



# *Peter Pan* *Bus Lines*

*The People Professionals*

CORPORATE HEADQUARTERS

1776 Main Street, P.O. Box 1776 • Springfield, MA 01102-1776  
Telephone: 413-781-2900 • Fax: 413-746-8671

August 20, 2010

Gerry McCafferty, Deputy Director  
Homeless & Special Needs Housing  
1600 East Columbus Avenue, 1st Floor  
Springfield, MA 01103

Dear Ms. McCafferty:

As you are aware, Peter Pan Bus Lines has always been an advocate for the safety of women and children in crisis, and provides complimentary transportation to relocate them to a safe haven in another city on the next available schedule. We also assist individuals in need of transportation for medical treatment, housing assistance or other emergency services.

We have recently modified our program for social service transportation and would like to establish uniform policies and procedures. As Director of the Customer Care Center, I will serve as your main contact whenever you require emergency transportation for your clients. I can be reached during normal business hours Monday through Friday at 413-781-2900, Extension #1262. If I am not available, or on weekends and holidays, please contact one of our Lead Agents at the same number, 413-781-2900 at Extension #1012. Our Customer Care Center is open 7 days per week from 8:00 AM to 7:00 PM.

Peter Pan's policy for providing emergency transportation is very basic:

- We ask that your agency call us as soon as you have the information regarding the client's destination, for approval of your request. While Peter Pan does our utmost to honor most requests for transportation, we have reasonable parameters within which we can grant such requests.
- When approval of your request is confirmed, please submit the request formally, on your agency letterhead, via fax directly to my attention at: (413) 747-7626. Please do not send the client to the terminal without prior approval.
- The client ***may not*** be intoxicated or under the influence of any drug or other substance. For reasons that are obvious, and out of respect for our customers who have purchased tickets, Peter Pan reserves the right to refuse transportation to any individual who is under the influence of alcohol or drugs.

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*Peter Pan Group of Companies*



- The client must have basic good hygiene, again out of respect for fellow travelers.
- In addition, for obvious safety reasons, Peter Pan requires that any agency sending a client to us for this complimentary emergency transportation ***must*** also send one of the agency's advocates/ employees to accompany the client to the bus terminal, and that advocate must stay with the client(s) until they board the bus to their destination.

We are pleased to offer the complimentary service to assist those in need; we only ask that your agency and its clients adhere to these basic requests. Should you have any questions, or wish to contact me at any time, please feel free to call at 781-2900 X 1262.

Sincerely,

*PETER PAN BUS LINES, INC.*

  
Ginny Typrowicz, Director  
Customer Care Center

GT/msj

cc: Robert Schwarz, Executive Vice President  
Peter Pan Customer Service