Pioneer Valley Transit Authority

# LANGUAGE ACCESS PLAN

## Providing Access to Programs and Services for People with Limited English Proficiency (LEP)

**Welcome Aboard!/¡Bienvenido a bordo!**

Prepared by the

**Pioneer Valley Planning Commission**

Revised September 12, 2018

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www.pvta.com

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# 1.0 INTRODUCTION

This Limited English Proficient (LEP) Plan has been developed consistent with FTA Circular 4702.1B, "Title VI and Title VI-Dependent Guidelines for FTA Recipients," published October 1, 2012 (http://www.fta.dot.gov/documents/FTA_Title_VI_FINAL.pdf). This plan is a living document; it is continually reviewed, updated and improved to help better meet the needs of transit customers in the PVTA service area.

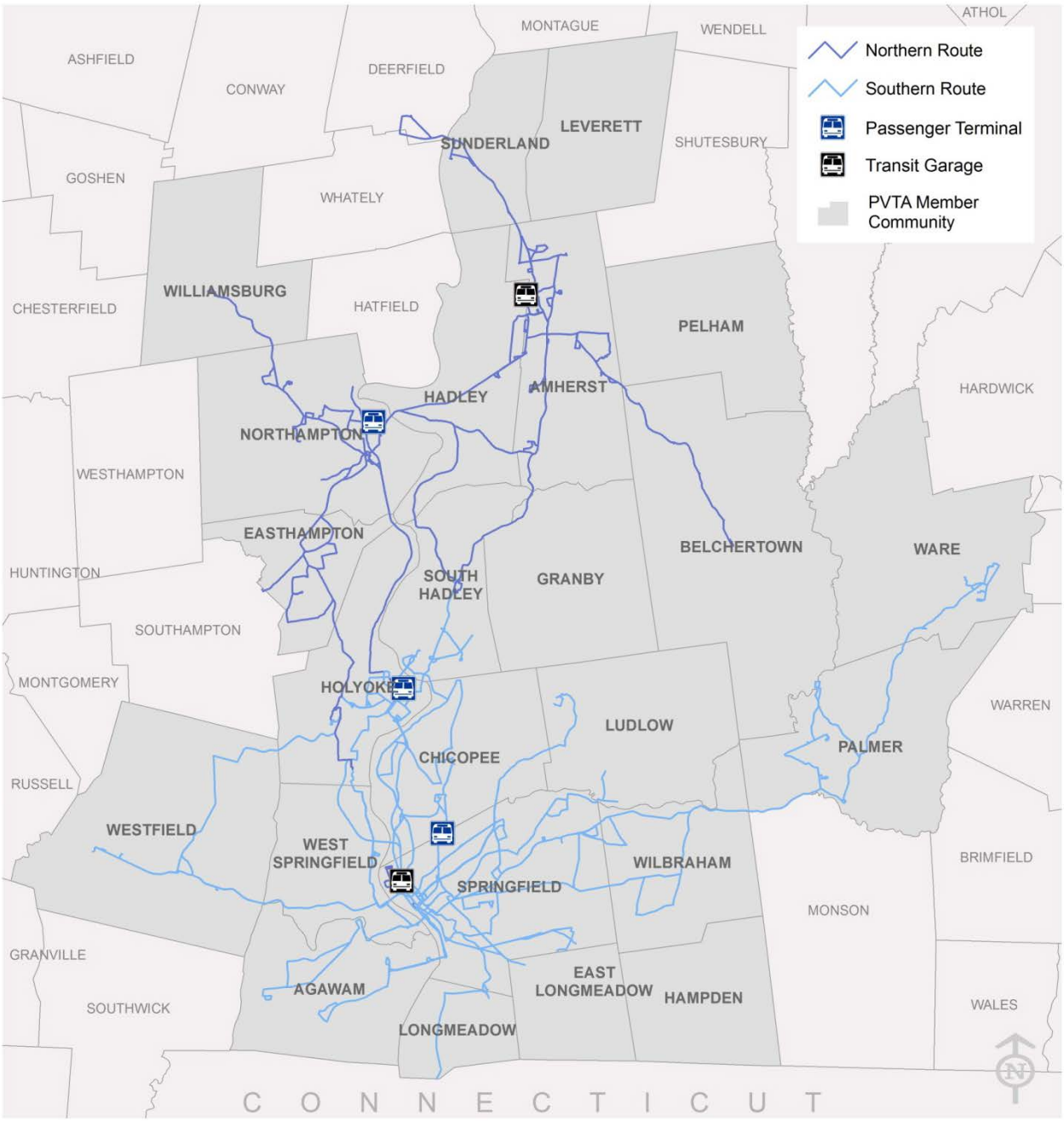
This plan describes the strategic approach that PVTA is pursuing to achieve its program to better deliver services to people who are Limited English Proficient (LEP). PVTA's goal is to ensure that LEP persons have meaningful access to the benefits, services, and information provided by PVTA's transit programs and related activities. This plan clarifies the fulfillment of PVTA's responsibilities with respect to LEP requirements as a recipient of federal financial assistance from the U.S. Department of Transportation to people who are Limited English Proficient in accordance with:

**Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq**., and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance.

**Executive Order 13166** "Improving Access to Services for Persons With Limited English Proficiency" of August 16, 2000, which directs that Federal agencies subject to the requirements of Title VI publish guidance for their recipients clarifying LEP obligations. Executive Order 13166 directs that all guidance documents be consistent with the compliance standards and framework detailed in the U.S. Department of Justice's Policy Guidance "Enforcement of Title VI of the Civil Rights Act of 1964—National Origin Discrimination Against Persons With Limited English Proficiency." This guidance advises that different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination. Executive Order 13166 applies to all federal agencies, programs and operations of entities that receive funds from the federal government, which includes the PVTA.

These federal regulations and guidance define persons with Limited English Proficiency as individuals with a primary or home language other than English who must, due to limited fluency in English, communicate in that primary or home language if the individuals are to have an equal opportunity to participate effectively in or benefit from any aid, service or benefit in federally funded programs and activities.

**Figure 1-1: Pioneer Valley Transit Authority Service and Routes (Sept 5, 2018)**




| | | |
|---|---|---|
| Agawam | Northampton | South Hadley |
| Amherst | Palmer | Springfield |
| Belchertown | Hadley | Sunderland |
| Chicopee | Hampden | Ware |
| Easthampton | Holyoke | Westfield |
| East Longmeadow | Leverett | West Springfield |
| Granby | Longmeadow | Wilbraham |
| Ludlow | Pelham | Williamsburg |

# 2.0 FOUR-FACTOR FRAMEWORK ANALYSIS

This plan utilizes the four-factor analysis of an individualized assessment described in the FTA guidance publication of FTA C 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" effective October 1, 2012.

The PVTA service area includes communities with diverse ethnicities, including many people for whom English is not their native language. Employees of PVTA and its operators are also an ethnically diverse group, of which many individuals share cultural backgrounds with ethnic groups in the service area. This personal experience and connection with local communities is one of the most regular and important ways that PVTA has developed and maintains its sensitivity to the concerns of LEP persons.

The PVTA has developed policies and procedures to meet the requirements of Title VI of the Civil Rights Act of 1964, specifically as it pertains to improving access to services for persons with limited English proficiency (LEP). For this analysis, PVTA relies on the guidance provided in FTA Circular 4701.B, which defines "Limited English Proficient (LEP) Persons" as:

"…persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the US Census that they speak English less than very well, not well, or not at all."

PVTA uses this definition as required by the federal guidance and the most recently available US Census American Community Survey (2012-2016 ACS five-year estimates) to update the Language Access Plan.

The language access needs assessment presented in this report involves the analysis of these four factors, which are required by the federal guidance:

**Factor 1: Proportion, Numbers and Distribution of LEP Persons in PVTA Service Area**
**Factor 2: Frequency of PVTA Staff Contact with LEP Persons**
**Factor 3: Nature and Importance of PVTA Service to LEP Persons**
**Factor 4: Resources Available to PVTA and Cost**

The main goal is to identify and document the number and geographic distribution of potential LEP customers within the PVTA's 24-community service area and to better understand where needs are being met—and where there may be gaps—in non-English language assistance.

Following is detailed guidance from FTA Circular Chap. III-7 about each of the four factors:

**FACTOR 1:** The number or proportion of LEP persons eligible to be served or likely to be encountered by PVTA. In addition to the number or proportion of LEP persons served, the analysis should, at a minimum, identify:

- How LEP persons interact with PVTA;
- LEP communities and the number or proportion of LEP persons from each language group;
- The literacy skills of LEP populations in their respective native languages to determine whether translation of documents will be effective; and
- Whether LEP persons are underserved by PVTA due to language barriers.

**FACTOR 2:** The frequency with which LEP persons come into contact with the program. PVTA surveys LEP needs and assesses major points of contact with the public, such as:

- Use of bus service;
- Purchase of passes and tickets through vending machines, outlets, websites, and phone;
- Participation in public meetings;
- Customer service interactions;
- Ridership surveys;
- Operator surveys.

**FACTOR 3:** The nature and importance of PVTA service to people's lives. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed. Public transportation is a vital service, especially for people without access to personal vehicles.

**FACTOR 4:** The resources available to PVTA for LEP outreach, as well as the costs associated with that outreach. Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

Implementation measures to address the results are then based on the results of the analysis are described in Section 3.0. The following sections apply the guidance described above to PVTA specifically.

## 2.1 FACTOR 1: Proportion, Numbers and Distribution of LEP Persons in PVTA Service Area

This section presents information about LEP persons in the 24-municipality PVTA service area.

### 2.1.1 Service Area Geographic Boundaries

The geographic boundaries of PVTA service are the 24 municipalities listed below and displayed in Figure 1-1. (PVTA also serves locations in South Deerfield, Whately, and Enfield CT, which are not PVTA member communities.)

### 2.1.2 Analysis of Language-related US Census Data

Presented below are US Census ACS 2011-2015 five-year estimates for the 24 PVTA member communities showing proportions of residents in the PVTA service area. The overall proportion considered LEP is 45,894, which is 8.3% of the total population of 550,389 in the PVTA service area.

