Guide to The RIDE Service







Contents

General Information 3
Terms to Know 4
Fares 6
Manage Your Account and Funds 7
Schedule a RIDE 10
Take a RIDE 14
What is The RIDE Flex? 16
Service Hours and Areas 16
Disruptive Customer Policy 17
Customer Bill of Rights 20
No Show/Late Cancel (NSLC) Policy 22
Customers Aged 11 and Under 23
Mobility Devices 24
Traveling with Animals 25
Traveling with Bags and Packages 25
What if I don't get my preferred pick-up window? 26
Will I be traveling with other people? 26
Can I schedule a trip on the day I need it? 27
Can I request a specific vehicle or driver? 27
Can I make same day changes to my pick-up/drop-off location? 28
Can I still use the fixed route if I take The RIDE? 28
How do I submit a question, complaint, or compliment? 29
Other Accessible Services 29
Other Travel Options 30
Reasonable Accommodation Requests 31
Get Involved in the RIDE Community 31
Contact Information 32

General Information

What is The RIDE?

The RIDE is the MBTA's public paratransit service. It serves people whose disabilities prevent them from using the bus, the subway, or trolley (also known as fixed-route service) some or all of the time. The RIDE provides accessible door-to-door, shared-ride travel for eligible passengers.



Safety and accessibility are The RIDE's top priorities. Vehicles may include ramps, lifts, or other accessibility features. They can accommodate most mobility devices. RIDE drivers will also help you get to and from your door. Your travel time on The RIDE should be comparable to the same trip taken on the bus, subway, or trolley, plus 20 minutes.

Though you will schedule your trips with The RIDE, it is still **public transportation.** This means you will travel with others going in the same general direction. And remember, as a RIDE customer, you can still use buses, subways, and trolleys if they are accessible to you. Depending on your trip, one service may be more convenient than the other, so you are welcome to mix and match.

We can't wait to get you where you need to go!

The RIDE is operated by the Massachusetts Bay Transportation Authority (MBTA). It follows the guidelines of the Federal Americans with Disabilities Act (ADA).

The RIDE is a shared, public transportation service: it is not a medical service, human service, or form of private transportation.

Though we do our best to accommodate as many people as possible, **paratransit is not intended to be a comprehensive system of transportation that meets all the needs of persons with disabilities.**

Terms to Know

We recognize there are many paratransit- and RIDE-specific terms to understand, and it can feel like a lot to manage. Keep this glossary in mind if you come across a new term while reviewing the RIDE Guide!

TERM	DEFINITION
Americans with Disabilities Act (ADA)	The Americans with Disabilities Act (ADA) is a federal civil rights law passed in 1990. It prohibits discrimination against people with disabilities in everyday activities. The ADA guarantees that people with disabilities have the same opportunities as everyone else. This includes in public transportation.
Fixed-route service	Fixed-route service refers to the MBTA's buses, subways, and trolleys that have set stops and schedules. The ADA requires The RIDE to operate anywhere within ¾ of a mile of a fixed-route rail line or bus stop. Note: The Commuter Rail is not considered fixed route for paratransit purposes.
Mobility Center	The MBTA's Mobility Center is for anyone who wants to explore accessible transit options. You'll schedule an in-person appointment with the Mobility Center as part of the eligibility process for The RIDE. The Staff at the Mobility Center can also help you plan accessible fixed-route travel and complete your trips successfully, including through travel training. **Address:** 1000 Massachusetts Ave, Boston, MA **Phone:** 617-337-2727 **Website:** MBTA.com/mobilitycenter
Massachusetts Bay Transportation Authority (MBTA)	The MBTA is the public transportation system for the Greater Boston area. It includes subways, buses, trains, ferries, and The RIDE.
Paratransit	Paratransit is a transportation service for eligible riders with disabilities. Paratransit provides rides without fixed routes or fixed schedules.
Personal care attendant (PCA)	A PCA is a person who helps you complete daily personal tasks and activities. For The RIDE, this can be a professional PCA or a friend or family member assisting you. One PCA can travel for free with a RIDE customer.
The RIDE Access Center (TRAC)	The RIDE Access Center (TRAC) handles RIDE scheduling. Contact TRAC if you want to make reservations, make changes to scheduled trips, ask questions about scheduling, or if your vehicle has not arrived on time or you are having another issue with a trip in progress. **Phone:** 844-427-7433 **TTY:** 857-206-6569

Service Area

The ADA requires that The RIDE offer service within 3/4 of a mile of any MBTA bus, subway, or trolley stop. The RIDE also offers an extended service area for premium fares to serve as many people as possible.

