

Move Directly to a Seat

After paying your fare, move toward the rear of the bus, keeping the front entrance of the bus clear.

Find a seat quickly, use the handrails provided while moving about or standing. After finding a seat, please stay seated. Remember please leave the front, side-facing seats vacant for seniors and mobility impaired customers.

Bike Racks

All PVTA buses are equipped with bike racks. Bike racks are on the front of the bus and hold up to 2 or 3 bicycles. There are simple operating instructions on the racks. Racks hold only two wheeled, single-seat bicycles, and are available on a first come, first served basis. Customers are responsible for loading and unloading their own bicycle. Bicycles cannot be transported inside the bus. Customers are welcome to use available space on the racks at their own risk at no extra charge. The racks are safe, easy and designed to be self-serve. The PVTA is not responsible for lost, stolen or damaged bikes.

Passenger Conduct

Do not behave in a way that offends other riders or affects the safe operation of the bus.

PVTA Mobile App

PVTA provides real time information at PVTA.com. Follow these steps to get real time information on your phone.

1. From your phone go to www.PVTA.com
2. Click Bus Tracker
3. Click “Where’s my bus” or download the app.
4. Allow the app to use your location
5. Click bus stops
6. The app will find the closest bus stop to your location and provide the next three estimated departure times.

Accessible (ADA) Service

All PVTA buses meet the requirements of the Americans with Disabilities Act (ADA) for accessible public transit service. All PVTA buses have front door ramps to allow access for customers using mobility devices such as wheelchairs and scooters. Any individual is welcome to use the ramps at the front of the door, simply request the driver to deploy the ramp. Other ADA accessible features include special lighting, public announcement systems, priority seating, securement areas and equipment for mobility devices. PVTA buses also “kneel” to lower the step at the front door.

Questions?

Call PVTA Customer Service at 1.877.779.7882 or visit www.pvta.com for more information.



Pioneer Valley Transit Authority

2808 Main Street
Springfield, MA 01107
1.877.779.7882 Fax 413.737.3954
www.pvta.com



Pioneer Valley Transit Authority

Pioneer Valley Transit Authority (PVTA) is the public transportation provider for 24 communities in western Massachusetts offering services that connect riders with each other, work, school, shopping, medical and much more. The following is information to make your travel easy, safe and enjoyable.

Bus Stops

Bus stops are located along local routes, but only at limited locations on express routes. Most bus stops are marked with PVTA bus stop signs, however, in some areas unmarked stops (“flag stops” are used. 1) Arrive at the stop five minutes or more before the expected arrival of the bus 2) Be ready to board (including having your fare and any ID cards out of your wallet or purse), and 3) signal the driver as the bus approaches.

Exact Fare

PVTA fare boxes cannot make change, and accept only US coins, \$1, \$5, \$10 and PVTA tokens. The fareboxes do not accept pennies.

Have your ticket, pass, exact change and any discount identification card ready when you board. Passes eliminate the need for cash and save you money. Day Passes are sold on the bus, when you board tell the operator you want to purchase a day pass. For additional information on passes, transfers, or fare related questions, call Customer Service at 1.877.779.7882, visit 1341 Main Street in Springfield, and/or 206 Maple Street in Holyoke or www.pvta.com.

PVTA holds its bus drivers responsible for collecting the proper fare. In case of a dispute, pay the required fare and then contact Customer Service.

Signal Your Stop

At least one block before your stop, let the driver know you want to get off by pulling the cord near the window, pressing the red pole-button or pressing the ADA stop request button. The driver will pull over at the first stop he or she can safely use after you've requested your stop.

Take Your Belongings with You

PVTA is not responsible for articles left on the bus. Gather all your belongings (including newspapers and any trash) before you exit. If you find something left behind, please notify your driver. If you lose something on the bus, please call:

- **Springfield Area: 413.788.8630**
- **Northampton Area: 413.586.3548**
- **UMASS/Amherst Area: 413.45.0056**

Exit Through the Rear Doors

Please wait until the bus has stopped before moving toward the exit. If possible, exit through the rear doors to allow boarding customers to get on quickly and easily. Use caution while exiting. Never attempt to re-board a bus through the rear doors, and remember it is unsafe to cross the street in front of a bus.

Elderly (60 & over) and Disabled Fare Discount

Elderly and disabled customers can always ride at half the regular bus fare by showing the bus driver a valid *Statewide Transportation Access Pass* or *PVTA Elderly and Disabled identification card*.

