

The RIDE Policies



Massachusetts Bay
Transportation Authority

The RIDE Vehicle Policy

The RIDE Policies



Massachusetts Bay
Transportation Authority

Table of Contents

The RIDE Vehicle Policy.....	1
Document Control	3
Document Management and Authoring.....	3
Document Review and Approval	3
Version History.....	3
1. Preventative Maintenance Policy	4
2. Vehicle Transfer Policy.....	5
3. Vehicle Disinfecting.....	8
4. Vehicle Branding Policy	9
Appendix 1: New RIDE Vehicle Checklist	11
Appendix 2: RIDE Vehicle Transfer Checklist.....	14

The RIDE Policies



**Massachusetts Bay
Transportation Authority**

Document Control

Document Management and Authoring

DOCUMENT TITLE	The RIDE Vehicle Policies		
RELEASE DATE	June 16, 2026		
VERSION AND STATUS	1.0		
FILENAME	OTA-Ride Vehicle Policies _Rev1.0		
PREPARED FOR	OFFICE FOR TRANSPORTATION ACCESS		
Action	Name	Title	Company

Document Review and Approval

Date	Version	Name	Title	Company	Initials

Version History

Version	Author	Reviewer	Comment	Status	Pub. Date	Exp. Date

The RIDE Policies



Massachusetts Bay
Transportation Authority

1. Preventative Maintenance Policy

The Contractor shall maintain all wheelchair lifts, ramps, securement systems, and in-vehicle technology in accordance with the requirements of this Contract and applicable manufacturer recommendations. Vehicles equipped with wheelchair lifts or ramps that are not functioning properly shall be removed from service at the first time available and shall not be placed back in service until repaired.

Contractor shall inspect the following items during the PM inspection if not already included in the manufacturer's maintenance schedule:

1.1. Exterior:

- 1.1.1. Plate Brackets
- 1.1.2. Bumpers
- 1.1.3. Windows
- 1.1.4. Lug Torque
- 1.1.5. Tire Pressure
- 1.1.6. Back up sonar warning
- 1.1.7. Decals
- 1.1.8. Exhaust pipe
- 1.1.9. Doors Operate/locks

1.2. Powertrain

- 1.2.1. Oil Level
- 1.2.2. Trans Fluid
- 1.2.3. Coolant Level
- 1.2.4. Other Fluids
- 1.2.5. Coolant Lines
- 1.2.6. Exhaust Hangers etc.

1.3. Interior

- 1.3.1. Windows operation
- 1.3.2. Seat Operation
- 1.3.3. Lift Trans. Interlock
- 1.3.4. Lift high idle increase
- 1.3.5. Emergency exit lock

The RIDE Policies



Massachusetts Bay
Transportation Authority

2. Vehicle Transfer Policy

2.1. MBTA Standards for the Transfer of Revenue Vehicles to the Contractor

The MBTA and the Contractor agree that Revenue Vehicles delivered to the Contractor will be in good condition and with each Revenue Vehicle meeting or exceeding the following:

- 2.1.1. Vehicle body and all attachments thereto will be free of dents. All body parts shall be properly attached to vehicle chassis and free of extensive rust.
- 2.1.2. Exterior paint and decals shall be free from scrapes, scratches in excess of 2" in length, rust, and tar. All decals shall be properly applied and free from peeling.
- 2.1.3. All decals or painting identifying the vehicle with a contractor or other operator shall be removed prior to transfer and all paint damage from said removal shall be properly repaired.
- 2.1.4. Vehicle tires shall be of proper load range for the vehicle and be of a type equivalent to that originally supplied by the manufacturer. All tires will be free from sidewall damage, shall have a minimum of 6/32 inch tread depth and shall be free from damage due to improper alignment or balancing or curb damage.
- 2.1.5. All vehicle lights shall be in working order.
- 2.1.6. All vehicle doors and windows shall be in proper operating condition, including locks.
- 2.1.7. All components of the emission control and exhaust system shall be free from leaks, rust and be in proper operating condition. Vehicles shall have a current Massachusetts State Inspection.
- 2.1.8. Vehicle engine shall be in proper operating condition.
- 2.1.9. Vehicle transmission shall be in proper operating condition, free from leaks, bad gears or slippage.
- 2.1.10. Vehicle electrical system shall be in proper operating condition. All vehicle wiring shall be free from fraying and shall be properly loomed and attached to the vehicle in such a way as to prevent fraying.
- 2.1.11. All heaters and air conditioners shall be free from leaks and shall be in proper working order.