The RIDE serves these cities and towns in their entirety:

- Arlington
- Bedford
- Belmont
- Beverly
- Boston
- Braintree
- Brookline
- Burlington
- Cambridge
- Canton
- Chelsea
- Cohasset
- Concord
- Danvers
- Dedham
- Everett
- Hingham
- Holbrook
- Hull
- Lexington
- Lincoln
- Lynn
- Lynnfield
- Malden
- Marblehead
- Medfield
- Medford
- Melrose
- Middleton
- Milton
- Nahant
- Needham
- Newton
- Norwood
- Peabody
- Quincy
- Randolph
- Reading
- Revere
- Salem
- Saugus
- Sharon
- Somerville
- Stoneham
- Swampscott
- Topsfield
- Wakefield
- Walpole
- Waltham
- Watertown
- Wenham
- Weston
- Westwood
- Weymouth
- Wilmington
- Winchester
- Winthrop
- Woburn

The RIDE serves portions of these cities and towns:

- Abington
- Avon
- Billerica
- Brockton
- Stoughton
- Wellesley

See the end of this guide for a full-service area map.

Fares

A hold is put on the total fare amount when you book a trip and is deducted from your account when you take the trip or refunded within an hour when you cancel. Your fare will be confirmed when you book your trip. You must have enough funds in your account to cover any scheduled trips.

Please make sure to include any personal care attendant (PCA), children, or guests when you schedule your trip. Note that each reservation is limited to a maximum of three passengers, including yourself, so we can ensure there's enough space in the vehicle for your party. Anyone you bring with you must be picked up and dropped off at the same locations that you are.

Depending on where your trip begins and ends, you will either be charged an ADA or Premium fare.

- **ADA fares** apply to trips that begin **and** end within 3/4 mile of a fixed-route stop
- **Premium fares** apply to trips that begin or end beyond 3/4 mile of a fixed-route stop and any same-day changes to a trip incur a **full premium fare**

Two types of reduced fares are accepted on The RIDE – the Senior Reduced Fare and an income-based reduced fare. For more information on who qualifies for reduced fares and how to apply, visit www.MBTA.com/fares/reduced.

RIDER	DESCRIPTION	ADA FARE	PREMIUM FARE	INCOME- ELIGIBLE OR SENIOR REDUCED FARE
RIDE customer, scheduled RIDE	One RIDE customer.	$3.35	$5.60	$1.70/$2.80
RIDE customer, late change to trip	Rides that are changed after 5 P.M. the day before travel incur a premium fare.	$5.60	$5.60	$5.60
Personal care attendant (PCA)	One PCA rides free with you. They can only ride with you to and from **your** destination.	Free	Free	Free
Children under 11 years (up to two)	Up to two children under 11 years old may ride free with you. They can only ride to and from **your** destination.	Free	Free	Free
Guests (non-PCAs)	Standard fares for ADA and Premium rides.	$3.35	$5.60	N/A

Manage Your Account and Funds

Update Your Profile

It's important to keep your RIDE profile up to date. This ensures that we can get in touch with you and keep you safe on your trips. You can update some of your own profile information online or through the app. You can also contact TRAC to update contact information or the Mobility Center to note changes to your mobility status.

Here are a few things to know about the contact information in your profile:

- A primary phone number is required to use the RIDE mobile or web app.
- Your primary phone number must be unique and can not be associated with another RIDE account.
- You may add a secondary phone number to your profile so you can get alerts at another number and/or so a PCA, caregiver, or family member can receive trip updates.
- Notifications can be assigned to primary or secondary phone numbers.
- To receive trip and account balance email notifications, you will need to provide a unique email address.

Update Mobility Information

For changes in your mobility status or mobility devices that you use, contact the Mobility Center at **617-337-2727** (voice/relay) or email MBTAmobility@mtm-inc.net. Mobility status changes include things like moving from using a walker to using a wheelchair, or acquisition of a service animal. Changes in mobility devices may require an in-person appointment at the Mobility Center to have your device weighed and measured.

PCA Always may be helpful to customers who need assistance with their mobility device or personal items or who need some extra support during travel. PCAs will always ride free with the customer. PCA Always can be added to a customer's profile if they will always be traveling with a PCA (personal care attendant). A PCA can be a relative, spouse, friend, or professional attendant.

Create a Web Account

You can find out how to set up your account and start booking trips online at www.MBTA.com/theride in the “Scheduling and Changing Trips” section.

To **change** a trip, please call TRAC at **844-427-7433.** The web portal does not offer the ability to modify existing trips.

Add Funds

You can add funds to your RIDE account online, via The RIDE app, by phone, in person, or by mailing a check or money order. Please note that your account cannot go into the negative, and you’ll need enough funds in your account to cover the fare for a trip you want to schedule. You can have a balance of up to $200 in your RIDE account. Customers can also opt in to auto-reload through the website or app, which will add a specific amount of money when your account reaches a certain balance.

