

Northampton Senior Services Resource Guide

Transportation

GoGoGrandparent

855-464-6872

gogograndparent.com

You need to sign up and there is a monthly fee and a fee per ride. The Service runs 24/7. You can schedule rides one week to one day in advance.

MassHealth Transportation Program

800-841-2900

800-497-4648 — TTY

If you are a MassHealth member, you may be eligible for non-emergency transportation to and from your MassHealth covered services.

Talk to your healthcare provider if you need transportation to and from a non-emergency medical appointment. You can check your eligibility for transportation by calling the MassHealth Customer Service Center at (800) 841-2900.

Your MassHealth provider must complete an online transportation request (PT-1 form) for you. There is no paper form. If the PT-1 form is approved, you'll receive a letter from MART with instructions on how to schedule your ride.

Northampton Senior Services Transportation Program

67 Conz St

Northampton, MA 01060

413-587-7979

northamptonma.gov/2055/

[Senior-Services](#)

Since January 2021, the City of Northampton Senior Services has proudly partnered with a taxi service to offer older adults (aged 60+) reduced-fare taxi rides in Northampton and to select medical addresses in West Hatfield and Easthampton. This program, made possible

through grants and other one-time funding, has been met with enthusiastic feedback. While the current budget is limited, we are actively exploring sustainable options to ensure this valuable service can continue for our older residents.

The current taxi program is as follows:

- Taxi service within Northampton, Florence and Leeds can be utilized for medical appointments and errands, however errands will be limited to two (2) per week per person. The fare will be \$4.00 each way.
- Taxi service can be taken to West Hatfield and Easthampton for medical appointments only. The fare will be \$8.00 each way.
- Free transportation will continue to be provided following the above guidelines for those who qualify. *
- Call 413-584-7979 — leave a message with your phone number and your ride request. A Senior Services staff member will call you back to confirm your ride! We require 48 hours advance notice to arrange the ride (you must be able to get in/out of the cab without assistance).

Northampton Neighbors

P.O. Box 231

Northampton, MA 01061

413-341-0160

northamptonneighbors.org

Pioneer Valley Area Transit Authority (PVTA)

Senior Service

413-739-7436

pvta.com/seniors.php

PVTA's Senior Van Service offers shared ride, demand-responsive, accessible van service to residents aged 60+ throughout PVTA's 24-member

Transportation(Continued)

communities. Senior Van Service is not a guaranteed service and trips may be denied due to capacity issues. Senior Van Service is public transportation, not a taxi service; as such, PVTA Senior Service trips can be equivalent to the length of time it would take on the fixed-route bus, including transfers and wait time.

Paratransit Service

413-732-6248 ext. 2237

The PVTA provides ADA paratransit service for people with disabilities. This service provides shared-ride, door-to-door van transportation for individuals whose disabilities prevent them from riding the city bus service. PVTA provides paratransit service throughout the Pioneer Valley within 3/4 miles of a city route. The paratransit service runs on all days that the city bus service operates.

Riding the City Bus

A senior must show a PVTA Senior ID card to the driver each bus ride to pay the senior reduced fare. The Senior ID must also be shown when purchasing a bus pass. The cost of the Senior ID card is \$3.00 and can be purchased at Holyoke Transportation Center (HTC) or Springfield Union Station. You must be 60 years or older to qualify as a senior. Senior PVTA Senior ID is available at Northampton Senior Center. Call for days and times: 413-587-1228

Travel Training

PVTA's Mobility Services Coordinator

413- 732-6248 ext. 2235

pvta.com/traveltraining.php

PVTA offers Travel Training for seniors and people with mobility impairments who are motivated to learn how to safely and independently use the fixed route system. Training is provided free-of-charge except for the trainee's bus fare while training is taking place. Our Travel Trainers provide personalized, one-on-one instruction which takes each trainee's unique needs and abilities into account as well as group instruction on how to use fixed-route buses.