The RIDE Policies



Massachusetts Bay
Transportation Authority

- 2.1.12. All brake linings, drums and rotors shall meet manufacturer's specifications and shall be in proper working order. All wheel cylinders and brake lines shall be free from leaks. All brake parts shall be in proper repair.
- 2.1.13. Unless otherwise directed by the MBTA, vehicle technology (such as tablets and event-triggered cameras) shall be in proper working order and mounted so as not to constitute a safety hazard and radios shall be removed and any exterior holes provided a watertight seal if any antennas are also removed.
- 2.1.14. The wheelchair lift shall meet all manufacturer's requirements and be in proper working condition. All wheelchair tiedowns and other securement equipment, including seatbelts, shall be in good condition and not be frayed or worn so as to constitute a safety hazard. Wheelchair lift interlocks, if so equipped, shall be in proper operating condition.
- 2.1.15. Vans shall be equipped with a fire extinguisher with current tag, a complete first aid kit, full and complete safety triangle kit, and all other safety equipment required by law.
- 2.1.16. All passenger seats and all other interior surfaces shall be cleaned and free from stains, tears, and graffiti. Seats shall be properly secured to the vehicle.
- 2.1.17. Vehicles will be cleaned to the required cleaning standards set forth in the Scope of Work and shall have a minimum of a quarter tank of fuel. All other fluid levels shall meet manufacturer's requirements.
- 2.1.18. All vehicle repair and inspection records shall be delivered electronically with vehicles.
- 2.1.19. All glass shall be free from chips, scratches and cracks.
- 2.1.20. All suspension and steering components shall be within the manufacturer's wear limits specifications and free from cracks and leaks.

2.2. Contractor Acceptance

- 2.2.1. If the Contractor finds that the Revenue Vehicle is not in compliance with requirements set forth in this Policy and the contract during its inspection (using Appendix 1: New RIDE Vehicle Checklist) and such noncompliance is fixable for a specific Revenue Vehicle, the Contractor shall produce and submit to the MBTA a cost estimate for needed repairs or work for the Revenue Vehicle to comply with this Policy and the contract. The MBTA reserves the right to remove the vehicle from

The RIDE Vehicle Policy	June 16, 2026
Version 1.0	Page 6 of 15

The RIDE Policies



Massachusetts Bay
Transportation Authority

active service, direct the Contractor to undertake identified repairs at the quoted price as a separate line-item cost on the Contractor's invoice, or repair the vehicle via another means.

2.3. Transfer Between Contractors

- 2.3.1. The Contractor is responsible for ensuring any Revenue Vehicles reallocated and transferred from its operations to another Dedicated Service Provider shall meet the requirements set forth in this Scope of Work. An inspection will take place between 60 and 90 days in advance of the planned handover and will be jointly conducted by the Transferor and the MBTA (or a third-party inspector) and documented on Appendix 2: RIDE Vehicle Transfer Checklist. After the inspection, the Transferor will have the opportunity to repair any noted defects before the handover. For any specification requirements not met at the time of handover, the MBTA will bill the Transferor at the Transferee's cost of repairs plus a 10% fee.
- 2.3.2. After the vehicle is transferred, all obvious defects should be uncovered by Transferee before the vehicle is put into service (tires, body damage, etc.). The MBTA will be reasonable with other major, immediately undiscoverable mechanical issues that arise within a month of that transferred vehicle being put into service.

