

**SENIOR SERVICE FARES**  
Per One-Way Ride

When you make a reservation, you will be told of the cost of your trip based on your pick up and drop off location.

- Trip within town: \$3.00
- Trip to a surrounding town: \$3.50
- Trip within PVTA's service area: \$4.00

You must pay your fare when boarding 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.

You may bring one traveling companion with the same pickup and drop off location. A companion pays the same fare as the rider.

**WHERE TO BUY SENIOR SERVICE TICKETS?**

PVTA Customer Service Office  
Union Station  
55 Frank B. Murray Street  
Springfield, MA 01103

PVTA Holyoke Transportation Center  
206 Maple Street  
Holyoke, MA 01040

Various local Senior Centers - Contact PVTA for list of Senior Centers at (413) 781-7882.

Tickets are available in \$0.50 or \$3.00 denominations.

**SENIOR SERVICE INFORMATION**

Senior Service is a shared ride service, other passengers may be picked up or dropped off during your trip.

Senior Service trips are provided on a space available basis. If a trip from your area is not available at a specific time or day, you will be asked to schedule for another available time or day.

Your ride may be scheduled up to one hour before or one hour after your requested pick-up time.

Drivers can assist riders with boarding and exiting the vehicle. Door-to-door assistance is available to and from the ground level exterior door of the building. Assistance must be requested when scheduling your reservation.

Driveways and sidewalks must be cleared of snow and/or ice if driver is requested to provide door to door assistance or shopping bag assistance.

Grocery/shopping carts must be folded and securely stored while on the vehicle.

Any rider is welcome to use the lift by request.

To provide feedback, comments, concerns, suggestions or questions, contact PVTA at: (413) 781-7882 or toll free (877) 779-7882

Pioneer Valley Transit Authority  
413-781-7882  
2808 Main Street  
Springfield, MA 01107



Pioneer Valley  
Transit Authority

**Senior Service**



Ages 60+

To Reserve Transportation:



1-413-739-7436 Local  
1-866-277-7741 Toll Free  
1-413-594-2349 TTY

### SENIOR SERVICE

PVTA offers shared ride, demand responsive, accessible van service to seniors aged 60 and over throughout PVTA's 24 member communities. Senior Service operates Mon - Sat, 8:00 AM - 9:00 PM on a space available basis.

There is no application process for PVTA's Senior Service. Anyone 60 years of age or older that lives within PVTA's service area is eligible for this transportation service. To use PVTA's Senior Service, call the reservation office at (413) 739-7436 for a one-time registration upon booking the first trip.



### PVTA SERVICE AREA

Agawam	Hampden	South Hadley
Amherst	Holyoke	Springfield
Belchertown	Leverett	Sunderland
Chicopee	Longmeadow	Ware
E. Longmeadow	Ludlow	W. Springfield
Easthampton	Northampton	Westfield
Enfield*	Palmer	Wilbraham
Granby	Pelham	Williamsburg
Hadley	S. Deerfield*	

\* Within 3/4 mile of a fixed route only



### MAKING A RESERVATION

Senior Service trips can be booked Monday through Friday between 8:00 AM and 4:30 PM by calling the reservation office: (413) 739-7436.

Advance reservation is required. Reservations can be made by 4:30 PM the day before your trip and up to seven (7) days in advance. It is recommended to schedule your trips as soon as you know you will be needing transportation.

Information needed when scheduling a trip:

- Your name
- The exact address of your pickup location
- The exact address of your destination
- Trip purpose (medical, shopping, etc.)
- If you will be using a mobility device
- If you will be traveling with a travel companion
- If you will require door-to-door assistance or help with any bags or parcels.

Return trips should be made at the time of initial reservation.

You will receive a phone call the night before your trip that will provide a 20-minute pick-up window. Riders are expected to be ready at the beginning of the pick-up window.

### TRIP CHANGES OR CANCELLATIONS

Remember to cancel any scheduled trips you will not be taking. All trip changes or cancellations must be made at least one (1) hour prior to the start of your scheduled pick-up window.

Warning or suspension letters will be sent to passengers in violation of PVTA's no-show policy. If you have multiple no-shows, your Senior Service privileges may be suspended.

Incidents that would result in a no-show:

- If a rider is not at the scheduled point of pick-up during the 20-minute window
- If a trip is canceled less than one (1) hour prior to the start of your scheduled pick-up

### RULES TO RIDE BY

The vehicle is considered on-time if it arrives within your 20-minute pick-up window.

Riders must board the vehicle within five (5) minutes of the vehicle arriving.

Riders are allowed carry-on bags and can take however many bags the rider can carry in one (1) trip.

