**PAL DIRECT TRIP PLANNER**

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

**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 A.D.A. Controller.

**PAL Direct provides**

Access from touch-tone phones, smart phones, tablets and/or computer

Voice, text messages. 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.

**Getting Started is Easy**

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

All you need is your Customer ID Number and Your Password is your date of birth using 2 digits for the day, 2 digits for the month, and 2 digits for the year.

For example: If your date of birth is Jan 3, 1950

you should enter it as 0, 1, 0, 3, 5, 0,

PAL Customer Service and A.D.A, Controllers are available to assist you.

**PAL Direct Automated Notifications**

The system will notify you of your trip the evening before and 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 “2,5,3,7,0,” and will include details about your trip.

**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 7 1 6- 8 5 5-7 2 3 9**

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

**Main Menu Options.**

To Book, Confirm, Cancel Press 1.

For Vehicle is Late Press 2.

For Policies & Procedures Press 3.

For Rider Alerts, and/or Notifications Press 4.

**Scheduling Menu Options.**

To Confirm a Trip Press 1.

To Cancel a Trip Press 2.

To Book a Trip Press 3.

To Check Customer Information Press 4.

**To Book Online.**

**Go to 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 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.

**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 A.D.A. 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. Voice

**Automated Online Reservation**

paldirect.nfta.com.

**A.D.A. Controllers**

716-855-7239. Voice

1-800-662-1220 or 7 1 1. Relay

7 days a week, 8 a m. to 4 p m.

**PAL Customer Service**

716-855-7268. Voice

1-800-662-1220, or 7 1 1. 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

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Buffalo, New York 14203