HOW TO ACCESS	DETAILS	TIME TO POST
Online **www.MBTA.com/theridefares**	Sign into your account to add funds 24 hours a day. **Receipt:** email confirmation	Instantly
Phone **Call 888-844-0355** **- Select option 2**	Call to make a deposit or check your balance. Available hours: Monday – Friday: 7 AM – 8 PM Saturday – Sunday: 9 AM – 5 PM **Receipt:** confirmation number	Instantly
Mail Address: MBTA-RIDE Fares PO Box 845097 Boston, MA 02284-5097	Mail your check or money order at your convenience. Cash not accepted. **Receipt:** canceled check or money order	Five business days after mailing
In Person Visit the Charlie Service Center	Available hours: www.MBTA.com/fares/charlie-service-center **Receipt:** provided by staff	Instantly

Check Your Balance

To check the balance in your account, you can:

- Login into your online account or The RIDE app
- Call TRAC at 844-427-7433
- Call 888-844-0355, and select option 2

Please note: If you cancel or do not take your trip, the fare amount will be returned to your account balance in about an hour.

Eligibility Renewal

If you are found eligible for The RIDE, you will be given an eligibility expiration date with your notification. For most customers, eligibility is a three-year period. You will need to renew your RIDE eligibility when it expires. If your eligibility lapses and you are a RIDE Flex customer, you will also lose access to your monthly subsidized trips. We recommend recertifying before your eligibility expires to prevent a lapse in services. Please contact the Mobility Center at 617-337-2727 before your expiration date to schedule a recertification interview.

Refunds and Account Closure

Once per year you can request a partial refund from your RIDE account. If you no longer intend to use The RIDE services, you have the option to close your account and receive a full refund. Keep in mind that if you choose to close your RIDE account you will be required to reapply and go through the full eligibility process if you would like to start using The RIDE again.

To request a partial refund or to close your account, please call MBTA Customer Support at 617-222-3200; TTY: 711 or fill out the form at www.MBTA.com/customer-support.

Schedule a RIDE

Book Your Trip

You have three options for how to book your trips on The RIDE:

- You can visit www.MBTA.com/booktheride and follow the link to our online booking platform. There you'll also find instructions on how to set up your online account, download the app, and use the self service booking platform. Online booking is available 24 hours a day, but you will not be able to book after 5 PM for travel the following day.
- You can use The RIDE's app to schedule your trips and manage your account. Search "The RIDE - MBTA" in the App or Play Store or visit www.MBTA.com/booktheride for links to download the app.
- You can call TRAC at **844-427-7433.** When you call, you'll speak with a reservationist who will walk you through booking your trip. TRAC reservationists are available to book trips from 8:30 AM to 5 PM every day.

However you book your trips, you'll need to have this information handy:

- Your RIDE ID
- The day and date of travel
- The times you want to be picked up or dropped off
- The full addresses of your pick-up and drop-off locations
- Information on anyone who will be traveling with you, any mobility devices you plan to bring, and service animals that will be on the trip

Here are a few more things to know about scheduling your trips:

- You can book trips based on **arrival time** or **pick-up time.**
  - Book by **arrival time** when you want to be somewhere by a certain time; for example, if you want to be at your friend's house for dinner by 6 PM. Arrival-based trips may arrive at your destination up to **30 minutes before** the requested **arrival time.** Plan ahead for a safe place to wait, especially if you will not be able to go inside your destination early. If your vehicle arrives before the start of your **pick-up window,** you do not need to board the vehicle until the start of your **pick-up window.**

- Book by **pick-up time** if you cannot leave before a specific time; for example, you want to be picked up from work and your shift ends at 3 PM. Pick-up based trips may pick up from your location up to **30 minutes after** the requested **pick-up time.**

- After your trip is booked, you will be given a 30-minute pick-up window. Please be prepared for your ride to arrive during the 30-minute **pick-up window.** Your trip is not considered late unless your **pick-up window** has passed. Whether you book by **pick-up time** or **arrival time,** it is best to leave yourself a little extra time in case of delays.

Recurring Trips

If you take the same trip at least once a week, consider setting up a recurring trip so you don't have to schedule your trip(s) each week. To set that up you'll need to call TRAC. Here are a few things to know:

- Subscription service is subject to availability.
- Recurring trips are not scheduled on holidays (New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day). If you still need to make your usual trips on a holiday, please schedule those separately.
- Consider signing up for auto-reload in The RIDE app or online, which will load a specified amount of money once your account reaches a certain balance. Recurring trips will not be scheduled if you do not have enough funds in your account to cover their fares.
- Two consecutive no-shows for round trips will cancel a recurring trip.
- If your eligibility status changes it may interrupt your scheduled trips.

Change or Cancel Your Trip

Change Your Trip

You may change your trip until 5 PM the day before the trip. After 5 PM, trips for the following day are set and in most cases cannot be changed. Any changes that are made same day will incur a full premium fare. To change a trip, call TRAC at **844-427-7433.**

Cancel Your Trip

When cancelling a trip, we appreciate as much notice as possible. This helps us to ensure that our service isn't disrupted for other riders. Please cancel trips as soon as your plans change.

