

Safe, Reliable and Convenient Driving Services

TYPES OF TRANSPORTATION REQUESTS



Medical Appointments

What: One-way or round-trip transportation to medical appointments

When: Monday–Friday, 8 AM–5 PM

Fee: Complimentary within Lincoln, Concord and Lexington, fee billed to resident’s account otherwise



Dinner Shuttle Service

What: Transportation to dining reservations at Gala Restaurant or Lemon Pippin Café

When: Monday–Friday, 4:30–8:00 PM

Fee: Complimentary



Airport Transportation

What: Transportation to Logan International Airport

When: Monday–Friday, 8 AM–5 PM

Submit requests as soon as possible, but no later than three business days in advance of your trip. Airport runs outside service hours will be scheduled through the concierge through an outside service.

Fee: \$75 each way and billed to resident’s account

Traveling residents must leave reliable contact information with the concierge at the time of request. Flight changes and delays happen, and we must be able to reach you or your designated contact in the event of any change that may impact you.



Personal Transportation

What: Group area destination trips to local shops and services

When: Refer to the monthly calendar and sign-up book located at the concierge desk

Fee: Complimentary



Outside Area Transportation

What: Transportation outside the towns of Lincoln, Concord and Lexington

When: Monday–Friday, 8 AM–5 PM

Fee: Based on round-trip transportation, fee billed to resident’s account

Acton \$15	Dedham \$45	Waltham \$15
Arlington \$25	Framingham . . . \$40	Watertown \$35
Bedford \$15	Littleton \$40	Wayland \$20
Belmont \$25	Maynard \$20	Wellesley \$25
Billerica \$35	Medford \$45	Westford \$40
Boston \$60	Melrose \$45	Weston \$25
Brookline \$40	Milton \$60	Westwood \$50
Burlington \$25	Natick \$40	Wilmington \$35
Cambridge \$45	Newton \$25	Winchester \$40
Charlestown . . . \$60	Somerville \$45	Woburn \$25
Chelmsford \$35	Stoneham \$25	Wrentham \$60
Chestnut Hill . . . \$30	Stow \$20	
Clinton \$60	Sudbury \$25	

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Hospital Transportation

What: Transportation to area hospitals

When: Monday–Friday, 8 AM–5 PM

Fee: Complimentary within Lincoln, Concord and Lexington; otherwise charged to resident’s account as outlined below:

- Lahey Burlington—Complimentary
- Mt. Auburn Hospital—Complimentary
- Brigham Women’s Hospital—\$60
- Faulkner Hospital—\$60
- Lowell General Hospital—\$40
- Mass General Hospital (Boston)—\$60
- Newton-Wellesley Hospital—\$25
- St. Elizabeth Hospital—\$60
- VA Hospital (Jamaica Plain)—\$60
- Winchester Hospital—\$35
- New England Baptist—\$60
- Beth Israel—\$60
- Spaulding—\$60



How to Request Transportation Services

1. Fill out a copy of a Transportation Request Form (available at the concierge desk).
2. Complete your request as soon as you know about your transportation need—and, at minimum, three business days before any transportation need.
3. The Transportation Office will confirm receipt of your Transportation Request Form with a phone call.

4. If transportation request is submitted inside the three-business-day window, we will do our best to accommodate based on the previously scheduled transportation runs.

If your request CANNOT be met by our Transportation Office, you will receive a phone call and, in an effort to accommodate, suggested options (taxi, etc.), which we will be happy to help arrange.



Cancellations

Any cancellations for transportation requests must be made immediately by calling the concierge.



Driver Responsibilities

- The safety of passengers and vehicles
- Determining the driving route and getting passengers to their destinations in a timely manner (weather and traffic issues to be considered)
- Assisting residents on and off the vehicles



Health Aides

If you employ a private health aide, s/he must accompany you and remain with you during medical appointments, program outings or other transportation you request.