



# The Upton Center Bus Rules & Information



<b>Hours of Operation</b>	9:00 am – 2:00 pm <ul style="list-style-type: none"><li>All appointments must be within this time range. Appointments must end by 1:30 as the bus needs to be back to the Center by 2:00.</li></ul>
<b>Days and Where the Bus Goes</b>	Monday, Wednesday, Friday - Milford and Surrounding towns (includes Westborough, Whitinsville, etc) Thursday - Worcester, Framingham, Marlboro
<b>How much are Bus tickets?</b>	<ul style="list-style-type: none"><li>Bus tickets are \$2 one way, \$4 round trip. You can also purchase 5 tickets for \$9 – that’s a savings of \$1.</li><li>Bus tickets must be purchased at the Upton Center and must be purchased prior to the ride. The Bus driver is not able to accept money or make change.</li></ul>
<b>Information needed when booking bus</b>	Please have the following information when booking your appointment with the office: <ol style="list-style-type: none"><li>1. Personal Information<ul style="list-style-type: none"><li>Your Name</li><li>Your Address</li><li>Your Phone Number</li><li>Please let us know if you are in a wheelchair, use a walker or cane</li></ul></li><li>2. Appointment Information<ul style="list-style-type: none"><li>Date of Appointment</li><li>Time and length of Appointment</li><li>Doctor’s name or Facility Name</li><li>Address of Appointment</li><li>Phone Number of doctor or facility</li></ul></li></ol>
<b>Rules &amp; Important Bus Information</b>	<ul style="list-style-type: none"><li><b>Monthly shopping trips</b> are scheduled through the Center. Please reference the newsletters for dates.</li><li>There will be instances where we may not be able to schedule the bus for you due to scheduling conflicts.</li><li>The bus is equipped with a wheelchair lift. For safety reasons all wheelchairs must have foot rests.</li><li>Wheelchair riders must have a companion rider travel with them (companion riders ride at no cost).</li><li>Individuals who use the scooters must be able to transport (on their own) to a seat. Under no circumstances will a passenger be allowed to remain on their scooter while the bus is in transit.</li><li><u>Bus service is curb to curb only.</u> All riders must be able to get to the bus on their own. Those individuals, who are unable to walk without assistance, or those with special needs, must bring a companion rider.</li><li>Riders must be seated at all times, must wear seatbelts and must remain buckled until the bus comes to a complete stop.</li><li>Riders cannot change seats while the bus is in motion.</li><li>There is no smoking, eating, or drinking on the bus. All items carried on must be securely stowed.</li><li>Large item purchases are not permitted.</li><li>Please be ready to board the bus at your scheduled pick-up time. The bus may be busy at times and all individuals need to arrive at their appointments on time. Please note that if you are delayed for your pick up time, there is a possibility you will miss your ride.</li><li>Please note that this is bus service and not an individual taxi; thus there may be some waiting involved while we try to accommodate everyone’s needs. It might be a good idea to bring a magazine to pass the time if needed.</li><li>Personal conduct must be acceptable at all times. No yelling, swearing, etc. Hygiene must be acceptable to not offend the driver or other riders.</li><li>If you need to cancel your ride, please call the Center at 508-529-4558 as soon as possible.<ul style="list-style-type: none"><li>– Frequent “no shows” or behavioral issues may result in suspension of ridership privileges.</li><li>– The Director has the authority to revoke ridership privileges if behavior is not appropriate.</li></ul></li></ul>

Please call the Center at 508-529-4558 to schedule the bus or for transportation information.