To cancel, you can:

- Visit www.MBTA.com/booktheride or use The RIDE app to find the scheduled trip and cancel it
- Call TRAC at 844-427-7433

Customers must follow the **No-Show/Late Cancellation Policy** found in this guide. We will consider your trip a "no-show / late cancel" (NSLC) if:

- You are not present at your pick-up location within five minutes after your scheduled pickup window, or
- You do not cancel your trip at least one hour before the beginning of your pick-up window

Notifications

You have the option to receive notifications about your upcoming trips via phone call, email, and/or text message. You can change your notification preferences any time online or in the app, or you can ask a reservationist to make any changes when you call TRAC.

The types of notifications available are:

- **Booking confirmation:** A post-booking confirmation will be sent 30 minutes after you schedule a trip and will include the details of any trips booked during your call to TRAC or online/app session.
- **After 6:30pm the night before** your trip: You will receive a night-before notification confirming your scheduled 30-minute pick-up window.
- **60 minutes before** your driver arrives to pick you up: You will receive a notification when your driver is approximately 60 minutes away.

- **Arrival notification:** You will receive a notification when your driver is nearing your pick-up location. Head to your pick-up location's outer-most door to meet them!
- **Low balance notification:** You will get a notification when your account balance goes below $10.



Take a RIDE

Pick-Up Windows and Wait Times

Make sure to be at your pick-up location at the start of your pick-up window.

The driver will wait up to five minutes after arriving If you are not there after five minutes, the driver will contact their dispatcher to get clearance to leave.

If your driver can't locate you, dispatch will verify they are in the right location and try calling you at the numbers we have on file. If dispatch can't reach you, your trip will be marked as a no-show after a five-minute wait. If you are no-showed on your return trip and still need the trip, let TRAC know as soon as possible and they will schedule your trip for the next available driver in the area. The RIDE will make a total of three pick-up attempts, but after that, customers will need to coordinate their own transportation. Please keep in mind that we will not send another vehicle if you no-show your first trip of the day.

Your RIDE is not considered late until your 30-minute scheduled pick-up window has lapsed. If the driver has not arrived by then, please contact The RIDE Access Center (TRAC) at **844-427-7433.** You can also use the The RIDE app or web portal to track your trip.

Tips for a Successful Pick-Up

Be Patient

- Sometimes, a driver's arrival can be delayed by issues out of their control. This includes traffic, customer delays, and inclement weather.
- You can check the real-time status of your trip on The RIDE app or website.
- Please do not contact TRAC for trip status unless your 30-minute pick up window has passed; there is very little TRAC can do until your trip is officially late. Then, you can check the status of your trip by calling **844-427-7433.**

Be at Your Pick-Up Location on Time

- Meet your driver at your location's outer-most door during your pick-up window. Drivers cannot come inside your building – even into an entryway!
- If you are not at your pick-up location at your scheduled time, the driver will wait for five minutes. Then, they will get clearance from TRAC to leave.
- When you connect with your driver, confirm your name and last four digits of your primary phone number or RIDE ID number.

Call When Ready

- If you know you will not be able to make your pick-up time, call TRAC and ask for the call when ready option. When you are ready to leave you will call TRAC back and they will schedule your trip on the next available vehicle. You cannot do call when ready for your first trip of the day. Call when ready incurs a full premium non-ADA fare.

Time On the Vehicle

Travel time on The RIDE can take up to the amount of time it would take to make the same trip via fixed route plus 20 minutes. Please keep in mind that trips on public transportation often take longer than driving directly between locations.

To get an idea of the longest you may be in a vehicle, enter the pick-up and drop-off locations for your trip into the Trip Planner at www.MBTA.com. For the most accurate results, deselect Commuter Rail and set the trip time to the same time and day that you plan to travel.

For example, if the Trip Planner says your trip could take up to 1 hour and 40 minutes, you can expect travel time on The RIDE to be up to 2 hours.

Transfers

TRAC can coordinate transfers if you are traveling from The RIDE's service area to a location in the MetroWest Regional Transit Authority (MWRTA) or Brockton Area Transit (BAT) service areas. These trips cannot be booked online or in the app. If you need to book a trip with a transfer, please call TRAC at **844-427-7433.**

Note: You must have an account with MWRTA/DAB to schedule a transfer trip outside MBTA service area.

What is The RIDE Flex?

The RIDE Flex is a flexible, on-demand travel option for eligible RIDE customers. It does not replace The RIDE. It just gives you more options when planning your trips!

Flex allows customers to schedule trips on the day of travel directly with Uber and Lyft at a subsidized rate. RIDE Flex customers are allotted a set number of subsidized trips per month based on their historic RIDE usage. Flex customers who schedule a standard RIDE trip may have trips moved/shifted from a RIDE vehicle to an Uber or Lyft vehicle based on availability. Trips are not shifted by customer request. If you do not want a particular trip shifted, you can opt out during scheduling by phone, or by calling TRAC after you booked a trip online or in the app.

