

# COUNCIL ON AGING TRANSPORTATION



Van appointments may be made by calling the Senior Center at 978-632-2839 or 978-630-4067. The cost of the ride is \$.30 each way. Please have the correct change.

Call for appointments one (1) day in advance. You must call before 3 PM if you would like a ride the following day, to allow time for printing the Van schedule.

In advance, van appointments may be made Monday through Thursday from 8:30 AM through 4:30 PM, Friday 8:30 AM through 4 PM. Van appointments can only be made a week at a time.

When scheduling your appointment, we ask you give us your pick-up time, destination, and return time. If we do not have a return time on our schedule, we cannot come back to get you. If you are going to be late on your return time, please call us to let us know. If you are not ready for your return pick-up, we cannot come back to get you if you do not let us know. Also, if you have any special needs, such as a wheelchair, you need to let us know when you schedule your van ride.

MART requires numbered street addresses. Please give full addresses for ALL destinations and your departure address.

Allow fifteen minutes either way for pick-up time. For example, if you have a pick-up time of 8:15 the van could be as early as 8:00 AM or as late as 8:30 AM. Please allow for this time when scheduling your appointment.

If your ride is late, please allow at least 15 minutes before calling and be sure you are where you can see the van arrive for you.

Last rides of the day are 4 PM Monday through Thursday and Fridays at 3:30 PM. No van rides between 12 noon and 12:30 PM (lunch).

We try to limit one round-trip per day. If you have more than one appointment on the same day, we will allow the extra rides. Please note, these are for appointments only such as Doctors appointments.

The van driver cannot leave sight of the vehicle. She cannot bring packages or escort you into a building.

The van can not drive into private driveways.

The van does not leave the Gardner area. Our van rides are only in Gardner.

At the present time, Friday van rides for shopping are not available because we have many medical appointment rides on Friday. If you use our van for shopping, please make your appointment for van ride shopping Monday thru Thursday. Thank you for your cooperation.