

**Milton Council on Aging**  
**Transportation Policy**  
*Effective July 8, 2024*

## **Ride Reservations Call: 617-898-4899**

**Curb-to-curb transportation services\*** scheduled in advance are offered by the Milton Council on Aging (COA).

\*Prior to using our transportation services, and after a hospitalization/rehabilitation stay, a member of our Outreach team will need to do a telephone interview to assess your needs and provide you with the safest means of transportation. During this call you will be given information about the transportation program and answers to any questions you may have. We do not ask for financial information and all HIPPA rules are followed. **To schedule a telephone interview with a member of our Outreach team please call: 617-898-4893**

Although there is no set charge for transportation, there is a suggested voluntary donation.

Please be assured *no one will be denied transportation if they are unable to donate.*

You will be sent a summary with a suggested voluntary donation for your rides monthly.

All donations go to the transportation fund for the maintenance, fuel, and upkeep of the vehicles.

Donations should be by check, made payable to the Milton Council on Aging, 10 Walnut St., Milton, MA 02186.

### **Are there any special requirements for riders?**

- Riders who are not feeling well, who have a household member not feeling well, or who have been in direct contact with someone who has tested positive for COVID-19, **will not be allowed** to ride the bus/van. Please understand this is a precaution for everyone's safety.
- Riders must be ready at least 15 minutes before the designated pickup time at home. Our schedules are tight, and drivers cannot wait. Please allow for extra time to prepare, as needed.
- Riders must be ready at the designated pickup time at the grocery store, on other trips, and follow the instructions of the driver.
- Service may be denied if protocol is repeatedly not followed.

### **What information do riders need to provide when scheduling a ride?**

- Rides should be scheduled **at least two weeks in advance** and up to one year.
- When calling the transportation line for a reservation please have: **the provider's name, address, telephone number, date, and time of your appointment, and expected length of your appointment.**

### **How many passengers can be transported at one time?**

- The number of riders we accommodate at any time in any vehicle may fluctuate based on demand.

### **How can the drivers assist me?**

- **All transportation is curb-to-curb only.**
- Drivers can provide limited assistance with entering and exiting a vehicle only.
- Passengers must be able to secure themselves inside the vehicle.
- **Drivers cannot go inside residences, practitioner's offices, or stores.**
- Passengers with a wheelchair or motorized scooter must be accompanied by a companion. Drivers can only aid by securing wheelchairs and motorized scooters inside the vehicle.

## How do I make the suggested voluntary donation for transportation?

- A summary of your monthly transportation service(s) will be mailed to your home the beginning of each month for the previous month.
- Checks for donations can be sent to: Milton Council on Aging, 10 Walnut St., Milton, MA 02186
- Please be assured *no one will be denied transportation if they are unable to donate.*

### 1. Medical Transportation: Monday through Friday

#### **Milton Appointment Start Times:**

Monday through Thursday 9:00 a.m. – 2:00 p.m.

Friday 9:00 a.m. – 10:30 a.m.

#### **Braintree, Canton, Dorchester, Quincy, Randolph, Weymouth & Vicinity Appointment Start Times:**

Monday through Thursday 9:00 a.m. – 1:00 p.m.

#### **Boston and Vicinity Appointment Start times:**

Monday through Thursday 9:30 a.m. – 12:30 p.m.

Transportation for medical appointments should be scheduled with us as soon as the appointment is booked. During peak times we may be scheduling 3-4 weeks out.

Appointments estimated to be 1.0-1.5 hours should be made earlier in the day.

Please have the following information available when you call to schedule your ride:

<b>Your Name</b>	<b>Appointment date and time</b>
<b>Your Address</b>	<b>Physician's name, address, and telephone number</b>
<b>Your Phone Number</b>	<b>Approximate length of time of appointment</b>

- If your appointment requires sedation, you need to be accompanied by a companion.
- If your appointment is for longer than 2 hours, or for multi-hour ongoing treatment, i.e., chemotherapy, dialysis, etc., alternative transportation resources are available from other organizations. Please call our Outreach Department to discuss at 617-898-4893.
- If you have a serious medical condition and need transportation for an emergency, we advise you to call 911 for an ambulance. Our van drivers are not EMT's.
- Extra stops cannot be arranged with the van driver. Please call the transportation line directly.

