

CASE STUDY

A Van for Macy and the Whole Family

BACKGROUND

Michelle from Southern California reached out to NorCal Vans for a wheelchair van for her daughter, Macy. Macy uses a wheelchair and prior to purchasing a wheelchair van would be need to “be moved from her wheelchair, to her car seat, back to her wheelchair, etc” to travel in their vehicle. To make daily trips easier for both Macy and their family, they needed a wheelchair accessible van that could fit their lifestyle. The Transit Connect was an ideal fit for the family.

EQUIPMENT HIGHLIGHTS

Michelle had a lot of praise for the Transit Connect Adaptive Van- “I like that the van is different than the typical accessible vans that you see. It’s nice to have something that you don’t see all the time. The ramp and restraint system are really easy to use and will save my back! The one thing I would like everyone there to know is that, while we have always taken Macy pretty much everywhere with us, it became really difficult the bigger she got. Now I don’t hesitate to take her to run errands, shopping, etc. because getting her in and out of the car at different spots is so easy. So having this van makes it possible to get out in the community even more than before, which she loves.”

WHY CHOOSE NORCAL VANS?

Lastly, the customer service at NorCal Vans was outstanding. I visited several mobility van stores and called or emailed at least 10 others, and it seemed that no one was really interested in our business. When I called NorCal Vans and spoke to Greg, I know right away that, even though we were on opposite ends of the state, I wanted to buy our van from you.”

