THE VOLEN COMMUNITY COACH
BOCA RATON AND DELRAY BEACH RESIDENTS
561.395.8920 ext 228 & 229
BOYNTON BEACH RESIDENTS
561.736.3820 ext 228 & 229

Easy and automatic
If you use the Volen Community Coach on a regular basis, you may be placed on a master schedule. Once this is done you will no longer have to call and schedule every appointment. For example, if you go to Adult Day Care every Monday, every Tuesday, and Friday, the Transportation Department will only need to be notified once. From then on you will be picked up every Monday, Tuesday, and Friday.

Failure to notify the Transportation Department of a cancellation or any change will result in removal of your name from the master schedule (unless you have experienced some sort of medical emergency) and you will then have to return to scheduling every trip one day in advance.

FEES
Due to the generosity of donors and community members, the Center is able to provide many trips at no charge. However, there is a nominal charge for some rides depending on the ride type and destination. You will be informed of any fees associated with your trip when you schedule your ride. Call for more detailed information on no-cost and fee-based rides.

HOURS
Contact the Volen Community Coach Monday through Friday from 8:00 am until 3:00 pm.
All new riders must register prior to scheduling a ride with the Volen Community Coach.
Schedule your ride a day ahead.
The Community Coach operates Monday through Friday from 7:30 am to 6:00 pm.

WE NEED YOUR HELP!
Every one way ride the Volen Community Coach provides costs over $24.00! Grants, donations, and fees for certain rides help the Volen Center cover the cost of some of the rides, but the full cost is never covered. The Volen Center accepts and appreciates voluntary donations from riders, their families, and anyone in the community willing to support the Center’s mission.
Donations may be made while you ride by giving your contribution to the driver in the envelope provided, or you may mail a check to the Center at your convenience.

PROGRAMS & SERVICES
Schedule your ride or sign up! Call 561.395.8920 for Boca Raton and Delray Beach residents or 561.736.3820 for Boynton Beach residents.

Serving from Hypoluxo Road south to the Broward County line.

Hours of service are Monday through Friday, 7:30 am to 6:00 pm.

Reservations must be made one working day in advance.
An extensive fleet of vehicles, many equipped with wheelchair lifts.
Curbside service for all riders.

Experienced, courteous drivers.

Cancun Riders

Sponsored by the Volen Center and the State of Florida Department of Elder Affairs and the Area Agency on Aging.

The Volen Center is a private 501(c)(3) nonprofit social service agency headquartered in Boca Raton, Florida. Founded in 1968, this Center offers services for older adults, family caregivers, and family members of all ages at locations throughout Southern Palm Beach County.
Need a ride?
 Catching a ride with the Volen Community Coach has never been easier. By following the few simple steps in this guide, scheduling a ride will be as simple as 1-2-3.

The Volen Center has been providing rides for seniors age 60 and over since 1968. The Volen Community Coach has an extensive fleet of vans and buses and offers transportation Monday through Friday in Southern Palm Beach County (from Hypoluxo Road south to the Broward County line). Our Community Coach is staffed with specially licensed, qualified drivers who are experienced, courteous, and professional.

The Volen Community Coach provides rides to medical appointments, senior dining sites, the Volen Center, grocery stores, malls, restaurants, hair salons, adult day care centers, and other recreational and business destinations. However, be advised that rides are provided on a “first come, first served” basis, and priority is always given to riders needing to go to medical appointments!

Staying safe
 Simple rules to assure a safe ride for all passengers.

Before your first ride, you must register! Just call our Transportation Department. It will only take about 10 minutes. Be prepared to provide information about yourself such as your name, address, and phone number. If you require physical assistance from a driver to board the vehicle, be sure to inform the Transportation Department when you register.

Once you have registered, call our Transportation Department before 3 p.m. one working day in advance of your appointment to schedule a ride. Have your appointment time, address (including zip code), and phone number ready to give to the scheduler.

Once your ride is scheduled, be prepared! The scheduler will give you a window of time when you can expect the vehicle to arrive. If you do not require assistance from the driver, it is your responsibility to be outside and ready to board when the vehicle arrives. The first time you ride you will be asked to sign a release of liability form – this must be done before your ride! Your cooperation will help us keep everyone on time.

Simple rules to assure a safe ride for all passengers.

- Stand clear of the vehicle until it has made a complete stop.
- When climbing the stairs to board the vehicle always use the handrails, and be careful not to bump your head.
- Do not run after the vehicle once it has pulled away.
- Always fasten your seat belt.
- Keep packages and umbrellas out of aisles.
- Keep hands clear of doors on the vehicle.
- Do not distract drivers with questions or conversation once the vehicle is in motion.
- No eating, drinking or smoking permitted on vehicles.
- Never remove your seat belt while the vehicle is moving. Wait until the vehicle has come to a complete stop to remove your safety belt.
- Do not stand up or leave your seat until the vehicle comes to a complete stop.
- After exiting the vehicle, never walk behind the vehicle and always wait for the vehicle to leave before crossing the street.

Get the most from the coach

This service is a group ride. To be considerate of other riders you must be ready and on time when the vehicle arrives for pick up.

Rides are provided on a “first come, first served” basis. However, priority is given to those needing to go to medical appointments.

Seniors with the greatest social and economic needs who have no other means of transportation are given preference when the majority of the seats on the vehicles are filled.

If your plans change, always call as soon as possible to cancel your ride.

Allow one hour of travel time from pick up to arrival to reach your scheduled appointments.

To keep drivers on schedule be ready and watching for our vehicle. Board the vehicle at the curb outside your door.

Scheduling

Scheduling a ride with the Volen Community Coach is now easier than ever. Follow these simple steps and you will be on your way!

STEP 01
Before your first ride, you must register! Just call our Transportation Department. It will only take about 10 minutes. Be prepared to provide information about yourself such as your name, address, and phone number. If you require physical assistance from a driver to board the vehicle, be sure to inform the Transportation Department when you register.

STEP 02
Once you have registered, call our Transportation Department before 3 p.m. one working day in advance of your appointment to schedule a ride. Have your appointment time, address (including zip code), and phone number ready to give to the scheduler.

STEP 03
Once your ride is scheduled, be prepared! The scheduler will give you a window of time when you can expect the vehicle to arrive. If you do not require assistance from the driver, it is your responsibility to be outside and ready to board when the vehicle arrives. The first time you ride you will be asked to sign a release of liability form – this must be done before your ride! Your cooperation will help us keep everyone on time.

TO SCHEDULE YOUR RIDE
BOCA RATON AND DELRAY BEACH RESIDENTS
1 561.395.8920 ext 228 & 229

BOYNTON BEACH RESIDENTS
1 561.736.3820 ext 228 & 229

If you go shopping be considerate of other riders. Do not bring any more bags aboard the vehicle than you can handle.

If your ride does not come within the scheduled range of time call the Transportation Department.

Drivers are not allowed to take packages to your door or enter your home.

The Center has the right to refuse rides to any individual if the safety of that individual, other riders, the driver, the vehicle, or the public may be compromised by providing a ride to that individual or if the individual is deemed inappropriate for the service.

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