

Quaboag Connector Service Plan

Communities Served	Belchertown, Brookfield, Hardwick, Monson, Palmer, Ware, Warren, West Brookfield
Who May Ride	Any resident of a community listed above age 16 and older
Fare	\$1 per ride (\$2 round trip)
Reservations Line	413-544-3401 (to leave a trip request voice message)
Hours of Service	Monday through Friday (except holidays) during these hours: <ul style="list-style-type: none"> • 6:30AM (first pick up) to 10:30AM (last drop off) • 3:30 PM (first pick up) to 7:30PM (last drop off)
Reservations Hours	24 hours a day, 7 days a week – make trip request by voicemail. Calls returned by Quaboag Connector dispatcher during business hours. Trip requests must include name, phone number, pick-up address, drop-off destination, and date and time you wish to <u>arrive at your destination</u> .
Reservations Policies	<ul style="list-style-type: none"> • Trip requests may be made as early as 10 days, but not less than 2 days, before the day on which you wish to ride. • Your trip is not considered booked until you receive a call back from the Quaboag Connector Dispatcher. • You will be notified of your pick up time by 5PM the day before your trip (or Friday, if trip is on a Monday). • Trip cancellation requests must be made at least 24 hours before the scheduled pick up time. • Round trips to and from the same starting point may be booked with one call. • Requests to book regularly recurring multiple trips (“standing orders”) will be considered for employment and educational trip purposes only on a space-available basis.
Trip Priorities	<ul style="list-style-type: none"> • Trips to work, job training programs, and other employment-related destinations. • Trips to post-high school education opportunities, such as community college, certificate programs, and UMass/Five College institutions. • Trips for employment and education are reserved on a first-come, first-served basis. • Trips for other purposes will be accepted on a wait-list basis, with confirmation or re-booking 2 days prior the requested trip date.
Pick-up/Drop-off Policies	The van will arrive to pick you up within 20 minutes of the start time of the stated pick-up window by the dispatcher. Customers are expected to be ready at the beginning of the pickup window; drivers are able to only wait five (5) minutes. If the van is late, the dispatcher will attempt to call you with an updated arrival time.
Travel time and grouped trips	Because your trip may be shared with other riders who are going to other destinations, please understand that your trip route may not always be direct and may involve extra time so that all riders can reach their destinations on time.
Driver Assistance	Drivers may assist customers if requested with boarding and exiting the van. Drivers cannot escort customers beyond building entrances. Drivers are prohibited from loading or unloading bags or packages. Grocery or shopping carts are not permitted

	aboard the van.
Connections	<p>The Quaboag Connector can help you reach other transportation services in the region. These include:</p> <ul style="list-style-type: none"> • WRTA Route 33 at Brookfield Center, inbound to Worcester weekdays at 5:39AM, 7:35AM, 6:10PM, and 7:10PM. • PVRTA Ware Shuttle: 7 in-town trips each weekday with local hourly departures from 9:00AM to 4:00PM. • PVRTA Palmer Village Shuttle: 8 trips each weekday with 1- and 2-hour departures from in-town locations and 4 trips per day to Eastfield Mall in Springfield. • PVRTA Route 45: 8 trips on weekdays from 7:10AM to 7:50PM between Belchertown Common and UMass Amherst (reduced service when UMass not in session). • Vans operated by Senior Centers in these participating communities: <ul style="list-style-type: none"> ○ Belchertown Senior Center: 413-323-0420 x508 ○ Brookfield Senior Center: 508-867-1407 ○ Hardwick Senior Center: 413-477-6707 ○ Monson Senior Center: 413-267-4121 ○ North Brookfield Senior Center: 508-867-0220 ○ Palmer Senior Center: 413-283-2670 ○ Warren Senior Center: 413-436-5662 ○ Ware Senior Center: 413-967-9645

Quaboag Connector Service Area

