

10.



Massachusetts Bay Transportation Authority

Argeo Paul Cellucci
Governor

Jane Swift
Lieutenant Governor

Kevin J. Sullivan
Secretary and MBTA Chairman

Robert H. Prince, Jr.
General Manager

February 9, 2000

Dear Northwest Service Area RIDE Customer:

Laidlaw Transit Services, Inc., the contractor serving Northwest area residents, will no longer provide THE RIDE service after Tuesday, February 29, 2000. On Wednesday, March 1, 2000, Veterans Transportation Services, Inc. (VTS) of Waltham will replace Laidlaw as THE RIDE contractor in the Northwest Service Area.

- **For Advance Notice/Same Day Trip Requests and Subscription service from March 1, 2000 and beyond to the following Northwest Area communities: Arlington, Bedford, Belmont, Brookline, Burlington, Cambridge, Concord, Lexington, Lincoln, Medford, Newton, Somerville, Waltham, Watertown, Weston, Wilmington, Winchester and Woburn; call VTS at 1-877-765-7433 (Voice)/1-888-553-8294 (TTY) Request line and Dispatch**
- **For Advance Notice/Same Day Trip Requests and Subscription service to all Boston locations from March 1, 2000 and beyond, call VTS at 1-877-765-7433 (Voice)/1-888-553-8294 (TTY) Request line and Dispatch**

Note: VTS will continue to provide subscription service to Laidlaw's subscription customers.

Reminder: RIDE contractors accept trip requests up to 14 days in advance.

Should you have any questions about this transition, please do not hesitate to call the Office for Transportation Access at (617) 222-5123/(617) 222-5415 (TTY).

Sincerely,

Robert P. Rizzo
Assistant Manager
Office for Transportation Access

11
Consent Communication #10

335

A communication was received from Robert P. Rizzo, Assistant Manager, Office for Transportation Access, transmitting notification that THE RIDE will no longer provide service to Northwest area residents after February 29, 2000, service will be provided by LAIDLAW TRANSIT SERVICES, INC.

S-33

In City Council February 14, 2000

PLACED ON FILE