



# The Link Rider Frequently Asked Questions

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## Service Zones

### **What areas does The Link serve, and can I travel between all four towns?**

The Link operates within two separate service zones: Woburn-Burlington and Reading-Wakefield. Trips are available anywhere within each zone. Riders in either zone can also travel to Lahey Clinic in Burlington and Winchester Hospital.

### **What if I want to go somewhere in the other zone?**

The Link does not provide general travel between the Woburn-Burlington Zone and the Reading-Wakefield Zone. The only destinations available to riders in both zones are Lahey Clinic in Burlington and Winchester Hospital.

### **What does it mean that The Link is a shared ride service?**

The Link may group riders traveling in a similar direction in the same vehicle. This means other passengers may already be on board when you are picked up, and the driver may make additional pickups or drop-offs before reaching your destination.

## How to Use the App



The Ride Circuit app allows you to request a ride anytime during service hours without calling. Once you've downloaded the app and created an account, booking a ride only takes a few steps.

The Ride Circuit app makes it easy to request, track, and manage your ride from your smartphone. Follow the steps below to book your first trip.

### **Step 1: Download the Ride Circuit App**

Visit the Apple App Store (iPhone) or Google Play Store (Android) and search for **Ride Circuit**. Download and install the app on your phone.

### **Step 2: Create Your Account**

Open the app and select **Create Account**.

You'll be asked to enter:

- Your name
- Email address
- Mobile phone number
- A password

You may also be asked to verify your phone number by entering a code sent by text message.

Once your account is created, you'll only need to sign-in once unless you log out or get a new device.

### **Step 3: Allow Location Services**

The app will ask for permission to access your location.

Choosing **Allow** helps the app automatically find where you are, making it faster and easier to request a ride. If you don't allow location access, you can still manually enter your pickup address.

### **Step 4: Open the App**

When you open the app, you'll see a map centered on your current location.

A pickup marker will appear on the map. If you're being picked up somewhere else, simply type the address or place name into the pickup field or move the pickup marker to the correct location.

### **Step 5: Enter Your Destination**

Next, enter where you'd like to go.



You can:

- Type an address
- Search for a business or destination
- Select a saved location (if you've saved one)

The app will confirm that both your pickup and destination are within The Link service area before allowing you to request your ride.

### **Step 6: Review Your Trip**

Before requesting your ride, you'll see:

- Your pickup location
- Your destination
- An estimated pickup time
- Any service information or notifications

Confirm everything looks correct, then tap **Request Ride**.

### **Step 7: Get Matched With a Vehicle**

The app automatically finds the nearest available Link vehicle.

Once your ride is assigned, you'll see:

- Your driver's first name
- Your vehicle information
- Your estimated arrival time
- A live map showing exactly where your vehicle is

The map updates continuously, so you can watch your vehicle approach in real time.

### **Step 8: Wait for Your Ride**

As your driver gets closer, the app continues updating the arrival time. You'll know:

- How many minutes away your driver is
- Where they're currently located
- The best place to meet them

Occasionally, the app may direct you to a nearby safe pickup location, such as the corner of a street or a designated pickup area, to help keep traffic moving safely.

### **Step 9: Meet Your Driver**

When your vehicle arrives:



- Verify it's The Link vehicle shown in the app.
- Tell the driver your name if requested.
- Board the vehicle safely.

### **Step 10: During Your Ride**

The Link is a shared, on-demand transportation service. While you're riding, your driver may stop to pick up or drop off other passengers traveling in the same direction. The Ride Circuit app plans these shared trips automatically to provide efficient service while keeping travel times reasonable.

Throughout your trip, you can continue viewing:

- Your location on the map
- Your route
- Your estimated arrival time

### **Step 11: Arrive at Your Destination**

When you arrive, gather your belongings and exit the vehicle safely. The app will ask you to rate your ride and share feedback about your experience. Your feedback helps improve The Link for everyone.

## **Requesting a Ride**

### **Do I need a smartphone to use The Link?**

No. You can request a ride by calling (781) 782-2521 or through the Ride Circuit app.

### **Can a phone representative help me set up an account?**

No, our call center is set up solely to request a ride, and can't assist with creating an account.

### **Can I request, cancel, or change a ride by phone?**

Yes, riders can request, modify, or cancel a ride through the call center.

### **What are the phone booking hours?**

Phone booking is available during the same hours The Link operates: Monday through Friday, 7 a.m. to 7 p.m., and Saturday, 9 a.m. to 5 p.m.

### **Can I request an accessible vehicle by phone or through the app?**

Yes, riders can request an ADA-accessible vehicle whether booking through the app or by phone.

