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

- **Zone A: Chesterfield, Cummington, Goshen, Plainfield, and Worthington** – includes making connections with Link413 in Plainfield (903), Cummington and Goshen (904), in Williamsburg Center (R42) and at Northampton Center [Main St/Court House] (R41, R44, G47, B48, and FRTA Route 31)
- **Zone B: Granville, Southwick and Tolland** – includes making connections at Southwick Town Hall (G47)
- **Zone C: Southampton** – includes making connections at Southampton Town Hall (G47) and Big Y (Nashawannuck Express)

Hours are Mon - Fri 8:00am - 5:00pm

Available for Android and iOs
Download the app today!

Download on the App Store

GET IT ON Google Play

No Smart phone? NO PROBLEM!! Email us today at 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.



Now Including the Hilltowns of Hampden and Hampshire Counties Making Connections to the Fixed Route Systems!

FRTA Access

First- and last-mile solutions means FRTA has even MORE ways to help you get around!

Book your trip today using our new mobile app!

June 2026

Franklin Regional Transit Authority

www.frta.org

FRTA

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 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?

No. This program is designed to help people get around the immediate area and to connect with existing public transit fixed routes for their travel needs.

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 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!

How do I find more information about PVTA, FRTA, or LINK413 fixed bus routes?

More information can be found here:

- PVTA: https://pvta.com/schedules.php
- FRTA: https://www.frta.org/getting-around/schedules-maps/
- LINK413: https://berkshirerta.gov/link413/

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.