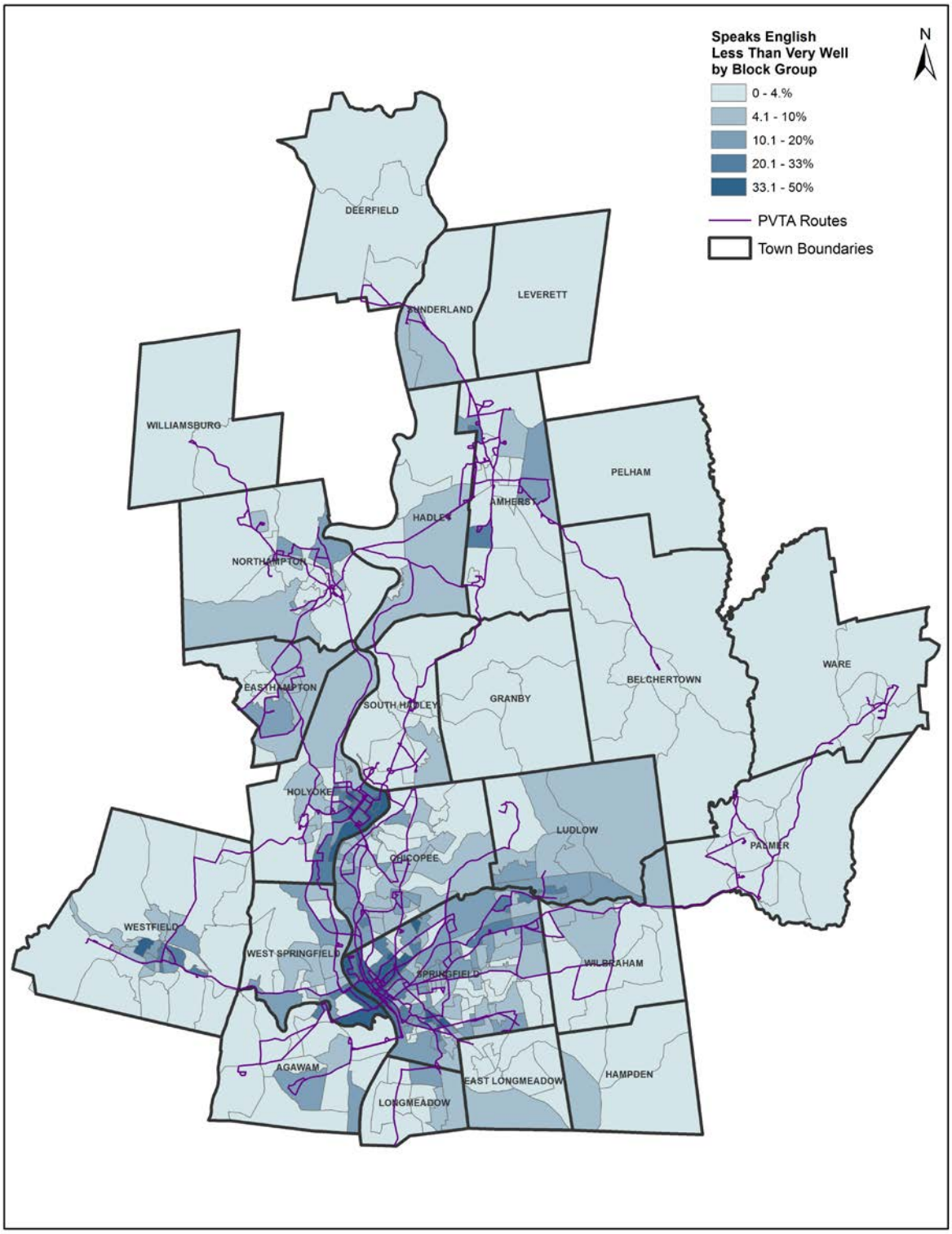
This is significantly above the national average of 4.7% and the Massachusetts state average of 4.3%. Also, the number of LEP persons exceeds 1,000 (the safe harbor minimum threshold) for six languages: Spanish and Spanish Creole; Portuguese and Portuguese Creole; China; Russian; Polish; and Vietnamese.

**Figure 2.1-3 People in PVTA Service Area Who Speak English Less than "Very Well"**

| First Language Spoken by Person Who Speaks English "Not Well" or At All | Number of Persons | Percent of All People in PVTA Service Area |
|---|---|---|
| **Spanish or Spanish Creole:** | **28,478** | **5.2%** |
| **Portuguese or Portuguese Creole:** | **2,330** | **0.4%** |
| **Chinese:** | **1,999** | **0.4%** |
| **Russian:** | **1,931** | **0.4%** |
| **Polish:** | **1,652** | **0.3%** |
| **Vietnamese:** | **1,400** | **0.3%** |
| Other Indic languages: | 827 | 0.2% |
| French (incl. Patois, Cajun): | 706 | 0.1% |
| Other Slavic languages: | 697 | 0.1% |
| Other Indo-European | 659 | 0.1% |
| Other Asian languages: | 639 | 0.1% |
| Italian: | 604 | 0.1% |
| Korean: | 581 | 0.1% |
| Arabic: | 482 | 0.1% |
| African languages: | 465 | 0.1% |
| Greek: | 368 | 0.1% |
| Mon-Khmer, Cambodian | 339 | 0.1% |
| All others | 1,737 | 0.3% |
| **LEP Total in PVTA Communities:** | **45,894** | **8.3%** |

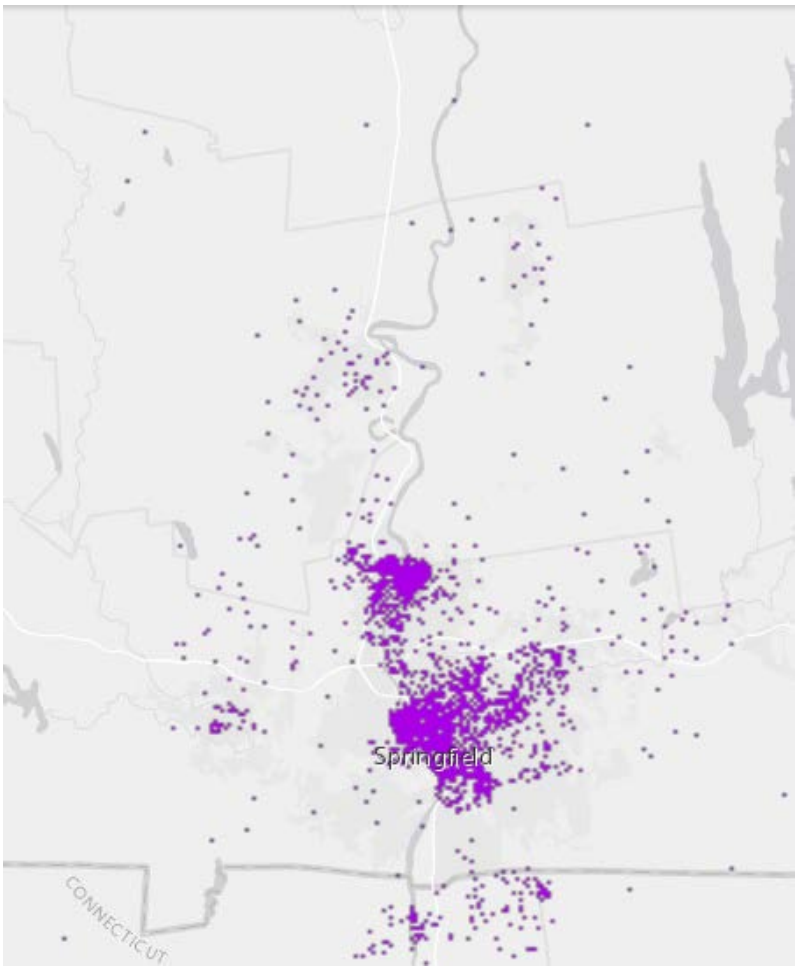
Source: Census Data _ACS 5 YEAR 2011-15 ("Speaks English Less Than Very Well") for 24 PVTA Communities

**Figure 2-3: Populations Considered LEP by Census Block Group**




Source: Census Data _ACS 5 YEAR 2011-15 ("Speaks English Less Than Very Well")

**Figure 2-4: Spanish Speaking Residents Who Speak English "Less Than Very Well"**

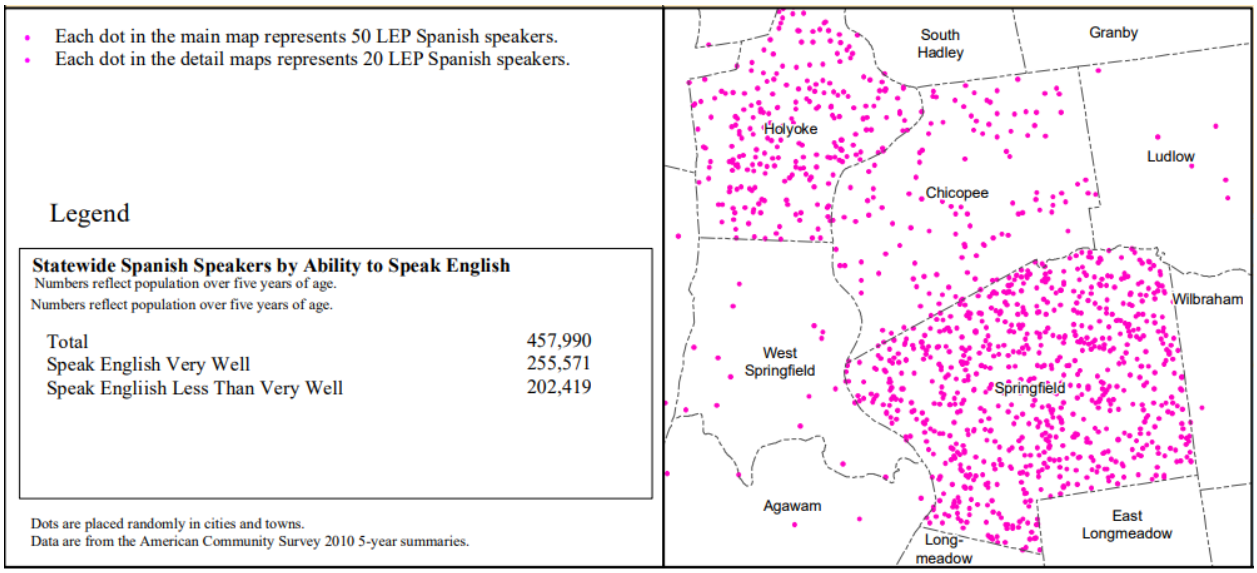



1 ● dot = approximimately 10 people

Locations placed randomly within municipal boundaries to illustrate relevative density and do not represent residential locations of LEP persons.

