

PVTA Winter Weather Travel Guide



When inclement weather is in the forecast, PVTA services are subject to change as conditions demand.

While forecasted temperatures and snow accumulations guide our preparations, the actual intensity of the storm and road conditions will dictate the level of service we can safely provide and/or restore. Passengers should expect delays on scheduled pick up and drop offs during a storm.

Service Interruptions Due to Winter Weather

During a storm, PVTA will post [Active Alerts](#) for all PVTA routes and services affected at pvta.com. You can also tune into the local radio and news stations for service modifications.

Please wait at least 10 minutes beyond the scheduled arrival time before calling PVTA to inquire about a late bus. Download PVTA's Official App [Transit](#) for real time information on routes and to see the current location of your bus.

Depending on the storm's severity, it may take hours to days for detoured buses to return to their regular routes. Visit pvta.com to find out when regular service will resume.

Stay Informed

- Website: pvta.com
- App: [Transit](#)
- Facebook: [@PioneerValleyTransitAuthority](#)
- Twitter: [@pvta](#)

Please check PVTA's website for standard detours.

PVTA Service During Storms

PVTA has classified snow storms and winter weather conditions into three categories based on the severity of the storm, conditions of the roadway and the transit service type. Fixed route bus service and paratransit van service may operate at different severity levels.

Severity Level	Fixed Route - Buses	Paratransit - Vans
I	Regular bus service. Expect delays. Some routes may have service modifications due to road conditions.	Non-essential van trips cancelled. Medical/school/work related trips are operating.
II	Service detours, expect delays.	Operating life sustaining van trips only. All other van trips are cancelled.
III	All PVTA bus service will be cancelled.	All PVTA van service will be cancelled.

Fixed Route Bus Service Severity Levels

Severity Level I

The area is experiencing freezing rain and/or icy road conditions, or a predicted six (6) inches or less of snow is falling.

Severity Level II

Some areas are experiencing severe freezing rain and/or icy road conditions or a predicted six (6) to twelve (12) inches of snow is falling.

Severity Level III

All areas are experiencing severe freezing rain and/or icy road conditions or a predicted twelve (12) or more inches of snow is falling.

Detours expected during *Severity Level I* conditions:

- G2 Belmont Street detour
- G3 Chestnut Street detour
- G5 Chestnut Street detour
- B6 Chestnut Street detour
- R10 East Mountain Road
- 30 Bypass Valley Medical
- 34/35/36 Orchard Hill & Mather Drive/Olympia Place detours
- R41 Mountain Road and HCC detour
- R42 VA Hospital/Leeds detours
- R44 Meadowbrook Apartments, Hampshire Plaza/Florence Heights/Fruit Street detours
- Routes entering shopping centers and mall areas throughout the service area will bypass these stops if not plowed.

Detours expected during *Severity Level II* conditions:

- All detours identified for Severity Level I, and:
- G1 Cannon Circle detour
- G2 Cottage Street/Dwight Road/Stop & Shop detour
- G3 Springfield Plaza/King Westford Circle detour
- B4 Clyde and Sanderson Street detour
- G5 Central Street detour
- B6 No Chestnut Street/Harrison Avenue
- B7 Independence House/Price Rite Parking Lot detours
- R10 Western Mass Hospital/ East Mountain View Apartments detour
- P11 Kids Place/Dwight Street/Harrison Avenue detours
- R14 Pheasant Hill detour
- P20 Tokeneke Road-Holy Family Road/K-Mart Plaza detour
- P21 No Meetinghouse Road
- B23 Kids Place/HCC/Soldiers Home detour
- R24 Bypass Holyoke Hospital/St Kobe-Pulaski Heights/No Soldiers Home/No Mont-Marie/-No K-Mart Plaza
- R29 The Notch Detour/Flats detour
- 31 South Amherst detour/Boulders
- 33 Bypass Amity St/University Drive
- 38/39 The Notch detour
- R42 Williamsburg detour

- B43 Haigis Mall/One Way Loop/Amherst College detours
- R44 High Street/Nonotuck Street detour
- 45 Bypass Old Amherst Rd and/or Pelham Road, Heatherstone Road, Stony Hill Road & Gatehouse Road
- X90 The Flats/Buckley-Syrek detours
- X92 No Raymond Jordan Senior Center

Paratransit Van Service Severity Levels

Severity Level I

The area is experiencing freezing rain, icy road conditions or a predicted three (3) inches or less of snow is falling, subject to volume accumulated over time.

Severity Level II

Some areas are experiencing severe freezing rain/freezing road conditions or a predicted three (3) to six (6) inches of snow is falling, subject to volume accumulated over time.

Severity Level III

All areas are experiencing severe freezing rain/icy road conditions or six (6) or more inches of heavy snow is predicted to hit the area.

Paratransit trip categories are defined as follows:

- Non-essential trips: Trips that are general in nature, such as shopping, hair appointments, etc.
- Medical/School/Job trips: Trips to and from medical appointments, school or work locations.
- Life sustaining trip: Trips to and from dialysis, chemotherapy, radiation, etc.

Winter Weather Private Residence Notice:

Driveways and sidewalks must be cleared of snow and/or ice if driver is required to provide door to door assistance or shopping bag assistance. Drivers are not required to provide assistance if these areas are not properly cleared. This policy is used to protect the safety of both the passenger and the driver.

Safety

- We urge all of our riders to take extra care when traveling. Please allow extra time for travel during storms.
- Buses may operate with reduced service, slower speeds or delays during and after snowstorms.
- PVRTA may detour buses on a route-by-route basis if conditions warrant, especially those that operate on narrow streets or hills.
- When boarding a bus during inclement weather, wait until the bus has come to a full and complete stop and the doors have opened before approaching the bus.
- If your desired stop is obstructed by snow/ice, the driver will stop at the nearest safe location. Do not stand in the street or on top of snow banks.
- Give your driver ample notification of your desired stop. When approaching your destination, the driver will stop at the nearest safe location.

Bus Stops and Snow Removal

There are almost 2,000 bus stops within the PVRTA system, mostly located on public streets and sidewalks. Depending on the location, the responsibility for clearing snow/ice falls to one of several entities:

- PVTA
- The property owner/tenant
- A University/College
- A municipality



When you notice a stop that is obstructed by snow, it's important to know who to contact to file a complaint.

Bus Stops PVTA is responsible for clearing

PVTA is responsible for clearing snow at the Westfield Transit Pavilion, the Holyoke Transportation Center and bus shelters on city owned property in Springfield. Clearing of other bus stops is the responsibility of the property owner/tenant. PVTA provides public transportation services throughout the Pioneer Valley. PVTA does not own the streets or sidewalks and must get permission from the property owner to install any type of PVTA amenity including bus stop signs, shelters, benches, etc.

If you notice one of these locations obstructed by snow/ice, please notify PVTA's Information Center at (877) 779-7882 or (413) 781-7882, or submit an email through our website at [Contact PVTA](#).

All Other Bus Stops

Snow removal at Union Station is the responsibility of Union Station. If you notice this location is obstructed by snow/ice, please notify Union Station at 413-471-3397 or approach a Security Guard to report the conditions.

All other bus stops are addressed by the municipality in which they are located. Most municipalities have delegated this responsibility to the adjacent property owner/tenants. The municipality in which the bus stop is located has the responsibility to enforce snow removal, as defined by local ordinance.