



Town of Royalston

MART Ride Service Guidelines

Effective Date: November 16, 2021

The Town of Royalston offers transportation to its residents age 60+ and certain others through MART (Montachusett Regional Transit Authority).

Please note that rides depend on the availability of MART vehicles and are offered on a first-come, first-served basis.

Eligible Users

- Royalston residents age 60+
- Homebound residents who meet the requirements of the Americans with Disability Act
- One companion for each eligible passenger

Allowed Destinations (Note: Rides may be scheduled for Monday to Friday from 7 am – 5 pm.)

- Royalston senior lunch program
- Medical appointments or services
- Visits to a bank or post office
- Grocery shopping trips
- Town Offices

Fees per Person, Each Way, Pick-up to Drop-off point (Note: Personal Care Assistants ride free; escorts do not.)

- Within Royalston \$1
- From Royalston to Athol or Winchendon \$1
- From Royalston to Orange or Gardner: \$2
- From Royalston to Fitchburg or Greenfield: \$8

**Residents 60+ and homebound residents with questions
can call 1-800-922-5636, Option 3,
Monday to Friday, 8:30 am to 4:30 pm.**

**See next page for information on scheduling a ride
and on the ride service rules.**

Scheduling and Changing a Ride

Book rides in advance by at least the end of the previous business day (Monday – Friday). Rides are provided on a first-come, first-served basis, but MART may combine rides when feasible.

This may affect your pick-up time.

- Call 1-800-922-5636, Option 3, Monday through Friday, 8:30 am - 4:30 pm.
- Be prepared to give this information to the scheduler:
 - Name of passenger and date of trip
 - Name of Personal Care Assistant (PCA) or escort, if any
 - Appointment time and return time
 - Exact address and entrance
 - Any special mobility aids you use
 - Need for a wheelchair lift, if applicable
 - Need for door-to-door service, if applicable
- **Important:** Call the number above to cancel a trip, preferably at least a day in advance but at minimum one hour before the scheduled departure.
- If a doctor's appointment runs late, call the number above at least 20 minutes before your new return time.

Weather-Related Cancellations

Scheduled rides may be cancelled in the case of inclement weather or other traffic-related issues.

General Rules

- Fares should be paid to the driver; exact fare is required.
- Masks must be worn at all times in the van.
- Eating, drinking and smoking are not permitted in the van.
- Carry-on packages are limited to the number of bags or articles an individual can carry onto the vehicle with fare in hand.

Safety Rules

- Drivers will properly secure all wheelchairs.
- Drivers will assist passengers on and off the vehicle.
- Drivers will not carry any packages or equipment.
- All passengers must wear seatbelts.
- MART vehicles will not pull into private driveways.
- Rides are provided on a curb-to-curb basis, unless the need for door-to-door service is announced when scheduling a ride.