

FRTA Customer Call Center

Located at:
12 Olive St., Greenfield, MA 01301

Monday through Friday 8:00am - 4:00pm

413-774-2262 ext. 0

Dispatch for Fixed Route Information

Located at:
3 Sandy Lane, Turners Falls, MA 01376

Monday through Friday 4:15am – 8:00pm
Saturday and Sunday 9:00am – 5:30pm

413-773-8090 ext. 103

How to Ride

Arrive at your bus stop several minutes before the bus is due to arrive. The FRTA picks up and drops off passengers at designated bus stops marked with the FRTA bus stop signs, shelters or blue Simmie-seats.

Watch for your oncoming bus. The route number and destination are listed on the electronic head signs located on the front and side of the bus. If you are not sure that you are boarding the correct bus, just ask the driver.

As the bus approaches, move toward the curb; indicate to the driver you want to board.

Please leave the side-facing seats in the front of the bus for elders and mobility impaired passengers.

The driver will stop at designated bus stops. Please exit quickly using the front and rear doors so that new passengers are able to board the bus. For your safety, do not cross in front of the bus or walk along the side of the bus, please cross behind the bus.

Bicycles on Buses

- Bike racks are available on a first-come, first-served basis.
- Tandem bikes or motorized bikes are not permitted.
- Loose items not securely attached to your bike (i.e. bags on handlebars, helmets, lights, baskets, etc.) are not permitted.
- Bikes cannot be locked while on bike rack.
- Customers use the FRTA racks at their own risk. FRTA assumes no responsibility for bikes that are lost, stolen, damaged or left on racks.
- Cyclists **MUST** load and unload their own bike. For safety reasons, the bus driver cannot assist in loading or unloading a bike.
- Never step onto the street side of the bus when loading or unloading your bike.
- Be ready at the bus stop. If you plan to remove anything from your bike, do so before the bus arrives at the stop.
- Load your bike as quickly as possible.
- Do not bring your bike inside the bus if the rack is full. Only folding bikes are allowed (stored under your seat) on a bus in the folded position.
- Electric Bicycle bike tires must fit in bike rack and not weigh more than 50 pounds.
- For more information, please refer to our bicycle policy.

Lost Articles

If you leave any personal articles on the bus, please report your loss to FRTA operations as soon as possible (413.773.8090 ext. 103). FRTA cannot be responsible for lost items, but we will make every effort to recover your property for you.

Helpful Transit Information

➤ **Montachusett Regional Transit (MART)**

(800) 922-5636

www.montachusetttrta.org

➤ **Pioneer Valley Transit (PVTA)**

(413) 781-PVTA www.pvta.com

➤ **UMASS Transit Service**

(413) 586-0056 www.umass.edu

➤ **Federal Transit Administration (FTA)**

55 Broadway, Suite 920
Cambridge, MA 02142

(617) 494-2055 www.fta.dot.gov

➤ **MA Dept. of Transportation (MassDOT)**

10 Park Plaza, Boston, MA 02116
(877) 623-6846

www.massdot.state.ma.us

➤ **Greyhound Bus Lines**

800-231-2222

www.greyhound.com

➤ **Amtrak**

800-USA-RAIL www.amtrak.com

You can access information on other Transit Authorities in Massachusetts by logging onto www.matransit.com



Franklin Regional Transit Authority



Riders Guide to the Fixed Bus Route

Serving the Region
Since 1978

JWO Transit Center
12 Olive St.
Greenfield, MA 01301
413-774-2262
www.frta.org

January 2025

Passenger Etiquette and Safety

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

- No eating, smoking or vaping allowed while riding the bus.
- Drinking non-alcoholic beverages is allowed only when drinking from a container with an attached lid designed to prevent spillage when held upside down.
- Music must be listened to with headphones.
- Phone use should be limited or during emergency situations. Please refrain from using the speaker function when on your cellphone.
- Rude language, fighting and unruly behavior is not permitted and will not be tolerated.
- No carrying or displaying of weapons, hazardous materials (gas cans, car batteries, landscape equipment etc.) allowed on FRTA property.
- No drinking alcohol or possession or use of illegal drugs.
- Place large packages under your seat.
- Strollers, grocery carts, wagons or walking aids cannot be left in the aisles and must be folded and stored under the bus seat so that they are not obstructing doorways or aisles.
- Shirts, shoes, and appropriate dress must be worn on the bus.
- No large items (skis, furniture, plants, rakes etc.) are not allowed on the bus.
- Carry-on bags/parcels 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 get off of the bus to retrieve any additional parcels.

- No littering, please take your trash with you.
- Please do not put your feet on the seats or lay across multiple seats.
- Please do not distract the driver while the bus is in motion.
- Please stay behind the yellow or white line while the bus is in motion.
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Failure to adhere to the etiquette and safety rules may result in immediate removal from FRTA property

Comments or Suggestions

Please visit the FRTA website at www.frta.org and complete the 'Contact Us' form. You may also request a form at the ticket booth in the JWO Transit Center or on the buses.

Complaints or Concerns

Please call the FRTA Customer Call Center at 413.774.2262 ext. 0 or stop by our office. All of our vehicles are equipped with cameras and audio recorders but to better handle your complaint, it is helpful to have the following information to assist us in further investigating the issue:

- Date and time of allegation
- Route or bus #
- Location of allegation (i.e. bus stop, on bus, grocery store etc.)
- Bus driver's name (should be on ID badge)



Children

Passengers 10 years of age and younger must travel with an adult passenger who is at least 18 years old.

Service Animals

Service animals are allowed on FRTA vehicles but must be kept at on the floor, at the passenger's feet.

The ADA requires the animal to be under the control of the handler and must be housebroken. FRTA may exclude any service animal (but not the rider) from vehicles or facilities when that animal's behavior poses a direct threat to the health or safety of others.

Service animals must not occupy passenger seating.

Service animals must not block the aisle or path of travels for passengers.

An animal which solely provides emotional support, well-being, comfort or companionship is not a service animal. These "companion animals" are considered pets and pets are allowed aboard FRTA vehicles and facilities only in secured and fully enclosed carriers.

Pets are subject to the rules above regarding service animals.

Service Advisories

For safety reasons, FRTA has the right to postpone or cancel service or to deviate from its regular routes because of accidents, bad weather, or other emergencies. Updates are posted on our Facebook page: Franklin Regional Transit Authority, FRTA website: www.frta.org or you may call Dispatch at 413-773-8090 ext. 3.

Requested Stops

Drivers are not authorized to pick up or discharge passengers who are NOT standing at a designated FRTA bus stop or shelter.

If you would like to confirm a request stop, please call dispatch at 413-773-8090 and ask for the Assistant General Manager, who will determine if it is a safe location. We will work with local officials and property owners to erect signage and possible bus shelters for our buses to stop and incorporate them into our daily routes.

Once the FRTA buses have left their curb/berth at the JWO Transit Center, they are not allowed to stop and pick up passengers. Please be early and ready for your bus to depart.

There will be no bus services on the following Holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day