You can find more information on Flex eligibility, fares, and sign-up at www.MBTA.com/therideflex

Note: The RIDE Flex does not offer traditional ADA paratransit-level service. You may ask drivers for help getting in and out of the vehicle, but we can't guarantee that they will provide door-to-door service. If you need full ADA paratransit-level service, please schedule a standard RIDE.

Service Hours and Areas

Hours

The RIDE operates 365 days a year, generally from 5 AM – 1 AM. It largely follows the hours of the fixed route. Sometimes, parts of the fixed route may operate outside the standard hours. If a RIDE trip begins and ends within 3/4 of a mile of that route, extended RIDE hours may be available for that trip.

Disruptive Customer Policy

This policy applies to all riders, including eligible RIDE customers, personal care attendants (PCAs), and companions. Violent or disruptive conduct involving the provision of RIDE service at any point in time, including during eligibility determinations, making reservations, and receiving transportation services may result in sanctions up to and including suspension of service by the MBTA.

Sanctionable Conduct

There are two levels of sanctionable conduct. Level One offenses are those that pose a risk to the safe operation and continuity of MBTA services. Level One offenses incur escalating penalties, beginning with a written warning and escalating to suspension of 15-30 days.

Level Two offenses are those actions that present a direct threat to the physical safety of others. Level Two offenses will result in the immediate suspension of service, up to and including a permanent suspension, without a written warning.

The following is a non-exhaustive list of examples of Level One and Level Two sanctionable conduct.

Level One Offenses (Written Warning or 15-30 Day Suspension)

Level one offenses generally are those that disrupt or threaten to disrupt safe operation or continuity of MBTA services, including:

- Using alcohol, smoking cigarettes, or using other illegal substances on a RIDE vehicle;
- Tampering with equipment;
- Using threatening or abusive language towards RIDE staff or other passengers, including on vehicles, during the reservation process, during an eligibility determination, or during any other part of the service process;
- Fraudulently using or misusing RIDE or RIDE Flex service, including using another customer's paratransit service or allowing or assisting someone to use another customer's account;
- Unfastening seat belts or leaving seats while a trip is in progress;
- Behavior that disrupts the vehicle operator or other passengers, such as yelling, throwing items, banging on windows, playing loud music, or engaging in loud telephone conversations;

- Refusing to follow the vehicle operator's instructions;
- Failing to maintain control of a service animal;
- Violation of an obligation to travel with a PCA pursuant to the PCA Always policy;
- Otherwise disrupting service, including by refusing to leave the vehicle or blocking the vehicle from operating.

Level Two Offenses (Immediate Suspension)

Level Two offenses are actions that present a direct threat to the safety of others, including but not limited to:

- Assault or battery, defined as the threat, attempt or occurrence of harmful or offensive physical contact;
- Physical aggression or intimidation;
- Verbal or sexual harassment;
- Abusive or threatening language directed to RIDE personnel or other individuals;
- Destruction of property;
- Unauthorized operation of or attempt to operate an MBTA vehicle.

Where disruptive or threatening conduct is due to a medical condition, a rider may still face sanctions until the conduct is mitigated.

In addition to penalties under this policy, assault and battery upon a transit worker is punishable by imprisonment for not less than 90 days nor more than 2½ years in a house of correction or by a fine of not less than $500 nor more than $5,000, or both, pursuant to Mass. Gen. Laws ch. 265, section 13D.

Warnings and Service Suspensions

First-time Level One Offenses

For a first-time Level One offense, the MBTA will send the customer a written warning by email and/or mail according to the customer's preferred method of contact on file. The warning letter will explain that any additional violation of this policy will result in a suspension of RIDE and RIDE Flex service. Warnings may not be appealed.

Subsequent Level One Offenses

For subsequent Level One offenses, the MBTA will call the customer at the

phone number on file to explain the immediate suspension. If the customer cannot be reached on the first day of suspension, the MBTA will call the emergency contact listed on the customer's profile. The MBTA will then send a written suspension notification by mail and/or email according to the customer's preferred contact method on file. A second offense within two years will result in a 15-day suspension of RIDE service and removal from The RIDE Flex. A customer can reapply for The RIDE Flex after their 15-day suspension has ended. A third or subsequent offense within two years will result in a 30-day suspension and permanent removal from The RIDE Flex service. The suspension notice will explain the customer's right to appeal the suspension to the MBTA and will provide instructions for doing so. Suspensions remain in effect during the appeal process.