### **Is the ride-request phone number also a general customer service line?**

No, that number is dedicated to requesting rides. For customer service you can call +1 (646) 504-3733 or use the online inquiry forms for faster support.



### **Will the phone number be posted on the vehicles?**

Yes, the ride-request number will be printed on the back of every vehicle.

## **Scheduling**

### **Can I schedule a ride in advance?**

The Link is a same-day, on-demand service, so rides can't be scheduled ahead of time. You can request a ride through the app or by phone whenever you're ready to go.

### **Can I set up a recurring ride?**

Not at this time. Every ride is requested on demand.

### **Can I use The Link for time-sensitive trips, like a medical appointment or catching a train?**

Yes, but be aware that pickup times can vary based on demand. Because The Link is a shared-ride service, your driver may also pick up and drop off other passengers along the way. We recommend planning ahead and giving yourself extra time when traveling to an appointment, train, or anything else on a set schedule.

### **Can I enter the time I need to arrive at my destination?**

No. The Link does not allow you to enter an appointment time or required arrival time when requesting a ride. Because pickup times can vary and the vehicle may make additional stops for other riders, be sure to request your ride early and allow extra travel time, especially for medical appointments, trains, or other time-sensitive trips.

## **Pickup & Wait Times**

### **How will I know when my ride is arriving?**

If you book through the Ride Circuit app, you can track your vehicle in real time and see its estimated arrival. If you book by phone, you'll be provided with an estimated pickup time.

### **What can make my wait longer?**

The biggest factor is demand. If more people are requesting rides at the same time, your wait may be longer. Traffic may also impact the arrival of a ride.

## **Accessibility & Rider Assistance**

### **What level of service does The Link provide?**

The Link is an on-demand, shared ride service. Simply enter your pickup and drop-off locations in the Ride Circuit app (or book by phone), and we'll match you with a vehicle traveling in your area. In the app, you can track your vehicle in real time, see your estimated arrival time, and receive updates throughout your trip. Because rides may be shared with other passengers heading in the same direction, your driver may make additional pickups or drop-offs along the way to keep the service efficient.



**Can drivers help me get in and out of the vehicle? / Can drivers escort a rider to or from the door of a destination?**

No. Because The Link is a shared ride service, drivers remain with the vehicle and are unable to escort riders to or from the door. This helps keep trips running efficiently for all riders.

**Can drivers assist with walkers or foldable mobility equipment?**

Walkers and other foldable mobility equipment may be brought on board if they can be safely accommodated in the vehicle. For safety reasons, drivers generally remain in the vehicle and are not able to load, unload, or handle mobility equipment.

## Pets & Service Animals

**Are service animals allowed onboard?**

Service animals, as defined by the ADA, are always welcome. Just let your driver know when you board.

## Errands & Return Trips

**Can the driver wait while I run into a store or an appointment?**

No, each trip is one-way, just like any other ride. When you're ready to head back, simply request a new ride.

**Can I make multiple stops on one trip?**

No. The Link provides point-to-point trips, so each ride includes one pickup location and one drop-off location. If you need to make another stop, you'll need to request a new ride after reaching your destination. This helps keep wait times low and the service running efficiently for everyone.

**Can drivers help carry bags or groceries?**

For safety reasons, drivers generally remain in the vehicle and are unable to assist with carrying bags or groceries. Riders may bring up to two grocery or shopping bags per person, provided they can safely load and unload them on their own.

**Can I bring a personal care attendant or companion with me?**

Yes. Personal care attendants and companions are welcome to ride with you. They must be included in the total passenger count when requesting your ride so we can reserve enough seats in the vehicle.

## Belongings



### **What can I bring on board — groceries, luggage, strollers?**

We are happy to accommodate your personal items, however, we ask that you do not bring bulky luggage on board and limit personal items to 3 bags per person.

## **Age Restrictions & Child Seats**

### **Can riders under 16 years old ride without an adult?**

You must be 16 years of age or older to create a Ride Circuit account and make ride requests. Riders must be 16 or older to ride unaccompanied.

### **Are child car seats required?**

Yes. If a child needs a car seat, a parent or guardian must provide and install it, and the child counts toward the vehicle's passenger capacity.

### **Does a parent or guardian need to set up the account for a minor?**

Minors are not permitted to use the service themselves, so an account would not need to be set up. Accounts can be created by riders that are 16 and older.

### **Can The Link be used for activity transportation?**

Riders under the age of 16 must be accompanied by an adult when using the service, including for after-school transportation.

