



The RIDE

February 25, 2025
Board Meeting
Office of Transportation Access



Paratransit Service

- Essential and ADA-mandated mode of transit that serves as an alternative to bus and subway service for people who cannot use fixed route due to a disability.
- Unlimited door-to-door shared ride service is provided to eligible customers 365 days a year anywhere in The RIDE's service area for three years.
- Service area is $\frac{3}{4}$ mile from MBTA fixed route bus or subway

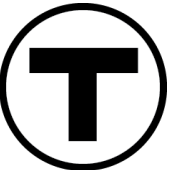
The RIDE

An introduction to the service

In-Person eligibility process to assess transportation needs, connect customers with resources and to explain The RIDE service

Trips booked via reservation 1 – 5 days in advance. Confirmations sent via phone and text

The RIDE exceeds ADA requirements in many ways, including the size of the service area, door to door service, fares and the popular optional supplemental service called The RIDE Flex

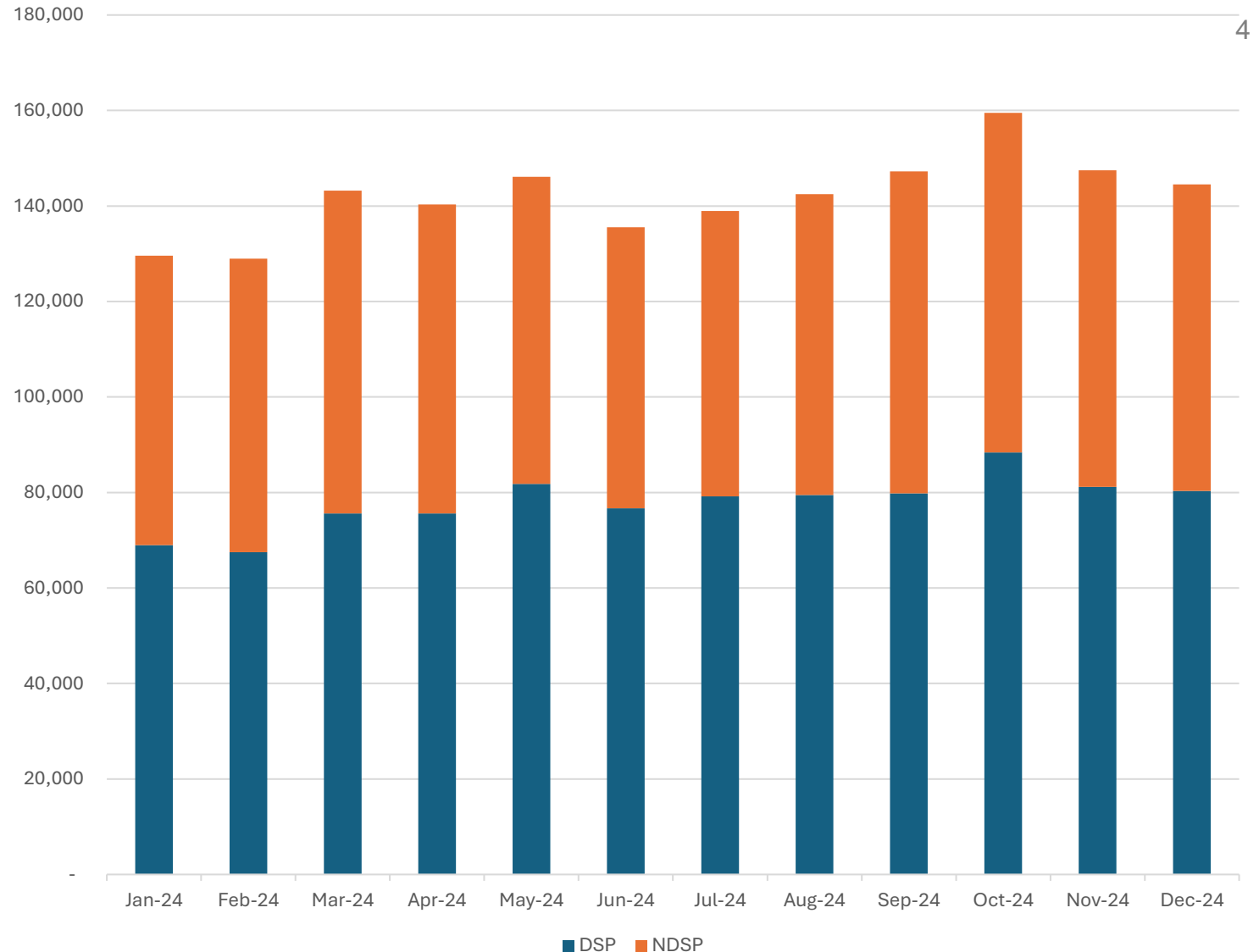


RIDE Flex

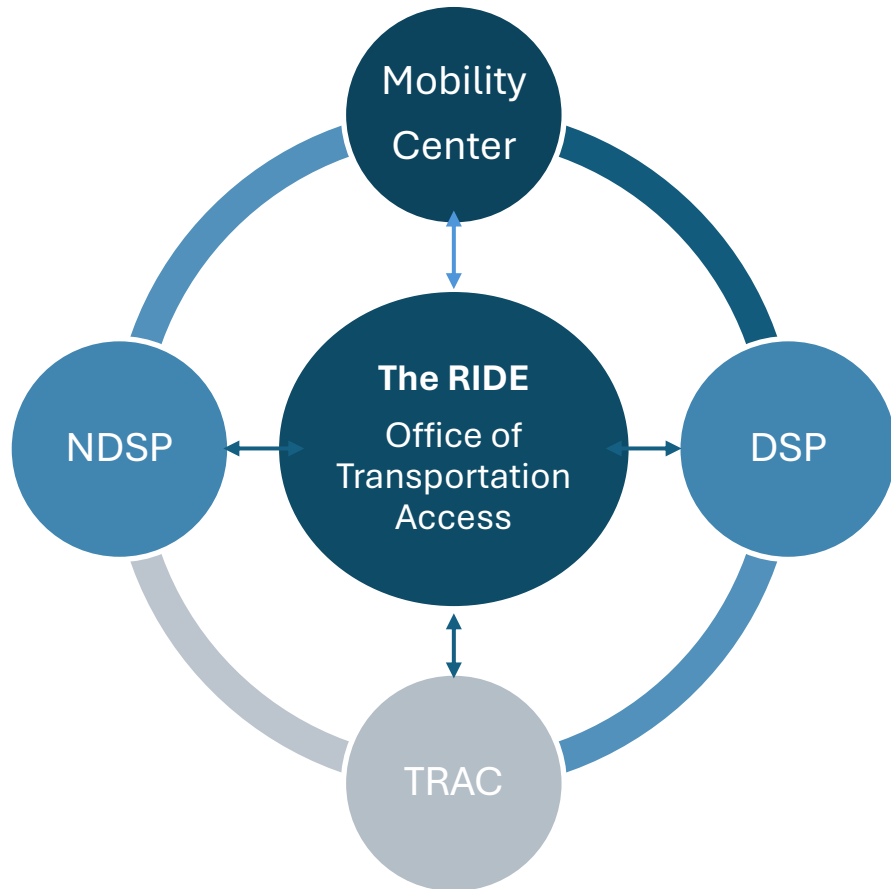
“It has given me the chance to get out and do things I couldn’t before.”
– RIDE Flex user

- MBTA partnership with Uber and Lyft to offer expanded mobility options through limited MBTA subsidized trips
- Offers optional supplement for RIDE customers to take same day Non-ADA trips with Flex
- Customers can book subsidized trips directly with Uber and Lyft **and** TRAC can shift trips to non-dedicated providers as needed
- Trips shifted from DSPs to Uber/Lyft continue to decline as our service providers hire drivers

RIDE Trips: DSP vs NDSP



RIDE Structure



- **MBTA Office for Transportation Access**
 - Staff of 18
- **Oversee 10 major contracts including:**
 - Mobility Center
 - TRAC (Operations Center)
 - Dedicated Service Providers (2)
 - Non-Dedicated Service Providers (3)
 - Software
- **MBTA Purchase of 200 Newport Ave in Quincy**
 - Opportunity to consolidate 2 RIDE contracts in one location
 - Achieve significant lease cost savings
 - Ability to bid contracts more competitively

FY24 By The Numbers



1.5 MILLION
TRIPS



1.1 MILLION
CALLS



30,000
CUSTOMERS



700
VEHICLES



670 DRIVERS

"Jackie was very kind and polite. She provided exceptional customer service. She was caring, positive and motivated to assist me. I would appreciate her as a driver again."

