

**Nashawannuck Express
Flex/Van Service**

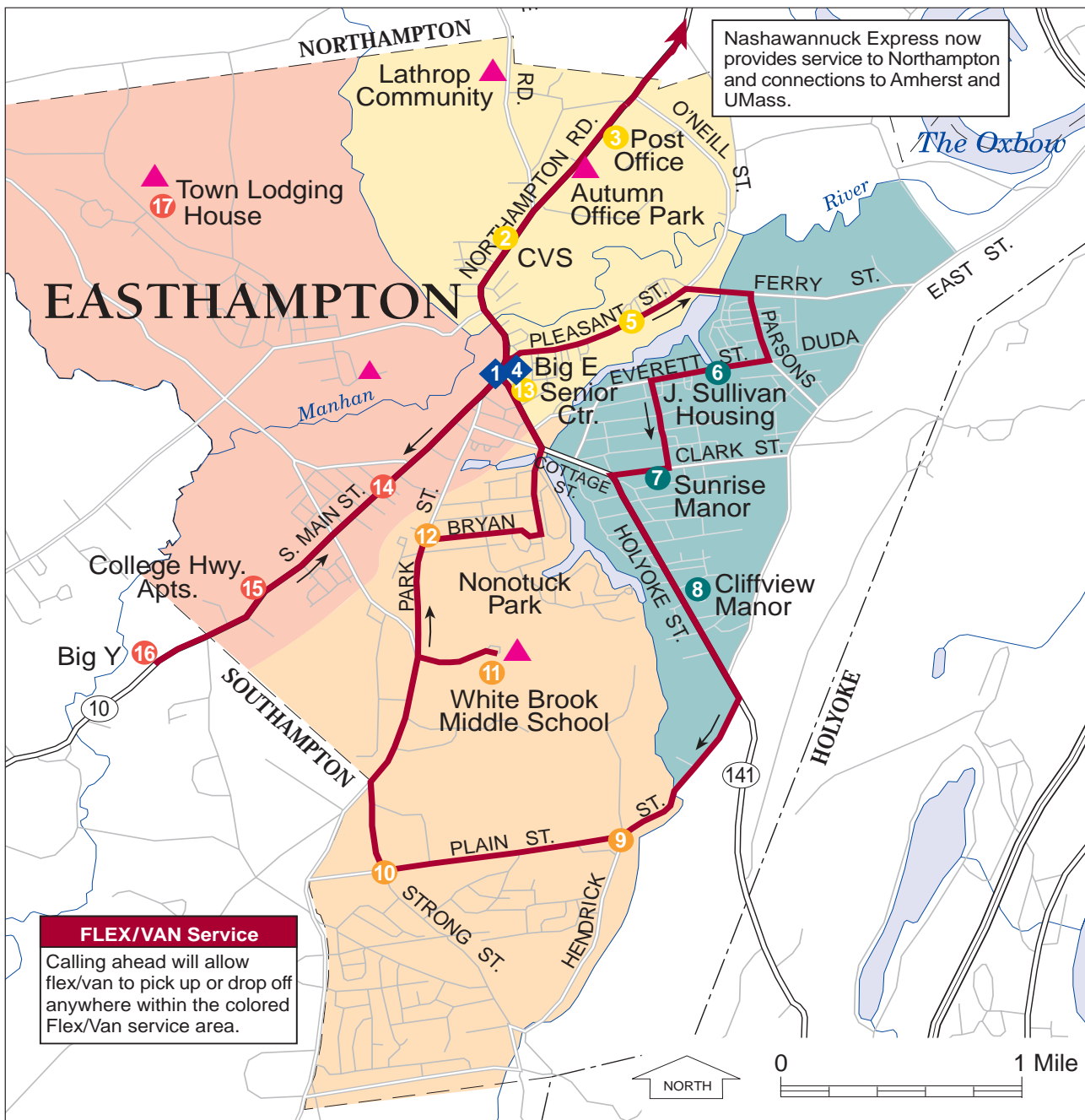
- Academy of Music
- Easthampton Senior Center
- Sunrise Manor
- Big Y



Pioneer Valley Transit Authority



For Transit Information,
Call 586-5806, 413-781-PVTA
or www.pvta.com



- Standard Route of the FLEX/VAN.
- Easthampton Flex/Van Service Areas
- 10 Flex/Van Bus Stops
- 1 Transfer Point between Flex Service and RED 41
- ▲ On-demand Stop

