



DIAL~A~RIDE

An origin to destination shared ride service.

*(Serving the **residents** of the towns of Ashland, Marlborough,
Southborough, Wayland)*

RIDER INFORMATION

MetroWest Regional Transit Authority Call Center
15 Blandin Ave. Framingham, MA 01702
(508) 820-4650 * Fax: (508) 935-2940
TTY (508) 935-2242

*** Hours for DIAL-A-RIDE Reservations**
Monday – Friday
8:00am – 4:00pm

*** Hours for Dial-A-Ride Service**
Monday – Friday
6:30am - last pickup 6:30pm

(All trips are subject to availability)



DIAL~A~RIDE Fares

Cities and Towns within MetroWest Regional Transit Authority

\$2.00 (each way) Fares

Marlborough Southborough Wayland Ashland (*origin towns)

Sudbury Weston Framingham Natick

Hopkinton Holliston Sherborn

MWRTA extended areas

\$3.00 (each way) Fares

Medical only

Berlin Dover Hudson Lincoln Maynard Medfield

Medway Milford Millis Needham Newton Northborough

Shrewsbury Stow Upton Waltham Wellesley Westborough

MWRTA extended areas

\$5.00 (each way) Fares

Medical only

Boston areas: Brighton Cambridge

Brookline Jamaica Plain (VA only)

Worcester

*** Only residents of Marlborough, Southborough, Wayland, & Ashland**

are eligible to use the service



DIAL~A~RIDE

REGISTERED RIDER RESPONSIBILITIES

- Rider must request trips, a minimum of 48 business hours in advance of requested trip. (i.e. A trip needed for 3pm on a Wednesday must be reserved by 3pm on Monday)
- Rider who is ADA certified, (Americans with Disabilities Act), must request trips by 4pm the day before requested trip is needed. Trips may be booked up to 14 days in advance.
- Provide reservationists exact information regarding address to and from destinations as well as correct times.
- When scheduling return trips, allow extra minutes for appointments that may run late.
- Let reservationists know if you will be accompanied by a personal care assistant (PCA) or companion, or if you will have small children with you.
NOTE: *If bringing a small child they will be required to be in a car/booster seat and will be charged full price. Properly working car/booster seats are the rider's responsibility to provide.*
- If a trip is no longer needed, call and cancel with as much notice as possible. Anything less than 3 hours of your pick up time, will be considered as a "No Show". (see "No Show Policy")
- The rider may call after 2:00 PM the day before their scheduled trip to get their pick up times for the next day.
- Please be ready at street level for pick up 20 minutes before, 20 minutes after scheduled pick up time.
- Please be ready at street level for return pick up 20 minutes before, 20 minutes after scheduled pick up time.
- Fare payment is done through a debit system. Trips requests cannot be booked unless adequate funds are available. Please contact the MW Call Center for more information.
- Wear seatbelt and allow driver to properly secure mobility devices.
- For rider/driver safety there must be a clear and safe path to and from the vehicle. (i.e. debris, snow & ice). The scheduled trip will not be provided if the driver reports unsafe access.
- Riders who cannot safely and independently use the Dial A Ride service, will be required to bring a PCA on the trip. (*application must indicate if the passenger has a disability or cognitive issue that may otherwise impede on providing a safe service*)
- Riders are allowed a maximum of 4 shopping bags per trip.



DIAL~A~RIDE **PROVIDER RESPONSIBILITIES**

- Provide access to reservations without excessive hold times.
- Provide rider with good phone etiquette.
- Ensure a reasonable telephone wait time for riders calling to schedule rides and check on trips.
- Request exact pick up and drop off address.
- Attempt to reach riders the day before trip, with scheduled pick up and return times, unless contact has already been established by the rider.
- Schedule rides in a manner that groups riders together without creating unusually long trips.
- Be on time for pick up and drop offs.
- Provide a vehicle appropriate to each rider's particular needs, with drivers who are trained to be sensitive to the needs of the elderly and persons with disabilities.
- Assist riders onto and off of the vehicle and assist with use of seat belts.
- Properly secure mobility devices for riders who use them.
- At destinations, assist rider in releasing the secured devices.
- Driver will assist to and from the vehicle by providing door to door service, ***if necessary***. However, a driver is not allowed to enter any buildings beyond the main door or lobby.
- Drivers will assist riders with up to 4 shopping bags total, if requested.