## **Safety**

### **How are Circuit drivers screened and trained?**

Safety is our top priority. Circuit hires and manages its own W-2 drivers, meaning drivers are Circuit employees rather than independent contractors. They receive training on safe driving, customer service, accessibility, and operating the Ride Circuit platform before serving riders. Circuit also maintains a Zero Tolerance Driver Policy covering impairment, distracted driving, discrimination, and harassment. Any reported violations are investigated immediately, and confirmed violations result in termination.

### **How do I know I'm getting into the right vehicle?**

Riders using the app can track their assigned vehicle in real time.

When you book by phone, you'll be given an estimated pickup time. The vehicle will arrive with The Link branding, making it easy to identify. If you have any questions about your ride or believe you've missed your pickup, call the reservation line for assistance.

### **Can I share my trip with a family member or caregiver?**

You can add up to four other passengers when requesting a ride through the Ride Circuit app. Be sure to include everyone traveling with you in the passenger count.



### How do I report a safety concern?

You can file an Issue or Incident report directly with [Circuit](#) on our website, including your name, contact information, service location, and details of the incident.

### When should I call 911 instead of customer service?

If you ever feel unsafe, please use your judgment and contact 911 or local authorities directly. For non-emergency concerns, contact Circuit customer support at +1 (646) 504-3733.

## Customer Service

Ride-booking line: (781) 782-2521. General customer service: call +1 (646) 504-3733 or use our online inquiry forms for faster support

## About This Pilot

This one-year pilot program is a 100% electric, on-demand microtransit service designed to improve access to transit, jobs, healthcare, shopping, and other destinations, without burning an ounce of gas. The pilot is funded by a Microtransit grant from the Massachusetts Department of Transportation (MassDOT) awarded to Woburn, Burlington, Wakefield, and Reading.

## Hours & Operating Details

Monday-Friday: 7 a.m. to 7 p.m. Saturday: 9 a.m. to 5 p.m. Closed Sundays and on Thanksgiving, Christmas Day, and New Year's Day. Soft launch begins August 24, 2026, with ribbon-cutting celebrations for both zones on August 31, 2026.

### What is ride sharing?

The Link is a **shared, on-demand transportation service**, which means multiple passengers may ride in the same vehicle if they're traveling in the same direction.

Unlike a taxi or private rideshare, your vehicle isn't reserved just for you. The Ride Circuit app groups compatible trips together to make the service more efficient, allowing more people to get where they need to go while reducing wait times, traffic, and emissions.

If another rider requests a trip along your route, your driver may make an additional pickup or drop-off before arriving at your destination. Your route may adjust slightly, but the app is designed to keep trips as efficient as possible.





## **Why does The Link use shared rides?**

- Serves more riders with fewer vehicles
- Reduces traffic congestion
- Lowers emissions by sharing trips
- Keeps the service efficient for everyone
- Helps communities provide free transportation

## **Is there a target or typical wait time we can share publicly?**

Wait times vary based on demand, traffic conditions, and vehicle availability. The Link is designed to provide rides as quickly as possible, and the Ride Circuit app will provide an estimated pickup time when you request your ride. We continuously work to keep wait times as low as possible while providing reliable service to all riders.

## **Do accessible-vehicle requests typically require additional wait time?**

No. Accessible vehicle requests are handled just like any other ride request and do not typically require additional wait time.

## **Does the app support multiple stops within a single trip request?**

No. Each trip includes one pickup location and one drop-off location. If you need to make another stop after arriving at your destination, simply request a new ride through the Ride Circuit app or by phone.

## **How should phone-only riders (without app tracking) identify their assigned vehicle or driver?**

When you book by phone, you'll be given an estimated pickup time. The vehicle will arrive with The Link branding, making it easy to identify. If you have any questions about your ride or believe you've missed your pickup, call the reservation line for assistance.

## **What is the lost-and-found procedure?**

If you believe you've left an item behind, contact The Link as soon as possible using the rider support form on the [Circuit](#) website. Please provide as much information as you can, including the date and time of your trip, your pickup and drop-off locations, and a description of the lost item. While we'll do our best to help locate and return lost items, we cannot guarantee that all items will be recovered.



## The Link Operated by Circuit

### **Who is Circuit?**

Circuit is the company operating The Link. Circuit provides on-demand, all-electric transportation services in communities across the country and manages the vehicles, drivers, technology, and daily service operations.

### **What does “The Link Powered by Circuit” mean?**

The Link is the name of the local transportation service available in Woburn, Burlington, Reading, and Wakefield. Circuit is the service operator and provides the Ride Circuit app and call center used to request rides.