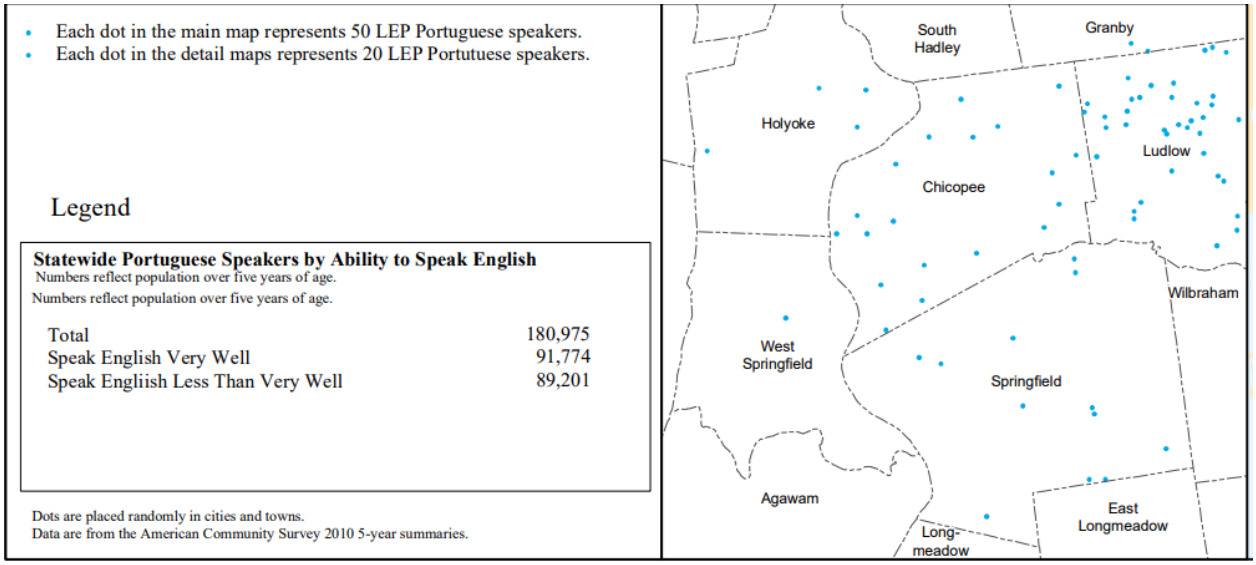
U.S. Census Bureau, 2007-2011 American Community Survey, Table B16001

**Figure 2-5: Spanish Speaking Residents Who Speak English "Less Than Very Well"**



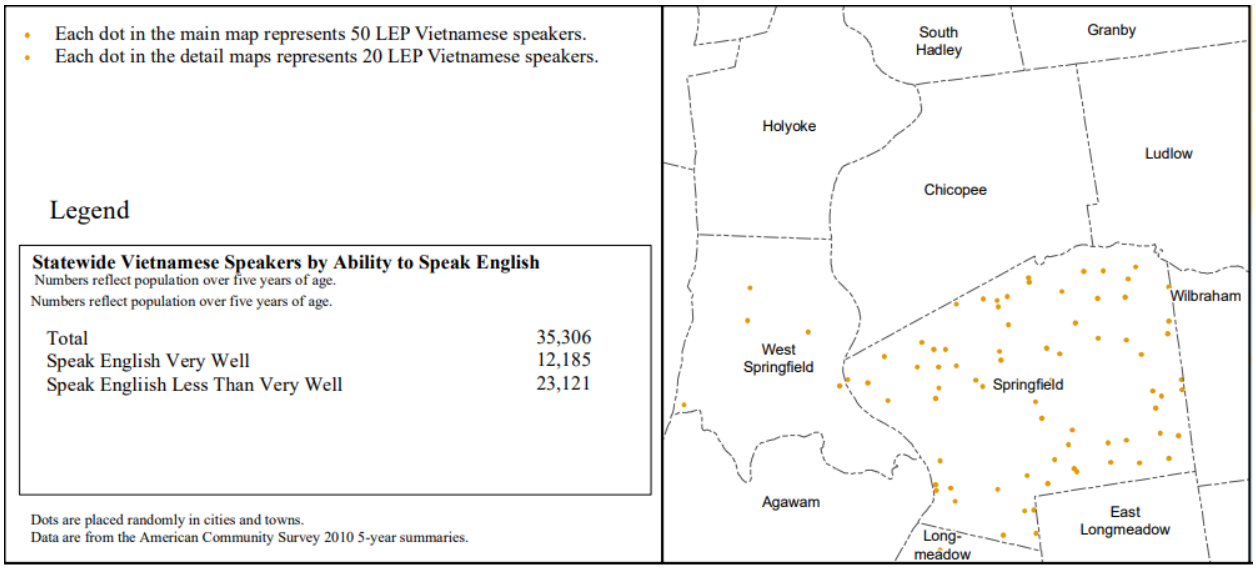

American Community Survey 2010 five-year estimates

**Figure 2-6: Portuguese -Speaking Residents Who Speak English "Less Than Very Well"**



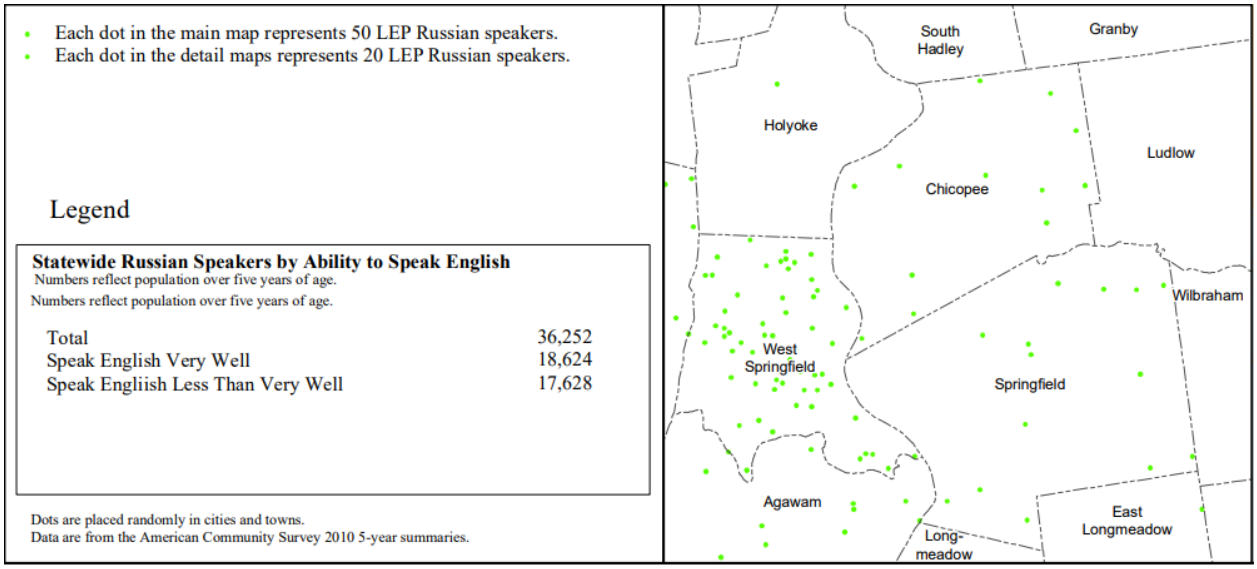

American Community Survey 2010 five-year estimates

**Figure 2-7: Vietnamese-Speaking Residents Who Speak English "Less Than Very Well"**




American Community Survey 2010 five-year estimates

**Figure 2-8: Russian-Speaking Residents Who Speak English "Less Than Very Well"**




American Community Survey 2010 five-year estimates

### 2.1.3 Involvement of Community Organizations and Committees

PVTA engages with community based organizations that serve LEP persons in two general ways:

1) participating in meetings of organizations and agencies that deal with LEP issues; and
2) participating in the public outreach activities of the Pioneer Valley MPO.

PVTA participates on an ongoing basis in the meetings and activities of the following community and municipal organizations that address in part the needs of LEP persons:

- Directors of Councils on Aging in PVTA communities.
- Human service organizations, including Stavros Center for Independent Living.
- Springfield New North End Citizens Council.
- Emergency management agencies and staff of PVTA member communities.
- Homeland Security Councils of Hampden, Hampshire, Franklin and Berkshire Counties.
- Arise for Social Justice, Springfield

PVTA is also a regular participant in meetings and activities of municipal and volunteer committees. PVTA and PVPC planning staff and operating contractors also support and attend meetings of the Town Amherst Public Transportation Committee. Both committees address issues of concern to LEP residents of the region. PVTA engages regularly with neighborhood community organizations to assist the "Live Well Springfield" effort of Bay State Health addressing public health issues in the City of Springfield, as well as engagement with the Western Massachusetts Public Health Institute. PVTA coordinated transportation options to farmers markets to low income and minority neighborhoods in Springfield and supported the coalition's efforts to improve transportation access issues that impact public health, including donation of a van for conversion to a mobile fresh produce stand. Other community coalition partners include:

- Baystate Health Brightwood Health Center
- Caring Health Center
- City of Springfield Office of Elder Affairs
- City of Springfield Office of Planning and Economic Development
- City of Springfield Parks Department
- Concerned Citizens of Mason Square
- Develop Springfield Corporation
- Enterprise Farm
- Gardening the Community
- HAP Housing
- Health New England
- Mason Square Health Task Force
- Mass in Motion
- Mass Mutual
- Massachusetts Department of Public Health Western Region
- MassBike
- MGM Springfield

- New North Citizens Council
- Partners for a Healthier Community
- Pioneer Valley Asthma Coalition
- Pioneer Valley Riverfront Club
- Springfield Housing Authority
- Springfield Partners for Community Action
- Springfield Department of Public Works
- Springfield Police Department
- Springfield Vietnamese American Civic Association
- University of Massachusetts Amherst
- Vietnamese Health Project/ Mercy Medical Center

PVTA also works with staff of the PVMPO to identify other community based organizations not traditionally involved in service of LEP persons. The PVMPO maintains an active database of community organization contacts and provides emails to recipients transportation concerns identified. PVTA maintains contact with, and gathers information about the needs of LEP persons from the community based organizations and committees of the region.

