

## 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 various local senior centers or the PVTA Information Office located at 1341 Main Street in Springfield.

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.

## For Your Information

- Drivers will assist customers as needed and upon request with boarding and exiting the vehicle and/or to and from the ground level exterior door of the building. Drivers cannot escort customers past the ground floor of any building and are not allowed to enter residences.
- Drivers are prohibited from assisting with loading/unloading packages. Customers are expected to carry their own bags and 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 Street  
Springfield, MA 01107

### To provide feedback, comments, concerns, or suggestions

Please call PVTA's Customer Service Office at 1-877-779-7882.



## ADA Paratransit Quick Reference Guide



## To Reserve Transportation Call:

1- 413-739-7436  
1- 866-277-7741 Toll Free  
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.

\*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 to make an appointment for the in-person application process.

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.

## How Do I Schedule a Trip?

ADA Rides can be booked seven days a week between 8:00 AM and 4:30 PM and as early as 7 days in advance but no later than 4:30 PM the day before the trip.

### **Remember to schedule your return trip!**

Provide the Following Information when you call to schedule a trip:

- **Your name**
- **The exact address of your pickup**
- **The exact address of your destination**
- **If you will be traveling with a PCA or a companion**
- **If you will be using a mobility device**



## Don't be a No Show!

### **Remember to Cancel**

It is your responsibility to cancel any scheduled trip you will not be taking.

All trips must be cancelled at least one (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 origin to destination. Door-to-door assistance must be requested when making the trip reservation.

The driver will only wait five (5) minutes before leaving for the next pick-up.

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

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