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**Nashawannuck
Express
Flex/Van Service**

HOW TO USE FLEX/VAN

There are FOUR easy ways to use Flex/Van:

- Flex/Van Bus Stops ●**
If your trip origin and destination are near a Flex/Van stop identified on the map, simply go to the closest stop and wait for the bus. Each of these locations has a sign that identifies it as a Flex/Van stop. The schedule lists departure times for all key stops (timepoints). To ensure that you do not miss the bus, plan to arrive at your stop 5 minutes early.
- On-Demand Bus Stops ▲**
In addition to the designated bus stops, there are some locations that are on-demand bus stops. Passengers wishing to go to any of these locations should tell the driver as they board the bus. The driver will reroute the bus to deliver the passenger. For service from these locations, simply call 413-587-2600 or after 6 p.m. 413-221-6612 and the next available bus will be rerouted to pick you up. Please see the map for locations of on-demand stops.
- Schedule a Trip**
If you cannot get to a Flex/Van stop, or if your destination is not close to a stop, you can still use Flex/Van. Just call 413-587-2600 or after 6 p.m. 413-221-6612, Monday through Friday, and a Customer Service Agent will work with you to route the bus closer to where you live or want to go. Initially trips need to be scheduled the day before, but for best results, reservations should be made a few days in advance.

You may be asked to get on or off the bus at a location that is within a few blocks of your origin or destination. Some locations are not accessible to Flex/Van buses. Except for the on-demand stops, all requests for service to locations not directly on a route must be made in advance. Drivers cannot make unscheduled route changes.

Flex/Van will meet you at the curb of your pickup location. If you are not at the pickup point, the bus will not wait.

- Place a Standing Order**
If you plan to make the same trip regularly, you can place a standing order with our Flex/Van office. Once your standing order is confirmed, a Flex/Van bus will pick you up as requested until you cancel the standing order. To place a standing order call 413-587-2600, between 8 a.m. and 4 p.m., Monday through Friday.

How to Change or Cancel a Reservation?

If you need to cancel or change your reservation or standing order for a Flex/Van trip, please call 413-587-2600 or after 6 p.m. 413-221-6612 at least 3 hours before the scheduled trip. Cancelling less than 3 hours before your scheduled pickup or not showing at pickup location will be considered a missed trip. Passengers with 3 missed trips within 30 days will be denied the privilege of requesting reservations for 30 days.

NASHAWANNUCK EXPRESS (EASTHAMPTON)

1 UNION & MAIN	2 CVS/ ROUTE 10	3 POST OFFICE	(Northampton) ACADEMY OF MUSIC	4 BIG E/ SENIOR CTR.	5 PLEASANT & RIDGEWOOD	6 J. SULLIVAN HOUSING	7 SUNRISE MANOR	8 CLIFFVIEW MANOR	9 HENDRICK & PLAIN	10 STRONG & PLAIN	11 WHITE BROOK MIDDLE SCHOOL	12 PARK & BRYAN	13 SENIOR CENTER	14 MAIN & WRIGHT	15 COLLEGE HWY APARTMENTS	16 BIG Y	17 TOWN LODGING HOUSE
--	--	--	10:45	11:00	11:03	11:05	11:09	11:13	11:17	11:18	--	11:25	11:30	11:33	11:35	11:40	11:55
12:00	12:04	12:08	12:15	12:30	12:33	12:35	12:39	12:43	12:47	12:48	--	12:55	1:00	1:03	1:05	1:10	1:25 ▲
1:30	1:34	1:38	1:45	2:00	2:03	2:05	2:09	2:13	2:17	2:18	2:50 ▲	2:25	2:30	2:33	2:35	2:40	2:55 ▲
3:00	3:04	3:08	3:15	3:30	3:33	3:35	3:39	3:43	3:47	3:48	3:50 ▲	3:55	4:00	4:03	4:05	4:10	4:25 ▲
4:30	4:34	4:38	4:45	5:00	5:03	5:05	5:09	5:13	5:17	5:18	5:20 ▲	5:25	5:30	5:33	5:35	5:40	--
6:00	6:04	--	6:15	6:30	6:33	--	6:39	--	6:45	6:48	--	6:50	--	6:53	--	6:55	--
7:10	--	--	7:20	7:30	7:33	--	7:39	--	7:45	7:48	--	7:55	8:00	--	--	--	--
8:00	8:04	--	8:15	8:30	8:33	--	8:39	--	8:45	8:48	--	8:53	--	--	--	--	--

THURSDAY, FRIDAY AND SATURDAY NIGHTS

9:00	9:04	--	9:15	9:30	9:33	--	9:39	--	9:45	9:48	--	9:58	--	--	--	--	--
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▲ On-demand stop. Call 413-587-2600 or 413-221-6612 after 6 p.m. for a pick up.