2.4. Decommissioning

- 2.4.1. All striping, decals, property numbers, T logos any and all Contractor or MBTA-identifying markings must be painted over or removed prior to the return. Any vehicle that still has markings visible will be returned to the Contractor sent back to your facilities.
- 2.4.2. Vehicles must have between 1/8 and 1/4 tank of gas.
- 2.4.3. The Contractor shall detach license plates and secure with zip ties.
- 2.4.4. The Contractor shall remove all in-vehicle technology, including MBTA-owned and Contractor-owned equipment, PTT, radios, tablets, event-triggered cameras, etc.
- 2.4.5. Vehicle doors must have functioning door locks (be able to be locked and unlocked).
- 2.4.6. Vehicle needs to be drivable (cannot be towed in) unless otherwise authorized by the MBTA at least one week prior to the decommission date.

The RIDE Vehicle Policy	June 16, 2026
Version 1.0	Page 7 of 15

The RIDE Policies



Massachusetts Bay
Transportation Authority

3. Vehicle Disinfecting

3.1. Required Processes

- 3.1.1. Provide adequate staffing to consistently perform the required services during the limited times at different locations across the RIDE service area.
- 3.1.2. Provide all necessary equipment and supplies, including generators/alternate power units, foggers, sprayers, cleaning tools, rags, etc.
- 3.1.3. Ensure that employees utilize proper personal protective equipment (PPE) including eye protection, respirators, hazmat suits, boots, gloves, and hard hats when appropriate.
- 3.1.4. Protect in-vehicle technology (i.e., driver tablets) from moisture or other damage while ensuring disinfection of all high-touch surfaces, including tablet screens.
- 3.1.5. Disinfection process shall have no corrosive effect on electric or electronic equipment. Vendor to supply documentation of no damage.
- 3.1.6. Vendor will coordinate with RIDE Contractors that own the garage facilities and operate MBTA-owned RIDE vehicles.
- 3.1.7. Vendor shall track the vehicle numbers of each vehicle treated every night and shall submit to the MBTA a monthly report of all vehicles treated each day of the month.
- 3.1.8. Ability to respond to as-needed emergency calls for an emergency response of “hot” vehicles and/or locations within 12 hours.
- 3.1.9. During the first thirty days of service, the Contractor shall conduct random weekly testing on a representative sample of 10% of the vehicles cleaned to confirm the supplied cleaning protocols are adequate and conform to the requirements set forth by the MBTA.

3.2. Vehicles and Work Schedules

- 3.2.1. The RIDE fleet of approximately 800 vehicles is currently composed of three main vehicle types:
 - Ford E-350 cutaway van, wheelchair lift equipped, configured to carry 2 wheelchairs and/or up to 8 passengers.

The RIDE Vehicle Policy	June 16, 2026
Version 1.0	Page 8 of 15

The RIDE Policies



Massachusetts Bay
Transportation Authority

- Ford Flex crossover SUV
 - Ford Transit Connect passenger van
- 3.2.2. The following guidance may be helpful in determining an appropriate disinfection schedule but does not supersede the requirements of the RFP or Contract.
- The majority of Revenue Vehicles return to the respective garage by 6pm, but Revenue Vehicles continue returning until the end of service at 2am.
 - Only vehicles that have been used in service since the last round of disinfecting shall be treated.
 - Contractor will maintain a listing of vehicles that are in need of disinfecting.
 - While the RIDE fleet currently numbers around 700 Revenue Vehicles, it is estimated, that at current ridership levels, approximately 400-500 Revenue Vehicles would need to be treated/disinfected every three days, depending in part on the work schedule and service level. Contractor shall be prepared to adjust staffing levels accordingly throughout the week based on daily patterns as well as in the future, according to fluctuations in ridership and overall fleet utilization.