Please Note:

There is no *DIAL A RIDE* service provided on the following Holidays:

New Year's Day

President's Day

Memorial Day

Patriots Day- (no service available in Ashland & Wayland)

Independence Day

Labor Day

Columbus Day

Thanksgiving Day

Christmas Day



DIAL~A~RIDE **FOR REGISTERED RIDERS**

“NO SHOW POLICY”

Riders should be ready at street level for their entire pick-up window. These are the 20 minutes before and the 20 minutes after your scheduled pick-up time. The driver will arrive anytime during the pick-up window, but will wait until 5 minutes after the scheduled pick up time before departing to the next pick up. An individual is considered a “No Show” if he/she is not available for the pick-up as described above. If the driver arrives earlier than the scheduled time and the customer is ready, then the trip will commence at that time. However, if the customer is not ready early, the driver will not leave until 5 minutes after the scheduled pick up time.

If a rider needs to cancel a previously scheduled ride, they need to call the MetroWest Call Center **at least 3 hours** in advance of the scheduled pick up time. A rider who cancels with less than three hours notice will be considered a “No Show”. Adequate advance notice is defined as follows: For trips scheduled before 8:00AM, individuals are encouraged to call the day before to cancel. However, the rider may call and leave a message regarding the cancellation. If the time of the message is recorded 3 hours prior to the scheduled trip then the customer will not be charged a “No Show”. Individuals are encouraged to call and cancel unwanted trips as soon as possible to enable substitute scheduling. For trips *after* 8:00AM, individuals must call at least 3 hours before their scheduled trip time to cancel. If an **Out Of Area** medical trip is scheduled please call at **least 24 hours** in advance to cancel. A rider who does not call to cancel is considered a “No Show”. No shows, late and excessive cancellations take up ride time that could be used to accommodate the travel needs of others.

*Note: Out of area trips include, but are not limited to: Worcester, Newton & Boston.

Missed trips deemed by the MWRTA as beyond an individual’s control and service related problems will not be considered a “No Show”.

At the occurrence of the first “No Show” riders will be informed verbally of the policy.

After the second occurrence, a letter will be sent informing them of the first and second “No Show”. Included will be a copy of the “No Show” Policy.



If a rider accumulates three “No Shows” within a 90 day period from the first “No Show”, a letter will be sent informing the rider of their pending suspension of service. Upon the first occurrence of 3 “No Shows” the rider will not be permitted to use the service for a period of 14 days. Upon the second occurrence of 3 “No Shows” the rider will not be permitted to use the service for a period of 30 days. Upon the third occurrence of 3 “No Shows” the rider will not be permitted to use the service for a period of 90 days. Riders have the right to appeal that decision in writing and are given 10 calendar days from the date on the notification letter of suspension.

See MWRTA Appeal Process

***If late/excessive cancellations or no shows persist,
the MWRTA reserves the right to discontinue services.***



DIAL~A~RIDE FOR REGISTERED RIDERS

Excessive Cancellation Policy

Each situation will be evaluated on a case by case basis. The policies listed below are subject to an appeal within the prescribed time frame, and the actions described are only taken if the appeal is unsuccessful. Excessive cancellations are determined by the amount of trips booked, compared to the # of trips cancelled.

No shows, late and excessive cancellations take up ride time that could be used to accommodate the travel needs of others.

After exceeding the policy conditions for the first time in a 30 day period, a verbal warning will be issued outlining the cancellation policy infraction, and informing the rider of further action that could occur.

After exceeding the policy conditions for the second time in a 30 day period, a letter will be sent notifying the rider of the first and second policy infractions, and informing the rider of further action that could occur.

After exceeding the policy conditions for the third time in a 30 day period, a second letter will be issued notifying the rider of a minimum 14 day suspension.