Level Two Offenses

All Level Two offenses will result in an immediate, 30-day suspension of RIDE service and permanent removal from The RIDE Flex. The suspension will take effect immediately and remain in effect during investigation of the incident. For egregious violations, such as assault, a customer may be permanently suspended from RIDE service and/or subject to criminal prosecution. The MBTA will call the customer at the phone number on file to explain the immediate suspension. If the customer is not reached on the first day of suspension, the MBTA will call the emergency contact listed on the customer's profile. The MBTA will follow up with a written notice of the suspension by email and/or mail according to the customer's preferred method of contact on file. Level Two suspensions may be appealed, but will remain in effect while the appeal is pending. The written notice of suspension will include instructions on how to submit an appeal.

If conduct that poses a threat to others is caused by or is a symptom of a medical condition, any resulting suspension will remain in effect until the symptoms are resolved or the behaviors are satisfactorily mitigated, such as by requiring the rider to always travel with a PCA. Documentation may be required to show that the underlying condition has been resolved.

Customer Bill of Rights

The MBTA's privacy policy and anti-discrimination policy can be found at https://www.mbta.com/policies.

Eligibility Determinations

Customers have the right to:

- Request and receive eligibility-related communications in a preferred language and in an accessible format
- Participate in an eligibility process according to the DOT ADA regulations
- Confidentiality regarding documentation and conversations
- Receive copies of their assessment records from the Mobility Center within 30 days of their requests
- Appeal conditional eligibility decisions or denials in writing or in person up to 60 days after the decision
- Obtain current and complete information regarding RIDE procedures and policies in their preferred language

Scheduling RIDE Trips

Customers have the right to:

- Have TRAC answer their calls promptly
- Have TRAC staff communicate courteously
- Confidentiality of the entire scheduling procedure
- Travel with one personal care attendant (PCA) at no cost
- Reserve trips with up to two companions

Customers and their companions are entitled to:

- Safe, reliable, and on-time service in well-maintained, clean vehicles
- Trips that take no longer than the same trip taken on fixed route, plus 20 minutes
- Properly trained, professional, courteous, and respectful drivers

- Wait indoors until the vehicle arrives
- Unless ready sooner, wait to board until the beginning of the pickup window
- A five-minute grace period to appear and board the vehicle once the vehicle arrives within the pickup window
- Receive a phone call from TRAC after five minutes have elapsed to confirm they are traveling
- Travel with service animals
- Use the vehicle's lift upon request
- Receive driver assistance according to MBTA's policies
- Travel with a personal care attendant at no cost
- Receive from drivers answers to customer inquiries including, opening or closing windows, turning the radio volume up or down, and adjusting the vehicle's climate controls

RIDE Customer Support

Customers are entitled to:

- Contact MBTA Customer Support, without fear of retaliation, with requests, complaints, or comments by phone, letter, or via the MBTA website
- An appropriate investigation into the matter, including with applicable MBTA vendors
- A response from the MBTA that may include specific information about the actions taken to address the matter

Reasonable Accommodation

Customers are entitled to:

- Submit to the MBTA a request for reasonable modifications/accommodations to MBTA policies, practices, and procedures to ensure accessibility to MBTA services, programs, and activities. See more information on page 31.

No Show/Late Cancel (NSLC) Policy

Your trip will be considered a **"no-show"** if you are not at your pick-up location by five minutes after your driver arrives. The trip will be considered a **"late cancel"** if you cancel less than one hour before the start of your pick-up window.

If your plans change, please cancel your RIDE as soon as possible. No-shows and late cancellations affect both RIDE customers and the MBTA as they complicate the planning process and inconvenience other riders by causing detours and delays.

A pattern or practice of no-shows or late cancellations (NSLC) is a violation of The RIDE policy. It will result in a written warning, then possible suspension from using The RIDE. NSLC trips are considered **a pattern or practice** when a customer reserves seven or more trips within any month and no-shows or late cancels at least 20% of those scheduled trips.

OCCURRENCE OF VIOLATING THE NSLC POLICY	WARNING/SUSPENSION
1st occurrence	Written warning
2nd occurrence	1-week suspension
3rd occurrence	2-week suspension
4th and subsequent occurrences	4-week suspension

If a no-show or late cancellation is beyond your control and you report it to TRAC, or if your trip is missed due to operator error, that trip will be removed from your account. It will not count towards the consideration of a "pattern or practice."

Before sending warning letters, the MBTA will review all NSLCs to ensure that the process was followed properly, and an accurate count is represented. If you receive warning or suspension letters and would like to dispute no-shows/late cancellations, you can write to the MBTA (MBTA – The RIDE, 200 Newport Ave Ext, 3rd FL, Quincy, MA 02171) within 15 days of the date listed on the notification letter. Those who are unable to communicate in writing may call 617-222-1550 to leave a voice message.

Customers Aged 11 and Under

To travel independently on The RIDE, children 11 and under must demonstrate that, absent their disability, they would be able to take the fixed route independently. Our recommendation is that children under 11, and children who require higher levels of support, travel with a PCA.