4. Vehicle Branding Policy

4.1. The RIDE Vehicle Decals

- 4.1.1. The Contractor ensure all Revenue Vehicles and Non-Revenue Vehicles 100% dedicated to The RIDE are white in color and be decaled with “The RIDE” within a 6” inch yellow stripe, with a 1” blue stripe on top and a 1” black stripe on the bottom, around the vehicle specific to The RIDE service (see example images below; note: the phone number is no longer required). T logos will be provided by the MBTA.
- 4.1.2. All vehicles shall be identified as follows with 2” inch block lettering, black in color located on bottom right, rear quarter panel (vans shall be so marked; sedan signage may be adjusted depending on space restraints with prior approval of the Authority):

Vehicle Owner: MBTA

This vehicle operated under contract to the MBTA by [Insert Contractor Name]

The RIDE Vehicle Policy	June 16, 2026
Version 1.0	Page 9 of 15

The RIDE Policies



Massachusetts Bay
Transportation Authority

4.1.3. The Contractor Name must be as identified by the Contract. No abbreviations, name changes, or alternate names can be used on The RIDE Vehicles.

Example: Van Branding



Example: Ford Flex



The RIDE

Policies



**Massachusetts Bay
Transportation Authority**

Appendix 1: New RIDE Vehicle Checklist

Date _____ Vin # _____ Inspection location _____

Property # _____ Make _____ Miles _____ Inspected by _____

Exterior	OK	Not OK	Explanation / Details etc.
Body/ Water Test			
Plate Brackets			
Bumpers			
Windows			
Lug Torque			
Tire Pres.			
Ext.Lights			
Back up sonar warning			
Rev. Alarm			
Decals			
Battery Tray			
Exhaust Route			
Doors Operate/ locks			

Powertrain	OK	Not OK	Explanation / Details etc.
Oil Level			
Trans Fluid			
Coolant Level			
Other Fluids			
Battery / CCA			
Coolant Lines			
Wiring Harnesses			
Exhaust Hangers etc.			
Drive Shaft / Loop			

The RIDE



Massachusetts Bay
Transportation Authority

Policies

Brakes / Lines			
Suspension Etc.			

Interior	OK	Not OK	Explanation / Details etc.
Heater Front / Factory			
Heater / Rear			
AC Front / Factory			
Auxiliary A/C			
Drive Cam			
Radio			
Wipers			
Horn			
Dash Lights			
Inter. Lighting			
Step Well Light			
Lift Lights			
Emer. Lights			
Windows operation			
Seat Operation			
Lift Operation			
Lift Trans. Interlock			
Lift high idle increase			
Tie Downs			
Spare Tires			
Flooring seams			
Owners Manual			
Alignment Spec Sheet			
Stanchion Poles			
Safety Equipment Etc.			
Fire Ext			
Road Test			

The RIDE Policies



Massachusetts Bay
Transportation Authority

Additional Comments:

Sign-Off:

MBTA:

Provider:

The RIDE

Policies



**Massachusetts Bay
Transportation Authority**

Appendix 2: RIDE Vehicle Transfer Checklist

Date Vin # Inspection location

Property # Make Miles Inspected by

Exterior	OK	Not OK	Explanation / Details etc.
Body (general)			
Bumpers			
Dents > 1"			
Paint (general)			
Paint - scrapes > 2"			
Decals (ID removed)			
Tire Pressure			
Tire Tread			
Ext. Lights			
Doors/locks and windows oper.			

Interior	OK	Not OK	Explanation / Details etc.
Tablet			
Vehicle Camera			
Wipers			
Lights			
Seat condition (clean/tears)			
Tie downs			
Lift			
Spare tires			
Flooring seams			
Fire Extinguisher			

The RIDE

Policies



Massachusetts Bay
Transportation Authority

Fire Blanket			
First aid kit			
Safety triangle kit			
Chalk blocks (if inc.)			
Seat belt cutter			
Blood pathogen kit			

Additional Comments:

Sign-Off:

Transferor:

Transferee:
