



# **ADA PARATRANSIT SERVICE**

## **Passenger Policies Handbook**

MONTACHUSETT REGIONAL TRANSIT AUTHORITY  
1427R Water Street, Fitchburg, MA 01420  
800-922-5636 or 978-345-7711

Effective July 2025

## Welcome to MART's ADA Paratransit Transportation

MART has processed your application and you have been determined ADA eligible. Your ADA Application/Certification is enclosed. Please retain this document for your records, as you will need this certification if you plan to apply for ADA services out of the MART area. Please call MART if you would like to obtain a half-fare accessible bus service pass and one will be sent to you.

Visitors to the MART area who represent themselves to be transportation disabled and present proof of legal residence will be presumed eligible and will receive 21 days of service during any 365-day period beginning with the first day of use. If an individual has been certified as "ADA Paratransit Eligible" by another public entity, that certification will be honored for 21 days of service during any 365-day period beginning with the first day of use. All visitor applications will be processed within 1 day of receipt.

**To schedule your ride call:  
978-345-7711 or 1-800-922-5636**

**Monday through Friday  
8:30 a.m. to 4:30 p.m.**

**For TDD service call 1-800-789-0577**

**Information about MART services is  
available in accessible formats upon request.**

### Please have the following information ready...

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- Date of trip
  - Appointment time/Return time
  - Exact Address and Entrance
  - Personal Care Attendant (PCA)/Escort
  - Any special mobility aids utilized
  - If you need a lift to board the vehicle

**TRIPS WILL NOT BE SCHEDULED  
WITHOUT COMPLETE INFORMATION.**

Trips must be called in before 4:30 p.m. for service the next day. Trips may be scheduled up to two weeks (14 days) in advance. There are no trip purpose restrictions or restrictions on the number of round trips allowed per individual per day.

ADA regulations permit the scheduling of your ride up to one hour before or one hour after the trip time you request, without making you late for an appointment.

MART's Customer Service Representative will inform you of your pick-up time. Due to the combining of rides a vehicle will pick you up within 20 minutes of your pick-up time. Please be ready and waiting at your given pick-up time.

- You must be ready to exit the building at the specific door or exit that you scheduled when the vehicle arrives. The driver will sound the horn and **will not** wait more than **5 minutes** after your scheduled pick-up time. You could be on the vehicle for up to 75 minutes locally and up to 120 minutes Intercity (Fitchburg/Leominster to Gardner and vice versa) on trips without an appointment time.
- The driver will collect the fare when you board the vehicle if you do not have your fare, you will not be transported. If you do not have the fare on your return trip you will be returned home, but it will be considered a violation of MART policy and you will have to pay the fare on your next scheduled ride.
- Drivers may accept more than the required fare at your request. MART will attempt to return any change minus a processing fee. MART cannot guarantee that change will be returned.
- If you do not call and you are not ready when our vehicle arrives, you will be considered a **No Show. You will receive a warning or suspension letter.**
- If an appointment runs late **call MART at least 30 minutes** before your return time. If you are ready early call MART and we will attempt to pick you up earlier.
- Notify MART of cancellation at least 30 minutes before the scheduled trips. Same day changes **will not** be accommodated.

## FOR YOUR SAFETY...

- Drivers will properly secure all wheelchairs.
- All passengers are to wear seat belts while riding on a MART vehicle.
- All service is provided on a curb-to-curb basis. However, to meet the origin to destination service requirements, door-to-door service will be provided to those individuals who need assistance beyond the curb due to their disability. Please let the Front Office Staff know if you will need door-to-door service so that they can mark your record appropriately.
- Drivers will provide assistance to passengers on and off the vehicle. Drivers will not carry any packages or equipment. MART does not pull into private driveways.
- Carry on packages are limited to the number of bags or articles an individual can carry onto the vehicle with his/her fare in hand and which does not disrupt normal entrance onto the vehicle or payment of fare.
- No eating, drinking, or smoking on vehicles.
- Behavior or acts that damage MART property, endanger the safe operation of the vehicle or other passengers or create a public nuisance will not be tolerated. Passengers may be asked to leave the vehicle in these cases.
- Children aged five and under must be accompanied by a responsible adult.
- Children who weigh forty pounds or less, regardless of age, must ride in an approved car seat and children under five who weigh more than forty pounds must ride in an approved booster seat. Children with a medical certification that states an inability to use any child restraint device are exempt. Any medical certification must be reviewed by MART before service is required.
- Children ages six to eight and who are under 4 feet 9 inches tall must ride in an approved booster seat.
- The passengers must provide Car seat and Booster seats.

Tickets may be purchased at MART.  
 Exact fare is required; driver is not allowed to make change.  
 Escorts pay same fare as riders.  
 Personal Care Attendants ride free.

SERVICE AREA	HOURS OF SERVICE			COST**
	MONDAY-FRIDAY	SATURDAY	SUNDAY	
Fitchburg/Leominster/ Lunenburg/Lancaster	5:00 am to 7:30 pm	9:00am to 6:30 pm	9:00am to 4:30 pm	\$2.00 per trip
Westminster <u>TO</u> Fitchburg/Leominster/ Lunenburg/Lancaster	6:00 am to 7:15 pm	NO SERVICE	NO SERVICE	\$2.00 per trip
Fitchburg/Leominster/ Lunenburg/Lancaster <u>TO</u> Westminster	6:00 am to 7:15 pm	NO SERVICE	NO SERVICE	\$2.00 per trip
Gardner	6:00 am to 6:30 pm	8:30am to 5:30 pm	9:00am to 5:00 pm	\$2.00 per trip
Gardner <u>TO</u> Fitchburg/Leominster/ Lunenburg/Lancaster	6:00 am to 7:15 pm	10:00am – 4:30 pm	NO SERVICE	\$4.00 per trip
Fitchburg/Leominster/ Lunenburg/Lancaster <u>TO</u> Gardner	6:00 am to 7:15 pm	10:00am - 4:30 pm	NO SERVICE	\$4.00 per trip
Westminster	6:00 am to 4:30 pm	NO SERVICE	NO SERVICE	\$2.00 per trip
Westminster to/from Gardner	6:00 am to 7:15 pm	NO SERVICE	NO SERVICE	\$2.00 per trip
Winchendon to/from Gardner/Templeton	6:00 am to 9:00 am and** 11:30 am to 4:00 pm **NO SERVICE 9:00 am to 11:30 am**	NO SERVICE	NO SERVICE	\$4.00 per trip
Winchendon	6:00 am to 9:00 am and** 11:30 am to 4:00 pm **NO SERVICE 9:00 am to 11:30 am**	NO SERVICE	NO SERVICE	\$2.00 per trip
Templeton to/From Athol	5:30 am - 6:30 pm	9:30 am - 4:00 pm	9:30 am - 4:00 pm	\$4.00 per trip
Templeton to/from Gardner	5:30 am - 6:30 pm	9:30 am - 4:00 pm	9:30 am - 4:00 pm	\$4.00 per trip
Templeton to Phillipston	5:30 am - 6:30 pm	9:30 am - 4:00 pm	9:30 am - 4:00 pm	\$4.00 per trip
Templeton	5:30 am - 6:30 pm	9:30 am - 4:00 pm	9:30 am - 4:00 pm	\$2.00 per trip
Athol to Gardner	5:30 am - 6:30 pm	9:30 am - 4:00 pm	9:30 am - 4:00 pm	\$4.00 per trip
Gardner to Athol	5:30 am - 6:30 pm	9:30 am - 4:00 pm	9:30 am - 4:00 pm	\$4.00 per trip
Athol to/from Athol/Orange	5:30 am - 6:30 pm	9:30 am - 4:00 pm	9:30 am - 4:00 pm	\$1.50 per trip
Phillipston to Templeton	5:30 am - 6:30 pm	9:30 am - 4:00 pm	9:30 am - 4:00 pm	\$4.00 per trip
Phillipston to/from Gardner	5:30 am - 6:30 pm	9:30 am - 4:00 pm	9:30 am - 4:00 pm	\$4.00 per trip
Phillipston to/From Athol	5:30 am - 6:30 pm	9:30 am - 4:00 pm	9:30 am - 4:00 pm	\$4.00 per trip
Phillipston	5:30 am - 6:30 pm	9:30 am - 4:00 pm	9:30 am - 4:00 pm	\$2.00 per trip

**\*\*FARE FREE UNTIL FURTHER NOTICE\*\***

**THERE IS NO SERVICE ON SUNDAYS, NEW YEARS DAY, MARTIN LUTHER KING DAY, PRESIDENTS DAY, PATRIOTS DAY, MEMORIAL DAY, JUNETEENTH DAY, INDEPENDENCE DAY, LABOR DAY, COLUMBUS DAY, VETERANS DAY, THANKSGIVING AND CHRISTMAS**

On Sundays or Holidays MART will have an answering machine operating between 8:00 a.m. and 5:00 p.m. To request a trip for next day service call 978-345-7711 or 1-800-922-5636 press 2 and leave your name, telephone number, the time transportation is requested, your address, and your destination. MART will automatically schedule your trip for you. **Please call to confirm your trip.** To report a problem with your service call 978-345-7711 or 1-800-922-5636 and press 3 or mail to MART at 1427R Water St., Fitchburg, MA 01420.

**VIOLATION OF ANY OF THE ABOVE RULES WILL RESULT IN A WRITTEN WARNING OR SUSPENSION.**

**PENALTY FOR VIOLATIONS:**

Please note frequency of use will be considered when determining a pattern or practice of no shows. Excessive violations may or may not exceed 15% of the total trips taken in a three (3) month rolling period. Passengers with excessive no shows will be subject to sanctions as described below.

