MetroWest Regional Transit Authority

DIAL~A~RIDE

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

An origin to destination shared ride service.

*Serving the **communities** of Ashland, Hopkinton, Marlborough, Milford, Millis, Sherborn, Southborough, Sudbury, and Wayland*

RIDER INFORMATION

Hours of DIAL-A-RIDE Reservations
Sunday – Saturday
8:00am – 4:00pm
48 business hours advance booking required

Hours of DIAL-A-RIDE Service
Monday – Friday
6:30am *(1st drop off request)* ***– 6:30pm*** *(last pick up request)*

To: Persons applying for MWRTA Dial A Ride service

Depending on the community, Dial A Ride service can be available to individuals who are age 65 or over, and or, a disabled individual who is under the age of 65. ***Please follow the below instructions for the Dial A Ride application process in your community.***

Ashland: *Service offered:* Age 65 or over and disabled under the age of 65.
Apply through the MW Call Center by calling 508-820-4650.
Seniors, 65 and over, can also apply through the Ashland Council on Aging by calling: 508-881-0140.

Hopkinton: *Service offered:* Age 65 or over and disabled under the age of 65.
Apply through the Hopkinton Council on Aging by calling: 508-497-9730.

Marlborough: *Service offered:* Age 65 or over.
Apply through the Marlborough Council on Aging by calling 508-485-6492.
Note: Please contact the MW Call Center at 508-820-4650, for information on applying for ADA service provided to individuals with a qualifying disability.

Milford: *Service offered:* Age 65 or over and disabled under the age of 65.
Apply through MW Call Center by calling 508-820-4650.

Millis: *Service offered:* Age 65 or over and disabled under the age of 65.
Apply through MW Call Center by calling 508-820-4650. Seniors can also apply through the Millis Council on Aging by calling: 508-376-7051.

Sherborn: *Service offered:* Age 65 or over apply through the Sherborn Council on Aging by calling: 508-651-7858. Disabled under the age of 65 apply through the MW Call Center by calling 508-820-4650.

Southborough: *Service offered:* Age 65 or over and disabled under the age of 65.
Apply through MW Call Center by calling 508-820-4650.

Sudbury: *Service offered:* Age 60 or over and disabled under the age of 60.
Seniors apply through the Sudbury Council on Aging by calling: 978-443-3055

Wayland: *Service offered:* Age 65 or over and disabled under the age of 65.
Apply through the MW Call Center by calling 508-820-4650.
Seniors can also apply through the Wayland Council on Aging by calling: 508-358-2990.

Once your application has been received and reviewed, and if approved, it will be entered into our system. You will then receive an approval letter along with The Dial A Ride Policies and Procedures.

MetroWest Regional Transit Authority

Fares

Designated Cities and Towns serviced by MW DIAL-A-RIDE within 17 MetroWest Communities

$2.00 (each way)

Origin Towns

Ashland, Hopkinton Marlborough, Milford, Millis, Sherborn, Southborough, *Sudbury, and Wayland

Destination Towns

Services available within all origin towns as well as destination towns listed below

Dover, Framingham, Hopedale, Hudson, Holliston
Milford, Natick, Weston, and Wellesley

***Sudbury – Dial A Ride Service Hours: Tuesday and Thursdays 4:30pm-6:30pm**

MWRTA extended areas

$3.00 (each way)

Medical only

*** Some restrictions apply**

10:00am – 2:00pm

Berlin, *Concord, Lincoln, Maynard, Medfield,
Medway, Needham, Newton, Norfolk, Northborough,
Shrewsbury, Stow, Upton, Waltham, and Westborough

****Concord (Medical trips to Concord are limited to Emerson Hospital only).***

MWRTA extended areas

$5.00 (each way)

Medical only

Boston, Brighton,
Brookline and Jamaica Plain (**VA only**)

