

## ***When And How Do I Reserve A Seat?***

For weekday reservations please call 978-469-MVRTA (6878) **OPTION 3** between 8:00 am and 4:30 pm at least 24 hours prior to service. To schedule a Monday reservation, you must call Friday by 4:30 pm.

## ***How Do I Cancel My Ride?***

You must call one hour before your scheduled pick up time on weekdays between 8:00 a.m. and 4:30 p.m. Please call 978-469-MVRTA (6878) **OPTION 3**. You may also cancel your trip for a Monday at anytime during the preceding Saturday or Sunday by leaving a message at ext 142.

**Schedule & Route Information:**  
**(978) 469-MVRTA (6878)**  
[www.mvrta.com](http://www.mvrta.com)

## ***What Else Do I Need To Know About The Service?***

- Eating, drinking, smoking, or playing of loud music is not allowed.
- Tipping of drivers is not permitted.
- Unsafe behavior or destruction of service property will be cause for immediate expulsion from the vehicle.

# **MVRTA**

[www.mvrta.com](http://www.mvrta.com)  
**978-469-MVRTA (6878) OPTION 3**

# 42

# MVRTA

## ***RING & RIDE***

An advance phone request service for the general public which provides transportation to the following:

*Holy Family Hospital,  
The Loop, Methuen Plaza,  
Methuen Square,  
Merrimack Plaza, Methuen  
SC, Arlington Neighbor*

*Effective April 19, 2019*

[www.mvrta.com](http://www.mvrta.com)  
**978-469-MVRTA (6878)**  
**OPTION 3**



# Welcome Aboard the Merrimack Valley Regional Transit Authority!

## Route 42 Ring & Ride

### A Transportation Service for the General Public

Route 42 Ring & Ride is an advance phone request curb to curb service along the scheduled routing. You must call at least 24 hours in advance to request the service and be able to meet the MVRTA vehicle along the route at the location you have predetermined with the MVRTA Office of Special Services. When booking your ride, the reservationist will give you a 30 minute window in which the van will arrive. If you are placed on standby, it means you will have a ride, but need to call back between 4:30 and 5:00 the night before, or before your scheduled trip on the day of the trip.

### Days and hours of Operation

Monday through Friday 6am to 6pm, Saturday 9am to 6pm. Service will not operate on the following holidays: New Year's Day, Martin Luther King Day, Presidents' Day, Patriots' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving and Christmas.

### Accessibility

The MVRTA's policy for governing the ADA DOT requirement to transport any wheelchair that does not exceed the capacities of the vehicle and its equipment (lift/ramp) is: Drivers must transport all passengers in wheelchairs whose combined weight and dimensions do not exceed the capacities of the vehicle and its equipment. Please note that if the combination of the customer and wheelchair/scooter exceeds the lift capacity, we may not be able to accommodate your trip.

- \* Service animals are permitted on all MVRTA vehicles.
- \* All schedules, brochures and applications are available in braille, audio and large print.

### Reasonable Modifications

The MVRTA is dedicated to providing equal access to its services for persons with disabilities as well as any individual who (either on occasions or over an extended period) may require modifications to the MVRTA's policy, practices and procedures. Any individual with disability requesting reasonable modification accommodations for extended period of time is required to complete the form listed on the MVRTA website or by calling (978) 469-6878 to request a form. A decision will be made within three (3) business days from the date of the request.

- \* In the event that is not practical to make the request in advance, it can also be made with the reservationist (when reserving your trip) or directly with the driver (on the same). The reservationist, driver and dispatcher will then make a determination of whether the modification can be accommodated.

### What Does Ring & Ride Cost?

You can pay \$2.00 cash when boarding the MVRTA vehicle. Children and students ages 6 to 17 ride for half fare at \$1.00. Children 5 and under with an adult ride for free. A 10-ride ticket book for \$20.00 is also available from the MVRTA office of Special Services.

