

## SENIORity Program FAQ's & Helpful Tips



### ◇ **Why can't I register over the phone for bus trips?**

**A:** The City of Saco has an anti-fraud policy which prevents Saco Parks & Recreation from taking credit card information over the phone. Your registration can only be confirmed by processing the payment.

**Helpful tip:** Having credits on your account is the easiest way to take care of an over-the-phone transaction, but it also does not guarantee a saved seat for you until you have reached an SPR employee on the phone and have completed the transaction!

### ◇ **How do the trips fill up so fast?**

**A:** Some people are able to register online from home, and some come into the Community Center when the office opens at 9:00am. This happens simultaneously and seats are reserved in real time.

**Helpful tip:** Our newsletter comes out on a bi-monthly basis, with new trips added every other month. We suggest that you check in with us either online, or at the office when a new month begins even if you have not received your newsletter in the mail! (We can not control exactly when these are delivered!) If a trip you want is full, we strongly encourage you to utilize our Wait Lists. We use these wait lists for just about every bus trip!

### ◇ **Why don't you have a bigger bus? Why can't we use the large SPR school bus to accommodate more people? Why can't you offer multiple trips?**

**A:** It is a goal of ours to eventually get a second mini-bus to accommodate the (post-pandemic) growing SENIORity program needs. We are very aware that the bus trips are popular and we would love to accommodate more people on these. If we get another bus then we would need another staff member to drive. Right now we are still recovering from the pandemic and getting back on our feet to keep things moving at the full capacity we had in 2019. There are also several other factors to consider!

1.) Our large SPR bus has small "school bus" style bench seats and we do not believe this would be the most comfortable setting for this group, especially for the longer bus rides. Plus, there is no air conditioning.

2.) A larger bus is not always the solution! In order to utilize a larger bus, SPR will also need to hire a bus driver with the appropriate license to drive a larger bus. Right now our priority for the current SENIORity staff is to drive the mini-bus, act as more of a chaperone on these trips, as well as to connect people and to represent the department. We are not just a transportation service! It would be harder and sometimes impossible to make lunch reservations for 20+ people at the some of the restaurants we like to dine at, especially if we want to keep those lunches easy, fun and exciting! Right now we also appreciate that most places accommodate our separate check requests, but this would not always be the case if our group was larger.

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3.) Renting a Coach Bus is not always the solution either. A typical rental for one of those can be around \$1,000 for the day. This would automatically make the trips more expensive. We have done this in the past for a popular trip to Boston, and we will continue to keep that as an option once per year.

4.) We can occasionally add a 2nd trip for those trips that are extra popular; however, this is at the limitation of our SPR staff and their already- busy schedules. Our SENIORity Program Coordinator enjoys the bus trips the most, but has several other required aspects of her job that need to be fulfilled.

5.) Surprisingly even though some trips fill fast, we occasionally have empty seats once the trip day arrives! We try our best to pull from the wait list but we realize everyone has busy schedules! It is always a good idea to join the wait list, even if it's long!

We appreciate your patience and understanding as we try to evolve with this growing program!!