

Paratransit Service

All of our P.F.M.T. buses are lift-equipped for wheelchairs and/or other mobility aids and may be accessed at any designated P.F.M.T. stop. For any passenger who is unable to get to a designated trolley stop, a paratransit van may be scheduled for a next-day pickup. Paratransit van reservations may be made by calling 865-453-6444. Our paratransit van service is an origin-to-destination service for the mobility impaired resident or visitor staying anywhere within the city limits of Pigeon Forge or anywhere within 3/4 of a mile of any P.F.M.T. route, whichever applies. Permanent residents planning on using the paratransit van service must submit an ADA Paratransit Eligibility Application to the P.F.M.T. Office, 186 Old Mill Avenue, Pigeon Forge, TN, 37863. These application forms are available at the same location. The certification process shall be waived for visitors staying in the area for no more than 21 consecutive days. Drivers are permitted to assist the wheelchair passengers on and off the lifts, as needed. All wheelchairs and mobility aids are required to be strapped down (secured) while on the P.F.M.T. or paratransit vans. The paratransit van fee is \$1 per person each way. (One personal-care attendant shall be permitted to ride free of charge while accompanying a passenger with limited mobility.) Information on the P.F.M.T. routes will be provided in large print upon request to the P.F.M.T. office.

TTY Telephone Information

Hearing-impaired callers may contact the P.F.M.T. through the Tennessee Relay Center at 1-800-848-0298. Information is available in alternative formats upon request. Interpreting services are available thru P.F.M.T. office staff at 865-453-6444. Translation of our services is available in multiple languages on our website PigeonForgeTrolley.org. Our goal is to reduce language barriers for persons with Limited English Proficiency (LEP). P.F.M.T. operates without regard to race, color or national origin.



Reasonable Modification Requests and ADA Complaint Process for Persons with Disabilities

City of Pigeon Forge Mass Transit is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. In some cases, individuals with disabilities may need reasonable modifications to policies and procedures to ensure access to transit services. City of Pigeon Forge Mass Transit will provide reasonable modifications as necessary, to afford equal access to programs for persons with disabilities. City of Pigeon Forge Mass Transit will take appropriate steps to ensure that persons with disabilities have an equal opportunity to participate.

To request a reasonable modification of an existing City of Pigeon Forge Mass Transit service or policy, individuals should contact:

Pigeon Forge Assistant City Manager
865-453-9061
3221 Rena Street
Pigeon Forge, TN 37863

Any person who believes he or she has been discriminated against under the Americans with Disabilities Act (ADA), including but not limited to obtaining a reasonable modification, may file a complaint by contacting the Pigeon Forge Assistant City Manager, contact information listed above.

Copies of this document are available in alternative formats upon request.

Upon request, as an outreach to our LEP community, these brochures have been printed in Espanol.

Pigeon Forge Mass Transit Trolleys Are Here For You

With a fleet of more than 40 vehicles, the Pigeon Forge Mass Transit Trolleys transport millions of people each year.

While you're here, we encourage you to leave the driving to us. Our trolleys travel to more than 200 official stops in Pigeon Forge, as well as select locations in Gatlinburg and Sevierville. Just look for a trolley bear sign or a trolley shelter.

Fares & Schedules

SCHEDULES

Daily operation: 8 a.m. - Midnight, March through October
 Daily operation: 10 a.m. - 10 p.m., November and December
 Abbreviated Winter Schedule - January into March

