

## 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 July 1, 2018



Franklin Regional Transit Authority

# Demand Response Riders Guide for Bernardston & Northfield



Services are provided by:

*Bernardston Council on Aging*

## 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 the application at your senior center, by calling FRTA at (413)774-2262 or downloading it from the FRTA 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?

Medical transportation is available between the hours of 9:00am and 3:00pm Monday through Friday, but appointments must be no later than 2:00pm. Bernardston senior center meals are Monday supper at 5:30pm, congregate lunch Tuesday through Thursday at 12:00pm and Friday Brunch Bistro at 11:00am. Northfield senior center meals are a Monday bag lunch at 11:30am, a Tuesday congregate meal at 11:30am and the Senior Café on Thursday at 11:30am. A potluck luncheon is served at 12pm on the last Wednesday of the month. There are specific days and times set aside for grocery and other shopping trips.

For more information, please call

Bernardston Senior Center (648-5413) or

Northfield Senior Center (498-2186).

## How do I schedule a trip?

You must call the Bernardston COA van driver at (413) 834-4084 by 10:00am the day prior to your travel (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 an additional cost of \$.75. 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 \$1.25
- All one-way trips to an adjacent town that are within our service are \$1.75
- All one way trips beyond an adjacent town that are within our service area are \$2.25

All trips to Senior Centers are \$.75 (in town trips), \$1.00 (adjacent town trips) and \$1.25 (beyond adjacent town trips).

*Fares listed are for one way.*

*There is an escort/PCA fee of \$.75 for each one-way trip and they must be there to assist the passenger with the trip (not there to do their own errands).*