

## Service Rules

It is your responsibility to cancel any scheduled trip that you will not be taking. All trips must be cancelled at least one hour prior to your scheduled pick-up time. If you fail to cancel, it will be identified as a “No Show”. Multiple “no shows” may result in penalties.

There is to be no smoking, eating or drinking on the vehicle.

Shopping carts are not allowed on the vehicle.

All Demand Response and ADA consumers are required to wear seatbelts in accordance with Massachusetts General Laws *unless* there is documentation of a medical condition that prohibits their use. Refusal to wear seatbelt will be documented by the driver and the FRTA will not be held liable for injury as a result of this.

Drivers are not permitted to leave their vehicle unattended at any time while other passengers are on board.

Drivers and staff are not allowed to accept tips or gratuities. If a consumer wishes to express thanks, please send a letter to:

FRTA Administrator  
12 Olive St.  
Greenfield, MA 01301

**Remember....this is public transportation, not a taxi service.** Trips can be equivalent to the length of time it might take on the fixed-route bus. Consumers should expect some wait time.

To obtain a copy of our fixed-route bus schedule or if you have questions related to our ADA Complementary Paratransit service, Med-Ride Program or StateWide Access Pass program, contact the FRTA at (413) 774-2262 or visit our website [www.frta.org](http://www.frta.org)



Franklin Regional Transit Authority  
12 Olive St  
Greenfield, MA 01301  
Phone: 413-774-2262  
[www.frta.org](http://www.frta.org)

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# Demand Response Riders Guide for Orange, New Salem, Shutesbury, Warwick & Wendell



Services are provided by:

Franklin Transit Management, Inc.

## Who is Eligible?

The FRTA's Demand Response transportation service is for persons over the age of 60, eligible LifePath Clients, consumers currently living in a nursing home facility or Veterans with a disability rating of 70% or greater.

## How do I access this Service?

Prior to being transported, an application for service needs to be completed and approved by the FRTA office. You may obtain a copy of our application by calling 413.774.2262 or download it from our website: [www.frta.org](http://www.frta.org). Once approved, a Demand Response information packet will be forwarded to you related to this service.

## When is the service available?

Currently, service is available Monday through Friday between the hours of 5:30 a.m. and 7:30 p.m. and on Saturdays and Sundays between the hours of 9:30 a.m. and 5:30 p.m. Trips must be scheduled between 8am and 4pm Monday through Friday

## How do I schedule a trip?

You must call the FRTA customer call center at (413) 774-2262 ext. 0 You may book same day or next day transportation but we do suggest scheduling your rides with as much notice as possible so that we can make our best attempt to accommodate

your trip. There may be instances where we may not be able to schedule your trip due to peak hours or other circumstances beyond our control.

## What if I need assistance?

Our Demand Response service is curb to curb. Our drivers will assist you onto our vehicle and again when disembarking from the vehicle, but cannot assist you into buildings or your home. Drivers are not to assist with groceries or other parcels, we ask that you bring only what you can carry. If you need assistance, the FRTA allows you to have someone to travel with you. *There is an escort/PCA fee of \$.75 for each trip and they must be there to assist the passenger with the trip (not there to do their own errands).* If you choose to bring a friend or companion, they will pay the same fare as you. Simply notify dispatch that someone will be accompanying you on your trip.

All of our vehicles are wheelchair accessible and have lifts to accommodate our mobility disabled consumers.

## What if I have an emergency?

The FRTA is not in the position to provide emergency transportation. If your situation requires immediate medical attention, you should call 911. An attempt will be made to accommodate next day or same day trips; however, it is not a guarantee that transportation can be provided.

## Do I have to purchase tickets?

You may pay for your trip with cash, opt to purchase tickets at the FRTA Administrative office or we may load funds to your account (via payment by cash, check or a debit/credit card) and have your transportation costs deducted directly from your account. Our drivers are not equipped to sell tickets on the bus. Our Administrative office is located at 12 Olive St., Greenfield, MA.

## How much does it cost?

- All one-way trips that originate and end within the same town are \$1.75
- All one-way trips to an adjacent town that are within our service are \$2.25
- All one-way trips beyond an adjacent town that are within our service area are \$2.75

All trips to Senior Centers are \$1.00 (in town trips), \$1.25 (adjacent town trips) and \$1.50 (beyond adjacent town trips).

*Fares listed are for one-way trips.*

There may be specific days and times set aside for grocery shopping trips. Please call the FRTA office for more information.