



BOXBOROUGH COUNCIL ON AGING & COMMUNITY SERVICES
29 Middle Road, Boxborough, Massachusetts 01719
Phone: (978) 264-1717 • Fax: (978) 264-3127
Email: LAbraham@boxborough-ma.gov

Karen Whitcomb • Anne Canfield • Barbara Birt • Tina Bhatia • Taryn Light • Bill Litant • Barbara Wheeler

COA Van Guidelines

**Local rides are available Monday—Thursday for \$1 each way
To request a ride call 978-264-1730 at least 2 business days in advance**

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 for \$1 each way. 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 will do our best to provide referrals for alternate transportation. The COA van service is not intended to be a resident's only means of transportation.

COA VAN SERVICE HOURS

The van operates Monday through Thursday. The first passenger pick up starts at 9:30am and the last passenger pick-up to return home is no later than 3:30pm.

Market Basket Mondays

The van operates a weekly group shopping trip to the Market Basket in Littleton on Monday mornings. Please sign up no later than 10:00am the Friday before. Approximate home pick-up time is between 9:30am to 9:45am. One hour is allowed for shopping.

REQUESTING A RIDE

Residents may request rides by calling the Van Dispatch line at least 2 business days in advance: 978-264-1730. The Van Dispatch line is staffed Tuesday—Friday 8am to 12pm. Messages left outside of these hours will be checked the next business day. We will take general requests up to 5 days in advance and medical appointment requests up to 30 days in advance. **Riders must provide the name and phone number of the doctor or medical office for medical appointments. This information is required for emergencies and is kept confidential.**

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

RIDER ELIGIBILITY

Boxborough residents age 60 and older, or 18-59 with a disability or injury that prevents driving, are eligible to use the COA van service.

Van service is pick-up and drop-off only. Riders must be able to get on and off the van independently or bring an escort 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.

Please be ready 15 minutes prior to your scheduled pick-up time.

If you are not at your pick-up spot at the designated time, the van driver will wait for a maximum of 5 minutes before leaving. The driver may attempt to call you on the phone number you provided; if you are unreachable the Council on Aging may initiate a wellness check. Call 978-264-1730 if you missed your ride and need to reschedule. Repeated last-minute cancelations or missed rides may result in suspension of your eligibility to use the van service.

Residents may utilize the van for the Weekly Market Basket trip on Mondays. A resident may also request up to 3 additional rides (round trip) a week, not to exceed 3 days per week. Please provide the best phone number where you can be reached on the day of your reservation. 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 cancelation 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 director 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 up driveways that have not been adequately cleared of ice and snow.**