

## Fares

When you make a reservation for a PVTA paratransit trip you will be told of the cost of your trip.

You must pay your fare as soon as you board the vehicle. You may pay in cash, with tickets, or a combination of the two. If you are paying with cash, please bring exact change. Drivers cannot make change.

One-way ride fare (effective July 1, 2018):

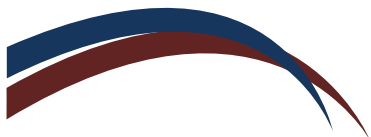
- Trip within town: \$3.00
- Trip to a surrounding town: \$3.50
- Trip within PVTA's service area: \$4.00
- Trip with pick up or drop off beyond  $\frac{3}{4}$  mile of a fixed route: \$5.00

Tickets are available in \$0.50 or \$3.00 denominations.

### Where Can I Buy Tickets?

You can purchase tickets at various local senior centers or the PVTA Customer Service Office located at Union Station, 55 Frank B. Murray Street in Springfield.

For more information please call PVTA's Customer Service Office at 413-781-7882 or Toll Free at 1-877-779-7882.



## For Your Information

- Drivers will assist customers as needed and upon request with boarding and exiting the vehicle and/or to and from the ground level exterior door of the building. Drivers cannot escort customers past the ground floor of any building and are not allowed to enter residences.
- Drivers may assist with loading and unloading packages upon request.
- Grocery/shopping carts are not permitted on the van for shopping.
- Drivers and staff cannot accept tips or gratuities. If a rider wishes to compliment a driver they may send a letter to:

Sandra E. Sheehan, Administrator  
Pioneer Valley Transit Authority  
2808 Main Street  
Springfield, MA 01107

### To provide feedback, comments, concerns, or suggestions

Please call PVTA's Customer Service Office at 413-781-7882 or Toll Free at 1-877-779-7882.



## ADA Paratransit Quick Reference Guide



## To Reserve Transportation Call:

1- 413-739-7436 Local  
1- 866-277-7741 Toll Free  
1- 877-752-2388 TTY English  
1- 866-930-9252 TTY Spanish

## What is Paratransit?

ADA Paratransit Service\* is for individuals with a disability that prevents them from using the accessible fixed route bus.

If you require a Personal Care Attendant (PCA), that person rides for free. You may also bring one traveling companion who must have the same pickup and drop off location as the paratransit rider. A companion pays the same fare as the paratransit traveler.

\*You must apply for ADA service and be determined as eligible under the guidelines of the American with Disabilities Act. To apply for ADA service call 413-732-6248 ext. 237 to make an appointment for the in-person application process.

This is public transportation, not a taxi service. ADA paratransit trips can be equivalent to the length of time it would take on the fixed-route bus, including transfers and wait time.

ADA Rides can be booked seven days a week between 8:00 AM and 4:30 PM and as early as 7 days in advance but no later than 4:30 PM the day before the trip.

## How Do I Schedule a Trip?

### Remember to schedule your return trip!

Provide the following information when you call to schedule a trip:

- **Your name**
- **The exact address of your pickup**
- **The exact address of your destination**
- **If you will be traveling with a PCA or a companion**
- **If you will be using a mobility device**

### Remember to Cancel

It is your responsibility to cancel any scheduled trip you will not be taking.

All trips must be cancelled at least one (1) hour prior to the scheduled pick-up time. If a trip is not cancelled the rider will be identified as a No Show. Multiple "No Shows" could result in suspension of service.



## Don't be a No Show!

### Service Rules

The van is considered on-time if it arrives within your 20-minute pick-up window.

Service is curb-to-curb. Door-to-door assistance must be requested when making the trip reservation.

The driver will only wait five (5) minutes before leaving for the next pick-up.

ADA regulations permit scheduling your ride up to one hour before your requested appointment time without making you late for an appointment and up to one hour after your requested return time.

Any rider is welcome to use the lift by request.

Trained service animals are welcome on all PVRTA vehicles. Animals must ride on the floor.

Pets are allowed in secured and enclosed containers.