### **Suggested Donations for Medical Transportation Services:**

- Milton – Round Trip: \$4.00
- Braintree, Canton, Dorchester, Quincy, Randolph, Weymouth & vicinity – Round Trip: \$8.00
- Boston and vicinity – Round Trip: \$15.00 + any charges for parking

### 2. Grocery Shopping/Local Errands:

Tuesday – Roche Bros./Westwood at 9 a.m. – 4 bags maximum per person.

Wednesday – Special Requests (see below)

Thursday – Stop & Shop, Newport Avenue, Quincy at 9 a.m. – 4 bags maximum per person.

Special Requests: Wednesday 9 a.m. – 1 p.m.:

- Local errands (Milton only): For example, bank, pharmacy, and post office. Based on driver availability.

Shopping times are subject to change. Reservations should be made by Tuesday at Noon the week prior.

### **Suggested Donation for Grocery Shopping & Local Errands in Milton/Quincy:**

- Round Trip: \$4.00

### **3. Council on Aging (COA) Activities for Milton Residents: Monday through Friday**

Transportation is available to take you to/from specific activities and programs at the COA. Call the Transportation Line to schedule your ride: 617-898-4899

#### **Suggested Donation for COA Center Activities:**

- Round Trip: \$4.00

### **4. Cancellations/Changes**

A cancellation of any ride booking requires a minimum of 24 hours' notice. Cancelling within the 24-hour window of your scheduled ride, or if a driver goes to your home and you are a no show for your ride, you will be charged for the full amount of the ride.

If you cancel your ride within 24 hours and/or are a no-show for three or more scheduled rides, you will no longer be eligible to use the transportation services of the Milton Council on Aging.

Please call us as soon as possible with any changes to scheduled rides. A private voicemail can be left 24 hours a day on our Transportation line: 617-898-4899.

#### **Additional Information**

- Due to circumstances beyond our control, there may be times when the van runs late.
- **Drivers can provide limited assistance with entering and exiting a vehicle only.**
- **Drivers cannot go inside residences, practitioner's offices, or stores.**
- **Drivers cannot stop at nonscheduled locations or do errands.** All trips must be scheduled.
- We provide transportation to people in wheelchairs and/or motorized scooters when they are accompanied by a companion. Drivers can aid by securing wheelchairs/scooters inside the vehicle.
- Passengers must be able to secure themselves inside of the vehicle.
- COA staff does not pick up or deliver medications. Please call to schedule transportation.
- Transportation will not be provided for any person who may need medical assistance during transport.
- The Milton Council on Aging reserves the right to require a companion accompany any individual who is cognitively or physically impaired, has been administered sedation, or is non-English speaking.
- During the winter season and periods of inclement weather we follow the Milton Public Schools. If the schools have delayed opening, we will also, and transportation will be suspended until reopening. If the schools are closed all transportation is cancelled for the day.
- At times, during periods of high transportation demand, we may need to use the transportation services provided by South Shore Community Action – Medical Access Program. You will be notified if/when this is the case. Their name will be on the van. This service is a ride share service. It is available free of charge and made possible through Title III-B funding under the Older Americans Act from South Shore Elder Services. Donations are encouraged to cover the cost of the transportation.

#### **Additional Transportation Information**

The MBTA The RIDE paratransit service provides door-to-door, shared-ride public transportation to people who are unable to use the subway, bus, or trolley all or some of the time due to temporary or permanent disability. The RIDE also provides The RIDE FLEX service which is an on-demand transportation service powered by Uber and Lyft. For more information and to register call The RIDE Access Center at 844-427-7433.