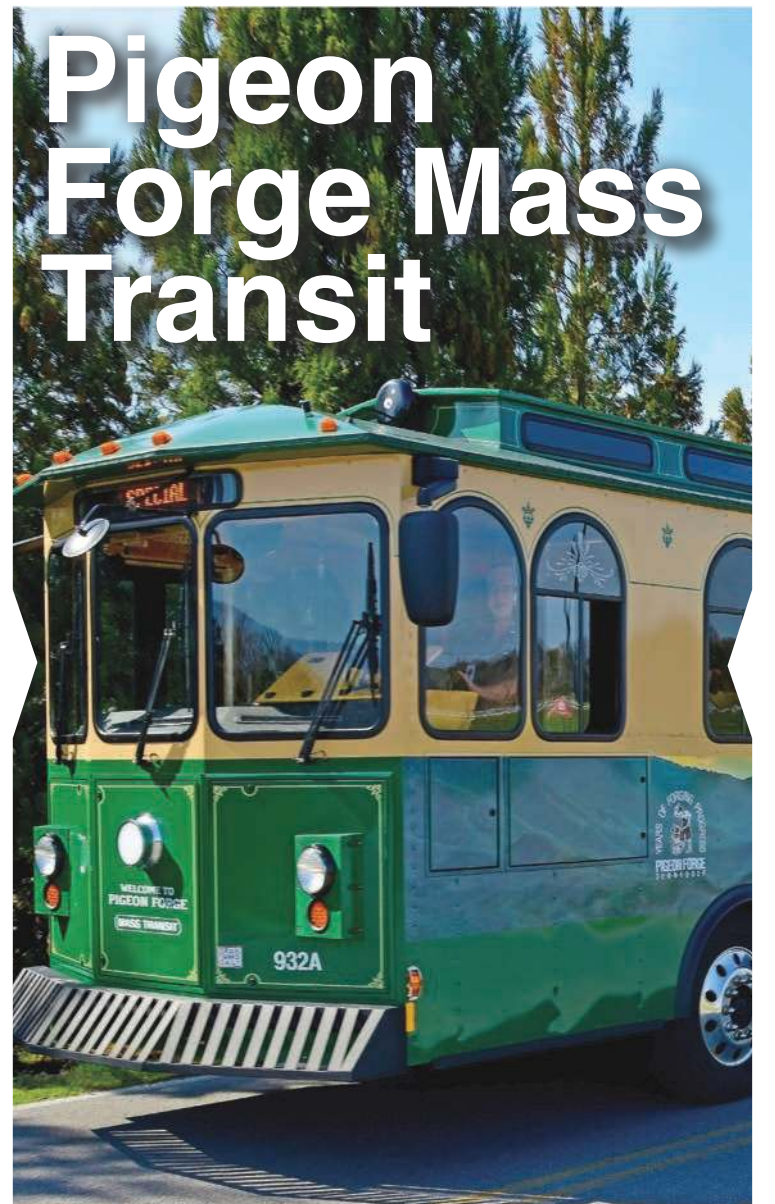
Trolleys do not operate on Thanksgiving Day, Christmas Eve or Christmas Day.

FARES

*All-Day Pass	\$3.00
North Parkway	1.00
South Parkway	1.00
Gatlinburg Welcome Center.....	1.00
Dollywood.....	2.50
Dollywood's Splash Country	2.50
Wears Valley	1.00
Children (3 years and younger).....	Free
Season Pass.....	35.00

*All-Day Passes may only be purchased at the Pigeon Forge Mass Transit Office and are valid for use on the Pigeon Forge Mass Transit Trolleys only and are not valid in Gatlinburg.

Please note: Trolley drivers will accept exact fare only and cannot make change. Fares apply each time riders board the trolley.



PigeonForgeTrolley.org
865-453-6444



All trolleys depart from and return to Patriot Park, 186 Old Mill Avenue.

NORTH PARKWAY

The North Parkway trolley travels north on the Parkway, through Pigeon Forge, continuing to the Governor's Crossing/Walmart area of Sevierville. * Arrives every 20 minutes.

SOUTH PARKWAY

The South Parkway trolley travels east to Teaster Lane, then north to Jake Thomas Road, stopping at LeConte Event Center. Continuing south on the Parkway, the trolley turns on Pine Mountain Road to MainStay Suites. Back on the Parkway, the trolley continues south to the city limits, serving area campgrounds and Dolly Parton's Stampede. *Arrives every 25 minutes.

GATLINBURG WELCOME CENTER

This trolley travels non-stop to and from the Gatlinburg Welcome Center, located on the spur just outside of the city limits. Hours of operation are subject to the schedule of Gatlinburg's city trolleys. * Arrives every 30 minutes.

DOLLYWOOD

The Dollywood Trolley travels continuously to and from Dollywood, running 30 minutes prior to the park opening. After the park closes, the trolley transports guests until everyone has returned to Patriot Park. *Arrives every 15 minutes.

