



Senior Van Program

Program Overview

PVTA's Senior Van Service rides are provided on a space-available basis for residents of the 24 PVTA member communities over the age of 60. The Senior Van Service is not a guaranteed service and trips may be denied due to capacity issues. Senior Van Service is public transportation, not a taxi service; as such, PVTA senior service trips are a shared-ride service and can be equivalent to the length of time it would take on the fixed-route bus, including transfers and wait time.

Funding

The PVTA operates Senior Van Service as directed by the Advisory Board (which consists of representation from every PVTA member community). There is no state or federal mandate to provide Senior Van Service. Furthermore, there is no dedicated funding stream for this service. The PVTA Advisory Board has made it clear that it is important to the region to sustain the Senior Van Service provided by the PVTA. The PVTA is making every effort to sustain van service to seniors within the Pioneer Valley region.

Availability

Vans will be in operation from 8:00 AM to 4:30 PM. The earliest possible pick up is 8:00 AM, and the latest drop off is at 4:30 PM. The service has the capacity to transport 350 seniors on an average weekday. PVTA will be piloting Saturday service in communities that have fixed route service on Saturday. The availability will be much more limited on Saturdays as compared to an average weekday. The pilot program will be periodically evaluated to determine its feasibility or potential for growth.

How to Apply

There is no application process for PVTA's Senior Van Service. Anyone 60 years of age or older that lives within PVTA's service area that would like to use PVTA's Senior Van Service must call the reservation office at (413) 739-7436 for a one-time registration upon booking the first trip. Registration cannot take place unless a trip is booked.

Reservations

To book your rides you need to call Hulmes Transportation at 413-739-7436. Once you have called in you will be asked to press "3" to book a senior van trip.

PVTA recognizes that **medical appointments** do not have the same flexibility. PVTA highly recommends that you call in your medical trips 7 days in advance (the earliest time to book a trip). This will provide a greater ability to guarantee your trip. The less advanced notice the PVTA receives before your appointment, the more difficult it is for PVTA to accommodate your trip.



Fares

When you make a reservation for a PVTA Senior Van Service 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, as 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.

Companions: 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.

PCA: PCA's do not ride for free on the Senior Van Service Program, they must pay the same fare as the paratransit rider.

You can purchase tickets at various local senior centers or the PVTA Information Office located at 1341 Main Street in Springfield and 206 Maple Street in Holyoke. For more information or for a list of Senior Centers, please call PVTA Customer Service Office at 413-781-7882 or Toll Free at 1-877-779-7882.

How to Provide Feedback

Never Used the Service: Call PVTA (413) 781-7882 or Toll Free (877) 779-7882

- How do I register?
- What is the service?

Before the Ride: Call Hulmes (413) 739-7436 or Toll Free (866) 277-7741

- Book the Trip
- Where is the van?
- Need to Cancel the Trip

During the Ride: Call Hulmes (413) 739-7436 or Toll Free (866) 277-7741

- Drop off location incorrect

After the Ride: Call PVTA (413) 781-7882 or Toll Free (877) 779-7882

- Driver Commendation
- Driver/Service Complaint
- Routing issues
- Renewing certification



Performance Reporting

PVTA will be developing performance measures for the senior van program during the Month of August 2016. PVTA will analyze the performance of the fleet to determine acceptable standards for on time performance, ride length, telephone hold times, etc. This document will be updated by the end of September 2016 to reflect that information. These performance measures will then be reported to the PVTA Advisory at meetings to gauge the performance of the service.

Riding Rules

20-Minute Window

You will receive a phone call the night before your trip that will provide a 20-minute pick-up window. Customers should expect the vehicle to arrive within the pick-up window. Customers are expected to be ready at the beginning of the pick-up window; drivers will only wait five (5) minutes.

5 Minute Rule

Be Ready! Drivers are allowed to wait only five (5) minutes for the customer to board the service vehicle, so it is very important for the customer to be ready and waiting at the beginning of the pick-up window. It is your responsibility to be ready to take your trip. If you cannot be located or choose not to start boarding within five (5) minutes, the driver may leave and continue to the next pick-up. The 5 Minute Rule doesn't start until the beginning of your pick-up window.

Shared-Ride Service

All service is "shared-ride"; your total travel time will allow time for other passengers to board and ride in the same vehicle. Your paratransit ride may take approximately the same amount of time a similar trip on the fixed route bus would take, and may not follow a direct route between your pick up and drop off location.

Trip Cancellations

Trip cancellations are required no later than 1 hour before the start of the pick-up window. Trip changes are considered cancellations. Failure to cancel trips at least 1 hour before the scheduled pick-up will result in a late cancel.

Curb to Curb/Door to Door

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