

SENATE NO. 2047

AN ACT RELATIVE TO MBTA PARATRANSIT SERVICES

*Be it enacted by the Senate and House of Representatives in General Court assembled,
And by the authority of the same, as follows:*

1 SECTION 1. Notwithstanding any general or special laws to the contrary, the Massachusetts Bay
2 Transportation Authority (MBTA) is hereby required to financially compensate individuals who
3 have requested the MBTA paratransit services, known as THE RIDE, so-called, for no less than
4 half the cost of private transportation services under the following circumstance; When THE RIDE
5 fails to arrive for scheduled appointments within an hour after the arranged appointment and the
6 MBTA or companies contracted with the MBTA to provide said services have failed to provide
7 verbal notice of possible delays, scheduling conflicts or other factors that may have contributed to
8 the delinquent appointment. Verbal notice of delays, scheduling conflicts or other factors that may
9 have contributed to the delinquent appointment must be made no more than 15 minutes before the
10 time scheduled for an appointment.

11 SECTION 2. The MBTA shall develop regulations to ensure that users of THE RIDE can apply for
12 and receive due financial compensation in accordance with SECTION 1 of this act.