

MBTA: The Ride

About The RIDE:

- The RIDE 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.
- The RIDE is available year-round in 58 cities and towns in the greater Boston area, with similar operating hours to the MBTA—generally from 5 AM to 1 AM daily. Travel times are comparable to the same trip taken on fixed-route transit (bus, subway, or trolley) plus an additional 20 minutes. The RIDE is a shared service, so you'll travel with other customers going in the same general direction.

Who is eligible for The RIDE?

- People who have a disability (temporary or permanent) that prevents them from using traditional public transit are eligible for The RIDE service
- If you've had a medical emergency, your licensed healthcare provider can request 30 days of The RIDE for you, effective immediately

How to apply for The RIDE:

- Contact The RIDE Eligibility Center (TREC):
 - Phone: (617)-337-2727
 - Email: trec@paratransit.org
- TREC will contact your listed healthcare provider after the interview to verify your disability as needed.
- Most applicants hear back within 2 to 3 business days. If your application needs follow-up, it may take longer.

Helpful Links:

- The RIDE: <https://www.mbta.com/accessibility/the-ride>
- The RIDE Application Process Info: <https://www.mbta.com/accessibility/the-ride/how-apply-the-ride>
- Scheduling Trips: <https://www.mbta.com/accessibility/the-ride/scheduling-and-changing-trips>
- Add funds to your account: <https://www.mbta.com/accessibility/the-ride/ride-fares-and-adding-funds>