### 2.2 FACTOR 2: Frequency of Contact with LEP Persons

Employees of PVTA and its operating companies are in contact with LEP persons on a daily basis. The most frequent type of encounter is between bus driver and passenger. The second most frequent contact is via telephone on the PVTA Information Center line.

- Bus driver and passenger conversations.
- Inquiries to operations staff at the Springfield Bus Terminal (up to 10 inquiries from LEP persons per day).
- Walk-in customers to PVTA Information Center (10-15 LEP persons per week).
- Customer telephone calls to PVTA Information Center (1-2 LEP callers per day).
- Bus rider forums.
- Quarterly meetings with paratransit riders.
- Public hearings.
- Meetings with community based organizations.

### 2.3 FACTOR 3: Nature and Importance of PVTA Service to LEP Community

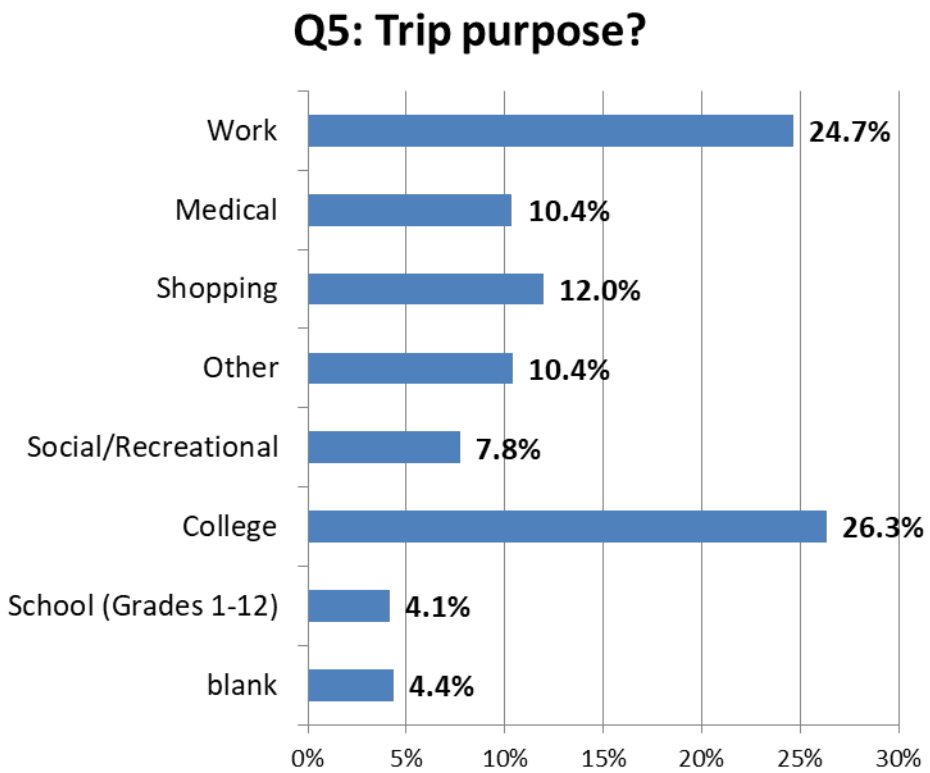
PVTA is committed to making its services available and as accessible as possible to all persons living within its service area. PVTA is also committed to providing opportunities for all persons to participate in transit planning processes.

This outreach to LEP persons is important to PVTA service because: 1) the proportion of LEP people in the service area exceeds that of the MPO regional average; 2) LEP persons may tend to be more dependent on transit service than English speakers in the region

Any denial, delay or reduction in access to PVTA services because of language-related barriers is unacceptable to PVTA. PVTA recognizes that thousands of persons depend on transit each day in its service region for critical mobility needs, such as traveling to medical appointments,

shopping for food, commuting to work, and getting to school. The chart below reports the principal trip purposes from the 2015 survey of routes in PVTA's southern service area.

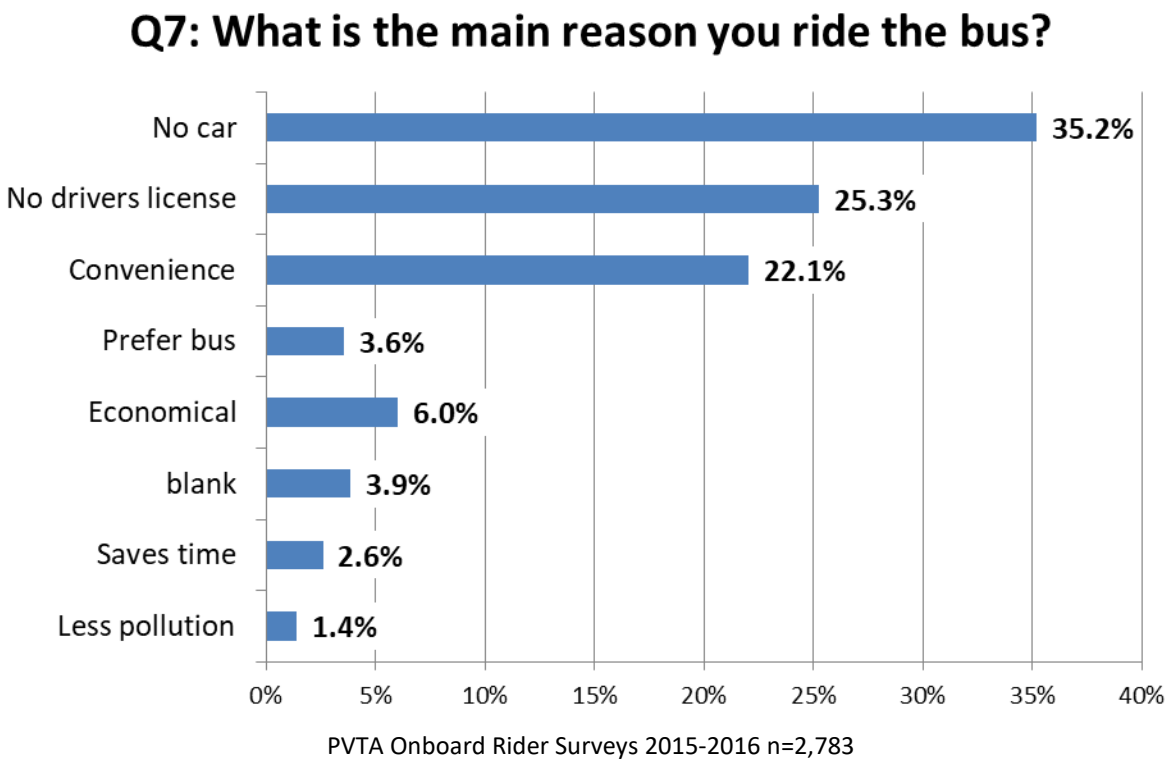
**Figure 2.3-1: PVTA Rider Trip Purposes 2015-16 (n=2,783)**




PVTA Onboard Rider Surveys 2015-2016 n=2,783

In addition, nearly 2 of 3 respondents (60.5%) ride the bus because they do not have a car or driver's license. This finding is consistent with other recent surveys of PVTA riders in other service regions. It is a strong indication that PVTA riders dependent on this service to a very high degree for their regular mobility—and a majority of current users would not be able to get around without it.

**Figure 2.3-2: PVTA Reasons for Riding the Bus**




## 2.4 FACTOR 4: Resources Available to PVTA and Overall Cost

PVTA utilizes federal and state sources of operating and capital assistance to support LEP programs and services. LEP is integrated with operations and customer services.

In the future, PVTA will continue to identify LEP concerns and seek appropriate additional funding that may be available for LEP programs and services.

# 3.0 SAFE HARBOR STIPULATION

Federal law provides a “safe harbor” stipulation so that recipients can ensure with greater certainty that they comply with their obligations to provide written translations in languages other than English. A safe harbor means that if a recipient provides written translations in certain circumstances, such action will be considered strong evidence of compliance with the recipient's written-translation obligations under Title VI.

The failure to provide written translations does not mean there is noncompliance, but rather provides a guide for recipients that would like greater certainty of compliance than can be provided by a fact-intensive, four-factor analysis.

For example, even if a safe harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not required. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

Strong evidence of compliance with the recipient's written-translation obligations under safe harbor includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. PVTA’s translation of other documents, if needed, can be provided orally.

This safe harbor provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

The size of LEP language groups constitutes 5% or 1,000 persons of population (threshold for which written translations of key documents can be provided meet the safe harbor standard) for the following:

**Figure 3-1: PVTA “Safe Harbor” Languages (> 5% of total or 1,000 persons)**

| First Language Spoken by Person Who Speaks English "Not Well" or At All | Number of Persons | Percent of All People in PVTA Service Area |
|---|---|---|
| **Spanish or Spanish Creole:** | **28,478** | **5.2%** |
| **Portuguese or Portuguese Creole:** | **2,330** | **0.4%** |
| **Chinese:** | **1,999** | **0.4%** |
| **Russian:** | **1,931** | **0.4%** |
| **Polish:** | **1,652** | **0.3%** |
| **Vietnamese:** | **1,400** | **0.3%** |

ACS 2011-2015 five year estimates for PVTA communities

# 4.0 IMPLEMENTATION PLAN FOR LANGUAGE ASSISTANCE

This section describes PVTA's current and future plans for providing language assistance to LEP persons in the service area.