First No Show—— Written Warning

Second No Show—— Written Warning

Subsequent No Shows——Phone Call/Written Warning

\*\*\* If number of violations is above 15% of the average number of monthly trips, for a three (3) month rolling period and establishes a clear pattern or practice of no shows, a three-day suspension will be issued. A pattern or practice involves intentional, repeated, or regular no shows.

Example: Rider takes an average of 25 trips per month. Multiply that number by 15% to find the number of written warnings that can be received before a client receives a suspension notice.  $25 \times 15\% = 3.75$ , rider will receive 4 warnings before being issued a suspension. Example of establishing a clear pattern of no shows but not limited to, rider is a no show every Monday for rider or rider is no show every day after a Holiday.

After a three-day suspension, the process of written warnings will begin again. At that point violations that go beyond 15% of the average number of monthly trips will result in a seven-day suspension. The process will repeat itself for ten- and fifteen-day successive suspension periods.

FIRST and SECOND OFFENSE – You will be notified in writing of the violation. The written notification will appraise you of your ability to invoke the appeal procedure established by MART. An appeal form will be attached to each warning letter. (Refer to appeal process on next page.)

SUBSEQUENT OFFENSE – MART will call you and you will be notified in writing of the pending suspension. The suspension will be effective 30 calendar days from the date of the letter. A passenger will be able to use the service during these 30 calendar days before the suspension begins. The written notification will include the offense, the date of the offense, the effective date of the suspension, the length of the suspension, and the appeal process to be followed. An appeal form will be attached to each warning letter. (Refer to appeal process on next page)

ALL VIOLATIONS REMAIN ON RECORD FOR THREE MONTHS

APPEALS – Any warning or suspension may be appealed through the administrative procedure established by MART and which is a part of this program description. In the case of a suspension, individuals may use the

MART service once their appeal is received in the MART office and they may continue using the service until the appeal process is complete. Appeals should be addressed to the Administrator, MART, 1427R Water St., Fitchburg, MA 01420.

## **AMERICANS WITH DISABILITIES ACT (ADA)**

### **APPEAL PROCESS (Updated 11/17/94)**

FEDERAL REGULATIONS/Title 49: Transportation Subtitle A/PART 37—TRANSPORTATION SERVICES FOR INDIVIDUALS WITH DISABILITIES  
Subpart F Section 37.125(g-i)

If you receive notice of a warning or temporary suspension, based on violation of program rules, you have the right to appeal the determination.

To file an appeal if you are ineligible, you must notify the Montachusett Regional Transit Authority, either in writing or in person, within 60 days of the date on the letter advising you that you are ineligible. To file an appeal for a pending warning or suspension, you must notify the Montachusett Regional Transit Authority, either in writing or in person, within 30 days of the date on the letter advising you of the pending warning/suspension. Your written appeal may state your reasons why you feel that the determination of ineligibility or the warning/suspension issued is unjust. After your appeal is received, a hearing will be scheduled to evaluate your case. This hearing process will allow you to present information and arguments on your behalf. You may have others who are knowledgeable of your physical and/or mental limitations speak on your behalf. Applicants who need accommodation should request this in advance. For example, MART will pay for a sign interpreter for a deaf person or a reader for a blind person.

After the hearing you will be advised in writing and in accessible formats as appropriate, and within reason, of the decision of the appeal board. For other than ADA Paratransit Eligibility determinations the advisory board will present its decision to the MART Administrator for confirmation. If an advisory board's negative decision is confirmed by the Administrator, his ruling will be final.

The Montachusett Regional Transit Authority is not required to provide you with complementary paratransit service while your appeal is under consideration. However, for suspension, complementary paratransit service will be provided from the day after which MART receives a letter appealing the suspension until the advisory board has rendered its decision. If the appeal board has not made its decision within 30 days of the date on your written request for appeal, you are entitled to complementary paratransit service from that time until a final decision is made.

For consistency one staff person reviews all applications. Any questions or concerns raised by this individual are discussed and reviewed with the ADA program manager. All decisions to deny ADA eligibility are discussed with the program manager. If the ADA program manager confirms the decision to deny eligibility a notice of denial, which is part of the application form, is sent to the applicant including the reason for denial and the procedure which may be utilized to appeal the decision. All notices sent to an applicant will be in a format, within reason, which can be utilized by the applicant. Please call 978-345-7711 ext. 3 to request.

Example: large print or audio tape.

The appeal board will consist of a MART's Civil Rights Officer, one member of the local disability community and one member of the ADA paratransit committee.

If you need to place an ADA complaint please contact MART's ADA Complaint Officer:

Keary Connors  
ADA Complaint Officer  
1427 R Water Street

Fitchburg, MA 01420  
978-345-7711 ext. 2274  
[Keary.connors@mrta.us](mailto:Keary.connors@mrta.us)