



## Massachusetts Councils On Aging

Please be advised **as of February 15<sup>th</sup>** the **only RIDE customer contact number for TRAC** -The RIDE Access Center is and will continue to be **844-427-7433** .

**All former RIDE contractor contact numbers** (GLSS 888-319-7433, NEXT 888-920-7433 or VTS 877-765-7433) that continue to be dialed by a RIDE customer **will cease to be operational** after that date. During the transition of the RIDE contractor's reservation, dispatching and scheduling functions to The RIDE Access Center, those old numbers were all being auto-forwarded to the single TRAC line. As noted they are being disconnected as of February 15<sup>th</sup> and the auto-forward to TRAC will not work.

**RIDE customers must only call 844-427-7433 for reservations, scheduling and dispatching .**

MCOA | [www.mcoasonline.com](http://www.mcoasonline.com)

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