### 4.1. Identifying LEP Persons Who Need Language Assistance

PVTA identifies LEP persons who need language assistance through the following programs, activities and services:

- Telephone assistance and assessment by Information Center operators.
- Periodic surveys of Information Center staff about languages encountered when engaging with customers.
- Periodic surveys of bus and van operators about languages encountered when engaging with customers.
- Conversational assessment of walk-in customers at the Information Center.
- Conversation with PVTA bus operators and field personnel.
- Inclusion of instructions for requesting language translation on public meeting notices.
- Asking persons attending public hearings if Spanish language translation and/or signing interpreter services are desired or needed (services are always available).
- Demographic assessment of census data to ascertain likely geographic location of potential LEP customers.
- Outreach to community based organizations and municipal agencies to ask their assistance in identifying LEP persons who may need language assistance.

### 4.2. Providing Language Assistance

This section describes the current and future services that PVTA provides for enhancing the access of its system to LEP persons.

Information regarding PVTA services is made available through multiple means, including website translation services, system maps and providing a bilingual staff whenever possible. There are no costs to users for these services.

#### 4.2.1 Existing LEP Programs and Services

Following is a summary of the language assistance, programs and services currently provided:

- All printed bus schedules are now provided in English/Spanish bilingual format.
- All bus riders guides are printed in English/Spanish bilingual format.
- All public notices of meetings, service changes, fare changes, and other relevant customer service information are now posted in English/Spanish bilingual format.
- All vital documents are posted at www.PVTA.com/vitaldocuments in English and Spanish format with instructions in 20 languages on how to request translation to other languages.
- Bilingual staff (Spanish) is always available at the PVTA Springfield Information Center.
- Two PVTA staff members at the Holyoke Intermodal Center are bilingual (Spanish).

- Information Center staff routinely evaluate LEP needs and provide recommendation.
- Information Center staff are trained in the use of online translation services for other languages (i.e., Russian, Portuguese, Vietnamese) to assist customers.
- Spanish translation of PVTA policies and services on the system map.
- Onboard passenger surveys available in Spanish administered by bilingual surveyors.
- Translation and interpretation services are available upon request at (877) 779-7882.
- Many PVTA vehicle operators are bilingual (Spanish, Russian, and Burmese).
- Many vehicle operators are also familiar with common phrases used by customers in languages other than English.
- Website translation function (list of languages available included in appendix).
- Spanish Language media in including Spanish Newspapers and YouTube translations into Spanish. (https://www.youtube.com/watch?v=Th0uVD69XI8)
- Translation of key PVTA documents available upon request.
- Meeting notices include explanation of procedures to request language translation.
- Meetings with community based organizations.

PVTA defines an interpreter as a person who translates spoken language orally, as opposed to a translator, who translates written language and a translator as person who transfers the meaning of written text from one language into another. The person who translates orally is not a translator, but an interpreter.

#### 4.2.2 Future LEP Programs and Services

PVTA's proposed future programs and services to enhance accessibility of transit services to LEP persons include:

- Partnerships with community organizations to develop a list of language translation volunteers who are available for public meetings. This option could be used where advanced notice is provided that translator services are needed. This option may also help increase the numbers of languages for which translation services are available.
- Development of written translation and oral interpreter service providers database. This would improve the speed and convenience with which written documents can be translated for the public, and reduce the need to have public requests for them.
- Use of PVMPO's LEP services outlined in the organization's LEP plan, as developed.
- Ensure other PVMPO members are aware of the USDOT LEP guidance and support their LEP planning activities, as appropriate.
- Updates to the PVTA LEP Plan, as needed by new events, such as the release of language-related demographic data from the Census 2006-10 ACS indications of increases in LEP population.
- Identify community based organizations that are not being contacted through existing outreach.
- Incorporate services to assist LEP customers in forthcoming intelligent transportation system (ITS) passenger information capabilities, including onboard audio annunciation in multiple languages and multiple language capability on electronic vehicle signs.

#### 4.2.3 PVTA LEP Coordination with Regional MPO

PVTA also participates in the public involvement activities of the Pioneer Valley Metropolitan Planning Organization (PVMPO) for capital planning. The PVMPO works to engage persons with LEP in regionwide planning activities, such as the adoption of the Regional Transportation Plan (RTP), Unified Planning Work Program (UPWP), transit studies, and the regular updating of the Transportation Improvement Plan (TIP). The PVMPO does this through outreach to Spanish-speaking residents, which represent the largest group of LEP people in the region. The PVMPO publishes meeting notices are published in Spanish, and provides translation services upon request within 10 business days of a scheduled meeting. PVMPO provides translated summaries of key reports in Spanish upon request. In addition the PVMPO utilizes Spanish language newspapers (media) with distribution to communities with significant Spanish speaking populations.

PVMPO also engages LEP persons in the region in special activities focused that may be on a specific neighborhood or corridor. This is accomplished by producing maps that depict the distribution of non-English speaking persons at the beginning of any such project to assess whether or not outreach in languages other than English are needed. If it is determined that such outreach is needed, PVMPO consults with neighborhood groups, ethnic associations and religious organizations to identify the best methods and channels for reaching and involving LEP residents.

### 4.3. Training Staff

PVTA's existing staff training for better serving LEP transit customers includes:

- Bus driver training (for new and existing drivers) that addresses the needs of LEP persons and helps drivers learn key phrases in Spanish and other languages for better communication with non English speakers.
- Regular discussion, assessment and refinement of practices for communicating with LEP persons who call the PVTA Information Center by telephone.
- Regular discussion, assessment and refinement of practices for communicating with LEP persons who are walk-in customers to the PVTA Information Center.
- Regular discussion, assessment and refinement of practices for communicating with LEP persons who are walk-in customers to PVTA terminal facilities.

Anticipated LEP training activities in the future will include:

- Assessment and refinement of LEP training for bus drivers.
- Assessment and refinement of LEP training for Information Center staff.
- Design and implementation of LEP training for all agency staff is forthcoming.

### 4.4. Providing Notice to LEP Persons

USDOT LEP guidance states: "Once an agency has decided, based on the four factors, that it will provide language service, it is important that the recipient notify LEP persons of services available free of charge. Recipients should provide this notice in languages LEP persons can understand.

PVTA provides this notification through the following:

- Meeting notices include instructions on how to request language assistance (with advance notice).
- Stating in outreach documents that language services are available from the agency.
- Working with community-based organizations and other stakeholders to inform LEP individual of the recipient's services, including the availability of language assistance services.
- Using automated telephone voice mail attendant or menu which can provide information about available language assistance services and how to get them.
- Including notices in local newspapers in languages other than English, including Spanish language newspapers.
- Onboard posting on PVTA buses

Future notification services are expected to include:

- An inventory of existing public service announcements and community outreach the agency currently performs.
- Greater incorporation of notices of language assistance availability into existing outreach.
- Targeted community outreach to LEP persons, especially via community based organizations that serve and represent them.
- Providing notices on non-English-language radio and television states about the available language assistance services and how to get them.

### 4.5. Monitoring and Updating This LEP Plan

PVTA continues to develop a process for monitoring and updating this LEP Plan. Related activities will likely include:

- Obtaining feedback from LEP persons, directly, as well as community members and agencies.
- Conducting internal monitoring and random spot checks of LEP services.
- Refining and improving the LEP Plan described above consistent with feedback received.
- Considering new language assistance needs when expanding service.
- Regularly updating the plan when new language-related ACS demographic data becomes available.

# Appendix 1: Examples of New Bilingual Bus Schedules

**Welcome Aboard!/¡Bienvenido a bordo!**
bustracker.pvta.com — For real-time departures./Para las salidas en tiempo real.
www.pvta.com/schedules — Save paper! View bus schedules online./¡Ahorra papel! Vea los horarios de los autobuses en línea.

**Accessibility/Accesibilidad** — All buses and vans have an ADA boarding ramp or lift. All customers are welcome to use them. All buses have equipment to secure wheel chairs and scooters; audio stop announcements; and visual stop displays./Todos los autobuses tienen rampas de acceso ADA. Todos los clientes pueden hacer uso de ellos. Todos los autobuses tienen equipo de seguridad para las sillas de ruedas y scooteres; anuncios de paradas de audio; y pantallas visuales.

**Title VI/Título VI** — Customer Service 413-781-7882 or www.pvta.com/titlevi to place Title VI complaints/Para presentar quej de Título VI.

4 Plainfield Street

Effective 6/24/18

- Springfield Union Station
- Brightwood Health Center
- Chestnut Middle School
- Baystate Medical offices: 50, 80 & 100 Wason Avenue

PVTA Blue 4

**Lost & Found/Objetos Perdidos**

| | |
|---|---|
| Springfield/Holyoke areas: | 413-788-8630 |
| Northampton: | 413-586-3548 |
| Amherst/UMass: | 413-545-0056 |
| Ware-Palmer-Easthampton: | 413-739-7436 |

