



BOXBOROUGH COUNCIL ON AGING
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COA Van Guidelines

Local rides are available Tuesday, Wednesday and Thursday from 9:30am to 3:30pm
Call 978-264-1730 at least 2 business days in advance to request a ride

The Boxborough Council on Aging (CoA) provides van transportation service for rides to local medical appointments, grocery shopping, errands, the Acton Food Pantry, CoA programs and adult day health programs. Residents age 60 or older, or age 18-59 with a disability or injury that prevents driving, are eligible to use this service.

Our goal is to provide local transportation on a best effort basis, no guarantee. If the CoA van is unavailable for a medical appointment, we may be able to book a ride with one of our Go Boxborough! partners. The CoA van service is not intended to be a resident's only means of transportation.

VAN SERVICE HOURS, LOCAL AREA and COST

The van operates Tuesdays, Wednesdays and Thursdays. The first pick-up starts at 9:30am and the last passenger pick-up to return home is no later than 3:30pm. Towns in the local area include Boxborough, Acton, Harvard, Littleton and Stow. Concord is included in the local area for medical appointments. Fare is \$1 each way. Rides requested for medical appointments in towns outside the local area are subject to availability and higher fares.

REQUESTING A RIDE

Residents may request rides by calling the Van Dispatch line, 978-264-1730, at least 2 business days in advance. The line is staffed Tuesdays, Wednesdays and Thursdays 8am to 1pm and Fridays 8am to Noon. Messages left outside of these hours will be checked the next business day. Non-medical rides may be booked up to one week in advance. Medical appointment rides may be booked up to 4 weeks in advance. Riders must provide the name and phone number of the doctor or medical office for medical appointments. This information is kept confidential.

Rides are generally round-trip. If you don't need a return ride home, you must confirm with CoA Van Dispatch that you have secured another option for a return ride. In addition, to ensure drivers stay on schedule and to avoid long gaps in between rides, maximum drop off for errands, shopping, etc. shall not exceed 3 hours. Exceptions will be made for Adult Day Programs and medical appointments. **It is strongly recommended that riders carry a cell phone so they may be contacted in the event the van is running late for their return ride.**

Depending on the circumstance and availability, we will try to accommodate unexpected same day requests.

ADDITIONAL INFO

Van service is pick-up and drop-off only. Riders must be able to get on and off the van independently or bring a companion to assist them. The CoA van is wheelchair accessible. We request that you let us know if you are using a wheelchair so that the van arrives early enough to safely use the wheelchair lift.

The van's arrival is subject to traffic and road conditions. With that in mind, please be ready 10 minutes before your pick-up time and wait 10 minutes after that time before calling Van Dispatch.

If you are not at your pick-up spot at the designated time, Van Dispatch or the driver will attempt to call you. If you cannot be reached, the driver will wait for a maximum of 5 minutes before leaving. Call 978-264-1730 or 978-164-1717 if you missed your ride. Repeated last-minute cancellations or missed rides can affect other riders. Please cancel or reschedule a booked ride as soon as possible.

Residents may utilize the van for a maximum of 4 roundtrip rides per week. We also request that riders have an emergency contact on file.

VAN PICK UP/DROP OFF AREA AT TOWN HALL

To ensure safety when picking up or dropping off riders at Town Hall, the CoA Van loading zone will be at the back of the Town Hall building near the accessible parking spots and mailbox. The van will park perpendicular to the building and allow passengers to load/unload near the walkway.

WEATHER RELATED VAN SERVICE CANCELTION

In the event of snow or other hazardous weather, the Boxborough Council on Aging van service will follow the Acton-Boxborough Regional School district cancellation decisions:

- When the school district cancels classes there will be **NO VAN SERVICE** for the day.
- When the school district has a delayed opening, there will be **NO MORNING VAN SERVICE.**
- The CoA coordinator will make further determinations to suspend or delay van service for the safety of passengers and drivers.
- **Riders are responsible for ensuring a clear driveway. For rider and driver safety the van will NOT drive into driveways that have not been adequately cleared of ice and snow.**