A PCA may be anyone trusted to care for the customer: a parent, a guardian, a trusted sibling or friend, a hired medical attendant, etc. It must be a person who can assist the customer in ways beyond the service that drivers can provide. Examples of how a PCA might assist a customer include:

- Installing the customer's car seat or booster seat
- Confirming identifying details when the driver arrives
- Providing any care needed while in transit

To ensure your child does not travel without a PCA, their profile can be marked "PCA Always." Please note that if a PCA is not present for a "PCA Always" customer, the driver will not be able to pick up that customer. Trips declined for this reason will be marked as "no-show" in the customer's account.

The RIDE does not provide K-12 school transportation.

Please Note
Drivers **cannot** install car seats or booster seats for customers.

All RIDE customers must abide by Massachusetts car seat laws.

All children riding in passenger motor vehicles must be in a federally approved child passenger restraint that is properly fastened and secured according to the manufacturer's instructions until they are 8 years old OR over 57 inches tall.

More information on Massachusetts car seat laws can be found at www.mass.gov/info-details/car-seat-laws-in-massachusetts

Mobility Devices

RIDE vehicles can accommodate almost all types of mobility devices. When booking a trip, be sure to let your reservationist know if you require a vehicle that has a lift or indicate that in the Accessibility Requirements menu on the app or web portal.

Manual Wheelchairs, Walkers, and Rollators

If you're able to walk but use a manual wheelchair, walker, or rollator, the driver will collapse and/or store this in the cargo area once you're on board. The driver can help you get over one curb and one step but cannot carry you or your mobility device.



Power Wheelchairs and Scooters

Your driver will offer you the optional use of an MBTA body belt in the vehicle. The driver will also explain how they will fasten and unfasten seat belts on the vehicle's wheelchair and scooter securement system.

Please note that RIDE vehicles are not equipped to accommodate devices larger than 54" x 34". To ensure that the lifts and vehicles can operate safely, the combined weight of the device and the rider may be no more 800 pounds.

Canes

If you use a support cane, you can choose to hold it or, if traveling in a sedan, store it in the trunk.

Traveling with Animals

Only service animals, as defined by the ADA, can travel with their owner on The RIDE. Here are a few things to know about traveling with a service animal:

- The Mobility Center can add a service animal to your profile. If you start using a service animal between eligibility appointments, please call the Mobility Center to update your profile.
- The service animal has to be under the control of the handler at all times.
- Service animals cannot be in a carrier or ride on a seat or a lap—they must be at the feet of the passenger in the vehicle.
- For further information, please review our Service Animal policy https://www.mbta.com/accessibility/the-ride/the-ride-policies

Traveling with Bags and Packages

Any personal items you are traveling with must be able to be carried to the vehicle in one trip. Once inside the vehicle, any personal items must fit within your personal space. Customers can bring small shopping carts, but they must be able to be collapsed and stowed in the vehicle. Customers with excess items may be denied boarding. Drivers will assist in carrying personal items if the weight is less than 15 pounds and the driver can carry them in one arm.

What if I don’t get my preferred pick-up window?

Whether you book online, in the app, or by phone you will get your estimated pick-up and drop-off times when you book your trip.

If you are calling TRAC to book your trip, you can do a trip negotiation as part of your booking call if you’re unhappy with your pick-up window.

Will I be traveling with other people?

Yes, you will most likely ride with other people! The RIDE is public transportation, so you will travel with others going in the same general direction as you. This means you may be in the vehicle as the driver stops to pick up or drop off other passengers. We do our best to build efficient routes and schedules based on the reservations we get. Often trips on public transportation take longer than driving directly. Our goal is to get you to your destination in the time it would take to make the same trip on the bus and subway networks, plus 20 minutes. Please keep in mind that routes are designed to be as efficient as possible for all customers traveling that day and may involves stops that feel out of the way.

Can I schedule a trip on the day I need it?

You cannot schedule a traditional RIDE for the same day you need it. The latest you can book your trip is 5 PM on the day before you need to travel. You can book your RIDE up to five days in advance.

If you are a RIDE Flex user, you **can** book trips on-demand directly with providers Uber and Lyft. If you are not currently using RIDE Flex, you can find more information on eligibility and sign-up at www.MBTA.com/TheRIDEFlex

Note: The RIDE Flex does not offer traditional ADA paratransit-level service. You may ask drivers for help getting in and out of the vehicle, but we can't guarantee that they will provide door-to-door service.

Can I request a specific vehicle or driver?

The RIDE is a form of public transportation. Just like on buses or trains, we cannot accommodate requests to travel (or not travel) with specific drivers or passengers.

Similarly, we cannot take requests to travel in specific vehicle types. The exception to this is if you need to use a lift to get on and off a vehicle. If you would like to only travel in vehicles with lifts, let your reservationist know so they can add that to your customer profile.

Can I make same day changes to my pick-up/drop-off location?

