

Using our mobile app, the FRTA is allowing you to schedule your own transportation within the following zones up to a week in advance:

- **Zone 1** - Deerfield, Erving, Gill, Greenfield, Leyden, Montague and Whately
- **Zone 2** - Erving, New Salem, Orange, Warwick and Wendell
- **Zone 3** – Arms Library in Shelburne Falls or the Charlemont Park and Ride
- **Zone 4** – Athol Hospital, Athol YMCA and Market Basket Plaza

Hours of Operation in each Zone are Monday through Friday from 6:30am to 7:00 pm

Available for Android and iOS

Download the app today!



No Smart phone? NO PROBLEM!! Email us today at FRTAaccess@gmail.com to find out more about our online web portal for ride scheduling!

The FRTA wants all passengers to enjoy a safe and comfortable ride. Please observe the following rules when riding the bus:

- No eating, drinking or smoking while riding the bus; including alcohol/illegal drugs.
- Please stay seated to avoid falling when the bus starts or stops.
- Rude language, fighting or unruly behavior is not permitted.
- No carrying or displaying of weapons.
- Please pay proper fare and/or display proper ID.
- Walkers and rollators must be folded and kept out of the aisle.
- Electronic devices that could disturb others must be used with headphones.
- Shirts, shoes and appropriate dress must be worn on the bus.
- No large items (skis, bicycles etc.) on the bus.
- Carry-on bags are limited to the number you can carry onto the vehicle in **one trip** without disrupting normal entrance onto the vehicle. Once on board, passengers are not permitted to make multiple trips off the bus to retrieve additional parcels.
- Parcels and bags may not obstruct doorways or aisles.
- No pets allowed except those in pet carriers & kept at the passenger's feet.
- Please do not put your feet on the seats or lay across multiple seats.

Fixed Route doesn't quite work for your schedule?



FRTA has even MORE ways to get around!

Book your trip today using our new mobile app!

November 2020

Franklin Regional Transit Authority

www.frta.org



Getting Started

Registration

It only takes minutes to register for FRTA Access. Search FRTA in Google Play or Apple Store and download our app and register by inputting your information into the system. You will be asked to create a username and email address. Once you've completed this, you can book trips right away, no waiting!

Booking a Trip

There are 2 ways to book a trip for your convenience! You can either "Leave at" or "Arrive by."

Don't forget to select your trip purpose and input your pick-up and drop-off location.

If FRTA Access is able to fit your trip into our driver's schedule, it will give you a 30-minute pick up window within which the bus will arrive.

Trip fares

Each one-way trip is \$3 - \$4. For each additional passenger, the cost is \$1.50 - \$2.00. Once your trip is booked, your total will appear on your screen.

The driver will accept cash or you may use a stored value fare card. We currently do not accept credit card payment on the bus or through FRTA Access app.

How do I know when my bus is coming?

FRTA Access will send you a push notification to notify you when you are the next pick up on the schedule. When you receive the notification, go to the app to see your bus ID number and to view a map and watch as your driver approaches!

What will my vehicle look like?

An FRTA van will be sent to pick you up.

Can I use my Unlimited Monthly Bus Pass to pay for my trip?

No. You may purchase a stored value or bus pass to pay for your trip or use cash.

What if I travel with a mobility device?

Simply indicate this when booking your trip and we will be sure to accommodate you.

Will I be sharing my ride?

There is a possibility that you may share the ride with other members of the public. Remember, this is not a taxi service. This is public transportation and our goal is to fill the empty seats on our vehicles.

Can I travel between zones?

Yes, between Zone 1 and Zone 2. Zone 1 and Zone 3 or Zone 2 and Zone 4.

What if I have to cancel my ride?

You may use the app to cancel your ride. No need to call anyone.



It's Easy!

Check out why FRTA Access simplifies your life. You can book trips yourself in real-time without the need to call our office!

This is a simple, user friendly mobile app giving you freedom to review and manage your personal transportation needs. With this web-based self-service scheduling mobile app, you can get where you want to go right from your own mobile phone! Download the FRTA app from Google Play or the Apple Store to get started.



