



# Transportation and Escort Services Guide 2015-2016

*for the Elderly and Persons with Disabilities  
in Greater Boston*



September 2015

Dear Reader,

In response to Boston's growing senior population and the need for transportation options, FriendshipWorks is publishing the fourth edition of our *Transportation and Escort Services Guide 2015–2016*. Seventeen years ago we printed our first guide, which included valuable information from agencies and companies that served the elderly and disabled in Greater Boston.

It is FriendshipWorks' ongoing mission to replace social isolation with the warmth and comfort that only a caring and dedicated friend can provide. FriendshipWorks volunteers extend themselves 52 weeks a year by providing assistance and companionship to those who need it most. We hope that by distributing this guide, we can further improve the quality of life of elders and adults with disabilities in the Greater Boston area.

This guide will also be available on our website: **[fw4elders.org](http://fw4elders.org)**. If you would like to update any information found in this guide, please contact our office.

Sincerely,

A handwritten signature in black ink that reads "Janet Seckel-Cerrotti". The signature is written in a cursive style with a large initial "J".

Janet Seckel-Cerrotti  
Executive Director

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## Friendly Tips

The *Transportation and Escort Services Guide 2015*, developed by FriendshipWorks with the support of the Boston Commission on Affairs of the Elderly, is designed to be a resource for seniors and elder care professionals in the Greater Boston Area assessing their transportation and escort options. This guide allows quick comparison of various services across several dimensions including cost, service area, and accessibility.

In addition to compiling various transportation providers, the Guide contains information on further amenities or services which may be necessary to more fully address seniors' mobility needs, such as *medical escort programs*.

We hope this Guide helps you find the services that best match your needs.

### Important Numbers for Boston Seniors

- |  |                         |
|--|-------------------------|
| ◆ Elderly Commission   | <b>617 - 635 - 4366</b> |
| ◆ Mayor's 24-Hour Constituent Hotline                          | <b>617 - 635 - 4500</b> |
| ◆ Boston Elder Info  | <b>617 - 292 - 6211</b> |
| ◆ Mass Health  | <b>888 - 665 - 9993</b> |
| ◆ SHINE, <i>Serving the Health Insurance Needs of Everyone</i> | <b>617 - 348 - 6226</b> |

## Senior Care Options

Older adults on MassHealth Standard may be eligible for free transportation, as well as dental care, prescription coverage, and other preventative care services at no cost, through *Senior Care Options* plans (SCOs). The three SCO programs in Massachusetts are:

- ◆ Senior Whole Health **1 - 888 - 566 - 3526**
- ◆ Commonwealth Care Alliance **1 - 866 - 610 - 2273**
- ◆ United Health Care **1 - 855 - 611 - 4112**

## Beyond Greater Boston Travel Guide

For destinations outside the Greater Boston area, there are a variety of transportation options. Be sure to check with each service about handicap accessibility, senior discounts, and any special requests.

### Bus Service

- ◆ Greyhound Lines, *Boston South Station* **617 - 526 - 1801**
- ◆ Peter Pan Bus Lines, *Boston South Station* **800 - 343 - 9999**
- ◆ Concord Coach Lines, *Boston South Station* **617 - 426 - 8080**

### Train Service

- ◆ Amtrak Intercity Rail **800 - 872 - 7245**
- ◆ MBTA Commuter Rail **617 - 222 - 8126**

### To and from Logan Airport

- ◆ Massport **800 - 235 - 6426**
- ◆ MBTA **617 - 222 - 3200**

The MBTA provides a variety of transportation options to and from Logan Airport, including the Silver Line, Blue Line, and Commuter Ferry.

## The Value of a Helping Hand: Medical Escorts

Age or disability can make it difficult for many elders to get to their medical appointments. In addition, some may be isolated and have no one to help them arrive at appointments safely. Medical escorts provide a simple solution: caring volunteers who give both emotional support and door-through-door physical assistance at the level an individual needs.

