

DALTON COASTS

(Dalton Council On Aging Senior Transportation Services)

Passenger Information

Welcome:

The Dalton Council on Aging and Senior Center is pleased to offer safe and affordable transportation to Dalton residents who are 60 and over; as well as persons with disabilities of any age.

Our drivers are trained in the use of the wheelchair lift and tie-downs and can accommodate up to 7 passengers.

We provide “door to door” service for those who need assistance getting from their door to the van and from the van to the entryway of the destination. Anyone in need of assistance riding the van should bring help with them. The caregiver riding the van to help escort will not be charged for the transportation.

We Are Not a Taxi or an Ambulance:

The Council on Aging contracts with the Berkshire Regional Transit Authority (BRTA) who owns the COA Van to provide transportation services. As a result the service is allowed only for Dalton residents traveling within town and into Pittsfield (and if time permits, the Berkshire Mall).

24 hour MINIMUM notice is needed for the van scheduling purposes. Special permissions must be obtained from BRTA in advance to transport to Lenox or Lanesboro for medical appointments only. It is recommended that you provide notification when the appointment is made so we may obtain consent.

Delays are unavoidable when traffic and weather conditions are unfavorable. If you need to make extra stops (bank, pharmacy, etc.) you can help us by scheduling them with your trip. The driver may need to drop you off and return a few minutes later. Note: You will be billed according to your stops, not your final destination. For example: Stop & Shop to your home is one stop; Stop & Shop to Rite Aid and then Rite Aid to your home is two and are billed as two separate rides.

If there is a medical emergency please call 911. Our drivers are not equipped to assist with emergencies.

COA Van Policies:

Embarking and Disembarking the Van:

Please be aware that the steps are narrow with a high rise. The van driver may place a step to assist passengers with the first (bottom) step.

Please use handrails and allow the driver to load/unload canes or walkers. The stairwell is too narrow to accommodate a person and equipment at the same time.

Passengers who prefer to use the wheel chair lift to enter/exit the van may do so, however the handrails must be used until the lift is locked into position.

Drivers and all passengers are required to use their seatbelts until the vehicle comes to a complete stop at the destination.

Under no circumstances will the van operate with a wheelchair and/or its passenger unsecured.

Portable oxygen tanks must be secured in the GO2 Lock. Smaller tanks must be upright and placed on the floor between the passenger and the wall. Holding them on the lap is not secure as they become a projectile during a sudden stop or collision.

Drivers are not allowed to drop passengers off opposite side of the street from the destination.

Rides may be shared with other passengers. Please be respectful of their privacy and dignity.

Packages shall be limited to six. Should you need to shop for more, please make arrangements to shop on a "lighter" day when more time can be committed to your trip.

Service animals may ride; however, prior arrangements must be made to ensure that persons with fears or allergies are not paired with the same trip. Service animals must also be secured in the vehicle.

Fees:

This is a fee for service. Current costs are \$1.50 each way to senior center. \$3.00 is charged each way for other destinations.

Cancellations: If a trip is scheduled and you need to cancel please do so as soon as possible. Should the driver arrive for pick-up and is turned away or no one comes to the door/answers phone, you will be charged for a one-way trip.

The driver does not carry cash or accept payment. You will be billed monthly with an itemized list of your trips for your records. You may also deposit into an account and

debit your fees from your account. You will still receive a monthly statement showing your activity and balance.

Hours:

The van is available Monday – Friday 8:00AM – 3:00PM. There is no service on holidays or weekends.

Gifts:

Tipping is not permitted.

We know people like to show their appreciation to their drivers; however, as municipal employees gifts are discouraged because gifts from an individual cannot exceed \$50 or more per year! An occasional sandwich, bottle of water or candy bar is okay but be careful not to jeopardize their ethical boundaries over time.

Contact Us:

Any questions or concerns should be addressed to the Transportation Coordinator at 684-2000.

Written inquiries are to be sent to:

Dalton Council on Aging & Senior Center
Attn: Transportation Coordinator
40 Field Street Ext.
Dalton, MA 01226