



Planned Service Changes

Berkshire Regional Transit Authority

Effective July 1, 2021

What is BRTA?

Berkshire Regional Transit Authority (BRTA) is one of 15 regional transit authorities in Massachusetts. BRTA currently serves 27 communities within Berkshire County and uses federal, state, and local funding to provide accessible fixed route and paratransit public transportation services.

Why make service changes?

BRTA continually evaluates the performance of bus routes and other services to ensure that we are providing our community with the best transportation options possible. Successful services may be improved, while other services may need to be revised. With every decision, BRTA seeks to incorporate community feedback via surveys, meetings, and comments either received throughout the year or from specific proposals.

Public Comment

BRTA solicited public comment for these service changes between May 1st and May 31st, 2021. The public was invited to submit comments electronically in writing, and verbally, through a variety of resources. All comments received were reviewed before changes were finalized.

Planned Service Changes

Effective Thursday July 1, 2021 – changes will begin on some BRTA bus routes and services.

- **Free Transfers:** New transfer policy will provide customers with more flexibility.
- **Route 1:** Weekday evening schedule adjustments.
- **Route 2:** Travel pattern change around Pittsfield ITC.
- **Route 3:** Bus stop location change at Big Y North Adams.
- **Route 4:** Weekday morning schedule adjustment.
- **Route 5:** New Route travel pattern on weekdays and Saturdays.
- **Route 11N:** Route will be discontinued.
- **Route 12:** Change Federico Drive to a Demand Service location.
- **Route 14:** Begin pilot weekday evening service.
- **Route 15:** Weekday and Saturday schedule adjustments.
- **Route 21X:** Travel pattern change around Pittsfield ITC.



Free Transfers Policy

Effective July 01, 2021 – All customers will be able to transfer between any BRTA bus route anywhere in the system, for free, within the valid transfer window when paying with the Charlie Card.

This change will provide BRTA customers with more travel flexibility when paying for bus travel with their Charlie Card. Free Transfers are only available for customers paying with the Charlie Card, there is still no free transfer when paying with Cash.

BRTA Transfers Policy Effective 07-01-2021

- Customers paying with the Charlie Card are provided with a free transfer based on the fare type paid (Local or System-wide).
- Customers may transfer between bus routes, for free, anywhere within the BRTA system within the transfer validity period.
 - Local Transfers are valid for sixty (60) minutes after issue.
 - System-wide Transfers are valid for seventy-five (75) minutes after issue.
- Customers may not transfer back onto the same route that issued the transfer.
- Customers transferring from a local route to a system-wide route will pay a step-up charge from their smart card stored value for the difference in local and system-wide fares.

Remember: There is no free transfer when paying with Cash. Full Fare Charlie Cards may be purchased on board from Bus Drivers - \$5 minimum balance required. Full Fare and Reduced Fare Charlie Cards are available from the ITC in Pittsfield – no minimum balance required.



Route 1 Pittsfield - North Adams

Effective July 1, 2021 - BRTA approved an amended timetable for the weekday pilot evening services between 6:30 pm and 11:15 pm. Service will be added to Berkshire Mall on certain trips, and the final Adams Center departure will be amended to 10 minutes earlier. There are no other Route 1 changes.

Route 2 Pittsfield - Lee

Effective July 1, 2021 - BRTA is changing how Route 2 travels within Pittsfield between South St and the ITC. Route 2 will travel via West St and Center St both to and from the ITC on all inbound and outbound trips. This change will provide service to a portion of West St between North St and Center St. There are no other Route 2 changes.

Route 3 Williamstown – North Adams

Effective July 1, 2021 - BRTA is relocating the bus stop for Big Y North Adams from its current location in front of the store entrance, to the corner of Holden St and St. Anthony Drive. The Route 3 will travel to Holden St via Eagle St and River St. There are no other Route 3 changes.

Route 4 Pittsfield - Dalton - Hinsdale

Effective July 1, 2021 - BRTA is changing scheduled times on the first weekday departure from Hinsdale Center and other time points along that trip to ITC. This trip will now look similar to all other trips during the day. There are no other Route 4 changes.



Route 5 Pittsfield - Lanesborough

Effective July 1, 2021 - BRTA is changing how the Route 5 travels between Lanesborough Center and Pittsfield ITC. Route 5 frequency, hours, and days of service will not be changed. This route will now travel along the same roads in both directions.

- Service will be provided to: ITC, Linden St, Onota St, Lakeway Dr, Valentine Rd, Pecks Rd, Wahconah St, North St, and Rte 7 to Lanesborough Ctr on all inbound and outbound trips.
- Service will be discontinued: along North St *between ITC and Wahconah St*, Wahconah St *between North St and Pecks Rd*, all along Hancock Rd, and all along Highland Ave.

Route 11N Berkshire Community College Night Loop

Effective July 1, 2021 - Route 11N will be discontinued. All evening bus service will be discontinued along West St between Onota St and Berkshire Community College.

Route 12 Pittsfield Southeast Loop

Effective July 1, 2021 - Federico Drive Industrial area will return to being a Demand Service location and will be removed from the published timetable. After July 1 - customers will either need to request a drop off from the bus driver or call BRTA Operations to schedule a pick-up, for service to Federico Dr.



Route 14 Pittsfield Southeast Loop

Effective July 1, 2021 – Route 14 will provide evening service within Pittsfield, between 6:30 pm and 10:40 pm. This route will provide access to customers within Pittsfield along the same areas as the daytime Route 14 and most areas previously serviced in the evening by the Route 11N.

Downing Parkway will become a Demand Service location after 6:30 pm. Federico Drive Industrial area will remain a Demand Service location during all hours. For service to these areas, customers will either need to request a drop off from the bus driver or call BRTA Operations to schedule a pick-up.

Route 15 West Pittsfield

Effective July 1, 2021 – Route 15 will provide service along West Housatonic ST in Pittsfield via a revised schedule. Some departure times have been amended on Weekdays and Saturdays. There are no other Route 15 changes.

Route 21x Pittsfield – Great Barrington Express

Effective July 1, 2021 - BRTA is changing how Route 21x travels within Pittsfield between South St and the ITC. Route 21x will travel via West St and Center St both to and from the ITC on all inbound and outbound trips. This change will provide service to a portion of West St between North St and Center St. There are no other Route 21x changes.