Medical escort volunteers can help with:

- ◆ Lending a hand or an arm when mobility or vision is an issue
- ◆ Navigating confusing hospitals
- ◆ Understanding doctors' instructions
- ◆ Picking up prescriptions after an appointment

There are many agencies that offer medical escorts in addition to their transportation service—look for the *escort provided* category within each listing. For transportation services that do not offer additional assistance, there are specific medical escort programs that may be able to help. Elders living in Boston and Brookline are eligible for free escorts through FriendshipWorks.

For more information on the Medical Escort program and other services from **FriendshipWorks**, please call **617-482-1510**.

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## Glossary

### **Curb-to-curb service**

A service that picks up passengers and drops them off at the curb or roadside.

### **Door-to-door service**

A service that meets passengers at the door and delivers them to the door of their destination.

### **Door-through-door service**

A service that helps passengers with personal, hands-on service from their home through the door of their destination.

### **Clients only**

Describes a service that is only available to individuals enrolled in a specific program or who have been assigned a case manager. Additional steps may be required to receive transportation services.

### **Escort provided**

Indicates that paid staff or a volunteer will accompany and/or assist a recipient throughout the transportation and appointment.

### **Council on Aging**

A municipally appointed agency that provides services to elders, families, and caregivers. Services provided are offered to residents of the designated city or county.

### **Hours**

Indicates hours of service, except where office hours are specified.

### **PACE Program**

The Program of All-Inclusive Care for the Elderly (PACE) provides comprehensive long-term services to Medicaid and Medicare enrollees. With PACE, an interdisciplinary team of health professionals coordinates patient care. This comprehensive service package enables most patients to receive care at home rather than in a nursing home.



# Agencies

## American Cancer Society

800-227-2345  
cancer.org

### Serves

Massachusetts

ELIGIBILITY Ambulatory or with a companion

COST Free

ADVANCE NOTICE 4 business days

SOCIAL EVENTS No

ESCORT PROVIDED No

WHEELCHAIR ACCESS Varies by volunteer vehicle

HOURS 24 hours a day  
7 days a week

LANGUAGES English

- ◆ Individuals needing assistance for walking should bring a companion
- ◆ Depends on availability of volunteer drivers
- ◆ Transports to cancer-related appointments only
- ◆ Provides door-to-door service
- ◆ Hotline available 24/7

## Best Home Care

781-279-1900  
bestmakesithappen.com

<b>Serves</b>	ELIGIBILITY	No restrictions
	COST	\$27.00 per hour \$23.00 per hour (2 hour minimum)
North Shore trips into Boston	ADVANCE NOTICE	48 hours
	SOCIAL EVENTS	Yes
	ESCORT PROVIDED	Yes
	WHEELCHAIR ACCESS	Lightweight wheelchairs
	HOURS	7 days a week
	LANGUAGES	English

## Boston Coach

800-672-7676  
bostoncoach.com

<b>Serves</b>	ELIGIBILITY	No restrictions
	COST	\$8 – \$150 per hour Flat rates available for fixed routes
Greater Boston	ADVANCE NOTICE	Same day allowed, but notice preferred
	SOCIAL EVENTS	Yes
	ESCORT PROVIDED	No
	WHEELCHAIR ACCESS	No
	HOURS	24 hours a day, 7 days a week
	LANGUAGES	Bilingual drivers may be available upon request

## **Boston Elderly Commission Senior Shuttle**

617-635-3000

[cityofboston.gov/elderly/services/transportation.asp](http://cityofboston.gov/elderly/services/transportation.asp)

### **Serves**

Metro Boston

ELIGIBILITY 60+ and Boston residents

COST Free

ADVANCE NOTICE 3 business days or more  
First-come, first-served

SOCIAL EVENTS Yes, priority for medical appointments

ESCORT PROVIDED No

WHEELCHAIR ACCESS Yes

HOURS Mon – Fri: 8 A.M. – 4 P.M.

