

HOW TO?

- This transportation service requires **advance notice** in order to schedule a ride.
 - Requests for a ride on the van should be made with **at least a 24 hours notice minimum**
 - Please be kind and call to cancel a requested ride.
 - **The driver will call on their way. Please wait for the call before going outside. All riders should wait inside until the van arrives for pick up.**
 - Individuals must be able to board and disembark with the assistance of a personal aid, or independently without the assistance of NCOA personnel or volunteers. Wheelchair passengers must be able to approach the van and once disembarked get to final destination on own.
 - All riders are required to have a phone and a working number with which to communicate.
 - Seatbelts must be properly worn *at all times*, including during parking operations.
- Your \$1.00 donation per ride is essential**



Needham Council on Aging
300 Hillside Avenue, Needham, MA 02494
TEL: 781-455-7555 www.needham.gov/coa

COUNCIL ON AGING Town Of Needham



TRANSPORTATION SERVICE

Needham Council on Aging (NCOA) provides rides to and from a Needham resident's home to the Senior Center, and from his or her home to the supermarket.

A request for a ride on the van requires 24 hrs notice *minimum*.

COA Transportation is partially funded by the Town.

Your \$1.00 donation per ride is essential.

All riders are required to have a phone and a working number with which to communicate.

TRANSPORTATION COORDINATOR
781-455-7555 X204
sgrably@needhamma.gov
www.needham.gov/coa

PLEASE TAKE NOTE:

1. All changes to scheduled rides, ride requests, and cancellations must be called into 781-455-7555 ext. 204 at least 24 hrs. in advance. If the Transportation Coordinator is unavailable during regular hours of operation, listen to the outgoing message and follow the instructions.
2. **Reservations must be made 24 hrs. in advance minimum. Under 24 hrs. riders will be placed on stand-by or waiting list.** Rides are provided on a first come first served basis. Calls or voicemail received after 3pm will be treated as "Next Day". Sorry, we cannot accept same day requests.
3. **Seatbelts must be worn and properly fastened at all times, including during parking operations.**
4. Transportation requests can only be made through the Transportation Coordinator. Please leave a voice message if the Transportation Coordinator is unavailable. Phone: 781-455-7555 ext. 204
5. **Please do NOT call the driver directly,** always call the the transportation office
6. All groceries will be carried to the residence entrance only. Please limit the number of shopping bags to 4 bags or 20lbs of groceries, whichever comes first. If you need more than 20 lbs, you will need to carry your own groceries or reserve a second trip at a different date.
7. All your rides and grocery shopping trips can be organized on a daily, weekly or monthly basis

**Ride the COA Van from Home
to the Senior Center to :**

- Participate in events, programs, movies and activities.
- Enjoy a breakfast or a hot lunch.
- Go grocery shopping.

This valuable service is funded primarily through donations. Your \$1.00 donation per ride is essential

Supermarket Schedule

Tuesday	Roche Bros. 10:00 – 11:00 a.m.	Sudbury Farms 1:00 – 2:00 p.m.
Wednesday	Sudbury Farms 10:00 – 11:00 a.m.	Sudbury Farms 1:00 – 2:00 p.m.
Thursday	Sudbury Farms 10:00 – 11:00 a.m.	Sudbury Farms 1:00 – 2:00 p.m.

One Friday per month we organize trips to Out-Of-Town Superstores (Market Basket, WalMart, Target, etc.)

Two Mondays per month, we organize pharmacy trips, Please see the *Senior Compass* for more information and dates

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