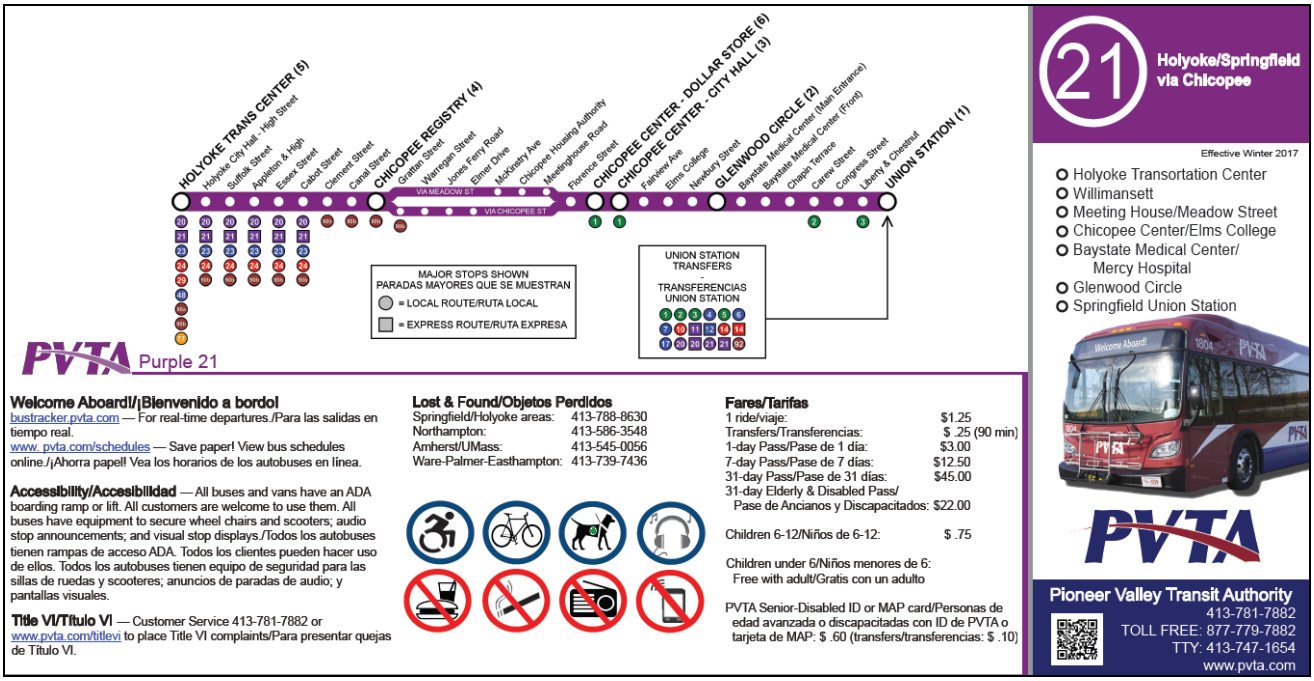
**Fares/Tarifas**

| | |
|---|---|
| 1 ride/viaje: | $1.25 |
| Transfers/Transferencias: | $ .25 (90 min) |
| 1-day Pass/Pase de 1 día: | $3.00 |
| 7-day Pass/Pase de 7 días: | $12.50 |
| 31-day Pass/Pase de 31 días: | $45.00 |
| 31-day Elderly & Disabled Pass/ Pase de Ancianos y Discapacitados: | $22.00 |
| Children 6-12/Niños de 6-12: | $ .75 |

Children under 6/Niños menores de 6: Free with adult/Gratis con un adulto

PVTA Senior-Disabled ID or MAP card/Personas de edad avanzada o discapacitadas con ID de PVTA o tarjeta de MAP: $ .60 (transfers/transferencias: $ .10)

Pioneer Valley Transit Authority
413-781-7882
TOLL FREE: 877-779-7882
TTY: 413-747-1654
www.pvta.com



HOLYOKE TRANS CENTER (5) · Holyoke City Hall - High Street · Suffolk Street · Appleton & High · Essex Street · Cabot Street · Clement Street · Canal Street · CHICOPEE REGISTRY (4) · Grattan Street · Warregan Street · Jones Ferry Road · Elmer Drive · McKinstry Ave · Chicopee Housing Authority · Meetinghouse Road · Florence Street · CHICOPEE CENTER - DOLLAR STORE (6) · CHICOPEE CENTER - CITY HALL (3) · Fairview Ave · Elms College · Newbury Street · GLENWOOD CIRCLE (2) · Baystate Medical Center (Main Entrance) · Baystate Medical Center (Front) · Chapin Terrace · Carew Street · Congress Street · Liberty & Chestnut · UNION STATION (1)

VIA MEADOW ST · VIA CHICOPEE ST

MAJOR STOPS SHOWN
PARADAS MAYORES QUE SE MUESTRAN
= LOCAL ROUTE/RUTA LOCAL
= EXPRESS ROUTE/RUTA EXPRESA

UNION STATION TRANSFERS
-
TRANSFERENCIAS UNION STATION

21 Holyoke/Springfield via Chicopee

Effective Winter 2017

- Holyoke Transportation Center
- Willimansett
- Meeting House/Meadow Street
- Chicopee Center/Elms College
- Baystate Medical Center/ Mercy Hospital
- Glenwood Circle
- Springfield Union Station

PVTA Purple 21

**Welcome Aboard!/¡Bienvenido a bordo!**
bustracker.pvta.com — For real-time departures./Para las salidas en tiempo real.
www. pvta.com/schedules — Save paper! View bus schedules online./¡Ahorra papel! Vea los horarios de los autobuses en línea.

**Accessibility/Accesibilidad** — All buses and vans have an ADA boarding ramp or lift. All customers are welcome to use them. All buses have equipment to secure wheel chairs and scooters; audio stop announcements; and visual stop displays./Todos los autobuses tienen rampas de acceso ADA. Todos los clientes pueden hacer uso de ellos. Todos los autobuses tienen equipo de seguridad para las sillas de ruedas y scooteres; anuncios de paradas de audio; y pantallas visuales.

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**Lost & Found/Objetos Perdidos**

| | |
|---|---|
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| Amherst/UMass: | 413-545-0056 |
| Ware-Palmer-Easthampton: | 413-739-7436 |

**Fares/Tarifas**

| | |
|---|---|
| 1 ride/viaje: | $1.25 |
| Transfers/Transferencias: | $ .25 (90 min) |
| 1-day Pass/Pase de 1 día: | $3.00 |
| 7-day Pass/Pase de 7 días: | $12.50 |
| 31-day Pass/Pase de 31 días: | $45.00 |
| 31-day Elderly & Disabled Pass/ Pase de Ancianos y Discapacitados: | $22.00 |
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Pioneer Valley Transit Authority
413-781-7882
TOLL FREE: 877-779-7882
TTY: 413-747-1654
www.pvta.com

# Appendix 2: New Bilingual Bus Riders Guide

## *Bienvenido a bordo!*

PVTA

## Guía del Viajero

**febrero, 2017**

***Este folleto explica las políticas y reglas para usar el sistema de autobús de ruta fija del PVTA. Para obtener más información sobre los servicios del PVTA, visite www.pvta.com/mobilityImpaired.***

### *Tarifas*

**1 Viaje (1-Ride):** $ 1.25. Monedas y billetes de $ 1 solamente (no se aceptan monedas de un centavo). Pagar en el autobús. No se puede dar cambio.
**Pase de 1 Día (1-Day Pass):** $ 3.00. Viajes ilimitados en el día comprado. Comprar en el autobús (cambio exacto solamente),o en la estación Unión, o en el Centro de Transportación de Holyoke.
**Pase de 7 Días:** (7-Day Pass): $ 12.50
**Pase de 31 Días:** (31-Day Pass): $ 45.00 ($ 43.00 en Big Y)
**Boleto de 1-Viaje (1-Ride Ticket):** $1.15 (en las oficinas del Servicio al Cliente, La Junta de Envejecimiento en Amherst 70 Boltwood Walk, Big Y de Amherst 175 University Dr, y por correo solamente. Personas de edad avanzada y las personas con discapacidad con tarjeta de identificación de PVTA o un pase de acceso en todo el estado: $ 0.60 tarifa en efectivo; $ 0.10 transferencias; $ 22.00 para el pase de 31 días ($ 20 en Big Y)
**Niños de 7-12 años:** $0.75
**Niños menores de 6 años:** gratis con un adulto (máximo dos niños).

### *Transferencias*

25 centavos tarifa completa; 10 centavos para personas de edad avanzada / mayores y / o discapacitados (monedas solamente). Si está pagando la tarifa con dinero en efectivo y va a transferir a otra ruta PVTA, comprar una transferencia de papel al subir el primer autobús y presentarlo al subir al autobús de conexión. La transferencia de papel es buena durante 90 minutos. Las transferencias no se pueden utilizar para una parada o de ida y vuelta en la misma ruta. (No hay costo para transferir con un pase.)

Las cajas de tarifas sólo aceptan monedas de los EEUU (no se aceptan monedas de un centavo), billetes de $1, $5 y $10 y no pueden dar cambio. En caso de una diferencia de opinión acerca de su tarifa o pago, pagar la cantidad solicitada por el conductor y luego póngase en contacto con Servicio al Cliente.***Los pases***

Los pases de PVTA no son transferibles y no pueden ser compartidos. Los pases deben estar en su posesión mientras se encuentra a bordo del autobús. Usted puede comprar pases en los siguientes lugares:

- www.pvta.com con PayPal (pases de 31 días solamente y boletos para el servicio de Paratransito )

**413-781-7882 (PVTA)**
**877-779-7882 toll-free**
**bustraker.pvta.com – para las iiegadas en tiempo real y salidas**

**www.pvta.com**

- Los supermercados Big Y (pases de 31 días solamente)
- Las oficinas para el Servicio al Cliente de PVTA en la estación Union de Springfield, 55 Frank B. Murray St (9:00 AM a 4:45 PM de lunes a viernes)
- Centro de Transportación de Holyoke, 206 Maple St (8:00 AM a 4:45 PM de lunes a viernes y las 9:00 AM a 4:45 PM los sábados)

Por correo: Enviar cheque a nombre de"PVTA" a PVTA Servicio al Cliente, 55 Frank B. Murray St, Springfield MA 01107.

### *Alumnos y Empleados de "Five College"*

Alumnos y empleados de la institución Five College Inc. (Smith, Amherst, Hampshire, Colegios de Mount Holyoke, y UMass Amherst) deben tener una tarjeta de identificación vigente del colegio para viajar en las rutas B43 y M40 Express durante el año escolar. (Todo pasajero debe pagar la tarifa en la B43 cuando las clases no están en sesión). Las tarifas en estas rutas son pre pagadas por los alumnos y empleados de Five College a través de la matricula de los alumnos y por las instituciones miembros. Pasajeros en el área de Amherst que no tienen una tarjeta de identificación vigente de la institución Five College deben tener un pase valido de PVTA o un boleto de viaje en su posesión para montar las rutas de Amherst. Supervisores de Transito hacen inspecciones de tarifas al azar y pasajeros deben de estar preparados para presentar un comprobante de pago (ID, pase, o boleto de viaje). Los conductores de Transito de UMass no aceptan tarifas en efectivo, pases o boletos.

### *Tarjetas de Identificación de PVTA*

Las personas mayores de 60 años o personas con una tarjeta de Medicare válida pueden viajar a mitad de precio con una tarjeta de identificación de PVTA. Usted puede obtener una identificación con foto en el Centro deServicio al Cliente de la estación Unión en Springfield o el Centro de Transportación de Holyoke durante las horas de oficina mencionados anteriormente.

