

MBTA's disabled customers switch to Uber, Lyft

By **Andy Metzger** | STATE HOUSE NEWS SERVICE FEBRUARY 28, 2018

Taking on-demand trips with Uber and Lyft has been so popular among some of the MBTA's disabled customers that one in five of those participating in a pilot program have stopped using The Ride, the T's regular paratransit service, according to the T.

The pilot program is due to expire April 1, and T officials did not make a decision about its future when it was up for discussion this week. T staff recommended the program continue through June, at least, with discussions about the future of the service to occur during budgeting for fiscal 2019.

ADVERTISING



Calling it a “pet project of the governor,” Massachusetts Senior Action Council Executive Director Carolyn Villers predicted the pilot will continue.

“There’s a lot we have to figure out,” Villers told the News Service after Monday’s meeting of the MBTA Fiscal and Management Control Board. Ideally, the dispatch and scheduling for all Ride customers would mimic the ease with which the pilot participants can now hail a car, Villers said.