LANGUAGES English

- ◆ Curb-to-curb service
- ◆ Pre-scheduled pick-up and drop-off times

## **Boston Senior Home Care**

617-451-6400

[bostonseniorhomecare.org](http://bostonseniorhomecare.org)

### **Serves**

Beacon Hill  
Charlestown  
Chinatown  
Dorchester  
East Boston  
Mattapan  
North End  
West End

ELIGIBILITY Clients only, 60+ or disabled

COST Varies by contractor

ADVANCE NOTICE As soon as possible

SOCIAL EVENTS No

ESCORT PROVIDED Limited availability

WHEELCHAIR ACCESS Varies by contractor

HOURS Varies

LANGUAGES English

- ◆ Appointment-specific

## Busy Bee Transportation

800-427-0230

### Serves

Belmont  
Brookline  
Needham  
Newton  
Waltham  
Watertown  
Wellesley  
Weston  
trips into Boston

ELIGIBILITY	60+
COST	Voluntary donation: \$4 each way
ADVANCE NOTICE	3 business days
SOCIAL EVENTS	No
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	Yes
HOURS	Mon – Fri: 10:00 A.M. – 3:30 P.M.
LANGUAGES	English
◆ Medical appointments	

## Central Boston Elder Services

617-277-7416

[centralboston.org](http://centralboston.org)

### Serves

Allston  
Back Bay  
Brighton  
Dorchester  
Jamaica Plain  
Mattapan  
Roxbury  
South End

ELIGIBILITY	Clients only 60+
COST	Income dependent
ADVANCE NOTICE	No restrictions
SOCIAL EVENTS	No
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	Yes
HOURS	Mon – Fri: 9 A.M. – 5 P.M.
LANGUAGES	English

## Chelsea-Revere-Winthrop Elder Services

617-884-2500  
crwelderservices.org

### Serves

Chelsea  
Revere  
Winthrop  
trips into Boston

ELIGIBILITY 60+ and not on MassHealth

COST Minimum donation required

ADVANCE NOTICE 24 hours

SOCIAL EVENTS No

ESCORT PROVIDED No

WHEELCHAIR ACCESS Varies on referral

HOURS Mon – Fri: 9 A.M. – 5 P.M.

LANGUAGES English

- ◆ Medical appointments only
- ◆ Must **not** be eligible for Mass Health

## Client Care Solutions Inc

781-593-2532

### Serves

Greater Boston  
North Shore

ELIGIBILITY Clients only  
Must be on MassHealth Standard

COST Varies

ADVANCE NOTICE 3 business days or more

SOCIAL EVENTS No

ESCORT PROVIDED No

WHEELCHAIR ACCESS Yes

HOURS Mon – Fri: 6 A.M. – 4 P.M.

LANGUAGES English, Russian

- ◆ Medical appointments only

## Door 2 Door Transportation by SCM

617-625-1191 x0

[cambridgema.gov/DHSP/programsforadults/ccpd/Ways2Go/communitytransportation.aspx](http://cambridgema.gov/DHSP/programsforadults/ccpd/Ways2Go/communitytransportation.aspx)

### Serves

Cambridge  
Everett  
Malden  
Medford  
Somerville  
trips into Boston,  
Brookline and  
Lahey Clinic

#### ELIGIBILITY

60+ or disabled

#### COST

Suggested donation:  
\$2 for local rides  
\$4 into Boston or Lahey Clinic

#### ADVANCE NOTICE

2 – 14 days  
First-come, first-served

#### SOCIAL EVENTS

Group trips to arts events

#### ESCORT PROVIDED

No

#### WHEELCHAIR ACCESS

Yes

#### HOURS

Mon – Fri: 9:30 A.M. – 4 P.M.

#### LANGUAGES

English, Spanish, Creole

- ◆ Provides door-to-door service
- ◆ Weekly trips to the grocery store

## ETHOS

617-522-6700  
[ethocare.org](http://ethocare.org)

### Serves

Hyde Park  
Jamaica Plain  
Mattapan  
Roslindale  
West Roxbury

#### ELIGIBILITY

Clients only

#### COST

Paid by care plan

#### ADVANCE NOTICE

5 days

#### SOCIAL EVENTS

No

#### ESCORT PROVIDED

Yes

#### WHEELCHAIR ACCESS

Yes

#### HOURS

Varies

#### LANGUAGES

English

- ◆ Limited grocery shopping assistance offered

## FriendshipWorks

617-482-1510  
fw4elders.org

### Serves

Metro Boston  
Brookline

ELIGIBILITY 60+

COST Free

ADVANCE NOTICE 2 weeks

SOCIAL EVENTS No

ESCORT PROVIDED Yes

WHEELCHAIR ACCESS No restrictions

HOURS Mon – Fri: 9 A.M. – 5 P.M.

