

# About PAL Direct

## Trip Scheduling: A Call or Click Away

PAL Direct is our automated telephone and online scheduling system that gives PAL customers 24-hour access to information and services.

It is an easy to use service that gives you greater access and control over your paratransit trips and customer information. You can schedule, confirm, cancel and review trips at any time, submit feedback and review your customer information. No need to wait to speak with Customer Service or an ADA Controller.

### PAL Direct provides

- ➔ Access from touch-tone phone, smart phone, tablet and/or computer
- ➔ Voice, text message and/or email reminders for your rides
- ➔ Information on past and future trips online
- ➔ Important service alerts
- ➔ Access to our trip reservation system that meets your needs, around your schedule

## PAL Direct Automated Notifications

The system will notify you of your trip the evening before and also contact you when your ride is approximately 10 minutes away from your pick-up location.

All customers are automatically enrolled to receive phone notifications. Contact PAL Customer Service to request email or text message notifications, or to opt out.

### Phone Notification:

The evening before your trip, you will receive an automated phone call reminding you of your scheduled trip. At that time, you can confirm or cancel your trip.

On the day of your trip, you will receive an automated phone call when your vehicle is approximately 10 minutes away.

### Text Notification:

You can request to receive text message notifications and reminders. The text will be sent from "25370" and will include details about your trip.

## Getting Started is Easy

As a PAL customer you already have access to the automated phone and online systems. All you need is:

- ➔ Customer ID Number
- ➔ Password: Date of Birth  
If your date of birth is Jan 3, 1950  
Example: 010350 (MM/DD/YY)

**PAL Customer Service and ADA Controllers are available to assist you**

### Email Notification:

To receive email notifications, contact PAL Customer Service and provide an email address. Email notifications will be sent from "My Trips" and will include details about your trip.

### OPT-Out of Notification:

If you do not want to receive text, phone or email notifications, please contact the PAL Customer Service Office.

### Subscription Trips:

These trips are automatically scheduled. You will not receive previous day reminders for subscription trips.

## Call 716-855-7239

It's Easy. Listen to the automated system and it will guide you through each step.

### Main Menu

Option	Touch-Tone
Book, Confirm, Cancel	1
Vehicle is Late	2
Policies & Procedures	3
Rider Alerts/Notifications	4

### Scheduling Menu

Option	Touch-Tone
Confirm Trip	1
Cancel Trip	2
Book a Trip	3
Check Customer Info	4

## Book Online [paldirect.nfta.com](http://paldirect.nfta.com)

You can access the website using a smart phone, tablet or computer.

Login using your Customer ID number and date of birth (MM/DD/YY) as your password.

- ➔ Select your pick-up location
- ➔ Select your drop-off location
- ➔ Select the date you wish to travel
- ➔ Request a pick-up or drop-off time
- ➔ If traveling with someone, add a PCA or companion
- ➔ Click the request the ride button
- ➔ Click book the trip

# Frequently Asked Questions

## Can I book a trip for the same day?

Although the automated reservation system is available 24 hours a day, PAL cannot accommodate same day requests. Trips can be booked up to 14 days in advance, but no less than 4 p.m. the day prior.

## How do I enter a new address?

Both the online and telephone systems list your 10 most frequent trips. If an address is not listed, contact an ADA Controller to schedule your trip.

## I missed the notification call the evening before my trip, what do I do?

Your trip is still scheduled. You can call the automated system to confirm trip details.

## How do I receive a reminder call when away from home?

You can set your cell phone as your primary number, or when scheduling a trip, enter the number you would like the system to call.

## What does this cost?

PAL Direct automated service, voice, text and email reminders are free. Your phone carrier rates still apply.

**Still have questions, contact  
PAL Customer Service at  
716-855-7268**

## Quick Tips

- ➔ Confirm that our office has your current phone number.
- ➔ Be ready to board the vehicle at the top of your pick-up window, the notification that the vehicle is on its way is an approximation.
- ➔ If someone is traveling with you remember to add them to your ride.

# Hours of Operation

PAL Direct telephone and online system is available 24 hours a day, seven days a week.

**Automated Telephone System**  
716-855-7239

**Automated Online Reservation**  
paldirect.nfta.com

**ADA Controllers**  
716-855-7239 (voice)  
1-800-662-1220 or 711 (relay)  
7 days a week, 8 a.m. to 4 p.m.

**PAL Customer Service**  
716-855-7268 (voice)  
1-800-662-1220 or 711 (relay)  
Monday through Friday, 8 a.m. to 4 p.m.  
Closed Saturday, Sunday and holidays

**Information in Alternative Formats**  
This guide and all other public information materials are available in large print, audio recording and Braille upon request. Please contact PAL Customer Service.

NFTA/Paratransit Access Line  
181 Ellicott Street  
Buffalo, New York 14203



**Your guide to navigating our  
Automated Telephone and  
Online Reservation System**



**LEARN HOW TO:**

- ➔ **Schedule a trip**
- ➔ **Cancel a trip**
- ➔ **Confirm trip details**
- ➔ **Review account information**