

# **Medical Appointment Transportation Options**

**Franklin County & North Quabbin Area**

**A Resource Guide For Older Adults**

(over the age of 60 years)

*Prepared by LifePath - Last Updated Aug 2025*

## **In a Health Emergency - Dial 911**

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### **RideMatch**

<https://massridematch.org/>

On-line directory of public, private and accessible transportation options in MA.

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## **I. Plan Ahead Transportation Resources**

### **FRTA ADA Paratransit Services**

**Franklin County Regional Transit Authority**

**Tel. 413-774-2262**

<http://frta.org/getting-around/persons-with-disabilities/>

ADA Paratransit Services are for individuals with disabilities located within ¾ of a mile of a fixed route service.

### **FRTA Med-Ride Program**

**Franklin County Regional Transit Authority**

**Tel. 413-774-2262**

<https://www.frta.org/getting-around/med-ride/>

Transportation available for ambulatory persons 60 years or older, who reside in Franklin County and need to travel outside of Franklin County for a medical appointment.

## **FRTA Demand Response**

**Franklin County Regional Transit Authority**

**Tel. 413-774-2262**

**<https://www.frtc.org/getting-around/demand-response/>**

Curb-to-curb service offered to persons 60 years or older, nursing home residents and/or veterans with a disability. Provides transportation for 42 member communities, including most of Franklin County.

## **MART Council-On-Aging (COA) Transportation**

**Montachusett Regional Transit Authority**

**Tel. 800-922-5636 | Tel. 978-345-7711**

**<https://www.mrta.us/services/coa-services/>**

MART provides Council-On-Aging transportation services throughout member communities for elderly (60+) and disabled residents. Provides transportation for Worcester County, Athol and Gardner.

## **PVTA Seniors Van Service**

**Pioneer Valley Transit Authority**

**Tel. 413-739-7436 | Toll Free 866-277-7741 | TTY 413-594-2349**

**<https://www.pvta.com/seniors.php>**

Door-to-door demand response accessible van service to seniors over the age of 60 throughout member communities. 24 member communities, including Leverett and Sunderland in Franklin County.

## **PVTA ADA Paratransit Service**

**Pioneer Valley Transit Authority**

**Tel. (413) 732-6248 x2237 | Tel. (800) 752-1638 x 2237 to request an ADA application**

**<https://www.pvta.com/mobility.php>**

ADA paratransit service for people with disabilities. This service provides a shared-ride, door-to-door van transportation for individuals whose disabilities prevent them from riding the city bus service. Paratransit service in Pioneer Valley within 3/4 mile of a city route.

## **Mass General Brigham Shuttle**

**Mass General Brigham Cooley Dickinson Hospital**

**Tel. (413) 966-8011**

**<https://www.cooleydickinson.org/home/patients-families-visitors/shuttle/>**

Free, Wheelchair-accessible, roundtrip shuttle bus gets you to Mass General Brigham (MGB) destination hospitals – Massachusetts General Hospital, Brigham & Women’s Hospital, and Mass Eye and Ear – and back to Northampton.

- You must have an appointment at one of the MGB destinations to ride the shuttle.
- Departs weekdays from the parking lot across from our 8 Atwood Drive facility.
- The shuttle departs promptly at 6:30 a.m. and leaves the Boston hospitals at 3 p.m. The bus will make one stop at a rest area along the Mass Pike.
- Due to variability in traffic, all appointments at Mass General, Brigham and Women’s and Mass Eye and Ear must be scheduled between the hours of 10 a.m. and 1:30 p.m.
- Reservations are required. To reserve your seat, call 24 hours in advance. Patients are allowed to reserve a seat for one companion to ride the shuttle with them.

### **PT-1 Transport for MassHealth Medical Appointments**

#### **Human Service Transportation Office (HST)**

**MassHealth Customer Service Tel. (800) 841-2900**

**<https://www.mass.gov/info-details/get-a-ride-to-masshealth-medical-appointments>**

MassHealth Enrolled Consumers are eligible for PT-1 Transportation Services. Talk to your health care provider if you need transportation to and from a medical appointment. Your MassHealth medical provider must complete an online transportation request (PT-1 form) for you. Once approved, be sure to schedule your ride **at least 3 days in advance**.

### **Community Health Centers of Franklin County (CHCFC)**

**Tel. 413-325-8500 ext 191 or ext 176**

**<https://www.chcfc.org/transportation>**

The Community Health Center has multiple vehicles to help patients, each can be made available with advance notice, to provide patients with assistance in most locations in our region. 72 hours advance notice to provide patients with assistance in most locations in the area. Wheelchair and Oxygen vans available but require additional notice.

### **LifePath: Rides for Health (for Home Care Enrolled Consumers)**

**Tel. 413-773-5555**

**<https://lifepathma.org/services/services-for-elders/rides-for-health>**

Assisted transportation to/from medical appointments for LifePath Home Care Enrolled Clients.

