

Transportation Policy

Transportation Desk 413-586-0006 ext. 134

Transportation service is complementary for all residents shuttling between campuses for program events scheduled by Resident Services. A Lathrop sedan may be requested for complementary transportation to personal appointments within a defined area around the towns of Easthampton and Northampton, with at least 24-hour notice (see chart below). Requests can be made Monday-Friday between 8am and 4pm by contacting the Transportation desk at 586-0006 ext. 134.

Trips outside the Northampton/Easthampton area, such as to the airport, require 72-hour advance notice. Fees will apply for longer trips, with a set fee for transport to the airport. The fee structure is listed below. Again, please call the Transportation Desk Monday thru Friday 8am to 4pm to make any transportation arrangements.

Please be ready at least **30 minutes before your scheduled appointment**. Inn residents should be in the lobby 30 minutes before scheduled appointment time. If an appointment is changed or canceled, please let the Transportation Desk know as soon as possible. Lathrop drivers have a set schedule and should not be asked for immediate rides that are not on their schedule, as this can keep your neighbors waiting.

		Townhome	Inn
Personal Appointments (Doctor, Dentist, Hair) Monday –Friday 8:30am-4pm			
	Local (within the Hamptons, including Leeds and Florence)	FREE	FREE
	Greater Northampton Area - Springfield, Greenfield, Hadley	\$.75/mile	FREE
	Outside the greater Northampton area	\$.75/mile	\$.75/mile
Leisure/Non-Medical (car only) (shopping, lunch with friends, etc. –Monday-Friday between 9am-3pm)			
	Local (within the Hamptons)	\$20/trip	FREE
	Amherst, Springfield (outside the Hamptons)	\$35/trip	\$35/trip
Evening/Weekend Trips (car only)			
	2 hour minimum	\$20/hour	\$20/hour

FLAT RATE TRIPS (car only)		Townhome	Inn
	Bradley Airport (<i>round trip</i>)	\$100 + parking	\$100 + parking
	<ul style="list-style-type: none"> • After 5pm or before 7am 	\$30 additional fee	\$30 additional fee
	Logan Airport (<i>round trip</i>)	\$300 + parking/tolls	\$300 + parking/tolls
	<ul style="list-style-type: none"> • After 5pm or before 7am 	\$50 additional fee	\$50 additional fee
	Springfield Train/Bus (<i>round trip</i>)	\$50	\$50
	<ul style="list-style-type: none"> • After 5pm or before 7am 	\$20 additional fee	\$20 additional fee
	Northampton Train/Bus (<i>round trip</i>)	\$20	\$20
	<ul style="list-style-type: none"> • After 5pm or before 7am 	\$8 additional fee	\$8 additional fee

Residents now will be able to book the van for private outings subject to vehicle and driver availability. Private leisure trips in the van are defined as a resident booking the van for a trip. This would be a non Lathrop sponsored event (one not set up by Residents Services). The rate would be \$6.00 per person for 8 or more and \$10.00 per person for 8 or less, there is no charge for the driver to wait.

Listed below are some guidelines that if followed by all, will help not only smooth out the transportation scheduling but will also provide you with better service and availability.

1. All appointments must be scheduled at least 24 hours (preferably 48 hours) in advance. For all medical appointments, please provide us with the name and address of the doctor you are going to see.
2. Transportation requests can only be made Monday through Friday between 8am and 4pm. Evening and weekend staff cannot book drivers. Appointments outside the Northampton area (e.g. Amherst, Springfield, and Holyoke) should be made at least 72 hours in advance as most these require us to call in an extra driver.
3. Trips to airports must be scheduled as soon as possible. These are long distance and do require an extra driver.
4. It is important to be ready at least 30 minutes before your local scheduled appointment (more time may be required depending on location). We also try to carpool when we are able. Your cooperation with this allows us to provide more efficient service for all. If an appointment is changed or cancelled, please call and let us know as soon as you know. This way, a driver is not scheduled to come in unnecessarily.
5. All transportation is for resident use only. We are not able to transport family members or friends of residents unless residents are traveling with them. A family member or a friend may accompany a resident to an appointment. Please let the transportation coordinator know when someone will be accompanying you, as this will affect our ability to carpool.

**Emergencies or special situations may occur.
In that case we always will do our best to accommodate you.**

Date of policy approval: May 12, 2016