

What is THE RIDE?

THE RIDE para-transit service provides door-to door, shared-ride transportation to eligible people who cannot use fixed-route transit (bus, subway, trolley) all or some of the time because of a physical, cognitive or mental disability.

THE RIDE is operated by the Massachusetts Bay Transportation Authority (MBTA) in compliance with the federal Americans with Disabilities Act (ADA). Under the ADA, para-transit functions as a 'safety net' for people whose disabilities prevent them from using public transit. It is not intended to be a comprehensive system of transportation that meets all the needs of persons with disabilities, and it is distinct from medical or human services transportation. You will travel with other customers going in the same general direction.

Accessible vehicles are used to serve persons with disabilities, including those who use wheelchairs and scooters. THE RIDE operates **365 days a year generally from 5 AM - 1 AM** in sixty (60) cities and towns. In areas with fixed-route service that operates outside of these hours, or in other municipalities within 3/4 miles of MBTA bus service, extended RIDE service is available.

Eligibility

New or recertifying applicants to **THE RIDE** must apply for or renew their eligibility by appearing in-person for an interview with a Mobility Coordinator. Call [THE RIDE Eligibility Center](#) at **617-337-2727** for an appointment. Office hours are Monday - Friday, 8AM - 5PM, or evenings by request.

In-person interviews allow applicants to more clearly explain their disability and how it affects their ability to use fixed route buses, subways, and trains. The eligibility process is not a medical determination of a disability; it is a determination about the range of transportation options available to you.

Please bring the following items to the interview (if applicable):

- **Your phone number (home, cell, work, emergency)**
- **Your street and mailing addresses**
- **Your health care provider contact information (name, phone, fax)**
- **Mobility devices that are used, including power and manual wheelchairs, scooters, walkers, canes, etc.**
- (Optional):
 - List of current medications
 - Statement from health care provider regarding disability
 - Visual Acuity or Field of Vision statement from a vision care provider, if vision is impaired
 - Diagnosis statement from mental health care provider, if applicant has a psychiatric condition

Free transportation to and from the interview for applicants and up to one other person will be arranged by the THE RIDE Eligibility Center. Visitor parking is also available.

**THE RIDE Eligibility Center is located at:
500 Rutherford Avenue - Third Floor
Boston (Charlestown), MA 02129**

Applicants will receive written notification of the eligibility determination **within 21 days** of completing the application process; if you haven't received written notification within 21 days of your interview, please call THE RIDE Eligibility Center. If you disagree with the decision, you have a right to appeal.