## **Disabled American Veterans - Massachusetts**

**Tel. 413-435-6870**

**<https://davma.org/request-transportation-services/>**

Request transportation to your VA medical appointments anywhere in Massachusetts. This includes VAMC appointments, VA approved community care appointments, third-party C&P examinations (LHI, QTC, VES), as well as VA Outpatient Clinics/CBOC's. MUST schedule at least ten **(10) business days** in advance.

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## **II. Senior Centers & Councils on Aging (COA)**

### **Franklin County & North Quabbin Region**

#### **Northfield Senior Center & COA**

**Tel. 413-498-2901 ext 114**

69 Main Street  
Northfield, MA 01360

#### **Bernardston Senior Center & COA**

**Tel. 413-768-1323**

20 Church Street PO Box 504  
Bernardston, MA 01337

#### **Greenfield Senior Center & COA**

**Tel. 413-772-1517**

John Zon Center  
35 Pleasant Street  
Greenfield, MA 01301

#### **Gill/Montague Senior Center & COA**

**Tel. 413-863-9357**

62 5th Street  
Turners Falls, MA 01376

#### **The Senior Center & COA**

(Serves Ashfield, Buckland, Shelburne)

**Tel. 413-498-2901**

7 Main Street  
Shelburne Falls, MA 01370

#### **Erving Senior Center & COA**

**Tel. 413-423-3649**

1 Care Drive  
Erving, MA 01344

#### **Orange Senior Center & COA**

**Tel. 978-544-3481**

62 Cheney Street  
Orange, MA 01364

#### **South County Senior Center & COA**

(Serves Deerfield, Sunderland, Whately)

**Tel. 413-665-2141**

22 Amherst Road  
Sunderland, MA 01375

#### **Athol Senior Center & COA**

**Tel. 978-249-8986**

82 Freedom Way  
Athol, MA 01331

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### III. **Community-Based “Village” Programs - Franklin County**

*Membership may be required. Most of the Village networks provide some form of transportation to appointments, medical and otherwise.*

Map view of all Villages: <https://valleyneighbors.org/Villages>

#### **Athol Kindness Connection**

**Tel. 978-285-7550**

Email: [atholkindnessconnection@gmail.com](mailto:atholkindnessconnection@gmail.com)

1225 Chestnut Street - Rm 9, Athol, MA 01331

#### **Montague Villages**

(Lake Pleasant, Millers Falls, Montague City, Montague Center, Turners Falls)

**Tel. 413-672-3095**

<https://montaguevillages.org>

#### **Neighbors at Home**

**Tel. 413-200-8183**

<http://www.neighborsathome.org>

Email: [info@nieghborsathome.org](mailto:info@nieghborsathome.org)

P.O Box 97, Northfield, MA 01360

#### **Petersham Partners**

**Tel. 978-724-0078**

#### **Valley Neighbors** - (Whately, Deerfield & Sunderland)

**Tel. 413-453-9057**

<https://valleyneighbors.org/>

Email: [info@valleyneighbors.org](mailto:info@valleyneighbors.org)

P.O. Box 281, Whately, MA 01093

#### **Village Neighbors** - (Shutesbury, Leverett, Wendell & New Salem)

**Tel. 413-345-6894**

<https://www.villageneighbors.org/>

Email: [servicerequests@villageneighbors.org](mailto:servicerequests@villageneighbors.org)

P.O. Box 501, Shutesbury, MA 01072

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## **IV. Paid Transportation Options**

**GAAMHA** - (Athol & Orange residents)

**Tel. 978-632-0934**

**<https://www.gaamha.org/transportation/>**

**Guardian Angel Concierge**

**Tel. 844-211-4790**

**<https://gacsllc.com/transportation/>**

Guardian Angel Concierge Services provides its clients with a wheelchair accessible van.

**Hulmes Transportation**

**Belchertown/Greenfield Tel. 413-323-6100 | Pittsfield Tel. 413-347-8022**

**<http://www.hulmestransportation.com/contact>**

Transportation services to seniors and people with disabilities since 1977.

**National Ambulance** - (Franklin, Hampden, Hampshire Counties)

**Tel. 413-736-0092**

**<https://nationalambulance.net/>**

**Deerfield Car and Shuttle** - (Franklin, Hampden, Hampshire Counties)

**Tel. 413-387-8356**

**<https://deerfieldcarandshuttle.com/contact>**

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*This Medical Transportation Information Summary for Older Adults will be updated by LifePath's team every 6 months (December/June).*

*Please send corrections or updates to [info@lifepathma.org](mailto:info@lifepathma.org) or call Community & Volunteer Resources at 413-773-5555.*

*Thank you!*