No, you cannot change your pick-up or drop-off location the day of your scheduled trip. This is for both safety and trip efficiency reasons. Your driver can only drop you off at the location you booked. If you need to change either your pick-up or drop-off location, please call TRAC at least one day prior to your scheduled trip. The only same day change that is available is requesting the call when ready option on a return trip. As a reminder, call when ready trips are charged a full premium fare.



Can I still use the fixed route if I take The RIDE?

You can absolutely still use fixed-route buses, subways, and trolleys. Doing so does not disqualify you from The RIDE.

Depending on your trip, one may be more convenient than the other. Feel free to mix and match!

Please contact The Mobility Center for free travel training on fixed routes and other resources to help you identify all of your transit options.

How do I submit a question, complaint, or compliment?

You can get in touch with our customer support via web, email, phone (voice/relay), or by mail.

Web: www.MBTA.com/customer-support

Phone: 617-222-3200 (voice/relay)

Mail: MBTA – The RIDE, 200 Newport Ave Ext, 3rd Fl, Quincy, MA 02171

All complaints are taken seriously and are documented, investigated, and responded to. The MBTA will not tolerate any retaliation for filing a complaint or concern. If you feel you have been subjected to these actions, contact the MBTA immediately.

Other Accessible Services

For information on the MBTA's fixed-route T Access Guide, application and information on Reduced Fare passes, or Elevator and Escalator updates:

Web: https://www.mbta.com/accessibility

Phone (toll-free): 800-392-6100

Phone (voice/relay): 617-222-3200

Phone (TTY): 617-222-5146 (TTY: 711)

To sign up for System Orientation, one-on-one trainings, or to learn more about accessible fixed-route buses and trains, call the Mobility Center at 617-222-5254 (voice/relay) or email howtotravel@MBTA.com

Other Travel Options

The Massachusetts Department of Health and Human Services lists transportation services by category on their website: https://www.mass.gov/service-details/get-help-finding-a-ride

Travel Outside of MBTA Fixed-Route Service Area

RIDE customers are eligible for paratransit services in other areas, both in and out of Massachusetts. Federal regulations allow for travel as a visitor in other areas for 21 days in a 12-month period. The Mobility Center can provide proof of your MBTA ADA Paratransit Eligibility, which can be given to a visiting agency. If travel in a particular area will exceed 21 days, you may need to apply for additional certification with that agency – you can have eligibility with multiple transit agencies.

For more information about services in other Massachusetts Regional Transit Authorities (RTAs):

Phone (voice/relay): 857-368-4636 (voice/relay)

Phone (TTY): 857-388-0655 (TTY)

Web: https://massridematch.org/

Web: http://www.massdot.state.ma.us/Transit/

Availability, hours of service, fares and policies vary.

Non-emergency Medical Transportation

MassHealth customers looking to utilize the agency's free HST Transportation option to non-emergency medical appointments (doctors, counseling, and day habilitation) can contact HST at 800-841-2900 (voice/relay) or 800-497-4648 (TTY).

Regional Coordinating Councils

To collaborate with transit providers, planners, human service providers, and advocates to address regional transit needs, visit: https://www.mass.gov/info-details/community-transportation-coordination.

Reasonable Accommodation Requests

Web: https://www.MBTA.com/customer-support

Phone (voice/relay): 617-222-3200

Phone (toll-free): 800-392-6100

Phone (TTY): 617-222-5146

All requests for reasonable modifications to MBTA programs and services (including bus, subway, Commuter Rail, Commuter Ferry, or The RIDE) will be considered on an individual basis.

Please note that the MBTA may be unable to accommodate requests for reasonable modifications which would result in a fundamental alteration to the nature of MBTA programs and services, such as requests for a preferred vehicle type, or which would directly interfere with the health and safety of others.

Get Involved in the RIDE Community

The Rider's Transportation Access Group (RTAG) is a community engagement group. It is composed of people who utilize the MBTA's fixed-route and paratransit systems. The members of RTAG advise on transportation programs that may affect seniors and/or people with disabilities.

Visit www.MBTA.com/rtag for more information, including meeting dates and times. You can also email rtagboston@bostoncil.org or call **978-893-8100** for additional information.

Contact Information

In Case of Emergency

Call Transit Police at **617-222-1212** (voice/relay) or TTY: 711.

Please remember, if you see, hear, or sense something, say something.

The RIDE Access Center (TRAC)

To schedule a RIDE, change a trip, update your profile, or check your balance.

Phone: 844-427-7433; TTY: 857-206-6569

Web (scheduling trips only): www.MBTA.com/booktheride

The RIDE

To file a question, complaint, or compliment

Web: www.MBTA.com/customer-support

Phone: 617-222-3200 (voice/relay)

Mail: MBTA –The RIDE, 200 Newport Ave Ext, 3rd Fl, Quincy, MA 02171

Mobility Center

To update your mobility status, mobility devices used, service animal status, or access Travel Training.

Phone: 617-337-2727; 711 for TTY callers; VRS for ASL callers