



Town of Stow
COUNCIL ON AGING
380 Great Road
Stow, Massachusetts 01775
(978) 897-1880
FAX (978) 897-0486

Stow COA Transportation Services

The Stow COA is happy to provide transportation services to Stow residents 60+ and those with disabilities.

Our complete transportation service policy is provided herein. Please be aware that our most current policy is available on our website as revisions to this policy may be made from time to time. You can also contact the COA and request a copy be mailed to you if you do not have access to a computer.

The COA reserves the right to deny passengers rides if there are breaches of the following policy.

Transportation services must be within our service area and originate in Stow. Our service area is Acton, Bolton, Boxboro, Concord, Harvard, Hudson, Lancaster, Maynard, Marlboro and Sudbury. Transportation services include but are not limited to:

- rides for grocery shopping, meal site and COA programs
- rides to and from medical appointments in Stow and our service area (see list above)
- rides to and from other services in Stow and our service area.

IMPORTANT INFORMATION

- Transportation services are available Monday through Friday, except for holidays. For a list of holidays please visit our website at <http://www.stow-ma.gov>.
- Van pick-ups start at 8:30 AM, with the last pick-up to return home no later than 3 PM.
- Please be ready 15 minutes before your scheduled pick-up time as we may need to accommodate more than one passenger.
- Passengers must be punctual at pick-up time. The COA reserves the right to leave after waiting five minutes for any individual passenger so as not to make other passengers late. The driver will call the COA office to report the “no show” but must leave to stay on schedule for other passengers.

- Our transportation service is pick-up and drop off only. Passengers riding the van must be able to get on and off the van independently or must bring an escort to assist them. If the passenger requires assistance in any way please mention this when scheduling transportation service so any necessary accommodations can be made in advance.
- Our drivers must follow their assigned schedule and are not allowed to make last-minute changes to the schedule in order to accommodate passenger requests. If you need to make multiple stops during a single transportation appointment please be sure to provide that information at the time you make the reservation so that we can schedule appropriately.
- We can't provide individual shopping trips if scheduled on the same day/time as group shopping trips. Further, depending on the schedule for a particular day, we may not be able to accommodate requests for other shopping trips that day. The Transportation Coordinator will make a decision on a daily basis. See group shopping information below.
- Please be sure to provide the best phone number where you can be reached on the day of your reservation.
- Emergency information must be on file at the COA for passengers riding on the van. Further, it is the passenger's responsibility to have on their persons a pocket size "File of Life". Blank pocket size "File of Life" folders are available from the COA.
- Please call the COA when you are ready to be picked up. Please be sure to speak with a staff member as we cannot always retrieve voice mail messages immediately.

RESERVATIONS

- To make a reservation, please call the COA at 978-897-1880 between 8 am and noon Monday through Friday.
- Please do not leave a message on voicemail to make a reservation. You must speak with the Transportation Coordinator directly.
- Remember -- when scheduling a ride for Monday, you must call by 12 noon on Friday to make your reservation.
- Reservations must be made at least one day in advance but can be made earlier.
- Please have the exact street address as well as the destination name and phone number when you call to make a reservation.

CANCELLATIONS

- Cancellations should be made as early as possible by calling the COA at least the day before. The COA sometimes needs to secure additional drivers to accommodate multiple passengers needing transportation services at the same time but to different locations. Cancelling the day of the reservation does not allow sufficient time for the COA to adjust driver schedules.
- Passengers with recurring appointments must notify the COA as early as possible if you do not need services on a particular day.
- Continued last minute cancellations may result in losing transportation privileges.

COST

- Payment can be made in either cash or check made payable to the Town of Stow
- Cost per trip is as follows:
 - Meal Site, Food Pantry, COA office: Free
 - Trips within Stow: \$2 one-way or round trip
 - Out-of-town rides (see service area list): \$3 one-way or round trip

WHEELCHAIR ACCESSIBILITY

The COA also has a wheelchair accessible van (ADA compliant van with wheelchair lift – 500 lbs. maximum) so please let us know if you are using a wheelchair. If a passenger cannot propel their own chair to and from the van, they must have an escort to assist them. The drivers cannot provide personal care or extra assistance. Please be sure to indicate if an escort is accompanying you when you make your reservation as we need to make sure there is sufficient seating capacity.

PASSENGER/DRIVER PROTOCOL

The COA wants to insure that all passengers enjoy their rides in safety and comfort. The COA is also committed to insuring that all passengers are treated with dignity, respect and impartiality. The COA is similarly committed to insuring that their drivers be treated with dignity and respect and that they are safe while serving the public. Non-compliance with this protocol may result in losing transportation privileges.

- Passengers must remain seated at all times.
- All passengers are required to use seatbelts. Drivers have the authority to insist that seatbelts be worn. If there is a medical reason why a passenger cannot use a seatbelt there must be a letter from their physician.
- Passengers are required to keep buckled in their seats while the van is in motion.
- All passengers must speak courteously to the driver and passengers at all times. Any words or acts of intimidation will not be tolerated and may lead to the COA suspending further use of transportation services for the offending passenger.
- There is no reserved seating. Passengers may not claim any particular seat as their own from one ride to the next. Passengers do not have the authority to exclude seating to another passenger. If there is a seating problem please bring this to the attention of the driver.
- Passengers must be properly groomed and maintain good personal hygiene at all times as well as be dressed appropriately (e.g. no PJ's or slippers). Poor personal hygiene can be offensive to the driver or other passengers.
- Passengers must refrain from inappropriately touching other passengers or the driver.

GROUP SHOPPING TRIPS

We are happy to provide a variety of group shopping opportunities each month:

- Monday Shopping – Shaws (approximately 10 am pick-up depending on transportation schedule for that day; One hour is allowed for shopping.)
- Friday Shopping – Various stores weekly (such as Market Basket, Walmart, Wegmans) as listed in the Senior Scoop (typically 11:10 am departure with pick-ups starting around 10:50 depending on transportation schedule for that day; return time is determined the day of the trip by the driver).
- It is important that you call for a reservation in advance for either.
- We can't provide individual shopping trips if scheduled on the same day/time as group.
- If passengers are on a group shopping trip they must return to the van at the designated return time as to not make other clients late.

DAY TRIPS

- Please meet at the Union Church located at 317 Great Road, Stow.
- Park in the back of the lot near the woods.
- Please arrive at least 15 minutes early so that the driver may check you in.
- If you have to cancel please notify the COA so that the driver will not wait unnecessarily for you.

ADULT DAY PROGRAMS

- A family member or caregiver must be home when the driver is dropping the passenger at home. Drop off can happen as early as 2:45 so please be sure a family member or caregiver is home before that time.
- A family member or caregiver must communicate directly with the COA regarding transportation changes including ride cancellations or time changes as the adult programs will not notify the COA of those changes.

TRANSPORTATION OUTSIDE OUR SERVICE AREA AND TIME

- Volunteers may be available for medical appointments outside our service area or time. Contact the COA to make arrangements. Please note that we need several days to secure a volunteer so please provide as much advance notice as possible.
- Referrals for other transportation needs outside the scope of the COA transportation services can be provided.

Please note that any passenger who has difficulty complying with this policy is welcome to meet with COA Executive Director. The COA Executive Director can be reached at 978-897-1880 or coa@Stow-MA.gov.