

Grand Traverse County
Commission on Aging
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The Upside of Aging

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COAST Bus

Advance Scheduling Policy

Starting February 11th COA members may make ride reservations 2 weeks in advance.

Ride Cancellation Policy

Also starting February 11th COA members must cancel ride reservations 48 hours in advance of their trip. Riders with 3 or more late cancellations in a month may be suspended from COAST services for 2 weeks.

Why Make Changes?

The cancellation rate for COAST is high at more than 30%. Most of those cancellations are last minute and BATA is unable to fill the empty seats. Your cooperation with timely cancellations will greatly improve our COAST service by allowing more efficient scheduling.

Please note that not boarding a bus when it arrives for your pickup is considered a late cancellation. Reservations and cancellations are made by calling BATA dispatch at (231) 941-2324.

Please feel free to call COA if you have any questions at (231) 922-4688, or BATA dispatch at (231) 941-2324.



Caring for those who cared for you.

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Medication Management

If you have difficulty setting up medications or ordering refills of medications, the COA Medication Management program may be able to help. We now have a full-time nurse on staff to provide these services.

Service can either be weekly or biweekly depending on medication schedule and the cost is based on the COA sliding fee scale. For more information on this program, please contact the COA office at (231) 922-4688.

New Software

The COA is working diligently to implement a new software system. The software will replace our old system which has been in place for approximately 20 years and was not designed to meet today's needs.

In mid-February we will run a pilot of the new software side-by-side with our existing software system to verify its accuracy. Stay tuned for updates as they unfold.

Staff Birthdays and Anniversaries

Birthdays

Stacy H - 7th
Patti B.- 11th



Anniversaries

Stacy H - 1 year
Cyndie F - 10 years
Alicia T - 1 year
Emily R - 1 year (since she's been back)

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