



## What is The RIDE?

The RIDE paratransit service provides door-to-door, shared-ride transportation to eligible people who can't use the subway, bus, or trolley all or some of the time due to temporary or permanent disability.

Some important features of The RIDE are:

- Year-round service
- Service in 58 cities and towns in the greater Boston area
- Shared-ride service when you are traveling in the same general direction as other customers
- Travel times longer than a comparable trip in a car because it is a shared-ride service
- Advance reservations (trips must be requested by 5 p.m. the day before you need a ride)

## Get In Touch with Our Navigators Today!

617-337-2727 or (711 for Relay)  
howtotravel@mbta.com  
mbta.com/theride

1000 Massachusetts Avenue  
Suite 201, 2nd Floor  
Boston MA 02118

### Office Hours

Monday through Friday  
8 a.m. – 5 p.m.

### The RIDE Eligibility Appointment Hours

Monday through Friday  
8:30 a.m. – 3:30 p.m.  
Evening by Request

*The Mobility Center is an MBTA facility operated by MTM Transit*



## The Mobility Center *Applying for The RIDE!*



## Do you have a disability that prevents you from using the T on your own some or all of the time?

You may qualify for The RIDE. The RIDE is a door-to-door, shared-ride, advance reservation service available for eligible riders who cannot safely or independently use the bus, subway, or trolley some or all of the time. To use The RIDE, you must apply for eligibility and complete an in-person interview and assessment.

### Step 1: Complete Your Application.

You can access an application in person at the Mobility Center, by calling the Mobility Center and asking that one be mailed to you, or by requesting that a link to an online application be sent to you via email. You can use the link to apply online, or bring your completed application to your in-person interview.

### Step 2: Schedule Your Appointment.

Call us at 617-337-2727 to schedule your appointment for an in-person interview. Your interview will take place at the Mobility Center.

### Step 3: Interview and Assessment.

On the day of your interview make sure to bring your:

- Application (unless you've already submitted it online)
- Healthcare provider's contact information
- Any mobility devices you use
- Visual acuity or field of vision statement from your vision care provider if your vision is impaired
- Diagnosis and statement from your mental healthcare provider if you have a psychiatric condition
- Optional: List of medicines you currently take and a statement from your health care provider regarding your disability

During your interview, your Eligibility Assessor will ask you questions about the information you provided on your application. Depending on the nature of your disability, we may also ask you to complete an assessment either indoors or outdoors. The assessment will help us better understand your ability to travel in the community and will consider your ability to get to and from stops and stations, and to board and ride buses and trains independently and safely. The

Eligibility Assessor will also contact your listed healthcare provider for verification of your disability.

### Step 4: Eligibility Determination.

Disability alone does not determine your eligibility for The RIDE. Eligibility is based on your overall ability to use public transit safely and independently some or all of the time. Within 21 days of your appointment, your Eligibility Assessor will contact you to explain the decision and any next steps you may need to take to begin using The RIDE. If a decision is not made within 21 days of completion of the process, you may use the service until a decision is made.

