MILLBURY TRANSPORTATION

For Elderly & Disabled

Van Rider’s Guidelines

508-865-9247

Providing local transportation services to medical appointments, shopping, drug store, bank, etc. Our seniors also have the opportunity to attend entertainment programs at venues throughout New England.

- You must call the scheduling office (508-865-9247) to arrange, cancel or change your trip. DO NOT TELL DRIVER.
- Only cancellations will be accepted on the recorder, no appointments will be accepted on the recorder.
- Appointments must be made at least 48 hours in advance, weekends and holidays are not included.
- Office hours are 8:00 AM to 4:00PM Monday thru Friday.
- Regular Transportation hours 9:00AM to 3:00PM Monday through Friday.
- Medical appointments need name of the Doctor and address.
- NO returns after 3:00PM unless ADA (at ADA rate).
- NO pickups between 12:00 and 12:30 (drivers break for lunch).
- NO returns after 4:00PM (the call must be received prior to 3:00PM). UNLESS ADA, call for more info.
- Clients are expected to come out to the curb at the agreed upon time, whether the original or return trip. Nursing home patients must be ready and in the lobby.
- The service is curb to curb.
- A driver may assist you up no more than one curb, step, or ramp leading to an outside entrance, as long as the driver is still within sight of the vehicle. If you need more help, you will need to bring an escort, (we can also provide, just let us know when scheduling your ride).
- If an escort is needed, you must give us 48 hours advanced notice.
- The van is on time if it arrives up to 10 minutes before or after the scheduled pickup time. Upon arrival, the driver will wait no more than 5 minutes before leaving to pickup the next passenger.
- You must inform us if the person is in a wheelchair at the time of making the appointment.

FARES FOR TRANSPORTATION SERVICES—EFFECTIVE 7/1/17

<table>
<thead>
<tr>
<th>Destination</th>
<th>Fare</th>
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<tbody>
<tr>
<td>To, or from the Senior Center</td>
<td>$0.25</td>
</tr>
<tr>
<td>Within Town</td>
<td>$1.50 each way</td>
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<tr>
<td>One (1) Town away</td>
<td>$1.75 each way</td>
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