

Holyoke Council on Aging Transportation Guidelines

- Rides are offered to residents of the city of Holyoke who are 60 or older and ambulatory. Unfortunately, at this time, we are unable to accommodate passengers who would use wheelchairs, transport chairs or who need a lot of assistance in getting to and from the vehicles (*but ask us about traveling with an aide!*).
- The first scheduled pickups are at 8:15am with the last being at 3:30pm, Monday through Friday.
- The cost is \$1.00 each way or each stop and is paid to the driver.
- We transport to any location in Holyoke for any reason, including medical appointments, hair dressers, shopping, lunch dates, etc. We also transport to select parts of Chicopee, Springfield, West Springfield, and South Hadley for medical appointments only.
- Reservations are needed in advance, we do not schedule same day rides. Rides are assigned on a first-come, first-serve basis and availability is not guaranteed. We recommend that you call at least 2 weeks ahead of time, but you are welcome to check availability right up until the day before your ride is needed.
- While we try our best to arrive on time and to pick up return rides in a timely manner, there are occasionally factors out of our control that may result in lengthy wait times, or missed appointments. It is, however, extremely rare.
- To cancel a ride, be sure to call as soon as possible, preferably with a few days notice. Frequent last-minute cancellations may result in temporary loss of transportation privileges.
- Passengers are expected to follow our code of conduct or may be subject to loss of transportation privileges.