoming RIDE?

The RIDE is reverting back to the previous practice of two notifications calls. This means the night before your scheduled RIDE, you will receive your standard call back, but it will now provide a specific scheduled time instead of a window. Please be prepared for your vehicle to arrive anytime between 5 minutes before to 15 minutes after your scheduled pickup time. There is no change to the RIDE's pick-up standards, only a change to the calls you receive before your RIDE arrives.

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

For customers who use the optional offering of booking trips online, the MBTA will revert back to the ADEPT booking website. You will be

redirected to the new site automatically as part of the software transition. Remember to delete the old link from your 'favorites' and add the new link to avoid any confusion. This website provides customers with the ability to book trips online to 10 favorite addresses, view upcoming trips and cancel scheduled trips.

12. How do I login to the ADEPT booking website?

Your default username (RIDE ID#) and password (Date of Birth using MMDDYYYY format) can be used to login to the ADEPT booking website. After logging in, you can change your password at any time. If you currently use the Routematch booking website, your existing login credentials will not work on the ADEPT booking website.

13. Can I access my RIDE history from the ADEPT booking website?

Yes, after the RIDE reverts back to the ADEPT booking website, you will be able to access up to six months of your trip history online. For additional trip history, you can call MBTA's Customer Support Center at 617-222-3200 or submit a request at www.mbta.com/customer-support specifying the time range.

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

Yes, there are no changes to the services provided for scheduling or paying for trips over the phone. By calling 844-427-7433 you will continue to be able to make reservations and have your questions answered. The RIDE can still take your payments over the phone by calling 888-844-0355 or online at commerce.mbta.com.

15. My RIDE is late – what should I do?

We apologize for the late arrival of your RIDE, we aim to arrive between 5 minutes before to 15 minutes after your scheduled pickup time. The TRAC team (844-427-7433) is always ready to share an update for your RIDE over the phone.

16. How do I file a complaint about the RIDE program?

We are sorry to hear the RIDE did not meet your expectation for service. While we are confident this change 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 www.mbta.com/customer-support.

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.