



Town of Clinton  
*Council on Aging*  
271 Church Street, Clinton, MA 01510

Thank you for your interest in the transportation services provided by the Council on Aging/Clinton Senior Center in conjunction with the Worcester Regional Transit Authority. (WRTA)

In this Welcome Packet you will find useful information regarding scheduling, cancellations, inclement weather and so forth. Please take the time to read through the information and familiarize your self with these policies and procedures.

Transportation services may be used for trips to the senior center, grocery shopping, pharmacy, medical appointments, salon/barbershop appointments and just about anything you will need a ride for.

***Please be advised the van is not an emergency vehicle.*** If you are experiencing an emergency, please call 911.

I look forward to hearing from you and helping you with your transportation needs.

Sincerely,

Transportation Dispatcher

978-733-4747 ext 309

**Non-ADA transportation will be provided for Clinton senior citizens aged 60+ and individuals with disabilities by the Clinton Council on Aging/Clinton Senior Center in conjunction with WRTA.**

---

- **Hours of service are Monday-Friday 8:15 am-2:45 pm.** *The first scheduled ride being 8:15 am and the last scheduled ride being NO later than 2:30 pm for in town rides and 2:00 pm for out of town rides.*
- **Transportation is provided as FIRST COME, FIRST SERVED.** *We do all that we can to provide transportation for everyone, however, there will be times we will not be able to meet all requests.*
- **All rides are CURB TO CURB.** *Please keep in mind when you do any kind of shopping, you should have only as many bags/packages as you can carry.*
- **Requests for service must be made a MINIMUM OF 48 HOURS IN ADVANCE.** *Please try to schedule rides as soon as possible. Waiting until the last minute could result in transportation not being available to you. If you need to cancel a scheduled ride, do so as soon as possible. Repeatedly failing to call to cancel a ride could result in being suspended from using the transportation services for a period of time.*
- **Thirty (30) minute pick up window.** *When you have a scheduled ride, you should be ready and waiting fifteen (15) minutes BEFORE your scheduled time. You should also allow up to fifteen (15) minutes AFTER your scheduled ride for the van to arrive as the driver may have run into unforeseen circumstances such as heavy traffic, inclement weather or anything beyond the driver's control.*
- **Unscheduled stops.** *Any and all stops made by the driver must be scheduled through the Transportation Dispatcher only. The driver will not be permitted to make any stop that is not on his or her daily schedule which is prepared 24 hours in advance.*
- **Tipping the van driver is not allowed under any circumstance.**

**Any and all rides must be reserved through the Transportation Dispatcher by calling 978-733-4747. Do not assume leaving a voicemail will reserve your seat.**

**You must speak with the Transportation Dispatcher personally.**

# DAYS OF OPERATION & PRICES

<b>MONDAY</b>	<b>IN TOWN</b>	<b>FEE</b>
	Clinton	Free
	<b>OUT OF TOWN</b>	
	Lancaster	\$ 3.50
	Sterling	\$ 3.50
	Leominster	\$ 4.00
<b>TUESDAY</b>	<b>IN TOWN</b>	
	Clinton	Free
	<b>OUT OF TOWN</b>	
	Bolton	\$ 3.50
	Highland Commons	\$ 4.00
<b>WEDNESDAY</b>	<b>IN TOWN</b>	
	Clinton	Free
	<b>OUT OF TOWN</b>	
	Worcester	\$ 4.50
<b>THURSDAY</b>	<b>IN TOWN</b>	
	Clinton	Free
<b>FRIDAY</b>	<b>IN TOWN</b>	
	Clinton	Free
	<b>OUT OF TOWN</b>	
	Worcester	\$ 4.50

# DAYS OF OPERATION & PRICES cont...

**When calling to schedule your rides please keep the following in mind:**

- All transportation fees shown on the previous page are roundtrip.
- Transportation office hours are Monday-Friday 7:30 am-12:30 pm, 978-733-4747 ext 304. All other senior center offices are open Monday-Friday 8:00 am-3:30 pm.
- Van hours of operation are Monday-Friday 8:15 am-2:30 pm for In Town rides and Monday-Friday 8:15 am-2:00 pm for Out of Town rides. (Van service stops at 2:45 weekdays.)
- When booking your out of town medical appointments, let your doctor's office know you are using scheduled public transportation and your appointments should start no earlier than 9 am and be finished no later than 2 pm.
- Be sure to refer to list on the previous page when scheduling doctor appointments. We can only go to the towns listed on the days listed. No exceptions.

# INCLEMENT WEATHER

Occasionally, it is necessary to take van service off the road due to snow storms or other extreme weather conditions. Every attempt will be made to keep service on the road as long as it is safe to do so.

However if van service is cancelled, riders are responsible for arranging their own alternate transportation. Riders may be able to get help from relatives, friends, chair car companies, or local rescue operations. To avoid last minute crises, these arrangements should be made well in advance.

As a rule of thumb, if school is cancelled for the Clinton Public Schools, van services will also be cancelled for that day.

If there is a delayed opening for the Clinton Public Schools, van services will also be delayed by the same amount of time.

***Delay example:*** *If school opening is delayed until 10 am, the van will begin picking people up at 10 am. All rides before 10 am will be cancelled.*

Delays and cancellations can be seen on all local news channels. You will also receive a phone call from the Transportation Dispatcher to confirm if van services are delayed or cancelled.

The safety of our passengers is our top priority.