



Merrimack Valley Regional Transit Authority  
85 Railroad Avenue | Haverhill, MA 01835

## Fixed Bus Route Information

### The Communities We Serve

The MVRTA fixed route bus system operates in the Merrimack Valley communities of Amesbury, Andover, Haverhill, Lawrence, Merrimac, Methuen, Newburyport, North Andover and Salisbury.

The MVRTA also provides service to the Lowell Transit Center for connections with the Lowell Regional Transit Authority.

### Fare Information

**FREE**

### 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.

Violation of these policies could result in loss of riding privileges. In addition, several rules must be observed:

- All passengers are required to wear seatbelts. All wheelchairs and passengers are to be properly secured at all times. Passengers that are not properly secured will not be transported.
- Unsafe behavior or destruction of service property will be caused for immediate expulsion from the vehicle.
- Eating, drinking, smoking, or playing of loud music is not allowed.
- Tipping of drivers is not permitted.

### Fixed Bus Route & Schedule Information:

(978) 469-6878

[WWW.MVRTA.COM](http://www.MVRTA.COM)

We hope you will enjoy this service. If you have any questions, suggestions or concerns, contact:

Office of Special Services  
85 Railroad Avenue  
Haverhill, MA 01835

(978) 469-MVRTA (6878)  
option 3

[specialservices@MVRTA.com](mailto:specialservices@MVRTA.com)

### Schedule & Route Information:

(978) 469-MVRTA (6878)

[www.MVRTA.com](http://www.MVRTA.com)

### What is The MVRTA?

The Merrimack Valley Regional Transit Authority (MVRTA) is a public transportation agency established under the Massachusetts General Law chapter 161B. Member cities and towns of the MVRTA are: Amesbury, Andover, Boxford, Georgetown, Groveland, Haverhill, Lawrence, Merrimac, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury, and West Newbury. The MVRTA provides fixed Route bus services, seniors and disabled transportation service, and commuter bus service.

The Merrimack Valley  
Regional Transit  
Authority Announces

# Ring & Ride

### What is Ring & Ride?

Ring & Ride is a curb-to-curb transportation service for the residents of Boxford, Georgetown, Groveland, Newbury/Byfield and West Newbury.

### Who Provides Ring & Ride?

The Merrimack Valley Regional Transit Authority provides this service through its operating company using wheelchair lift-equipped MVRTA vehicles.

Effective April 19, 2019



## What Trips Can I Take on Ring & Ride?

You can use the service in a variety of ways. Whether you are commuting to and from work, going shopping, visiting friends, or going to a medical appointment, Ring & Ride is there for you.

## Where Can I Go With Ring & Ride?

This service allows residents of Boxford, Georgetown, Groveland, Newbury/Byfield and West Newbury to commute anywhere in Amesbury, Boxford, Georgetown, Groveland, Haverhill, Lawrence, Methuen, Newbury/Byfield, Newburyport, North Andover and West Newbury, as well as to the Rowley Train Station and Market Basket in Rowley. This service will allow you to connect to the MVRTA fixed route bus system.

## When Does Ring & Ride operate?

### Ring & Ride Service Hours:

Monday – Friday 5:00 AM – 7:00 PM  
Saturday 9:00 AM – 6:00 PM

\* Service on Sunday is provided to Groveland Residents only. Sunday service hours are 9:00 AM – 6:00 PM.

Service is not available on the following holidays: New Year's Day, Martin Luther King Day, President's Day, Patriot's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day.

## When and How Do I Reserve a Seat?

For reservations, please call 978-469-6878 option 3 Between 8:00 am and 4:30 pm Monday through Friday at least one day prior to service. Trips may be reserved up to two weeks in advance.

When you call, be prepared to provide the following information:

- Your name
- Your home, work, and/or cell phone number
- Your exact street address and requested appointment time.
- Your exact drop off location and, if you need a return trip, the return information.

Ring & Ride is a shared ride service intended to safely and effectively accommodate as many customers per trip as possible. You will be given a 30 minute pick-up window at the time you book your ride. Please be ready by the start of the pick-up window, and call the office of Special Services if your ride does not arrive by the end of the window. Severe weather or traffic conditions may result in the vehicle arriving later than expected. Upon arriving at your stop, the driver is permitted to wait no longer than five minutes for you to board the vehicle.

## How Do I Cancel My Ride?

You must call at least one hour before the start of your thirty minute pick-up window, weekdays between 7:00 am and 5:00 pm. Please call 978-469-6878 option 3. You may also cancel your trip after hours weekdays, or Saturday or Sunday by leaving a message on the voicemail at 978-469-6878 option 3.

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

There are no special identification cards needed to use Ring & Ride. Although rules may seem unnecessary for responsible adults, it is possible that a Ring & Ride customer may occasionally fail to observe several rules of etiquette. Therefore, in order to make this share ride service convenient for all customers, the policy for No-Shows and Late Cancellation is as follow:

**No-Show:** This disruption occurs when the MVRTA vehicle arrives at the specified location within a thirty minute window and the passenger is not ready or does not take the scheduled trip.

**Late Cancellations:** This disruption occurs when a passenger fails to notify MVRTA office of Special Services of a cancellation at least sixty minute prior to the start of your pick-up window.

**Disruption Penalties:** The MVRTA Office of Special Services has established the administrative process outlined below to suspend, for a reasonable period of time, the provision of complementary para-transit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips. Each individual trip history will be assessed to see if a pattern or practice of missing schedule trips exists.

Excessive 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 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 violation. This will be considered a pattern or practice of missing trips and the customer will be sent written notification that he/she has violated the

**Disruption Penalties Continued:**  
No-Show/Late Cancellation Policy and is subject to suspension.

\*The MVRTA Office of Special Services retains the discretion to impose service suspensions with any disruption that is considered inappropriate up to and including indefinite suspension for a first time disruption.

## What Does Ring & Ride Cost?

Ring & Ride Fare Rates Per one Way Trip Are As Follows:

	West Newbury	Newbury/Byfield	Groveland	Georgetown	Boxford	
	\$2.00	\$2.00	\$0.00	\$0.00	\$0.00	Amesbury
	\$2.00	\$2.00	\$0.00	\$0.00	\$0.00	Boxford
	\$2.00	\$2.00	\$0.00	\$0.00	\$0.00	Georgetown
	\$2.00	\$2.00	\$0.00	\$0.00	\$0.00	Groveland
	\$2.00	\$2.00	\$0.00	\$0.00	\$0.00	Haverhill
	\$2.00	\$2.00	\$0.00	\$0.00	\$0.00	Lawrence
	\$2.00	\$2.00	\$0.00	\$0.00	\$0.00	Methuen
	\$2.00	\$2.00	\$0.00	\$0.00	\$0.00	Newbury/Byfield
	\$2.00	\$2.00	\$0.00	\$0.00	\$0.00	Newburyport
	\$2.00	\$2.00	\$0.00	\$0.00	\$0.00	North Andover
	\$2.00	\$2.00	\$0.00	\$0.00	\$0.00	West Newbury
	\$2.00	\$2.00	\$0.00	\$0.00	\$0.00	Rowley Train Station
	\$2.00	\$2.00	\$0.00	\$0.00	\$0.00	Rowley Market Basket