2:50 L stop at White Brook Middle School is made on the return from the 2:45 stop at Ames.

ROUTE INFORMATION

Due to traffic and weather conditions, times are subject to change.

Getting On and Off Flex/Van:

Stand at the stop, or the designated location, if you have made a reservation. Please have the exact fare ready when you board the bus. Flex/Van drivers do not carry change. To leave the bus, simply pull the yellow cord located above the window one block before you wish to exit.

Passenger Comforts:

All Flex/Van buses are wheelchair accessible and priority seating is available. Hearing impaired individuals may contact Flex/Van through TDD at 413-587-2600. For the comfort of all Flex/Van passengers, no smoking, eating or drinking is allowed on Flex/Van buses. Audio equipment may not be used without headphones.

Accessibility

All PVTA buses are wheelchair accessible. For TTY service call 1-866-707-1562 (TTY/Relay).

Fares – please have exact fare when boarding the bus.

Elderly & Persons with Disabilities (with PVTA E & D identification card)	50 cents
Regular Cash Fare	\$1.00
Children 6-12 years	75 cents
Children under 6 years of age	FREE
Regular and Children's Transfer	25 cents
Elderly & Persons with Disabilities Transfer (with PVTA E&D identification card)	10 cents

Elderly, Persons with Disabilities and Medicare card holders are eligible for 1/2 fare when they show the driver a Statewide Access Pass or a PVTA E & D card available from PVTA Customer Service Center and Northampton Council on Aging, 413-587-1228.

Regular fare tokens and tickets may be purchased for 90 cents from the PVTA Customer Service Center. PVTA passengers may also purchase their monthly pass at BIG Y supermarkets and the City Clerk's Office in Northampton.

Transfers

You may transfer from the Flex/Van route to the PVTA R41. Transfers are good for 2 hours on the day of purchase. The transfer points between the Flex/Van and R41 are located at the Easthampton Senior Center. PVTA's routes are designed to create a network so that by transferring from one bus to another you can reach your destination. If you are going to transfer, purchase a transfer from the operator at the time you pay your fare. Transfers are good only until the latest time shown, and never for a round-trip or stopover.

Passes

Daily Pass (unlimited rides on PVTA for One Day)	\$3.00
7 Day Pass (unlimited rides for 7 consecutive days)	\$10.00
31 Day Pass (unlimited rides for 31 consecutive days)	
Regular Pass	\$36.00
Seniors & Persons with Disabilities (with PVTA ID)	\$18.00

Proper Identification

To receive discount fare, one of the following identification cards must be shown to the driver each time you board:
 PVTA E & D Identification card;
 Disabled–Statewide Access Pass

Pass-by-Mail-Program

For information on passes, cost and where to mail your check please call 586-5806 or 413-781-PVTA (7882). **PVTA Customer Service Center** is located at 1341 Main Street in Springfield. It is staffed Monday through Friday from 8 a.m. to 4:45 p.m. Customer service representatives are available to help plan trips, provide information on fares and provide ID cards.

Please, no smoking, eating, drinking, profanity, obscene language or pets on the bus. Listening to electronic devices require the use of headphones. Service animals are allowed to travel on the bus, but cannot occupy a seat.

HOW DOES THE FLEX/VAN WORK?

The Flex/Van is a new type of transit service that provides scheduled dependable service to fixed bus stops but also allows for the bus to travel closer to the passenger starting or ending point. The Flex/Van travels from stop to stop at times indicated on the schedule. In between stops the Flex/Van may be rerouted to pick up and drop off passengers at locations that are not directly on the route. For more information about how the Flex/Van works call 413-587-2600.

HCC STUDENTS

Show a valid HCC Identification Card and ride the bus for free!
 Spring & Fall Semesters ONLY.

NO SERVICE ON THE FOLLOWING DATES:

New Year's Day	Columbus Day
Martin Luther King Memorial Day	Veterans Day
Independence Day	Thanksgiving
Labor Day	Christmas Day