



# Sudbury Senior Center

## Council on Aging

### Town of Sudbury, Massachusetts

40 Fairbank Road • Sudbury, Massachusetts • 01776-1681 • [www.sudburyseniorcenter.org](http://www.sudburyseniorcenter.org)  
Phone: 978-443-3055 • Fax: 978-443-6009 • E-mail: [senior@sudbury.ma.us](mailto:senior@sudbury.ma.us)

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#### **Sudbury Senior Center Van Transportation Policies & Procedures for Registered Riders**

Wheelchair-accessible van transportation services are provided by the “Sudbury Connection” Vans through the Senior Center in conjunction with the Metro West Regional Transit Authority (MWRTA). The MWRTA is located in Framingham and provides transportation funding and planning for member communities, including Sudbury.

The Sudbury Senior Center is pleased to offer a “shared ride” system of service for Sudbury residents who are 60 years of age and older, as well as those 18+ who have a disability. Persons under 60 must provide the Senior Center with a written letter from a health care provider certifying that they have a disability in order to use the van services, and will complete the “Application for Residents with Disabilities”.

The current hours for Van Service are Monday-Friday from 8:30 AM-4:00 PM. Last pickup for the day is 3:30 PM.

#### **Reserving a Ride**

A request for a ride on the van requires 48 hours’ notice minimum (business hours). Riders call the Central Reservation line at the Metro West Regional Transit Authority (MWRTA) to reserve a ride (508-820-4650). Call on Monday by 10 AM for Wednesday 10 AM ride. Call on Thursday for a Monday ride. When there is holiday, rides should be requested an extra day earlier. For example, when there is a Monday holiday, a ride for Tuesday should be requested on Thursday.

New Riders need to fill out an application and set up a debit account with the MetroWest Regional Transit Authority (MWRTA). The account will be used to pay van rides fees (\$1 each way in town, \$2.00 each way out of town).

Applications are available from the MWRTA or the Senior Center. If you are financially challenged and have difficulty paying van fees, please speak with the Senior Center Outreach Information Specialist.

#### **Service**

The service is available on a first come, first serve basis, available for employment, medical appointments, food shopping, other shopping, exercise, Senior Center activities, library, etc. In general, transportation is available within Sudbury. Service extends to specified destinations in surrounding towns, including Wayland, Marlborough, Concord and Framingham.

Medical appointments destinations include: Concord, Framingham, Marlborough and Wayland.

Shopping destinations include: Stop and Shop Plaza in Wayland, Target Plaza in Marlborough, Market Basket Plaza in Maynard.

All decisions regarding the van's service and operation are made by the Van Driver. Please remember that the Van Driver is operating a large vehicle and must keep attention on safe driving all times.

### **Canceling a Ride**

Riders must call MWRTA at 508-820-4650 at least 24 hours in advance to change or cancel a reserved ride. If a client frequently fails to notify MWRTA that the ride is no longer needed, the Senior Center reserves the right to limit use of the service by the client. If you are a "NO SHOW" three times, there is possibility that you will be suspended from our transportation service for a specified period of time. Please do NOT call the driver directly to cancel or to schedule a ride, always call the MWRTA office. Cooperation in this matter is greatly appreciated by COA staff, and drivers. In case of a shortage of drivers or vehicles, some transportation services might be limited and/or cancelled.

### **Shopping:**

**Bag restrictions:** Riders are limited to 4 small bags per trip, which follows industry standards for safety and due to space limitations.

Special shopping trips outside Sudbury or other pre-planned locations may be available, subject to the season, rider's interest, and driver availability.

### **Being Ready & Wait Time**

Riders will receive a phone call the day before their scheduled ride to confirm their pick-up time. Please note that pick-up times may need to be adjusted to accommodate the van's schedule. Riders should be ready at least 15 minutes before the estimated pick-up time. Once the van arrives, the driver will wait 5 minutes. Should the rider not emerge in 5 minutes, the van driver will call the Senior Center. Senior Center staff will try to reach the rider, or an Emergency Contact. If no one is reached, the Senior Center may call the Sudbury Police to initiate a well-being check.

If you miss your ride, you need to call the MWRTA as soon as possible. They will try to arrange for a pick-up but there may be times when you will need to make other arrangements.

### **Safety**

As of February 1, 1994, it is a mandatory law in Massachusetts that passengers are required to use seatbelts. For your safety and the safety of others, please secure your seatbelt until the van has stopped at your destination. If you need assistance, please ask your driver.

An escort is needed if you need assistance with walking or using a wheelchair. If you're unable to propel your wheelchair, you must have an escort at the pick-up and drop-off locations. If you will be having an escort with you, please inform the call center when you schedule your appointment. The escort will not be charged any fee.

The driver can assist riders in and out of the van upon request. The driver cannot ring doorbells, knock on doors or enter a home or facility looking for a rider.

## Rules for Van Riding

1. When the van is moving, please stay seated. Please remember that the Van Driver is operating a large vehicle and must keep attention on safe driving at all times.
2. The van is equipped with seat belts. It is the rider's responsibility to use them. It is required that all passengers use the seat belts for safety. For those using a wheelchair, the Van Driver will secure the wheelchair to the van. The wheelchair rider must also use a seatbelt around them that attaches to the wheelchair.
3. Please use the hand rails when entering and exiting the van.
4. Walkers must be folded and stored out of the aisle.
5. Service animals are welcome on the van, but pets are not allowed.
6. Smoking, eating or drinking on the vehicle is prohibited.
7. Riders must be courteous to both the driver and other riders. Rude language and behavior are unacceptable.
8. If the Van Driver feels that the rider is not safe (poor mobility, impaired judgment, intoxication), the Driver may decide not to transport the rider. If the Van Driver deems a situation on the van is unsafe, she/he will stop the van and call 911.
9. The Van Driver does not accept tips. It is illegal for Town employees to receive tips.
10. Passengers are not allowed consumption of alcoholic beverages while on an outing using the Senior Center van. If alcohol is consumed, the passenger will be asked to find another form of transportation home.
11. Passenger altercations, verbal or physical, will be followed up with an incident report to the Director. There will be appropriate follow-up regarding altercations/inappropriate behavior by Director/Outreach staff with the passenger.
12. Any changes or concerns regarding riders, including behavioral, hygiene, personality, etc. will be noted by the driver and reported to the Senior Center Director and/or Outreach staff.
13. If you are waiting for your ride at the designated spot and do not find the driver. Please call the Senior Center and ask to speak with a staff member to help you connect with the Van driver.

I have read, understand and will comply with the Van Transportation Policies and Procedures when scheduling my rides and during my trips. I understand that appropriate Senior Center staff will be notified of passengers who do not follow the above rules, and repeat offenses may result in suspension of service.

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Signature

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Date

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Reviewed and approved by Sudbury Council on Aging July 9, 2019  
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