LANGUAGES English, Spanish

- ◆ Provides door-through-door service
- ◆ Does **not** provide transportation

## Guardian Medical Companions

617-964-7433  
guardianrides.com

### Serves

New England

ELIGIBILITY Must be ambulatory

COST First hour: \$45  
Additional hours: \$40  
Rates differ for one-way rides

ADVANCE NOTICE 1 – 2 weeks recommended

SOCIAL EVENTS Yes with adequate notice

ESCORT PROVIDED Yes

WHEELCHAIR ACCESS No

HOURS Mon – Fri: 6:30 A.M. – 7:00 P.M.  
Weekends vary

LANGUAGES English

- ◆ Provides door-through-door service

## HouseWorks LLC

800-928-3393  
house-works.com

<b>Serves</b>	ELIGIBILITY	Clients only
	COST	\$40.00 per hour \$0.56 per mile Parking additional
Greater Boston South Shore Western suburbs	ADVANCE NOTICE	48 hours
	SOCIAL EVENTS	Yes
	ESCORT PROVIDED	Yes
	WHEELCHAIR ACCESS	No
	HOURS	8 A.M. – 7 P.M.
	LANGUAGES	English, Haitian Creole
		◆ Round-trip rides only ◆ Accepts new clients for transportation requests

## Independent Transportation Network (ITN)

508-309-7375  
ITNgreaterboston.org

<b>Serves</b>	ELIGIBILITY	Members only 60+ or 21+ with vision impairment
	COST	Annual fee: \$65. for individual \$110. for household Per trip: \$4 + \$1.75 per mile
Allston Brighton Fenway Hyde Park Jamaica Plain Mission Hill Roslindale West Roxbury Western suburbs	ADVANCE NOTICE	By 4 P.M. day before trip
	SOCIAL EVENTS	Yes
	ESCORT PROVIDED	No
	WHEELCHAIR ACCESS	No
	HOURS	8:30 A.M. – 4 P.M.
	LANGUAGES	English, Some Spanish

## Kit Clark Senior Services

617-285-5000  
kitclark.org

<b>Serves</b>  Dorchester Hyde Park Mattapan Milton Roslindale Roxbury South Boston South End	ELIGIBILITY	Clients of: Bowdoin St. Health Center Kit Clark/Bowdoin St. Senior Health Center
	COST	Covered by insurance
	ADVANCE NOTICE	Varies, booked through clinic
	SOCIAL EVENTS	Yes for those in adult day health
	ESCORT PROVIDED	<b>Only</b> through Kit Clark Health Cntr
	WHEELCHAIR ACCESS	Yes
	HOURS	Kit Clark: 8 A.M. – 3:45 P.M. Bowdoin: 8 A.M. – 4:30 P.M.
	LANGUAGES	Spanish, Creole, Vietnamese

## Little Brothers Friends of the Elderly

617-524-8882  
littlebrothers.org

<b>Serves</b>  Metro Boston	ELIGIBILITY	70+, ambulatory
	COST	Free
	ADVANCE NOTICE	2 weeks
	SOCIAL EVENTS	Yes, for LBFE events or small tasks
	ESCORT PROVIDED	Yes
	WHEELCHAIR ACCESS	Lightweight wheelchairs only
	HOURS	Mon – Fri: 9 A.M. – 5 P.M.
	LANGUAGES	English
	◆ Provides door-through-door service	