The Mobility Center

- In-person eligibility interviews
- Functional assessments
- Free RIDE transportation to interviews
- Fixed route travel training
- Trip planning
- Technology training
- Reduced fare pass application assistance
- Event attendance/outreach



The RIDE Access Center (TRAC)

- **Reservations**

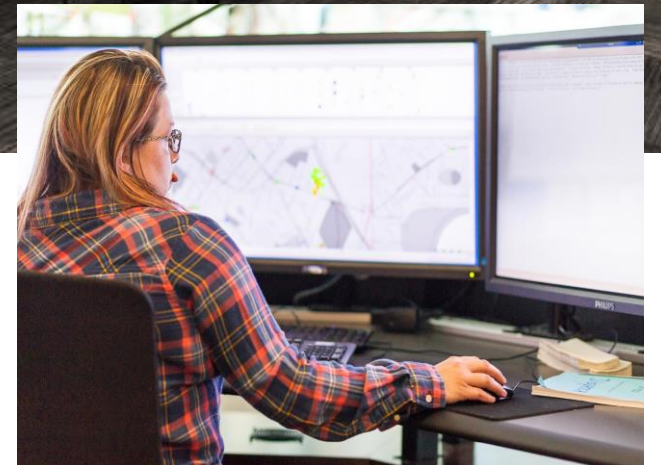
- Booked 1-5 days in advance
- By phone or web portal

- **Planning, Scheduling & Analysis**

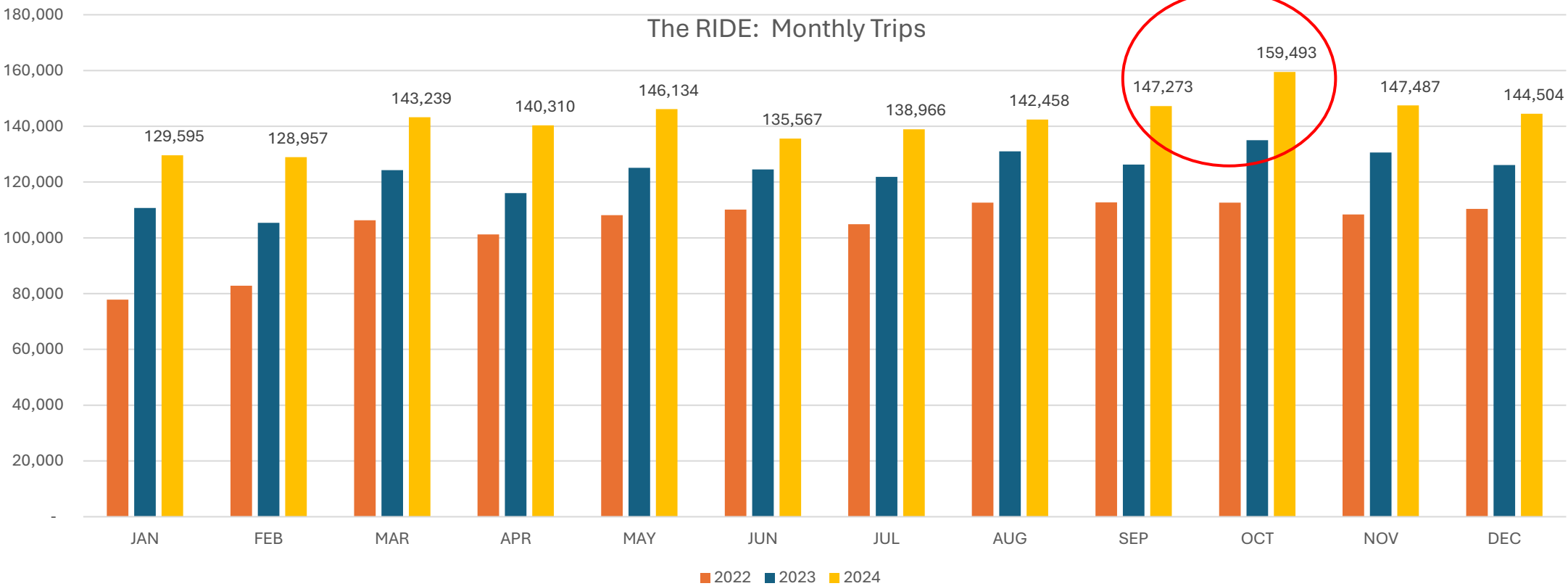
- Service hour projections
- Driver schedules
- Event planning

- **Dispatch**

- Driver issues
- Incident/Accident management
- Weather events
- Trip shifting



Ridership



RIDE Performance: 2024 vs 2023

On-Time Performance



Call Center Hold Times



RIDE Innovation & Initiatives



RIDE Along launch Fall 2024



Real-time electronic payment processing Fall 2024



Transportation Management Software award to "Spare"



