

The logo for the Merrimack Valley Regional Transit Authority (MVRTA) features the letters "MVRTA" in a bold, black, stylized font with a white outline. The letters are set against a light blue background that has a subtle gradient and a slight shadow effect.

***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 March 9, 2012*

## ***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?***

Town	Weekday	Saturday
Boxford	5:00 AM - 7:00 PM	9:00 AM - 6:00 PM
Georgetown	5:00 AM - 7:00 PM	9:00 AM - 6:00 PM
Groveland	5:00 AM - 7:00 PM	9:00 AM - 6:00 PM
Newbury/Byfield	8:00 AM - 5:00 PM	12:00 PM - 6:00 PM
West Newbury	5:00 AM - 7:00 PM	9:00 AM - 6:00 PM

## ***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.

If a passenger accrues six No-Shows or Late Cancels in a six-month time period, service will be suspended for the client for two weeks for the sixth offense, and one week for each following offense thereafter. You will be notified two weeks in advance of the suspension date.



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

\* Transportation to the Boxford Senior Center is FREE to residents of Boxford who are 60 years of age or older.

\*\*\* Groveland's Rates are expected to decrease to \$0.00 as of July 1, 2015 \*\*\*

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.

## What is The MVRTA?

The Merrimack Valley Regional Transit Authority (MVRTA) is a public transportation agency established under the Massachusetts General Law chapter 181B. Member cities and towns of the MVRTA are: Amesbury, Andover, Boxford, Georgetown, Groveland, Haverhill, Lawrence, Merrimack, 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.