## MassHealth Prescription for Transportation (PT-1)

800-841-2900

### Serves

Massachusetts

ELIGIBILITY MassHealth members

COST Free

ADVANCE NOTICE Must schedule in advance

SOCIAL EVENTS No

ESCORT PROVIDED No

WHEELCHAIR ACCESS Yes

HOURS Varies

LANGUAGES Varies

◆ Medical appointments only

## Mass Tran

800-768-1110

masstran.biz

### Serves

Gloucester  
North Shore  
trips into Boston

ELIGIBILITY MassHealth members

COST Varies

ADVANCE NOTICE 3 – 5 business days

SOCIAL EVENTS No

ESCORT PROVIDED No

WHEELCHAIR ACCESS Yes

HOURS Mon – Fri: 6 A.M. – 5 P.M.  
Weekends vary

LANGUAGES Spanish, Russian, English

## MBTA Reduced Fare Program

617-222-3200

[mbta.com/fares\\_and\\_passes/reduced\\_fare\\_programs](http://mbta.com/fares_and_passes/reduced_fare_programs)

<b>Serves</b>	ELIGIBILITY	65+ or disabled Requires Senior Charlie Card	
	COST	Local Bus:	\$0.80
Greater Boston		Subway:	\$1.05
		50% off commuter rail and boats	
	ADVANCE NOTICE	No restrictions	
	SOCIAL EVENTS	Yes	
	ESCORT PROVIDED	No	
	WHEELCHAIR ACCESS	Varies	
HOURS	Varies		
LANGUAGES	Not restricted		

## REM Services, LLC

781-275-2800

<b>Serves</b>	ELIGIBILITY	Not restricted	
	COST	\$25 pick-up	\$1.50 per mile
Greater Boston	ADVANCE NOTICE	Prior day	
	SOCIAL EVENTS	No	
	ESCORT PROVIDED	Yes	
	WHEELCHAIR ACCESS	Yes	
	HOURS	24 hours a day 7 days a week	
	LANGUAGES	Spanish, Portuguese, Russian, Armenian	
	◆ Cannot accommodate oversize wheelchairs		

## The RIDE (MBTA)

877-765-7433

[mbta.com/riding\\_the\\_t/accessible\\_services](http://mbta.com/riding_the_t/accessible_services)

### Serves

60 cities and towns

ELIGIBILITY	Clients who cannot use general transit due to disability
COST	One-way fare: \$3
ADVANCE NOTICE	1 – 14 days
SOCIAL EVENTS	Yes
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	Yes
HOURS	5 A.M. – 1 A.M.
LANGUAGES	Varies

## Senior Care Inc.

978-281-1750 x573

[seniorcareinc.org](http://seniorcareinc.org)

### Serves

Beverly  
Essex  
Gloucester  
Hamilton  
Ipswich  
Manchester  
by-the-Sea  
Rockport  
Topsfield  
Wenham  
trips into Boston

ELIGIBILITY	60+ Ambulatory Not oxygen-dependent
COST	No fee, requested donation
ADVANCE NOTICE	3 days
SOCIAL EVENTS	No
ESCORT PROVIDED	Yes
WHEELCHAIR ACCESS	No
HOURS	Mon – Thurs: 9 A.M. – 12 P.M. reservations 8 A.M. – 4 P.M. rides
LANGUAGES	English
◆ Limited availability for rides into Boston	

## Somerville-Cambridge Elder Services

617-628-2601 x3118  
 eldercare.org

**Serves**  
 Cambridge  
 Somerville

ELIGIBILITY	Priority given to clients 60+
COST	Varies
ADVANCE NOTICE	10 days
SOCIAL EVENTS	Yes
ESCORT PROVIDED	Yes
WHEELCHAIR ACCESS	Yes
HOURS	Mon – Fri: 8 A.M. – 5 P.M.
LANGUAGES	Varies

## South Shore Hospital Courtesy Coach

781-624-4350  
 southshorehospital.org/courtesy-coach

**Serves**  
 South Shore

ELIGIBILITY	Clients not eligible for other transportation services
COST	Free
ADVANCE NOTICE	1 – 2 weeks First-come, first-served
SOCIAL EVENTS	No
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	Yes
HOURS	Mon – Fri: 8 A.M. – 3 P.M.
LANGUAGES	English
◆	Single bus providing rides to six South Shore health care locations

## Springwell

617-926-4100

[springwell.com/service/medical-escort](http://springwell.com/service/medical-escort)

