

## STORY OF THE VAN

### HOW IT HIT THE ROAD?

In 1998, the Pleasant Hill Commission on Aging conducted a transportation survey and found that there was an apparent need for transportation for seniors now and well into the future.

In 1999, the Commission applied to Caltrans for a transportation grant, which was approved. The City/Commission was then awarded a grant toward the purchase of this van. Through continued efforts of the Commission on Aging and the cooperation of the Pleasant Hill City Council and private citizens, the operation of this nine-passenger van is now a reality.

*Van Maintenance Services  
Generously Donated by  
Pleasant Hill Bayshore Disposal*

## PLEASANT HILL SENIOR VAN SERVICE

*A New Way to Travel*



*Wonderful things happen when the  
community works together*



## PLEASANT HILL SENIOR VAN SERVICE

*An alternative means of travel for Pleasant Hill seniors staffed by friendly, reliable and capable volunteers.*

FARE: \$1.50 – Each Way  
(Please have exact change)

### HOURS OF OPERATION\*\*

**MONDAY through THURSDAY**

**9:00 - 12:00 AND 1:00 - 4:00**

**FRIDAY 9:00 - 12:00**

**MONDAY through FRIDAY**  
Pleasant Hill

**TUESDAY**

Medical - Walnut Creek

**THURSDAY**

Medical - Concord & Martinez

\*\* No Van Service on holidays observed by the City of Pleasant Hill.

### WHO QUALIFIES?

A rider must be a resident of Pleasant Hill and at least 55 years of age. If unable to board or depart the van unassisted, an escort must pay the same fare as the passenger. There is no charge for service animals.

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### FOR RESERVATIONS CALL

671-5272

- ❖ Make reservations the day before you ride.
- ❖ Monday rides must call on the Friday before.
- ❖ Reservations will be taken weekdays ONLY from 9:00 a.m. - 11:00 a.m.
- ❖ For cancellations, call 671-5272 no later than 9:00 a.m. on the day of your scheduled pick-up.
- ❖ There may be same-day service, but only if seats are available.

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### PRIORITIES FOR SCHEDULING

- (1) Medical & dental appointments in Pleasant Hill, Concord, Walnut Creek & Martinez
- (2) Rides throughout the Pleasant Hill area for shopping, trips to Pleasant Hill Senior Center, etc.

### RIDERSHIP POLICY

ANYONE WISHING TO USE THE VAN SERVICE MUST FIRST REGISTER. FORMS ARE AVAILABLE AT PLEASANT HILL CITY HALL, 100 GREGORY LANE OR BY CALLING 671-5272.

Seat belts must be worn. Both the driver and the passenger can be fined for neglecting to enforce this law.

Passengers need to allow a 15 minute leeway on either side of their appointed pickup time. (Traffic and weather may delay the driver.)

Multiple stops for one passenger will not be made.

To provide service for as many riders as possible, a direct route cannot always be provided for each rider. Passengers may have to ride on the van while other riders are brought to their destination. **EXTRA TIME SHOULD ALWAYS BE ALLOWED FOR TRAVEL TO APPOINTMENTS.**

**UNRULY CONDUCT, FOOD or DRINK ARE NOT ALLOWED. APPROPRIATE CLOTHING AND SHOES MUST BE WORN AT ALL TIMES.** Staff will determine when a passenger can no longer safely use the system, and staff will notify the passenger.