



Springwell/Alternative Transportation Grant Program Frequently Asked Questions

Springwell's partnership with Alternative Transportation, Inc provides a ride to medical appointments, the grocery store or select other locations. Alternative can provide a one way ride to or from an appointment or a round-trip same day. Questions about the program and other transportation options can be directed to Springwell by calling 617-926-4100.

Where can I ride?

Transportation is offered within the Springwell service area and surrounding areas, including Boston proper.

How often can I ride?

This service is designed for individuals without alternatives to access transportation for one-time needs such as a non-emergent medical appointment, a trip to the grocery store, etc. This program is not designed for ongoing transportation needs.

Am I eligible?

In order to participate in the program, individuals need to:

- Be 60 years of age or older
- Live in Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley or Weston

How much notice is required?

To ensure that you have the time requested, we are asking that you schedule your ride 48 hours in advance.

Is there a cost for the service?

No, the rides are provided at no cost. The rides are funded through a finite grant awarded by MassDevelopment, in partnership with the Metropolitan Area Planning Council through the Taxi, Livery and Transportation Partnerships



How do I schedule a ride?

If you are eligible for a ride and know that you are ready to book a ride, we ask that you visit Alternative's designated, streamlined registration site for Springwell at: <https://alt-trans.com/springwell>.

You will be asked to provide the following information:

1. Email
2. Full name
3. Mobility Status
4. Date of Birth
5. Purpose of trip
6. Phone Number
7. Date of Transportation
8. Pick Up and Drop off Address
9. Escort Riding Along
10. Pick Up Time
11. Whether you need a one-way or 2-way ride

If unable to do this, you can also call Alternative at 857-364-6570. If the booking team is busy, they may direct you to Springwell for preliminary questions.