

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.

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.

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.

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

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

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

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

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

P.O. Box 501, Shutesbury, MA 01072

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>

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 or call Community & Volunteer Resources at 413-773-5555.

Thank you!