Expanded public outreach & engagement



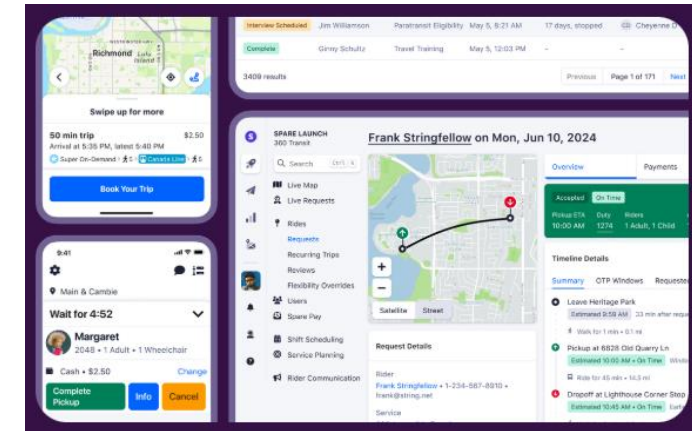
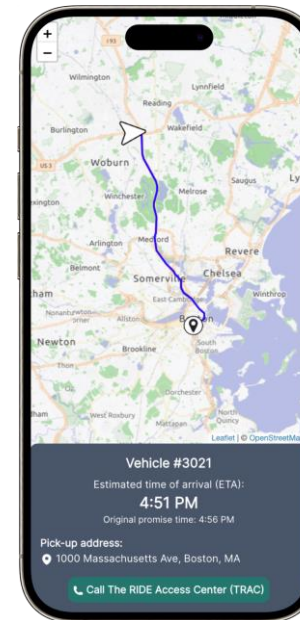
RIDE Vehicle purchase for FY26



Grant awarded for Electric Vehicle Study



Ride Along





RIDE FLEX Amendment History

Lyft

Event	Purpose	Date	Amount	Contract Total Value
Original Agreement		June 2021	\$5,000,000	\$5,000,000
Amendment 1	Non-financial change	July 2021		\$5,000,000
Amendment 2	Add funds to base period	November 2022	\$9,986,879	\$14,986,879
Amendment 3	Add funds to base period	September 2023	\$4,991,934	\$19,978,813
Amendment 4	Add funds to beginning of option year one (through May 15)	April 2024	\$1,117,500	\$21,096,314
Amendment 5	Executing and adding funds for option year one	April 2024	\$9,843,269	\$30,939,583

Uber

Event	Purpose	Date	Amount	Contract Total Value
Original Agreement		June 2021	\$5,000,000	\$5,000,000
Amendment 1	Non-financial change	July 2021		\$5,000,000
Amendment 2	Add funds to base period	February 2023	\$8,614,091	\$13,614,091
Amendment 3	Add funds to beginning of option year one (through May 15)	April 2024	\$1,890,778	\$15,504,869
Amendment 4	Executing and adding funds for option year one	June 2024	\$7,729,002	\$23,233,871



Exercising Option Year Two

- The RIDE is requesting an extension to both Uber and Lyft agreements
- Funding included in Budget
 - FY25
 - FY26
- This will fully fund the exercising of option year two
- We will return in a year for approval of agreement following new competitive procurement

	Lyft	Uber
Current Contract Value	\$30,939,583	\$23,233,871
Requested Increase	\$11,460,289	\$8,564,271
New Total Contract Value	\$42,399,872	\$31,798,142



Voting Language

This is a true and accurate copy of the action taken by the Board of Directors of the Massachusetts Bay Transportation Authority on February 25, 2025

IT IS VOTED:

To authorize the General Manager/CEO of the Massachusetts Bay Transportation Authority to execute a contract amendment with Lyft, Inc. in the amount of not-to exceed **\$11,460,289** to provide Non-Dedicated Paratransit Services and to execute any necessary or ancillary documents in the name and on behalf of the Massachusetts Bay Transportation Authority to effectuate this Agreement.

To authorize the General Manager/CEO of the Massachusetts Bay Transportation Authority to execute a contract amendment with Uber, Inc. in the amount of not-to exceed **\$8,564,271** to provide Non-Dedicated Paratransit Services and to execute any necessary or ancillary documents in the name and on behalf of the Massachusetts Bay Transportation Authority to effectuate this Agreement.

