The FRTA must be notified of any complaint or concern you have regarding your transportation.

**Remember...**

Med-Ride is a curb to curb service.

Your driver may assist you into and out of the vehicle but they are not authorized to handle, load or secure any additional health related equipment (i.e. walker, wheelchair, oxygen tank, etc.) nor are the volunteers authorized to escort you to and from your home or to your medical office. If assistance is needed, be prepared to travel with an assistant.

Please call the FRTA office if there are any changes in your scheduled appointments. Please do not call your driver with the change.

Franklin Regional Transit Authority
12 Olive St.
Greenfield, MA 01301
413-774-2262
Toll Free: 888-301-2262
www.frta.org

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**Consumer Guidelines and Policies**

**Effective July 1, 2018**

Phone: (413) 774-2262
Toll Free: 888-301-2262
What is the Med-Ride Program?

The Med-Ride Program is a volunteer driver program service that provides transportation for individuals needing to travel outside of Franklin County for medical appointments. All drivers for this program are volunteers using their own personal vehicles.

Who is eligible for the Med-Ride Program?

All residents that reside in the following towns: Ashfield, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Leyden, Montague, New Salem, Northfield, Orange, Petersham, Phillipston, Rowe, Shelburne, Shutesbury, Warwick, Wendell and Whately that are 60 years of age or older and are ambulatory.

When can a consumer schedule transportation?

You can schedule a ride up to two months in advance, but must schedule at least 3 business days in advance of your trip. Transportation is available Monday through Friday and can be scheduled by calling the FRTA at (413)-774-2262 or 888-301-2262. Please be advised only 2 trips per week is allowed and we will only transport within MA.

What if consumers are not ambulatory or otherwise need assistance with walking?

Volunteer drivers may assist you into and out of the vehicle but they are not authorized to handle, load or secure any additional health related equipment (i.e. wheelchair, walker, oxygen tank, etc.) nor are the volunteers authorized to escort to and from your home or to your medical office/appointment.

Can consumers bring someone to assist them?

Yes, consumers may bring someone with them to their medical appointment to assist. The assistant may be anyone the consumer wishes to bring including a PCA, family member, friend, etc. There is no cost for the assistant and they can be of any age.

What if a consumer has MassHealth insurance?

Consumers that have MassHealth insurance should be referred to the FRTA to be transported under a different program. If you are a Veteran, over 60 and have MassHealth, Med-Ride can transport you to your VA Facility.

What if a consumer is a Veteran?

Veterans with medical appointments at a VA Facility should contact that facility to see if there is transportation available to them. Veterans can also call the Montachusett Veterans Outreach Center at 978-632-9601 if they are traveling to the VA Medical Center Northampton. If no other transportation is available, a Med-Ride trip can be scheduled.

What is the fare for transportation?

There is a small fee to the consumer for this service; at the end of each month the consumer is billed $0.40 per mile traveled, in addition to any parking fees or highway tolls. Consumers will be sent a Med-Ride Invoice in the mail regarding their transportation. All fees are put back into the program to support Med-Ride Program and all payments are kept confidential.

What if I have other questions?

For all other questions please contact the FRTA at 413-774-2262 or 888-301-2262, dial 0 for a customer call center representative. They are available Monday - Friday 8am - 4pm.