



Merrimack Valley Transit Proudly Provides *MiniMeVa* Free Services ADA Paratransit

This service complements Merrimack Valley Transit's (MeVa) fixed bus route service and is an origin to destination shared ride service. (Door to door upon request.)

It is provided to those persons with disabilities that meet the definition of eligibility as established under the Americans with Disabilities Act (ADA). This definition relates to the physical or cognitive impairments that prevent use of MeVa's fixed route bus system. For more information on the fixed route bus system, please visit our website www.mevatransit.com. All participants must fill out an application and be certified through *MiniMeVa's* office. Applications are available by mail, website, or by picking one up at 85 Railroad Ave, Bradford.

This service is only available within the 3/4-mile corridor on each side of an MeVa fixed bus route. The MeVa fixed bus route system operates in Amesbury, Andover, Groveland, Haverhill, Lawrence, Merrimac, Methuen, Newburyport, North Andover, and Salisbury.

Service is provided with MeVa lift-equipped vehicles and on occasion is supplemented with other vehicles that may be vans or sedans. This service is intended to safely and efficiently accommodate as many customers per trip as possible.

This customer manual will detail policies that will help you and the other *MiniMeVa* customers receive the best possible service. Please follow these policies to avoid any service disruptions to you and other *MiniMeVa* customers.

How to Schedule a Trip:

- * You can call the *MiniMeVa* Office to reserve a ride at (978) 469-6878 (option 3) Monday - Friday 8:00am - 5:00pm. If you wish to schedule a ride on Saturday, Sunday, or a holiday, please call between the hours of 8:00am – 5:00pm and leave a message with details. A dispatcher will schedule and confirm the ride with you on the next business day.
- * All ADA trips must have pick-up and drop-off points within 3/4 of a mile of a MeVa fixed bus route. If the trip goes beyond the 3/4-mile corridor, then the trip becomes a non-ADA trip and is subject to the appropriate policies.
- * Trips may be reserved up to (2) weeks in advance, but no later than (1) day in advance.
- * When reserving a trip, there must be at least 1 hour between your requested appointment time and next pick-up.
- * When reserving your trip please specify from which entrance of the building you want to be picked up and dropped off.
- * When booking your ride, the reservationist will give you a 30-minute window in which the van will arrive. If you are placed on stand-by, it means you will have a ride, but are asked to call back between 4:30pm and 5:00pm the night before, or anytime on the day of your scheduled trip if you would like to know the window of time.
- * Please be ready to board the vehicle when it arrives. The driver will wait no longer than 5 minutes.
- * You will not be able to reschedule another trip for the same day if you miss a trip.
- * If the *MiniMeVa* vehicle does not come within the 30-minute window, please call the *MiniMeVa* office to check the status of your trip.
- * Trip cancellations must be made at least 1 hour prior to the start of your pick-up window.
- * No trip reservations or trip reservation changes can be made on the day of the trip.
- * Each customer is allowed to carry as many bags as they can carry within one trip. Please note that drivers cannot help to carry bags or personal belongings.

Service Availability

ADA Service Hours

Monday – Friday 5:00 am - 8:00 pm
Saturday 7:00 am - 7:00 pm

Service is not available on the following holidays: New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

PCA's / Companions

When reserving your trip please inform the reservationist if you are traveling with a Personal Care Attendant (PCA) or companion.

Service Rules

- * All passengers are required to wear seatbelts.
- * All passengers are to be properly secured at all times. Passengers that are not properly secured will not be transported.
- * The type of vehicle that you will ride in will depend on availability.
- * Individuals who use a three wheeled device (The Amigo Chair) or any other mobility device which cannot be securely fastened are encouraged, but not required, to transfer to a vehicle seat, if they are so able.
- * Unsafe behavior or destruction of MeVa property will not be tolerated. If such behavior occurs, the passenger could be required to leave the vehicle immediately.
- * Under no circumstances is the driver responsible for any of the actions taken by a customer before, during, or after their trip.
- * Customers should not be riding alone in a MeVa vehicle if they cannot be left unattended.
- * Eating, drinking, smoking, or playing of loud music on the vehicles is not permitted.
- * Tipping is not allowed.

How to Prevent Service Disruptions:

Please be ready to board the vehicle when it arrives. The driver will wait no longer than 5 minutes once they arrive. If you are not ready and the driver leaves, your trip will be recorded as a No-Show. Trip cancellations must be made at least 1 hour prior to the start of your pick-up window. If your trip is cancelled less than an hour prior to the start of your pick-up window, the trip will be marked as a late cancel.

Reasonable Modifications

MeVa is dedicated to providing equal access to its services for persons with disabilities, as well as any individual who (either on occasions or over an extended period) may require modifications to MeVa's policy, practices, and procedures. Any individual with a disability requesting reasonable modification accommodations for an extended period of time, is required to complete the form listed on the MeVa website or by calling (978) 469-6878 to request a form. A decision will be made within three (3) business days from the date of the request.

* In the event that it is not practical to make the request in advance, a request can also be made with the reservationist (when reserving your trip) or directly with the driver. The reservationist, driver, and dispatcher will then make a determination of whether the modification can be accommodated.

Comments / Complaints:

Comments or Complaints can be made through a number of methods: through our website, calling MeVa's main number and speaking with the receptionist, or calling the **MiniMeVa** Office. All complaints are given to the responsible party and the complainant is called within 24 hours of its receipt in order to inform the individual that a complaint has been received and is under review. Once resolved, the complainant will receive a response from the department head within three (3) business days in the form of telephone call, an email, or letter advising them of the outcome. All ADA complaints are reviewed by the ADA Coordinator to make sure proper procedure is handled for ADA complaints.

The following is the contact information for **MiniMeVa's** Office:
85 Railroad Avenue, Haverhill, MA 01835 - Tel. (978) 469-6878 option 3 Or fax (978) 521-5956
Email: miniMeVa@mevatransit.com

Visitor information:

If an individual lives outside the MeVa service area and has been certified as ADA eligible through another transit company, they can use the **MiniMeVa ADA** services for 30 days.
All passengers are still required to be picked up/dropped off within the MeVa region.