Para calificar para una identificación con foto de PVTA, debe presentar uno de los siguientes: una carta vigente afirmando discapacidad del Seguro Social; un cartel de estacionamiento para discapacitados válida de la RMV en su nombre; o una carta de la Administración de Veteranos de los Estados Unidos afirmando una discapacidad superior al 70%. Si uno de estos artículos no está disponible, puede llenar la aplicación para el Pase de Acceso al Transporte (TAP) de PVTA. El costo para una tarjeta de identificación con foto de PVTA es $3.00.

### *Horarios*

Para los horarios actuales y para planificar su viaje:

- www.pvta.com /schedules
- bustracker.pvta.com (las llegadas y salidas en tiempo real)
- m.pvta.com (teléfonos móviles)

Para programar cambios de última hora, desvíos, o la retención de tráfico, clima, o eventos especiales:

- pvta.com "Active Alerts"
- Twitter.com/pvta

### *Bienvenido bicicletas*

Todos los autobuses PVTA tienen portabicicletas que sostienen 2-3 bicicletas y están disponibles en base de primer llegado, primer servido. Solo se permiten bicicletas no motorizadas de dos ruedas. Los pasajeros utilizan los portabicicletas bajo su propio riesgo, son responsables de la carga y descarga, y deben seguir las instrucciones del conductor. No se permiten bicicletas dentro de los autobuses (bicicletas plegables se permiten si se ajustan debajo de un asiento).

### *Artículos Perdidos*

Tratamos de guardar los artículos que quedan accidentalmente en los autobuses, pero no somos responsables de las pérdidas. Si pierde un articulo comuníquese con alguna de las siguientes oficinas:

- Rutas en Springfield y Holyoke: 413-788-8630
- Rutas en Northampton: 413-586-3548• Rutas en Amherst y la Universidad de Massachusetts: 413-545-0056
- Rutas en Ware y Palmer y el Easthampton Nashawannuck Express: 413-739-7436

Por favor, decirle al conductor si usted ve un articulo perdido.

### *Accesibilidad*

Todos los autobuses PVTA son accesibles, como lo requiere la Ley de Americanos con Discapacidades (ADA). Todos los autobuses tienen suelos bajos y una rampa en la puerta de entrada para que las personas en silla de ruedas, scooteres, andador, bastón, u otro dispositivo de ayuda a la movilidad puedan abordar fácilmente. Otras ayudas de la ADA en los autobuses PVTA incluyen la iluminación de seguridad, anuncios de paradas de audio, señales electrónicas de aviso de parada, asientos de prioridad, y las áreas designadas para asegurar las sillas de ruedas y scooteres. Los autobuses PVTA también se "arrodillan" en las paradas para que la entrada principal quede cerca del nivel de la calle. Todo pasajero es bienvenido pedirle al conductor que "arrodille" el autobús, extienda la rampa, o a utilizar el ascensor para que puedan sentirse seguros al abordar. Para servicios de traducción TTY para Servicio al Cliente de PVTA, llame a 413-733-0449 (TTY / Relay) 9:00 AM a 4:45 PM de lunes a viernes.

### *Título VI*

PVTA cumple con el Título VI de la Ley de Derechos Civiles de 1964. Estamos obligados y comprometidos en operar los programas y servicios sin distinción de raza, color y origen nacional. Para obtener información sobre el Procedimiento de Quejas del Título VI de PVTA, visite pvta.com o comuníquese con Servicio al Cliente en persona, por correo o por teléfono.

### *Cortesía de atención*

Favor de respetar a los demás pasajeros y al conductor. No se permite lo siguiente en los autobuses PVTA:

- Fumar (esto incluye "vaping" o cigarrillos electrónicos)
- Alimentos, bebidas, o bebidas alcohólicas
- Reproductores de música o teléfonos celulares sin audífonos
- Conversaciones por teléfono celular fuertes o prolongadas• Conversación ruidosas, amenazas, o profanidad
- El montar sin zapatos o camisa

### *Reglas de la carretera:*

Para ayudar a hacer su viaje seguro y agradable para todos, las siguientes reglas se aplican a todos los pasajeros:

- No distraiga al conductor cuando el autobús está en movimiento. Los conductores estarán encantados de hablar con usted cuando sea seguro hacerlo.
- Mantén detrás de la línea amarilla o blanca (detrás del conductor) cuando el autobús está en movimiento.
- Por favor deje los asientos en la parte delantera del autobús abierto para las personas mayores y las personas con discapacidades o dificultades permanecer de pie.
- Solicite su parada al menos 1 cuadra antes del autobús llegar tirando del cable situado por encima de la ventana del autobús; o pulsando el botón rojo en un poste en el pasillo; o pulsando el botón de solicitud de parada ADA; o diciéndole al conductor.
- Niños de 6 años y menores deben estar acompañados y supervisados por un adulto, y deben permanecer sentados en todo momento (cuando los asientos están disponibles).
- Hasta 3 bolsas de supermercado (tamaño estándar) están permitidos por pasajero. Toda bolsa y equipaje de mano deben estar bajo su control.
- Los pasillos y las puertas deben mantenerse libres.
- Mantenga la cabeza, manos, pies, brazos y piernas dentro del autobús.
- Coches y carritos de supermercado deben ser doblados antes de subir y colocados fuera del pasillo.
- Artículos grandes o inseguros, tales como esquís, cañas de pescar, madera, baterías de automóviles, contenedores de gasolina y artículos similares no están permitidos.
- Usar audífonos fijados a un volumen bajo cuando se escucha a los teléfonos celulares, radios, música o reproductores de vídeo, juegos electrónicos, u otro dispositivo de manera que otros pasajeros y el conductor no son perturbados o distraído.
- Mantener los pies y las pertenencias fuera de asientos.• Animales de servicio entrenados son permitidos a bordo; No se permiten mascotas.
- Por favor, salga por la puerta trasera.
- Los conductores no pueden volver a abrir las puertas después de que se han cerrado para la salida.
- Pasajeros pueden ser obligados a salir del autobús al final de su recorrido. Los pasajeros pueden volver a bordo, siempre y cuando el autobús comience su viaje de vuelta. Se requiere un pase válido o nuevo pago de la tarifa para el viaje de regreso. No se permiten viajes ida y vuelta múltiples o consecutivas.
- Si un pasajero no coopera con las instrucciones del conductor, pueden ser removidos por un supervisor de tránsito o policía.

Si un pasajero no coopera con las instrucciones del conductor, puede ser removido por un supervisor de tránsito o un oficial de policía.

### *Seguridad*

"Si ves algo, di algo." Si algo no le parece bien a usted en el autobús o en una parada, decirle al conductor inmediatamente. O llamar al 911, informe a un oficial de policía, o avisar a un Supervisor de Tránsito. Esté alerta a los paquetes desatendidos, comportamiento inusual o inseguro, riesgos para la seguridad o la manipulación de las cámaras de seguridad o equipo en el autobús o en una parada. Grabaciones de audio y vídeo están en uso en todo momento en todos los autobuses y terminales PVTA.

### *Entrenamiento de Viajar*

Se les anima a las personas mayores y las personas con necesidades especiales de movilidad a aprender a utilizar el sistema de autobuses PVTA de forma segura e independiente. Los entrenadores de viaje de PVTA proporcionan una enseñanza personalizada y gratuita para las necesidades y capacidades de cada persona. La tarifa del autobús es requerida. Comuníquese con nuestro Coordinador de Servicios de Movilidad llamando al 413-732-6248 x235.

### *Para más información*

Visita www.pvta.com , o llame al 413-781-PVTA (7882) o 877-779-7882 (llamada

## Appendix 3: Bus Driver/Customers Service Staff Language Survey Form and Results from Sept 4, 5, and 6, 2018

# Please Note Languages Spoken to You Today

*Please help PVTA learn what languages our customers speak. Place a check mark for any languages that a customer spoke to you today (other than English) during your shift.*

| | | | |
|---|---|---|---|
| **Spanish** | **Portuguese** | **Russian** | **Chinese** |
| **Vietnamese** | **French** | **Italian** | **Polish** |
| **Korean** | **Arabic** | **Cambodian** | **Somalia** |
| **Another language not recognized** | | | |

*Thank you! Gracias Obrigado Спасибо Xièxiè Cảm ơn bạn*

# Appendix 4: "I Speak" card available to all bus drivers, van drivers, and Customer Service staff

United States Census 2000

U.S. Department of Commerce
Bureau of the Census

**LANGUAGE IDENTIFICATION FLASHCARD**

| | |
|---|---|
| ☐ املأ هذا المربع اذا كنت تقرأ أو تتحدث العربية. | Arabic |
| ☐ Խնդրում ենք նշում կատարեք այս քառակուսում, եթե խոսում կամ կարդում եք հայերեն: | Armenian |
| ☐ যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | Bengali |
| ☐ សូមចាញ្ជាតក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។ | Cambodian |
| ☐ Matka i kahhon komu un taitai pat un sang i Chamorro. | Chamorro |
| ☐ 如果您具有中文閱讀和會話能力，請在本空格內標上X記號。 | Chinese |
| ☐ Make kazye sa a si ou li oswa ou pale kreyòl ayisyen. | Creole |
| ☐ Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. | Croatian (Serbo-Croatian) |
| ☐ Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. | Czech |
| ☐ Kruis dit vakje aan als u Nederlands kunt lezen of spreken. | Dutch |
| ☐ Mark this box if you read or speak English. | English |
| ☐ اگر خواندن ونوشتن فارسی بدرهستین، این مربع را علامت بگذارید. | Farsi |

| | |
|---|---|
| ☐ Cocher ici si vous lisez ou parlez le français. | French |
| ☐ Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. | German |
| ☐ Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά. | Greek |
| ☐ अगर आप हिन्दी बोलते या पढ़ सकते हों तो इस गोले पर चिह्न लगाएँ। | Hindi |
| ☐ Kos lub voj no yog koj paub twm thiab hais lus Hmoob. | Hmong |
| ☐ Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet. | Hungarian |
| ☐ Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. | Ilocano |
| ☐ Marchi questa casella se legge o parla italiano. | Italian |
| ☐ 日本語を読んだり、話せる場合はここに印を付けてください。 | Japanese |
| ☐ 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. | Korean |
| ☐ ໃຫ້ໝາຍໃສ່ຢ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ. | Laotian |
| ☐ Zaznacz tę kratkęjeżeli czyta Pan/Pani lub mówi po polsku. | Polish |
| ☐ Assinale este quadrado se voce lê ou fala Português. | Portuguese |

