

## 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.

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, MassHealth Transportation, 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  
Toll Free: 888-301-2262

[www.frta.org](http://www.frta.org)

Revised 6/16/2016



Franklin Regional Transit Authority

# Demand Response Riders Guide for Orange, New Salem, 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 Thursday between the hours of 9:00am and 2:00pm.

Shopping days will be on the following days, at the following times for Orange residents:

Tuesdays: Walmart 9:45am-11:30am or  
Hannaford's 10:00am-11:15am

Thursdays: Walmart 9:45am-11:30am or  
Market Basket 10:00am-11:15am

## How do I schedule a trip?

You must call the FRTA customer call center at **(413) 774-2262 Ext. 0**, at least 48 hours in advance (not counting weekends or holidays) to schedule your ride. We make every attempt to accommodate each trip; however, there are 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 at no additional cost. This person can be a friend, companion, or PCA worker. 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.

## How do I pay for my trip?

You must pay for your trip with cash as you board the bus. The drivers are unable to make change, so please pay with the exact fare.

## How much does it cost?

- All one way trips that originate and end within the same town are \$1.00
- All one way trips to an adjacent town that are within our service are \$1.50
- All one way trips beyond an adjacent town that are within our service area are \$2.00

All trips to Senior Centers are half fare.

Fares listed are one way.

Approved LifePath clients ride for free.