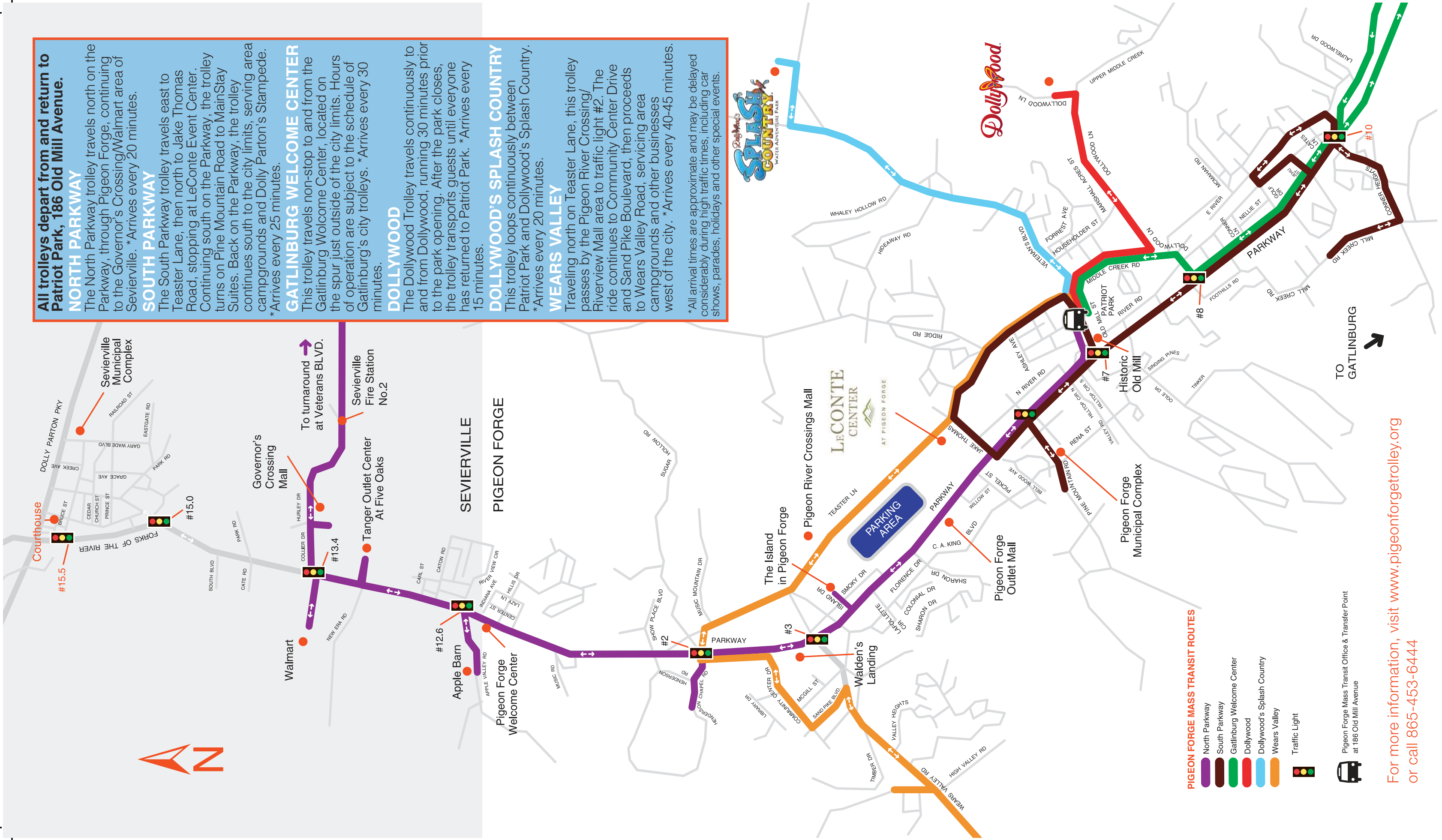
DOLLYWOOD'S SPLASH COUNTRY

This trolley loops continuously between Patriot Park and Dollywood's Splash Country. *Arrives every 20 minutes.

WEARS VALLEY

Traveling north on Teaster Lane, this trolley passes by the Pigeon River Crossing/Riverview Mall area to traffic light #2. The ride continues to Community Center Drive and Sand Pike Boulevard, then proceeds to Wears Valley Road, servicing area campgrounds and other businesses west of the city. * Arrives every 40-45 minutes.

*All arrival times are approximate and may be delayed considerably during high traffic times, including car shows, parades, holidays and other special events.



PIGEON FORGE MASS TRANSIT ROUTES

- █ North Parkway
- █ South Parkway
- █ Gatlinburg Welcome Center
- █ Dollywood
- █ Dollywood's Splash Country
- █ Wears Valley
- Traffic Light

Pigeon Forge Mass Transit Office & Transfer Point at 186 Old Mill Avenue

For more information, visit www.pigeonforgetrolley.org or call 865-453-6444