



### **UPDATE PACKET**

*For use by program participants who are renewing their membership.*

Children between 12 and 18 years of age (including students in the Acton-Boxborough School system) may use the Dial-A-Ride with their parent's permission. Please review the program details below and sign and return the permission update. You will receive an updated bus pass in the mail for your child.

Parents/guardians must approve of their child riding the MinuteVan Dial-A-Ride van service. Program drivers have all completed a comprehensive background check including a CORI report. This permission slip will remain valid until the end of the school year (June 30<sup>th</sup>). Please review the following program guidelines:

- Instructions for booking trips:
  - Phone # 978-844-6809. Dispatcher is available Monday through Friday from 8:30 AM to 4:00 PM. After 4:00 PM leave a message and your call will be returned the next business day.
  - Trips can also be booked on-line at [www.minutuevan.net](http://www.minutuevan.net) Dispatcher will email confirmation for trips booked on-line.
  - Trips are provided Monday through Friday between 8:00 AM and 11:00 AM and between 12:15 and 6:15 PM except holidays (check [www.minutevan.net](http://www.minutevan.net) for a list of holidays).
  - Trips are booked a minimum of 24 hours in advance, however more notice may be needed to book desired times, and you will get a confirmation of your time from the Dispatcher.
  - Passengers need to be ready for the van fifteen minutes ahead of the confirmed time and are asked to wait ten minutes after pick-up time to allow for flexibility in the schedule due to traffic or delays.
  - Parents may choose to provide a cell phone number for their child so that the driver can contact them if necessary. Calls will be made in the event of a delay of more than fifteen minutes.
  - Please be sure that children bring only what they can carry themselves.
  - To ensure their safety, children under age 18 riding alone can only be delivered to the confirmed destination on the driver's log.
  - The Dial-A-Ride service goes anywhere in Acton and outside of Acton within a 3.5 mile radius of Acton's Town Hall. Check [www.minutevan.net](http://www.minutevan.net) for details on out-of-town locations.
  - Cost for trips between locations in Acton is \$2/trip, between Acton and nearby locations \$4/trip. Riders may pay with cash, or drivers sell 10-ride ticket books for \$20 on the vehicle. Drivers will accept cash or check made out to the Town of Acton as payment for ticket books.
  - The Dial-A-Ride is provided via a 15-passenger minivan and is a shared-ride service open the public. Children traveling in the van may be transported at the same time as other passengers.
  - Cancellations must be made by 5:00 PM the day before the booked trip. Passengers will be responsible for the fare on all trips that are cancelled late or for no-shows.
  - Please be aware that service animals are allowed on the vehicle.



I the undersigned parent/guardian of \_\_\_\_\_  
(Child's Name – Please Print)

do hereby for myself, my heirs, executors and administrators, waive and release any and all rights claims or damages, not covered by applicable insurance, I may have against the MinuteVan Dial-A-Ride Service, the Town of Acton, or TransAction Associates, their representatives, successors, assigns for any and all injuries, illness, and loss of damage of personal property by the above named person while traveling in a MinuteVan Dial-A-Ride vehicle to or from any location.

In the event of an emergency I give my permission for my child \_\_\_\_\_ to be transported to the closest medical facility and receive treatment if necessary.  
(Child's Name – Please Print)

If your child has a life threatening allergy that emergency services should be made aware of, please provide details here:

\_\_\_\_\_

Does your child carry an Epi-Pen?                      YES                      NO

\_\_\_\_\_  
Child's Date of Birth                      Parent/Guardian's Name (Please Print)                      Parent/Guardian's Signature

\_\_\_\_\_  
Home Address (use primary if there is more than one)

\_\_\_\_\_  
Primary Phone (reminder messages will be left at this number).                      Preferred/Emergency Contact Phone #

\_\_\_\_\_  
Parent/Guardian Email Address                      Today's Date

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Please sign below to indicate that you and your child have reviewed the **Safety Guidelines for Riding the Bus** (available on-line at [www.minutevan.net](http://www.minutevan.net) )

\_\_\_\_\_  
Parent Name (Please Print)                      Parent Signature                      Date

\_\_\_\_\_  
Student Name (Please Print)                      Student Signature                      Date

**ADDITIONAL INFORMATION**

Parents may choose to provide a cell phone number for their child so that the driver can contact the child if necessary. The driver will only call in the event that there is a delay of more than ten minutes or if the driver has needs to clarify the connection point with the child.

**Child's cell phone number:** \_\_\_\_\_

**Please return this document to:**  
MinuteVan  
c/o Transaction Associates Inc.  
5 Wheeling Avenue  
Woburn, MA 01801  
[coordinator@minutevan.net](mailto:coordinator@minutevan.net)