

Appendix 2: Greater Franklin Regional Transportation Inventory

Greater Franklin Regional Transportation Inventory, 2025

Program	Rider Eligibility	Trip Type	Service Area	Time of Service	Wheelchair Accessible	Phone	Website
FIXED ROUTE							
Franklin Regional Transit Authority (FRTA)	General Public	All	Franklin County, Hampshire County	7 days a week	Yes	(413) 774-2262	https://www.frta.org/
Pioneer Valley Transit Authority (PVRTA)	General Public	All	Hampden and Hampshire Counties, Franklin County	7 days a week	Yes	(413) 781-7882	https://www.pvta.com/
Montachusett Regional Transit Authority Athol/Orange Shuttle	General Public	Job & medical trip priority	Athol & Orange	M-F	Yes	(978) 575-9966	https://www.mrta.us/
PARATRANSIT (ADA) SERVICE							
FRTA Americans with Disabilities Act (ADA) paratransit service	People with disabilities must apply for eligibility	All	Within 3/4 mile of a fixed route bus	Same as fixed route	Yes	(413) 774-2262	https://www.frta.org/getting-around/persons-with-disabilities/
PVRTA Americans with Disabilities (ADA) Paratransit Service	People with disabilities must apply for eligibility	All	Within 3/4 mile of a fixed route bus	Same as fixed route	Yes	(413) 732-6248	https://pvta.com/mobility.php
SENIOR TRANSPORTATION							
Council on Aging /Senior Center Vans	Older Adults	Varies by town	With town limits/adjacent towns	Varies by town	Not Guaranteed	(413)-527-6425	https://mcoaonline.org/
FRTA Demand Response	Older adults, age 60+, Franklin County	Varies by town	FRTA service area	Varies by town	Yes	(413) 774-2262	https://www.frta.org/getting-around/demand-response/
FRTA Med-Rides volunteer driver program	Seniors age 60+	Medical, out of county	from Franklin County to out of county locations	M-F	No	(413) 774-2262	https://www.frta.org/getting-around/med-ride/

Greater Franklin Regional Transportation Inventory, 2025 (CONTINUED-1)

Program	Rider Eligibility	Trip Type	Service Area	Time of Service	Wheelchair Accessible	Phone	Website
MICRO-TRANSIT (On-Demand)							
FRTA Access	General Public (Smartphone App)	All	Two Zones in Franklin County	M-F: Zone 1 - 7:00am-6:00pm; Zone 2 - 8:00am-5:00pm	Yes	(413) 774-2262	https://www.frta.org/getting-around/frta-access-program/
MEDICAL TRANSPORTATION							
ACS-Road to Recovery	Eligible patients	Medical	Massachusetts	Varies	No	(800)-227-2345	https://www.cancer.org/
Bay State Franklin	Eligible patients	Medical	Bay State Greenfield to Bay State Springfield	Referral Service	Yes	(413) 773-2251	https://www.baystatehealth.org/
LifePath Rides for Health	Eligible home care consumers	Medical & grocery	Franklin County, Hampden, Hampshire counties	Referral Service	Not Guaranteed	(413) 773-5555	https://lifepathma.org/
MassHealth PT-1 Transportation	Eligible MassHealth consumers	Medical	Statewide & participating healthcare providers out of state	24/7	Yes	(800) 841-2900	https://www.mass.gov/transportation-for-masshealth-members
OTHER TRANSPORTATION							
Amtrak	General Public	Passenger Rail	Nationwide service from Springfield, Holyoke, Northampton, Greenfield	7 days a week	Yes	(800) 872-7245	https://www.amtrak.com/home.html
Greyhound/FlixBus Lines	General Public	Intercity Bus	Nationwide service from Springfield and Greenfield	7 days a week	Yes	(800) 231-2222	https://www.greyhound.com/
Celebrity Cab Company	General Public	Taxi	Hampshire, Hampden, and Franklin Counties	7 days a week	No	(413) 253-7330	https://celebritycabcompany.com/contact-us
Taxi Express	General Public	Taxi	Amherst Area, Northampton, Greenfield, Springfield	24 hours a day, 7 days a week.	No	(413)-977-0769	https://taxi-expressinc.com/contact-us/
GAAMHA, Inc	General Public	Taxi	Anywhere in MA; out of state sometimes	24/7	Yes	(978) 632-0934	https://www.gaamha.org/service/transportation