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.

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.

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. If you are not at your pick-up location within 5 minutes, 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:

Cost

The zones are as follows:

<table>
<thead>
<tr>
<th>Zone</th>
<th>Zones Covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>In-Town only (no cost)</td>
</tr>
<tr>
<td>B</td>
<td>Andover, North Andover, Middleton, Lynnfield, Wilmington, Reading</td>
</tr>
<tr>
<td>C</td>
<td>Woburn, Stoneham, Danvers, Peabody, Wakefield</td>
</tr>
<tr>
<td>D</td>
<td>Burlington, Winchester, Melrose</td>
</tr>
<tr>
<td>E</td>
<td>Boston, Bedford, Jamaica Plain</td>
</tr>
</tbody>
</table>

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

Rates are as follows:

<table>
<thead>
<tr>
<th>Zones</th>
<th>Fares</th>
<th>Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>$0.00</td>
<td>0</td>
</tr>
<tr>
<td>B</td>
<td>$2.00</td>
<td>1</td>
</tr>
<tr>
<td>C</td>
<td>$3.00</td>
<td>1</td>
</tr>
<tr>
<td>D</td>
<td>$4.00</td>
<td>2</td>
</tr>
<tr>
<td>E</td>
<td>$5.00</td>
<td>2</td>
</tr>
</tbody>
</table>

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 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.

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 complain 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.