Riders have the right to appeal that decision in writing and are given 10 calendar days from the date on the notification letter of suspension.

See MWRTA Appeal Process

***If late/excessive cancellations or no shows persist,
the MWRTA reserves the right to discontinue services.***



DIAL~A~RIDE

MWRTA Discipline Policy for Registered Riders

Who Exhibit Behaviors That Are Disruptive to Service

That Is Safety Related:

The following disciplinary action is in effect in cases where a rider violates safety-related rules and/or engages in unsafe behavior while boarding the vehicle, while riding on the vehicle or exiting the vehicle, i.e. rider will not remain seated or belted, rider stands/walks around during transport, rider's caretaker not home to receive rider who cannot be left alone due to cognitive and/or physical issues, rider exhibits behavior that shows he/she is too frail/weak to ride public transportation.

If a person violates a safety-related rule and/or engages in unsafe behavior, the rider may be refused service immediately, without proceeding through the process of warnings and/or brief service suspensions.

In certain cases, the Administrator or his/her designee may feel that service can still be provided safely if certain conditions are met by the rider and/or the rider's caretaker. However, if the conditions are not met, i.e. such as a PCA, service to the rider will be terminated immediately.

The above policy also applies to cases where a rider engages in seriously disruptive behavior which can distract the driver and/or endanger him/herself, or other riders.

The decision is based upon how disruptive the behavior is to the safe and standard daily operations of the services provided by the MWRTA.

** Any individual who disagrees with a decision made by the MWRTA service operator that affects his/her ability to use the service may file a formal appeal of that decision.*

See MWRTA Appeal Process



DIAL~A~RIDE

MWRTA Discipline Policy for Registered Riders

Who Exhibit Behaviors That Are Disruptive to Service

That May Not Be Safety Related:

The following disciplinary action is in effect in cases where a rider engages in disruptive behavior that may or may not be directly related to safety issues (e.g. uses abusive language/treatment toward either the driver or other riders, otherwise bothers/harasses the driver and/or the other riders, etc). This includes all Customer Service staff; reservations, management and dispatch.

If a person violates a non safety-related rule and/or engages in unsafe behavior, the rider may be refused service immediately, without proceeding through the process of warnings and/or brief service suspensions.

In certain cases, the Administrator or his/her designee may feel that service can still be provided safely if certain conditions are met by the rider and/or the rider's caretaker. However, if the conditions are not met, service to the rider will be terminated immediately.

The above policy also applies to cases where a rider engages in seriously disruptive behavior which can distract the driver and/or endanger him/herself, or other riders.

The decision is based upon how disruptive the behavior is to the safe and standard daily operations of the services provided by the MWRTA.

** Any individual who disagrees with a decision made by the MWRTA service operator that affects his/her ability to use the service may file a formal appeal of that decision.*

See MWRTA Appeal Process



DIAL~A~RIDE **Appeals Process**

1. Appellants have 10 calendar days from the date on the notification letter of suspension to appeal limits placed on their access to service. Requests for an appeal should be made in writing to:

Ed Carr, Administrator
15 Blandin Ave
Framingham, MA 01702

The appeal letter should include:

- The name and address of the person making the appeal.
 - The name of the MWRTA service provider whose decision you are appealing.
 - A general statement explaining the reason or basis of the appeal.
 - A request for any special accommodations that may be needed should an appeals hearing be necessary, such as a sign language interpreter etc.
 - If an appeals hearing is necessary, transportation will be provided.
2. Appeals will be considered within 7 days of the receipt of the request.
 3. Appellants have the right to speak in person on their own behalf and/or have others assist or represent them; if an appeals hearing is necessary.
 4. The determination resulting from the appeal will be in writing and will state the reason(s) for the decision.
 5. The Administrator's decision is final.
 6. Service will continue to be provided during the appeals process.

**If you have any questions regarding the Appeals Process please call:*

Lisa Long (Call Center Manager)
15 Blandin Ave
Framingham, MA 01702
(508) 820-4650