| | |
|---|---|
| ☐ Însemnaţi această căsuţă dacă citiţi sau vorbiţi Româneşte. | Romanian |
| ☐ Пометьте этот квадратик, если вы читаете или говорите по-русски. | Russian |
| ☐ Maka pe fa'ailoga le pusa lea pe afai e te faitau pe tusitusi i le gagana Samoa. | Samoan |
| ☐ Обележите овај квадратић уколико читате или говорите српски језик. | Serbian (Serbo-Croatian) |
| ☐ Označte tento štvorček, ak viete čitať alebo hovoriť po slovensky. | Slovak |
| ☐ Marque esta casilla si lee o habla español. | Spanish |
| ☐ Markahan ang kahon na ito kung ikaw ay nagsasalita o nagbabasa ng Tagalog. | Tagalog |
| ☐ ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย. | Thai |
| ☐ Faka'ilonga'i 'ae puha ko'eni kapau 'oku te lau pe lea 'ae lea fakatonga. | Tongan |
| ☐ Відмітьте цю клітинку, якщо ви читаєте або говорите українською мовою. | Ukrainian |
| ☐ اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانہ میں نشان لگائں. | Urdu |
| ☐ Xin đánh dấu vào ô này nếu quý biết đọc và nói được Việt Ngữ. | Vietnamese |
| ☐ צייכנט דעם קעסטל אויב איר שרייבט אדער ליינט אידיש. | Yiddish |

# Appendix 5: New Bilingual System Map Text

## PVTA Bus Network

Red de Gus Guas de PVTA

= Routes with a black border have buses every 30 minutes or more often
Rutas con negro operan cada 30 minutos o más a menudo

= Routes with no border have buses every 30 to 60 minutes
Rutas sin borde operan cada 30-60 minutos

= Routes with white fill have service every 60 minutes or less often
Rutas con blanco operan cada 60 minutos o más

= Transfer point – Punto de transferir

1 = Local routes – Rutas locales

11E = Express routes – Rutas express

- Insets for each major terminal list buses available there
- Bus icons elsewhere on map show transfer points and route terminals
- Bus stop IDs are shown in brackets: use these to look up bus times online
- Schedules and detailed maps available at www.pvta.com and bus terminals
- Peak hour frequencies shown; frequencies change during off-peak hours, weekends, and holidays
- Major stops are shown

- Inserciones para cada lista de terminals mayores disponsibles allá
- Icones de gua gua el mapa enseñ los puntos de transferir y las rutas terminales
- Identificación de paradas de las gua guas están en paréntesis: úsala para buscar el horario en en internet!
- Se puede var los horarios y los mapas con más detalles en www.pvta.com y terminales
- Se enseñan los horarios de horas pico; los horarios cambian los fines de
- Se enseñan paradas impotantes

### College/University Service

The following routes ONLY operate when colleges and universities are in session - Las siguientes rutas SOLAMENTE operan cuando colegios y universidades están en sesión:

10s O 11E 34 35 38 39 40E

The following routes operate on a REDUCED schedule while colleges and universities are not in session - Las siguientes rutas SOLAMENTE operan en un horario reducido mientras colegios y universidades no están en sesión:

30 31 43 45

The following route ONLY operates when colleges and universities are not in session - La siguiente ruta SOLAMENTE opera cuando colegios y universidades no están en sesión:

36

### Welcome Aboard

The Pioneer Valley Transit Authority (PVTA) is the public transportation agency for 24 communities and more than half a million people in Western Massachusetts. Founded in 1974, PVTA today provides 46 routes in a 600-square mile service area.

### ADA Accessibility

All PVTA vehicles are fully accessible and comply with the Americans with Disabilities Act (ADA). Buses have low floors and a ramp for people using a wheelchair, scooter, walker, cane, or other mobility assistance device. All PVTA vans are lift-equipped. Other ADA features include safety lighting, audio stop announcements, stop announcement visual displays, priority seating for mobility-impaired passengers, and equipment to secure mobility assistance devices. All customers are welcome to ask the driver to use this equipment so they can feel safe. For TTY hearing impaired translation for PVTA Customer Service, call 413-733-0449 (TTY/Relay) 9:00 AM to 4:45 PM Mon-Fri.

### ADA Van Service

PVTA provides complementary on-demand ADA van service to persons who are unable to use the fixed route bus system due to a mobility impairment. To use this service, you must apply to PVTA to determine eligibility according to ADA guidelines. ADA vans operate during the same hours and in the same geographic areas as PVTA's fixed route buses. Call 800-752-1638 for information..

### Title VI

PVTA complies with Title VI of the Civil Rights Act of 1964. To make a complaint, visit www.pvta.com/titleVI or contact Customer Service in person, by mail, or by phone.

### ¡Bienvenido a bordo!

PVTA es la agencia de transporte público para 24 comunidades y más de medio millón de personas en el oeste de Massachusetts. Fundada en 1974, PVTA ofrece 46 rutas en un área de servicio de 600 millas cuadradas.

**Accesibilidad ADA** - Todos los vehículos PVTA son completamente accesibles y cumplen con la Ley de Americanos con Discapacidades (ADA). Los autobuses tienen pisos bajos y una rampa para personas que usan una silla de ruedas, scooter, andador, bastón o otro dispositivo de ayuda a la movilidad. Todas los autobuses PVTA están equipadas con ascensor. Otras características de ADA incluyen iluminación de seguridad, anuncios de parada de audio, pantallas visuales de aviso de paro, asientos prioritarios para pasajeros con movilidad reducida y equipo para asegurar dispositivos de asistencia de movilidad. Todos los clientes son bienvenidos a pedirle al conductor que use este equipo para que se sientan seguros. Para la traducción con discapacidad auditiva de TTY para el servicio de atención al cliente de PVTA, llame al 413-733-0449 (TTY / relé) de 9:00AM a 4:45PM de lunes a viernes.

### Servicio de ADA

PVTA ofrece servicios complementarios de van ADA a personas que no pueden usar el sistema de autobuses de ruta fija debido a una discapacidad de movilidad. Para utilizar este servicio, debe solicitar a PVTA para determinar la elegibilidad de acuerdo con las reglas de la ADA. Los autobuses de ADA funcionan durante las mismas horas y en las mismas áreas geográficas que los autobuses de ruta fija de PVTA. Llame al 800-752-1638 para más información.

**Título VI** - PVTA cumple con el Título VI de la Ley de Derechos Civiles de 1964. Para presentar una queja, visite www.pvta.com/titleVI o comuníquese con el Servicio al Cliente en persona, por correo o por teléfono.

### If You See Something, Say Something

Safety is our first concern. If something doesn't seem right to you on the bus or at a stop, tell the driver—or call 911, or tell a police officer or Transit Supervisor. Audio and video recording is in use at all times on all PVTA buses and in terminals.

### Fast Break Card

You can buy a pass or pay your fare using PVTA's Fast Break card—a "Smart Card" with an embedded chip that you simply tap on the farebox—and can register to prevent loss of value. Learn more at www.pvta.com/smartcard

### Save Paper

For current schedules and planning your trip:

- www.pvta.com/schedules
- www.pvta.com/mobile (formatted for your phone)
- bustracker.pvta.com (real time arrivals and departures)
- www.pvta.com "Active Alerts" for last-minute schedule changes, detours, or weather/ traffic delays.

### Bicycles Welcome

PVTA buses have racks that hold 2 or 3 bicycles on a first-come, first served basis.

**CUSTOMER SERVICE CENTERS**

Springfield Union Station: 55 Frank B. Murray Street, Springfield – Open Mon-Fri 9:00 a.m. to 4:45 p.m.

Holyoke Transportation Center: 206 Maple Street, Holyoke – Open Mon-Fri 8:00 a.m. to 4:45 p.m. and Sat 9:00 a.m. to 4:45 p.m.

Visit either center to purchase a PVTA Fast Break Card, passes, tickets, ID cards – and have trip questions answered. For more info, call 413-781-7882 or toll-free 1-877-779-7882 during the hours above. And please call these numbers to let us know if your trip was unsatisfactory.

**Seguridad** es nuestra primera preocupación. Si algo no le parece correcto en el autobús o en una parada, dígale al conductor o llame al 911, o avísele a un oficial de policía o a un supervisor de tránsito. La grabación de audio y vídeo se utiliza en todo momento en todos los buses PVTA y en los terminales.

### Tarjeta Fast Break

Usted puede comprar un pase o pagar una tarifa con la tarjeta "Fast Break" de PVTA. Se trata de una "tarjeta inteligente" de plástico con un chip incorporado que se toca en la caja de cobro - también se puede registrar para evitar la pérdida de valor. Obtenga más información en www.pvta.com/smartcard

**¡Ahorra papel!** Para los horarios actuales y la planificación de su viaje:

- www.pvta.com/schedules
- bustracker.pvta.com (llegadas y salidas en tiempo real)
- www.pvta.com/mobile (teléfonos móviles)
- www.pvta.com "Alertas activas" para cambios de horario de última hora, desvíos o retrasos en el tiempo y el tráfico.

**Bicicletas Bienvenidas** - Todos los autobuses PVTA tienen portabicicletas que sostienen 2-3 bicicletas y están disponibles en base de primer llegado, primer servido.

**CENTRO DE SERVICIO AL CLIENTE**

Estación Unión de Springfield: 55 Frank B. Murray Street, Springfield - de lunes a viernes de 9:00 a.m. a 4:45 p.m.

Centro de Transportación de Holyoke: 206 Maple Street, Holyoke - de lunes a viernes de 8:00 a.m. a 4:45 p.m. y sábado 9:00 a.m. a 4:45 p.m.

Visite cualquiera de los centros para comprar una tarjeta "Fast Break" de PVTA, pases, boletos, tarjetas de identificación - y obtener respuestas a sus preguntas de viaje. Para más información, llame al 413-781-7882 o al número gratuito 1-877-779-7882 durante las horas anteriores. Y por favor llame a estos números para informarnos si su viaje no fue satisfactorio.

# Appendix 6: New Bilingual Title VI Bus Car Cards