



Merrimack Valley Regional Transit Authority

The following is the contact information for the MVRTA Office of Special Services

MVRTA Office of Special Services

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The Merrimack Valley Regional Transit Authority Announces

Ring & Ride North Reading

What is Ring & Ride North Reading?

Ring & Ride North Reading is a medical appointment only, origin to destination service (door to door upon request) for North Reading residents who are 60 years of age or older, or disabled veterans.

Effective October 30, 2017



Tel: (978) 469-6878 Option #3
WWW.MVRTA.COM

Overview of Ring & Ride North Reading service

Ring and Ride North Reading is an origin to destination shared ride service (door to door upon request) where one part of the trip must begin or end in North Reading.

This service is provided to North Reading residents who are 60 years of age or older, or disabled veterans, regardless of age.

Residents who are 60 years of age or older can reserve a ride by calling the MVRTA office of Special Services.

Disabled Veterans, please contact North Reading Veterans' Office to sign up for the services at (978) 357-5212.

Service is provided with MVRTA lift-equipped vehicles and on occasion is supplemented with other vehicles that may be vans or sedans. This service is intended to safely and efficiently accommodate as many customers per trip as possible.

This customer manual will detail policies that will help you and the other Ring & Ride North Reading customers receive the best possible service. Please follow these policies to avoid any service disruption to you and other Ring & Ride North Reading customers.

How to Schedule a Trip:

- You can call the MVRTA office of Special Services to reserve a ride at (978) 469-6878 option 3 Monday-Friday 8:00 AM – 4:30 PM.
- Trips may be reserved 2 weeks in advance, but no later than 1 day in advance (excluding weekends and holidays.)
- When reserving a trip, there must be at least 1 hour between your requested appointment time and next pick-up.
- When booking your ride, the reservationist will give you a 30-minute window in which the van will arrive. This service is a first call first service basis. Once the van is booked up, you will not be allowed to book a ride for that time slot. We cannot guarantee a ride for you for any given day.
- Please be ready to board the vehicle when it arrives. The driver will wait no longer than 5 minutes. If you are not ready and the driver leaves, your trip status will be recorded as a No-Show
- You will not be able to reschedule another trip for the same day if you miss a trip.
- If the MVRTA vehicle does not come within the 30-minute window, please call the MVRTA office of Special Services to check that status of your trip.
- Trip cancellations must be made at least 1 hour prior to schedule trip.
- No same day trips or changes can be made.
- Each customer is allowed to carry as many bags that he/she can carry at one time. Please note that drivers cannot help.

Service Availability

Ring & Ride North Reading Service Hours
Monday – Friday 6:00 AM – 6:00 PM.

Service is not available on the following holidays:
New Year's Day, Martin Luther King Day, Presidents' Day, Patriot's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day.

Cost

The zones are as follows:

- Zone A In-Town only (no cost)
- Zone B Andover, North Andover, Middleton, Lynnfield, Wilmington, Reading
- Zone C Woburn, Stoneham, Danvers, Peabody, Wakefield
- Zone D Burlington, Winchester, Melrose
- Zone E Boston, Bedford, Jamaica Plain

Ring & Ride North Reading rates can be paid with cash or tickets.

Rates are as follows:

Zones	Fares	Tickets
A	\$0.00	0
B	\$2.00	1
C	\$3.00	1
D	\$4.00	2
E	\$5.00	2

A guest accompanying the passenger can ride for free.

Discounted ticket books for travel may be purchased by contacting MVRTA office of Special Services.

10-Ride Book....\$20.00

20-Ride Book....\$40.00

All fares must be paid to the driver at the time of travel. Exact fares are encouraged.

Service Rules

- All customers are required to wear seatbelts
- All wheelchairs and customers are to be properly secured at all times. Customers that are not properly secured will not be transported.
- Individuals who use three wheeled mobility device or any non-standard wheelchair which cannot be securely fastened are encouraged, but not required to transfer to a vehicle seat.
- Unsafe behavior or destruction of MVRTA property will not be tolerated. If such behavior occurs, the customer could be required to leave the vehicle immediately.
- Under no circumstances is the driver responsible for any actions taken by customer, before, during or after their trip.
- Customers should not be riding alone in an MVRTA vehicle if they cannot be left unattended.
- Eating, drinking, smoking or playing loud music on the vehicle is not permitted.
- Tipping is not allowed.

Service Disruptions

Here are a few points to keep in mind that will help ensure efficient service.

No Shows

This disruption occurs when the MVRTA vehicle arrives at the specified location within the 30 minute window and the customer is not ready or does not take the scheduled trip.

Late cancellation

This disruption occurs when a customer fails to notify the MVRTA office of Special Services of cancellation at least an hour prior to the scheduled pick-up time.

Disruption penalties

The MVRTA office of Special Services has established the administrative process outlined below to suspend for a reasonable period of time of Ring & Ride North Reading eligible individuals who establish a pattern or practice of missing scheduled trips. Each individual trip history will be assessed to see if pattern or practice of missing trips exists. No-show/late cancellations are considered excessive when a customer reserves 7 or more trips within any month and no/shows and/or late cancels are 20 percent or more of those scheduled trips. At no time can a customer's no-show/late cancellations exceed 7 within one month without causing a violation. This will be considered a pattern or practice of missed trips and the customer will be sent written notification that he/she has violated the No-Show/Late Cancellation Policy and is subject to suspension.

- * The MVRTA office of Special Services retains the discretion to impose service suspensions with any disruption that it considers inappropriate up to and including indefinite suspension for a first time disruption

Appeal of Penalties:

If you disagree with any penalty imposed, you must notify the MVRTA Office of Special Services within 14 days of the date you received the written notification. Your appeal will be reviewed and a final decision will be made. Until you are notified of the findings you will receive Ring & Ride North Reading services pending the results of the review.

Complaints:

Complaints can be made through a number of methods: MVRTA website, calling the MVRTA main number and speaking with the receptionist or calling the Office of Special Services. All complaints are given to the responsible party and the complainant is called within 24 hours of its receipt in order to inform the individual that a complaint has been received and is under review. Once resolved the complainant will receive a response from the department head within three (3) business days in the form of a telephone call, an email, or letter advising him/her of the outcome.