About the Program

It is important for seniors to stay mobile. Mobility can provide seniors with a means to remain engaged in their communities, countering the isolation that often comes with aging.

The Commission On Aging developed this program to supplement other national and county programs available to Concord seniors. For example, AARP Driver courses, County Connection routes, and CC LINK for paratransit services.

This door to door option allows seniors to get transportation service at an affordable rate. Concord residents that are 65+ can purchase an e-Script for $15 that is worth $30 in rides.

General Info

You can purchase e-Scripts at the Concord Senior Center.

THANK YOU to our partner, GoGoGrandparent!

For more information about our program, please contact:

Commission on Aging
Kathryn Monroy
925-671-3074
Kathryn.Monroy@cityofconcord.org
Service Area & Hours
24 HOURS; 7 DAYS/WEEK

Our service areas include: Concord, Clayton, Martinez, Pleasant Hill, Walnut Creek

Eligibility

- Concord Residents Only
- 65+ Years
- Mobility device must be folded for transport in the trunk of the vehicle
- Complete and submit the Gogo Concord application (Photo ID is required for validation of birthday and residency)
- Processing fee: $5
- Must apply each year beginning in January

How to Sign Up

- Fill out an application. This is available at the front desk in the Concord Senior Center. Please bring a photo ID that shows residency and age.
- Once you are approved, you may purchase an e-Script.
- Each e-Script is $15 for $30 worth of rides.
- Use the phone number on your card to schedule a ride.
  - "I am 'Your Name,' and I am a GoGo Concord rider."

- You will need to tell the operator:
  - Date and Time
  - Phone number
  - Location (Ex: Walnut Creek Kaiser @ turn around by Newell St.)
  - Special Instructions (Ex: Gate codes or other)
  - If you have a foldable wheel chair or walker (It will need to go into the trunk of the vehicle)
  - If you have a service animal or pet. (Read policy info to the right)
- Use e-Script to pay fare

Rules and Policies

Riders must be able to enter and exit the vehicle without assistance from the driver. Those unable to do so should have a companion.

Attendants & Companions
Fares are charged by the trip, not by number of persons (up to 4 people).

Scheduling Your Ride
Rides can be scheduled in advance, but you must call 15 minutes before you need to leave. Once the ride is on the way, keep your phone near you. You will receive a courtesy call 4 minutes before your driver arrives.

Cancellations
To cancel a ride, call 855-464-6872 and Press 9. Cancel within 5 minutes of ordering to avoid a fee.

Pets & Service Animals
Service animals are allowed to travel with you for free. They must be under your control at all times. Disclose to the operator if you plan to travel with a service animal.

Transporting Packages
Space in the vehicle is limited. Drivers may be available to assist in loading and unloading of packages.

Should I Tip?
Tipping is encouraged and expected, especially in the cases where you ask a driver to wait or lift something up. You cannot use e-Scripts to tip. Cash tips only.

Reporting Issues
Issues about ride service should go to the ride company by calling 855-464-6872, or to the Concord Senior Center.