### Serves

Belmont  
Brookline  
Needham  
Newton  
Waltham  
Watertown  
Wellesley  
Weston  
trips into Boston

ELIGIBILITY	60+ Must be ambulatory
COST	Suggested one-way donation: \$4 plus tolls and parking
ADVANCE NOTICE	2 weeks
SOCIAL EVENTS	No
ESCORT PROVIDED	Yes
WHEELCHAIR ACCESS	No, but escorts can accompany clients on the RIDE or Busy Bee
HOURS	Mon – Fri: 9 A.M. – 5 P.M.
LANGUAGES	English
◆	Volunteer escorts can either drive or accompany elders on another transportation service



# Councils on Aging

## **Arlington**

781-316-3400 (general info)

781-643-7600 (direct request line, Dial-A-Ride)

MEDICAL APPOINTMENTS	Yes
SHOPPING	Stop&Shop Bus on Thursdays
SENIOR CENTER TRANSPORT	Yes
SOCIAL EVENTS	No
OTHER SERVICES	Dial-A-Ride Taxi coupons Medical escorts

- ◆ 1-week notice for medical escorts

## **Belmont**

617-993-2980

MEDICAL APPOINTMENTS	Medi-Van for appointments in Belmont and surrounding towns
SHOPPING	Belder Bus Weekly grocery trips
SENIOR CENTER TRANSPORT	Can be scheduled
SOCIAL EVENTS	Can be scheduled for social events in Belmont
OTHER SERVICES	Food pantry transportation

- ◆ First-come, first-served
- ◆ Suggested \$2 donation

## Brookline

617-730-2777 (general info)

617-730-2740 (BETS)

MEDICAL APPOINTMENTS	Brookline Elder Bus
SHOPPING	Brookline Elder Bus
SENIOR CENTER TRANSPORT	Brookline Elder Bus
SOCIAL EVENTS	No
OTHER SERVICES	Taxi coupons (BETS)

- ◆ Brookline Elder Taxi System (BETS) provides 50% discount on cabs
- ◆ The Brookline Elder Bus operates along a fixed route

## Cambridge

617-349-6055

617-349-6220 (Taxi Coupons)

MEDICAL APPOINTMENTS	Cambridge Senior Shuttle within Cambridge only
SHOPPING	Cambridge Senior Shuttle
SENIOR CENTER TRANSPORT	Yes, limited availability
SOCIAL EVENTS	Case-by-case
OTHER SERVICES	Monthly trips to the mall

- ◆ The Cambridge Senior Shuttle operates on a set schedule

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## **Needham**

781-455-7555

MEDICAL APPOINTMENTS	No
SHOPPING	No
SENIOR CENTER TRANSPORT	Yes
SOCIAL EVENTS	No
OTHER SERVICES	Not applicable

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## **Newton**

617-796-1660

MEDICAL APPOINTMENTS	Yes
SHOPPING	Yes
SENIOR CENTER TRANSPORT	Yes
SOCIAL EVENTS	Yes
OTHER SERVICES	Not applicable

- ◆ 1 day notice requested
- ◆ Transportation run through voucher program with Veteran's Taxi

## Quincy

617-376-1242

[quincyma.gov/Government/ELDERSERV/ProgramsServices.cfm](http://quincyma.gov/Government/ELDERSERV/ProgramsServices.cfm)

MEDICAL APPOINTMENTS	Yes, in Quincy and all major Boston Hospitals
SHOPPING	Yes, limited availability
SENIOR CENTER TRANSPORT	Transvan Program
SOCIAL EVENTS	Transvan Program
OTHER SERVICES	Not applicable

- ◆ Free for medical transport
- ◆ The Transvan Program is membership based

## Waltham

781-899-7228

MEDICAL APPOINTMENTS	Yes, within Waltham
SHOPPING	Yes
SENIOR CENTER TRANSPORT	No
SOCIAL EVENTS	Group day trips
OTHER SERVICES	Taxi coupons

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## Watertown

617-972-6490

MEDICAL APPOINTMENTS	Through Busy Bee
SHOPPING	Yes, Stop&Shop
SENIOR CENTER TRANSPORT	No
SOCIAL EVENTS	Group day trips
OTHER SERVICES	Wednesday trips to the mall

