

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** – Bridge St/State St to Rte 2 (including Church St, High St, Main St, Maple St, Mechanic St, and Water St) and the Charlemont Park and Ride to Mohawk H.S.
- **Zone 4** – Athol Hospital, Athol YMCA and Market Basket Plaza

Hours are Mon – Fri 5:30am - 7:30pm & Sat – Sun 9:30am - 5:30pm

Available for Android and iOS

Download the app today!



**No Smart phone? NO PROBLEM!! Email us today at [FRTAaccess@gmail.com](mailto:FRTAaccess@gmail.com) or call 413-774-2262 for more options for scheduling trips!**



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.



**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!***

Aug 2022

Franklin Regional Transit Authority

[www.fрта.org](http://www.fрта.org)



# Getting Started

## Download and 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 or give us a call to learn more about our diminishing balance feature. We currently can't accept credit cards on the bus or through the app.

# Frequently Asked Questions

## *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.

## *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, currently you can travel between Zone 1 and 2, Zone 1 and 3 or Zone 2 and 4 only.

## *What if I have to cancel my ride?*

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

## *What if I don't have a smart phone to download the app?*

No smart phone? No problem! Email us today at [FRTAaccess@gmail.com](mailto:FRTAaccess@gmail.com) or call 413-774-2262 Ext. 0 to learn more about our online web portal for trip scheduling!

## *What if I don't have a computer or internet either?*

That's no problem either! Give us a call today at 413-774-2262 to help with booking your trips. We'll just need a few minutes to collect some basic information to set up an account for you and we start booking your trips right away!

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

No. You may purchase a stored value fare card or use cash to pay for your trip or call 413-774-2262 to learn more about our diminishing balance feature.

## *What if I have other questions?*

Stop by the JWO Transit Center or give us a call at 413-774-2262 Monday through Friday from 8am-4pm. After hours you can contact our dispatch desk at 413-773-8090 Ext. 3 or for general questions you can email [FRTAaccess@gmail.com](mailto:FRTAaccess@gmail.com).

