

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, the drivers cannot make change. Depending on your pick up and drop off location the fare will be \$2.50, \$3.00 or \$3.50. Tickets are available in \$0.50 or \$2.50 denominations.

Where Can I Buy Tickets?

You can purchase tickets at your local senior center or the PVTA Information Office, 1341 Main St., Springfield. Or call 413-781-7882 or 1-877-779-7882, 413-586-5806 for more information and other sales locations.

For Your Information



A maximum of 3 standard-size carry-on packages are allowed, maximum weight of 25 pounds total. Upon request drivers will assist with the loading and unloading of packages. 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:
Ms. Mary MacInnes, Administrator,
Pioneer Valley Transit Authority,
2808 Main St. Springfield, MA 01107,
413-732-6248.

To provide feedback, comments, concerns or suggestions please call 1-877-779-7882.

www.pvta.com



Paratransit Quick Reference Guide



and other rider related information



To Reserve Transportation
Call:413-739-7436 or
toll free at 1-866-277-7741
1-413-594-2349 (tty)

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.

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

*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 1-877-779-7882 and ask for details or an ADA application.

How Do I Schedule a Trip?

ADA Rides can be booked seven days a week between 8 a.m. and 4:30 p.m. as early as 14 days in advance but no later than 4:30 p.m. the day before the trip.



Remember to schedule your return trip!

Provide the Following Information when you call;

- Your name
- The exact address of your pickup
- The exact address of your destination and
- 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.

Don't be a NO SHOW!

All trips must be cancelled at least 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.

Service Rules

The van is considered on-time if it arrives within your 20-minute pick-up window. Service is door-to-door from the point of pick-up to the point of destination. The driver will only wait 5 minutes before leaving for the next pick-up.

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

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.