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## Wellesley

781-235-3046  
508-479-9301 (volunteer driver program)

MEDICAL APPOINTMENTS	Yes
SHOPPING	Grocery shopping trips Wed. Monthly general shopping
SENIOR CENTER TRANSPORT	Yes
SOCIAL EVENTS	Yes
OTHER SERVICES	Bus Volunteer Driver program

- ◆ Bus service: \$1 each way
- ◆ Shopping trips: free
- ◆ 2 days for bus service
- ◆ 3 days for Volunteer Driver program

## Other Area Councils on Aging

Councils on Aging across the state offer transportation services. Check with your town's COA to find out if these services are available in your area. The following COAs offer transportation for medical purposes into Boston or to other local hospitals:

BRAINTREE 781-848-1963

CANTON 781-828-1323

COHASSET 781-383-9112

DEDHAM 781-326-1650

DOVER 508-315-5734

FRAMINGHAM 508-532-5980

HANOVER 781-924-1921

HINGHAM 781-741-1458

HULL 781-925-1239

LINCOLN 781-259-8811

MARSHFIELD 781-834-5581

MEDFIELD 508-359-3665

MILLIS 508-376-7051

MILTON 617-898-4893

NATICK 508-647-6544

NORFOLK 508-528-4430

NORWOOD 781-762-1201

PEMBROKE 781-294-4645

PLYMOUTH 508-830-4230

SCITUATE 781-545-8722

SHERBORN 508-651-7858

SOMERVILLE 617-625-6600

WALPOLE 508-668-3330

WESTWOOD 781-329-8799

WRENTHAM 508-384-5425



# Taxis

## **Ambassador Brattle Cab**

617-492-1100

### **Serves**

Boston

Cambridge

- ◆ Uses wheelchair vans

## **Bay State Taxi & Courier**

617-566-5000

### **Serves**

Allston

Boston

Brighton

Brookline

Cambridge

- ◆ Senior vouchers accepted
- ◆ No special handicap access

## **Checker Cab Co.**

617-497-1500

### **Serves**

Greater Boston

- ◆ No special handicap access

## Green Cab & Yellow Cab of Somerville

617-625-5000

- Serves** ♦ Somerville seniors receive 20% discount
- Greater Boston ♦ No special handicap access

## Metro Cab

617-782-5500

- Serves** ♦ Uses wheelchair vans
- Greater Boston

## Veterans Taxi Service

617-527-0300

- Serves** ♦ 65+ senior discount on airport trips
- Greater Boston ♦ No special handicap access

## Taxi Coupons: A Valuable Resource for Seniors

Several cities offer taxi coupons for elders and adults with disabilities.

In Boston, seniors can purchase *coupon books* at a 50% discount rate (\$5 buys \$10 worth of cab fare). Boston residency is a requirement for eligibility. All licensed taxis in Boston are required to accept these coupons. Coupons are distributed by Boston City Hall, but can be purchased at various sites throughout the city. For more information, call **617-635-4366**.

Similar programs operate in Brookline and other towns. Call your local Council on Aging to see if a taxi coupon program is available to you.



# Ambulances

## **Brewster Ambulance Service**

617-983-1000

brewsterambulance.com

### **Serves**

Greater Boston

<b>COST</b>	Accepts Mass Health/Medicaid Medicare does not cover price
<b>ADVANCE NOTICE</b>	One-hour notice preferred but not required
<b>ESCORT PROVIDED</b>	No
<b>WHEELCHAIR ACCESS</b>	Yes
<b>HOURS</b>	24 hours a day

## **EasCare Ambulance**

617-464-1600

### **Serves**

Boston  
South Shore  
Worcester

<b>COST</b>	Accepts Mass Health/Medicaid, Medicare, all major insurers
<b>ADVANCE NOTICE</b>	One day preferred or at least one hour
<b>ESCORT PROVIDED</b>	Under 20 minutes only
<b>WHEELCHAIR ACCESS</b>	Yes, chair cars available
<b>HOURS</b>	24 hours a day