Medicare Cardholders

Medicare card holders are eligible for half fare once they have obtained a PVTA ID. Simply bring down your Medicare card to the Customer Service office at 1341 Main Street, Springfield or to 206 Maple Street, Holyoke.

Transfers and Day Passes

If you need to use more than one bus route to get to your destination, tell the driver as you board that you want to purchase a transfer or Day Pass before depositing fare.

Transfers are valid for 90 minutes to continue your trip on one connecting bus route at a transfer point. Transfers cannot be used on the same route, for stopovers, or for round trips.

Day Passes are good all day on the day they are first used. Important: Be sure to tell your driver that you want to buy a Day Pass before paying, use ONLY coins and unfolded \$1 bills, and feed bills into the fare box carefully one at a time. Day Passes can also be purchased at the Springfield Customer Service Center and the Holyoke Transit Center.

Weekend and Holiday Service

The PVTA operates every day of the year except Thanksgiving and Christmas. Limited service is available on Saturdays, Sundays and most holidays. Check schedules for more information.

Travel Conditions

The times listed in PVTA schedules are approximate. We make every effort to operate on schedule, however safety is our primary concern. Delays may occur due to weather, traffic conditions or other reasons. Check www.pvta.com for up to date route detour and delay information.

Security

The PVTA wants your ride to be safe and secure. You can help by being a part of our **"If You See Something, Say Something"** program:

- Be alert to unattended packages.
- Be wary of suspicious behavior.
- Report safety hazards.
- Report anyone tampering with surveillance cameras, vehicles or equipment.

And remember, **"If you see something, say something"**. Alert a driver, Transit Supervisor, or police officer; or call 911 for emergency assistance. Audio and video recording devices are used on all PVTA buses.

Rules of the Road

We hope you enjoy your ride. To help make it a pleasant trip for you and other customers, the following rules apply to all passengers:

- Do not distract your driver while the bus is in motion. We gladly give information, but unnecessary conversations, especially when the bus is in motion are a distraction and can be a safety issue.
- Always stay behind the yellow or white line behind the driver while the bus is in motion.
- Children age six and younger must be accompanied by and be under supervision of an adult and must be seated at all times when seats are available.
- Bags may be brought on board; however no more than 3 standard grocery bags per passenger are permitted. For safety reasons all grocery bags and carry-on items must be under your control.
- Safety requires keeping aisles and doorways clear of obstructions including feet and carry on items.
- Keep head, hands, feet, arms, and legs inside the bus at all times.
- Strollers and grocery carts must be folded before boarding the bus and kept out of the aisle.
- Folded bikes are allowed on board if they fit under a seat, but large items (skis, fishing poles, lumber, etc.) or other unsafe items such as car batteries and gas cans are not allowed on buses.
- Please turn off cell phones, radios, MP3 and CD type players, mini-televisions, game players and any other device that creates noise while riding the bus; or use earphones/headphones at low volume so other customers and transit employees are not disturbed.
- Properly trained service animals are allowed on board; pets are not permitted.
- Keep feet and belongings off seats.
- All passengers may be required to leave the bus at the end of the route, but may re-board the same bus if and when the bus continues in service. Customers who wish to continue riding are required to show a valid pass or pay a fare as if they were boarding the bus for the first time. Multiple round trips are not permitted.

PVTA drivers are instructed not to board additional passengers once a bus at a terminal has closed its doors in preparation for departure.

- Cross the street behind the bus and cautiously so motorists see you. Use crosswalks and pedestrian traffic signals where available. It is best to wait until the bus departs to cross the street.
- Stay clear of the bus as it approaches or leaves a stop.

Driver Responsibilities

PVTA holds its bus drivers responsible for collecting the proper fare and abide by rules governing passenger conduct.

When a passenger does not cooperate with the driver regarding payment of fare or conduct on the bus, a Transit Supervisor and/or the police will be summoned and the passenger will be removed from the bus.

PVTA also requires its bus drivers to:

- Operate PVTA buses safely
- Follow ADA rules and guidelines (such as kneeling the bus when requested; properly securing wheelchairs and other mobility devices; and announcing major stops)
- Provide customer information when requested if safe to do so
- Collect the proper fare, including checking IDs
- Remind rules governing passenger conduct
- Maintain schedules (weather, equipment and road conditions permitting)
- Request assistance from PVTA supervisors and emergency responders if needed

We value your cooperation with our employees as they carry out their duties and hope you enjoy your trip.