8:30am – 3:30pm

Worcester

9:00am – 2:00pm

REGISTERED RIDER RESPONSIBILITIES

- Rider must request trips a minimum of 48 business hours in advance of requested trip time (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 a maximum of 14 days in advance.
- Rider must provide reservationist exact information regarding address to and from destinations, as well as accurate times.
- When scheduling return trips, please allow extra time for appointments that may run late.
- Let reservationist know if you will be accompanied by a personal care assistant (PCA), a companion, or if you will have small children or a service animal 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, please 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" on page 7).
- Traffic or other disruptions could make your times vary slightly, so please be ready at street level for return pick up, up to 15 minutes after your scheduled pick up time. You may contact the MW Call Center at any time to confirm the vehicle's estimated arrival.
- Fare payment is done through a debit system. Trip requests cannot be booked unless adequate funds are available. Please contact the MW Call Center for more information.
- Wearing of seatbelts is mandatory, and drivers will 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.** If a customer travels with a companion, the companion is allowed a total of 4 manageable packages. The companion must carry their own packages. A PCA is not allowed to carry additional packages. Keep in mind that you are using a shared-ride service and space is limited.

  Note: *If a customer presents with excessive packages, please be aware that services may be refused. The customer would be able to request a return trip without the excessive packages, based on schedule availability for the day.*

- If you have not utilized your Dial A Ride services within a 24 month period of your last date of service, you will automatically be placed on an inactive status.
  If you are over the age of 65, you must call and update all pertinent information (address, emergency contact etc., before resuming your Dial A Ride services.
  If you are under the age of 65 with a disability, we require an update of your disability status. You may either send an updated copy of your Medicare card, or have a licensed health care provider fill out Part C of our Dial A Ride application and forward to the MW Call Center.

PROVIDER RESPONSIBILITIES

- Provide access to reservations and ensure a reasonable telephone wait time for riders calling to schedule rides and check on trips.
- Provide rider with good phone etiquette.
- Obtain an exact pick up and drop off address from the customer.
- Provide an automated call the evening before the scheduled trip (prior to 9:00pm), with your times for the next day trips.
  Note: *If you do not receive a call by 9:00pm, please contact the MW Call Center, press option 2, and you will be connected to the dispatcher. The dispatcher will ensure that the trip has been scheduled and provide you with your pick up times.*
- Schedule rides in a manner that groups riders together, without creating unusually long trips.
- Perform timely pick up and drop offs.
- Properly secure seatbelts, as well as mobility devices.
- Assist rider with releasing the seatbelt, as well as secured devices.
- Driver will assist to and from the vehicle by providing door to door service.
  Note: *Drivers are not allowed to enter any buildings beyond the main door or lobby.*
- Drivers will assist riders with up to **4 shopping bags total**. Please see above regarding Shopping Bag Policy.

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

New Year's Day	**Patriots Day**	**Labor Day**
Memorial Day	**Independence Day**	**Thanksgiving Day**
		Christmas Day

The following holidays will operate on reduced service 8:00am – 6:00pm unless the holiday falls on Saturday or Sunday. Dial A Ride operates on Monday through Friday only.

Martin Luther King Day	**Juneteenth**	**Veterans Day**
Presidents Day	**Columbus Day**	**day after Thanksgiving**

*** **Note on Holiday Observances:** *If a Holiday falls on a Saturday, it will be observed on the previous Friday. If a Holiday falls on a Sunday, it will be observed on the following Monday. If New Year's Day, Independence Day, or Christmas Day falls on a Saturday or Sunday, both the actual and observed days will be treated as though they were the Holiday.*

NO SHOW POLICY

Riders should be ready at street level for their entire pick-up window. This is the 15 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 contact the MW 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. If a passenger No Shows on a trip and has other trips scheduled for that day, all of those trips will automatically be cancelled. This includes any scheduled return where a passenger No Showed for the original pick up of that same trip.

Note: *Out of area trips include all extended areas. Please check the list provided on Page 3.*

Missed trips deemed by the MWRTA as beyond an individual's control, as well as service related issues, will not be considered or count as 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 the rider of the first and second “No Show”. A copy of the “No Show” Policy will be included.

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 in writing, any decision, and are afforded 10 calendar days from the date on the suspension notification letter to do so.

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

See MWRTA Appeal Process on page 13

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 number of trips booked-compared to the number 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 in writing, any decision, and are afforded 10 calendar days from the date on the suspension notification letter to do so.

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

See MWRTA Appeal Process on page 13

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 on page 13

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 on page 13

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Appeals Process

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

   Jim Nee, Administrator
   15 Blandin Ave
   Framingham, MA 01702

   The appeal letter should include:

   - The name and address of the person making the appeal.
   - 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, please reference in your reply if transportation will be needed.

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 contact:

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