

## TOWN OF CONCORD SENIOR TRANSPORTATION VAN

This letter is being sent to clear up some apparent confusion as to use of the Town's senior transportation van.

While we will make all reasonable efforts to accommodate your schedules, the Town cannot guarantee that the van will be available for transporting you to appointments that you have scheduled in advance. If you do make such an appointment, you must make sure you have an alternate plan for transportation on that date, in the event that any number of circumstances may prevent the Town being able to provide timely transportation to that appointment.

The schedule is created each week on Thursday afternoon or Friday morning for the following week. Please have your requests delivered in a timely manner.

If you do call and leave a voice message requesting a ride, **you must provide, in the message, the following information:**

- 1) Your name;
- 2) Your phone number;
- 3) Your address where you would like to be picked up;
- 4) The address and name of the facility or location where you would like to be transported;
- 5) The date and time of your scheduled appointment or time you would like to arrive at that location.

Someone will return your call as soon as possible but due to limited staffing, most calls cannot be returned right away.

**PLEASE NOTE: Due to insurance restrictions, the Town cannot provide transportation either way for anyone who is having a medical procedure.**

At present, we are only permitted to transport 3 people at a time on the van, so you may not always be permitted to have a companion accompany you.

The Town Senior van will schedule pickups no earlier than 7:30am and can accommodate drop offs for appointments no later than 2:30pm. Please plan accordingly.

We cannot transport anyone outside of Erie County.

Please remember DO NOT CALL THE VAN DRIVERS FOR APPOINTMENTS

All appointments are thru the Concord Senior Center

The only stops we can make for shopping would be at a pharmacy, to pick up a prescription on the van ride home from your appointment.

Please also note that we do not necessarily schedule rides on a first call basis- Again, we can never guarantee transportation due to many factors that are sometimes outside of our control, and sometimes have to be scheduled to maximize efficiencies with the number of riders and where they all may need to be transported at a particular time. Due to such limitations, you might have to go to your appointment early or wait late- so please make sure your schedule will allow for that.

Please also note that in the winter months, VAN SERVICE WILL BE SUSPENDED on any dates where there are school cancellations for the Springville-Griffith School District and we will not be able to provide transportation to or through any school district which is closed due to inclement weather.

Masks as mouth coverings are not required while being transported but are encouraged.

Please remember that this service is a privilege to the community and we will try and accommodate every reasonable request for a ride, but we may not be able to cover every request made. As there are significant expenses related to this service, any donations you would like to make to allow the Town to keep it running would be greatly appreciated.

THANK YOU for your patience and understanding.

The Concord Senior Center

40 Commerce Drive

Springville NY 14141

716-592-2768---716-592-2764  
Eleanor Eschborn Director

*Eleanor Eschborn*