

## **VTA Microtransit Service FAQs**

### **What is Microtransit?**

Microtransit is on-demand public transit. Trips can be requested in advance or same day. The idea of microtransit is to better serve rural areas that are difficult to serve with standard fixed route bus service. Microtransit exists to complement the VTA's existing fixed route bus services. Microtransit trips may connect riders with their origin and destination directly, with their origin and the nearest bus stop, or a bus stop and their destination.

### **What locations are eligible for VTA Microtransit?**

If your origin and/or destination are beyond 3/4 of a mile of a fixed route that the VTA is running on a given day, your trip is eligible for microtransit. During the Off-Season Winter 2020-2021, due to low ridership during the Covid-19 pandemic, the VTA will not be running Routes #7, 8, 9 and 10A. Anyone traveling to or from the zones typically served by buses on these routes should consider microtransit as an alternative for travel. On Sundays during the winter season, the VTA will only be running Routes #1, 10 and 13. This means that all areas of the Vineyard (except Chappaquiddick) are eligible for microtransit trips on winter season Sundays.

### **How do I schedule a Microtransit trip?**

Call VTA Operations at 508-693-9440 (extension 1). A VTA dispatcher will be happy to schedule your trip. Trips may be requested in advance or same day. Vehicle availability is limited, so calling in advance is highly recommended. Timing of requested trips may need to be flexible. All trip requests will be handled on a first come, first served basis.

### **What are the operating hours for Microtransit?**

Trip requests will be accepted for operating hours between 7:00am and 6:00pm daily.

### **Will my Microtransit ride be shared?**

Depending on other ride requests for the microbus, the VTA will optimize and group riders together for similarly routed trips.

### **How much does it cost to ride VTA Microtransit?**

Microtransit fares are charged by zone, which are the Island towns. Each zone fare is \$5, including the zone or town of origin. In cases where the origin or destination is very close to a zone boundary, the VTA may waive the first or last zone fare. Our goal is to get you from your origin to your destination as best as possible with this service.

### **How do I pay a Microtransit fare?**

Microtransit trips can be paid for with exact fare in cash only. VTA fixed route passes are not valid for microtransit travel.

### **What kind of vehicle will I be getting a ride in?**

The VTA has minibuses for this service. The vehicles are smaller than typical buses, but have enough seating capacity inside to spread out and stow items like in a regular fixed route bus. Minibuses are more nimble and can reach passengers down smaller Vineyard roads that the larger buses cannot travel on.

### **Is Microtransit accessible?**

Yes, all VTA minibuses are accessible. Persons with mobility devices can be fully and safely accommodated by trained and certified vehicle operators.

### **Where can I find more information?**

Additional information can be found on the VTA's website **[vineyardtransit.com](http://vineyardtransit.com)** or by calling the VTA at 508-693-9440.

As per the Governor's Order – face coverings are required on all VTA vehicles, including microtransit.