



TOWN OF NATICK

VAN SERVICE

FOR

SENIORS AND DISABLED RESIDENTS

POLICY STATEMENT

The Van is an additional service provided by the Town and managed by the Natick Neighborhood Bus, to enhance the lifestyle of seniors and disabled residents of Natick who do not otherwise have access to transportation. In addition this service can be utilized to assist persons who are transitioning from public assistance to work. Medical transportation continues to be provided by the Ride and the Council on Aging – Kennedy Senior Center.

(The operation of this service is in accordance with the goals of the Mobility Assistance Program administered by the Mass Executive Office of Transportation and Construction.)

SERVICE DEFINITION

The Van is a shared ride service; you will be riding with other persons. All service is provided from the threshold of the main entrance of the rider's point of origin to the appropriate threshold of the rider's destination. The Driver will assist individuals who use wheelchairs, at drop off and pick up locations, over a maximum of one curb and/or one step. Weather and ability permitting you are encouraged to wait at the curb or where you are able to see the vehicle since the driver may not enter buildings in search of passengers.

Note: Special arrangements will be made if you are visually and/or hearing Impaired.

SERVICE AREA

The Van service follows the fixed route of the Natick Neighborhood Bus with certain exceptions:

- The route is extended to service passengers that are not residing directly on the fixed northeast and southwest routes.
- The Van will transport Natick residents to the "nearest village" or town center of the towns bordering Natick. (Framingham, Wellesley, Wayland, Dover, Sherborn and Weston)
- Two major MetroWest Hospitals
- Nursing Home Visits

HOW TO ACCESS THE SERVICE

Individuals

The rider should telephone the Neighborhood Bus Dispatcher at (508) 647-6446, twenty-four (24) hours in advance, Monday through Friday, between the hours of 7:00 A.M. – 11:00 A.M.

Voice mail requests received after 11:00 A.M. on a given day shall not be scheduled for a pick-up on the following day.

Same Day Trip Request

You may call for a trip on the trip date itself. These are called *same day trip requests*. You should be aware that the availability of same day trip depends largely on variable factors such as cancellations and pre-existing schedules. Unfortunately only a small percentage of *same day trip requests* can be scheduled.

Holiday Service -- None

Service Hours

The Van operates five days a week (Monday – Friday) from 7:45 A.M. to 3:30 P.M.

The rider will give the Dispatcher the following information:

- Name, address and telephone number at location of pick up.
- Number of passengers.
- Day, date and time of the pick up of the requested travel.
- The exact address of destination.
- The time for the return pick up and the exact address.
- If accompanied by a Personal Care Assistant (PCA), no fare will be charged. The PCA will be provided the space to travel with you.

- For your convenience and comfort, the Dispatcher should be informed when a service animal, use of a wheelchair or walker, will accompany you.

In some cases the Dispatcher will give immediate confirmation (or denial) at the time your request is made. When this is not possible, the Driver or Dispatcher will call you prior to the travel date to confirm or deny your request.

Group Requests

- Written requests for Van service from the Kennedy Senior Center, Senior/Disability Housing Complex Activity Directors and other groups servicing Seniors/Disabled persons should send their requests to the *Neighborhood Bus Coordinator, 13 East Central Street, Natick, MA 01760.*
- The written request should give a brief description of the activity – day and date, time of departure and return and any special needs to be met.
- The request should be made ten (10) days prior to the anticipated event.
- Written confirmation will be sent to the requestor within three (3) working days.

PICK UP TIMES

- The rider(s) is expected to be at the pick up location ten (10) minutes in advance of the scheduled pick up time.
- The rider(s) should allow five (5) minutes after his/her scheduled pick up time before calling the Dispatcher in event that the Driver is late.
- The Driver will wait a minimum of five (5) minutes in the event that the requestor is late before reporting to the dispatcher and continuing his/her next scheduled pick up.

CANCELLATION

If you need to cancel your trip, please call as far in advance as possible so that someone else might be accommodated.

Note: If you cancel a trip less than one (1) hour before your pick-up time, it will be considered a no show.

No Shows

Your trip will be counted as a *no show* when you schedule a trip, receive a confirmation and then fail to show up within five (5) minutes of your scheduled ride.

Note: Neighborhood Bus may suspend or limit the Van service to an individual or group who establishes a pattern or practice of missing scheduled trips (*Excessive No Shows*)

SNOW POLICY

The Van is occasionally taken off the road due to road conditions. We follow the School weather policy. When School is cancelled due to inclement weather, the Van is shut down for the day.

FARE

Individuals

The fare is \$2.00 round trip or you can purchase a book of ten (10) rides for \$20.00.* (see service definition)

Groups

If a group requests the Van for an activity, the cost will be \$30.00 plus \$2.00 per passenger. If the group requests that the driver remain with them, the cost will include the driver's hourly pay rate.

EFFECTIVE DATE: July 10, 2000.

*There may be occasions when the rider is unable to pay the fare in full. This information will be referred to the Neighborhood Bus Coordinator who will review the request and determine the fare according to the need presented.