



## METROWEST REGIONAL TRANSIT AUTHORITY

*Public Transportation System*

15 Blandin Avenue, Framingham, MA 01702

Ph. (508) 935 2222 ▪ Fax (508) 935 2225 ▪ Toll Free (888)996 9782 ▪  
www.mwrta.com

April 2016

Dear Wellesley, Weston and Dover MBTA RIDE Customers,

On July 1, 2016, MetroWest Regional Transit Authority (MWRTA), which includes the Towns of Wellesley, Weston and Dover, will assume direct responsibility for your ADA paratransit service. Presently, the Massachusetts Bay Transportation Authority (MBTA) is assisting MWRTA to ensure a smooth transition.

Both agencies are collaborating to make sure that customers will continue to receive service throughout the Boston and Framingham/Natick metro areas. At the same time, as the MWRTA takes over responsibility for providing more bus service within your communities, the provision of paratransit service will become more closely aligned with ADA requirements.

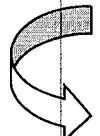
Paratransit eligibility will transfer along with customers from the MBTA to MWRTA, but customers must still set up accounts with MWRTA to pay for their trips. Those customers that wish to use both services via a transfer, should maintain two separate accounts.

Account balances cannot be shared between agencies. If you feel you will no longer be utilizing the MBTA RIDE program and wish a refund, please contact the MBTA directly at 800-533-6282, 617-222-5123 (both Voice/Relay) or email [theride@mbta.com](mailto:theride@mbta.com)

To set up an account with MWRTA, contact them directly at 888-996-9782, 508-820-4650 (both Voice/Relay).

In order to make this transition as seamless as possible, the MBTA is now seeking your permission to transfer your records from the MBTA RIDE Program to MWRTA.

Please fill out and sign the enclosed release form authorizing the transfer of your MBTA RIDE customer records for this purpose. The signed release form should be returned to MWRTA in the enclosed self-addressed postage free envelope.





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**It is important that we receive your signed release form by Monday, May 9, 2016, in order to ensure uninterrupted continuation of your RIDE services after June 30, 2016.**

MWRTA and the MBTA will continue to keep you informed of developments via public meetings and as arrangements are finalized. Thank you for your cooperation and understanding during this transition.

Copies of this notice are available in alternative format and/or language by contacting MWRTA at 888-996-9782, 508-820-4650 (both Voice/Relay) or emailing [Lisa@mwrta.com](mailto:Lisa@mwrta.com).

This is an important notice. Please have it translated.

这是一件很重要的通知, 请翻译或中文.

Este es un aviso importante. Por favor asegure que se traduce.

Đây là một thông cáo quan trọng. Xin vui lòng cho dịch lại thông cáo này.

Este é um aviso importante. Queira mandá-lo traduzir.

Ceci est important. Veuillez faire traduire.

Please call the MWRTA or MBTA if you have any questions.

Sincerely,

Edward J. Carr  
Administrator – MWRTA

Attachment: Release Form/Mailing envelope



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**RELEASE FORM**

By signing this Release Form, you are giving authorization to the MBTA to release your customer record from the MBTA RIDE Program to the MWRTA for the purpose of maintaining ADA Paratransit Eligibility and the continuation of comparable Services. **Return this completed form in envelope provided by May 9<sup>th</sup>.**

Print Name:

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Current Address:

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Current Telephone #:

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MBTA RIDE ID #:

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Email Address:

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Signature\*/Date:

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\*If you need assistance signing this form, please indicate the relationship of the person signing for you. If you have any questions about this form, please contact the MWRTA RIDE program

**PRIVACY NOTE:** The MBTA's Website and Electronic Fare Media Privacy Policy allows release of Personally Identifiable Information upon your written authorization. By having you sign this release form, the MBTA is making a reasonable effort to limit the scope of the disclosure, restricting such disclosures only to appropriate personnel, and disclosing only such Personally Identifiable Information as is reasonably required to fulfill the purpose of the disclosure in connection with a specified MBTA-related function.