## Eastern Ambulance

781-246-5223

### Serves

**COST** Accepts Medicare, Medicaid, and all commercial insurance plans

Boston  
North Shore

**ADVANCE NOTICE** 24 hours preferred

**ESCORT PROVIDED** No

**WHEELCHAIR ACCESS** Yes, chair cars available

**HOURS** 24 hours a day

## Fallon Ambulance

617-745-9999

### Serves

**COST** Accepts Medicare, Medicaid, and all commercial insurance plans

Greater Boston

**ADVANCE NOTICE** 24 hours preferred or at least 30 minutes

**ESCORT PROVIDED** Bedside-to-bedside service

**WHEELCHAIR ACCESS** Yes

**HOURS** 24 hours a day



# PACE Programs

## **Elder Service Plan of the Cambridge Health Alliance**

617-575-5850  
[challiance.org/Services/ElderServicePlan.aspx](http://challiance.org/Services/ElderServicePlan.aspx)

270 Green Street  
Cambridge, MA 02139

## **Elder Service Plan of the East Boston Neighborhood Health Center**

617-568-4602  
[ebnhc.org/en/elder-service-plan.html](http://ebnhc.org/en/elder-service-plan.html)

10 Gove Street  
East Boston, MA 02128

## **Elder Service Plan of Harbor Health Services**

617-533-2400  
[elderserviceplan.org](http://elderserviceplan.org)

1135 Morton Street  
Mattapan, MA 02126

## **Upham's Elder Service Plan**

617-288-0970  
[uphamscornerhealthctr.com/index\\_esp.php](http://uphamscornerhealthctr.com/index_esp.php)

1140 Dorchester Avenue  
Boston, MA 02125



# Areas Served

## Massachusetts

American Cancer Society	9
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## New England

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## Beverly

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Metro Cab	30
REM Services, LLC	19
The RIDE (MBTA)	20
Veterans Taxi Service	30

## Boston, specific neighborhoods

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Central Boston Elder Services	12
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**Malden**

Door 2 Door Transportation by SCM 14

**Manchester by-the-Sea**

Senior Care Inc. 20

**Marshfield**

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**Medfield**

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**Medford**

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**Millis**

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## **Weston**

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## **Westwood**

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## **Worcester**

EasCare Ambulance	31
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## **Wrentham**

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# FriendshipWorks

FriendshipWorks' mission is to decrease social isolation, enhance the quality of life, and preserve the dignity of elders in the Greater Boston Area. We offer an array of programs free of charge through our network of trained volunteers:

- ◆ **Friendly Visitors** visit elders in their homes to provide companionship and assist with simple household tasks or errands. Many of our matches develop friendships that last for years.
- ◆ **Friendly Helpers** assist with one-time, short-term, non-medical tasks such as shopping, packing for a move, or going to the barber.
- ◆ **Medical Escorts** provide personalized support for those whose age or disability makes it difficult to get to medical appointments alone.
- ◆ **Walking Buddies** combine the benefits of one-on-one companionship with exercise. Our program pairs an elder and a volunteer to walk together.
- ◆ **PetPals** are friendly animals and owners who are screened and trained to visit residents in long-term care facilities.
- ◆ **La Cadena de Amistad** is our Jamaica Plain neighborhood office, providing all our services bilingually and biculturally in Spanish and English.
- ◆ **Music Visitors**, part of the Friendly Visitors program in Jamaica Plain, provides opportunities to connect volunteers and elders with the joy of music appreciation.

FriendshipWorks would like to thank our many volunteers and donors who, in cooperation with our staff, provide invaluable support and companionship to seniors living in the Greater Boston area.

For more information on FriendshipWorks, including, referrals, volunteer and financial support opportunities, please visit our website: **[fw4elders.org](http://fw4elders.org)**.



105 Chauncy Street  
Boston, MA 02111  
617-482-1510

[fw4elders.org](http://fw4elders.org)

Belmont

The Transportation and Escort Services Guide was made possible through the generous support of



Boston Commission on Affairs of the Elderly

Brochure design by lholinerDesigns

Watertown

Allston

Brookline



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Boston, Massachusetts 02111

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Jamaica F