

## What will the interview include?

## Travel by Bus and Subway

## Contact Us

Your interview may include:

- your evaluation of your abilities
- verification of your disability
- assessment of your physical and cognitive ability to ride public transportation

Balance, strength, coordination, range of motion, or general orientation may be assessed. Part of the assessment may be conducted outdoors, so please dress appropriately.

Information provided by a health care or disability service will also be considered. You may bring this information to the interview or your Mobility Coordinator will get it for you, if necessary.

**If your eligibility determination is not made within 21 days of completion of the application process, you will be able to use THE RIDE until a determination is made. If you disagree with the decision, you have the right to appeal.**



The MBTA's bus and subway network offers a variety of accessibility features to help people travel independently.

### All buses have:

- ♦ Capability to kneel or lower the bus
- ♦ Ramps or lifts
- ♦ Priority seating for seniors or riders with disabilities
- ♦ Securement areas for riders using wheeled mobility devices
- ♦ Audio Visual stop announcements

### Subways have:

- ♦ Elevators, escalators, and ramps at many stations
- ♦ Mobile bridgeplates that span the gap between train and platform
- ♦ Tactile warning strips at the platform edge



## THE RIDE ELIGIBILITY CENTER

617-337-2727  
or use Relay Operator

Hood Business Park  
500 Rutherford Avenue - Third Floor  
Boston (Charlestown) MA 02129

### Office Hours

Mon - Fri 8:00 AM - 5:00 PM

### Appointment Hours

Mon - Fri 8:30 AM - 3:30 PM

Thur - Evening by Request

**This brochure is available in alternate formats or languages upon request.**

### TRAVEL ORIENTATION

**The MBTA bus and subway system is an economical way for customers to travel independently! Learn how you can use the bus and train to increase your travel options by participating in the free Travel Orientation Program.**

**Ask us about this new program!**



## THE RIDE Eligibility Information



THE RIDE is the MBTA's paratransit service for people with disabilities who are unable to independently use general public transportation. It is an origin-to-destination, accessible shared ride service for people who are eligible under the Americans with Disabilities Act (ADA) guidelines.

For eligibility, contact:  
**THE RIDE Eligibility Center**  
617-337-2727  
[www.mbta.com/theride](http://www.mbta.com/theride)

## What should you expect?

To apply for THE RIDE eligibility, you will need to appear in-person for a confidential interview with a Mobility Coordinator. Your specific transit use skills, abilities and/or limitations will be identified and discussed. Your Mobility Coordinator will help you every step of the way.

### TELL US MORE ABOUT YOURSELF

Under the previous eligibility system, decisions were based largely on written information. Now you have an opportunity to better explain your personal situation. The assessment process is not a medical determination of whether or not you have a disability; it is a determination about what your transport options can include.

***Disability alone does not determine ADA eligibility; the decision is based upon a customer's ability to use the MBTA's general public transportation.***

## Why In-Person Interviews

- ◆ Applicants will be able to explain more fully their circumstances. Family, friends, caregivers can participate in the interview
- ◆ Free transportation on THE RIDE, arranged by the Eligibility Center, will be provided to and from the interview for the applicant and one other person
- ◆ Determinations will be made faster, often within 2 - 3 business days of the interview
- ◆ Incomplete applications will no longer need to be returned to the applicant
- ◆ Interviews can be scheduled without having to fill out an application
- ◆ No medical certification signed by a doctor will be required at the time of the interview, but may be provided if the applicant chooses
- ◆ If medical verification is needed, Mobility Coordinators will contact health care providers on behalf of the applicant
- ◆ Applicants will work with specially trained coordinators to guide them through the eligibility process
- ◆ In-person interviews provide a more complete understanding of an applicant's needs and abilities than short paper-based answers
- ◆ ***NEW! Immediate Service for Medical Necessity*** provides 30 days of full service to individuals when requested by healthcare providers, hospitals, or treatment centers to deal with a medical emergency



## What to bring to your interview

You can help avoid delays in the eligibility process by having this information with you at your interview:

**Phone numbers** (home, cell, work, emergency)

**Street and mailing addresses**

**Health care provider contact information** (name, phone, fax)

**Mobility devices** that you use, including power and manual wheelchairs, scooters, walkers, canes, etc.

**Visual Acuity or Field of Vision Statement** from your vision care provider, if your vision is impaired

**Diagnosis and statement** from your mental health care provider, if you have a psychiatric condition

**Optional** List of medicines you are currently using; statement from your health care provider regarding your disability