

## The RIDE Flex – a new pilot program from The RIDE

### ***What is The RIDE Flex?***

With The RIDE Flex, you can instantly book trips with Uber and Lyft—there's no need to schedule in advance. Eligible RIDE customers can take Flex trips with MBTA partners Uber and Lyft. More providers will be available next year.

Features of this new pilot program include:

- Same-day bookings with a smartphone app or over the phone
- Trip prices as low as \$3 (see pricing details below)
- Wheelchair-accessible vehicles
- TRAC-scheduled trips from your Flex provider of choice, which may help avoid unexpected delays
- Curb-to-curb service (door-to-door service may not be available)\*

\*While the RIDE Flex does not offer traditional ADA paratransit-level service, customers may ask drivers for assistance getting into and out of the vehicle. *We can't guarantee that drivers will be able to provide this service.*

### ***How to Book a Trip***

Once you sign up with a provider and receive an email from your provider welcoming you to the program, you will be able to request a trip at any time by either booking a trip through Uber and Lyft's screen-reader-compliant app or by calling in your trip to Lyft or Uber directly. More detailed instructions on how to call in to book your trips can be found in the welcome email from your provider.

### ***Frequently Asked Questions***

- How is The RIDE Flex different from the last on-demand pilot?
  - There are two key, new features of The RIDE Flex:
    - Customers without smartphones can now book trips by phone
    - TRAC can now dispatch Lyft or Uber to Flex customers for TRAC-scheduled trips, saving customers time when there are unexpected delays in service
- Who is eligible for The RIDE Flex?
  - RIDE customers are eligible to sign up for The RIDE Flex if:
    - Their RIDE account is in good standing
    - They are not currently suspended
    - Their RIDE eligibility has not lapsed and is not set to expire within the next month
- Does this program impact my RIDE eligibility?
  - Your participation in The RIDE Flex has no impact on your RIDE eligibility. You can participate in The RIDE Flex and also use The RIDE paratransit services.
- How many trips can I take on The RIDE Flex?

- Customers receive a monthly allotment of trips based on their historical usage of the dedicated RIDE service. These caps are meant to allow customers to take all the trips that they have been taking on The RIDE with Uber or Lyft instead, if they so choose.
- How much does The RIDE Flex cost?
  - For On-Demand trips, there is a \$3 co-pay that the customer is responsible for, with The RIDE paying for the next \$40 of each trip. Customers pay any costs over \$43.
  - For trips scheduled by TRAC on Uber or Lyft, customers pay the normal RIDE fare for that trip.
- What if I don't have a smartphone?
  - If you don't have a smartphone, you can call Uber or Lyft to book rides. After you've been approved, instructions on how to set up your account and call to book rides will be provided.
- Why are my trips booked through TRAC being sent to Uber or Lyft?
  - By signing up for the new program, in addition to getting trips on demand directly from the provider of your choice, the trips you book through TRAC may also be dispatched to that provider at TRAC's discretion. This new benefit will allow TRAC the flexibility to dispatch the service that best serves all customers that day, and will come with the benefit of a direct, non-shared trip if dispatched to Uber or Lyft.
- How do I sign up for The RIDE Flex?
  - Please visit [www.mbta.com/TheRIDEFlex](http://www.mbta.com/TheRIDEFlex) for more information and to fill out a brief form to sign up for the program.