

# Customer Travel Guide

**Fixed Bus Routes Servicing:**


- 1** Pittsfield - Cheshire - Adams - North Adams
- 2** Pittsfield - Lenox - Lee
- 3** Williamstown - North Adams
- 4** Pittsfield - Dalton - Hinsdale
- 5A** Pittsfield - Lanesborough via Pecks Rd
- 5B** Pittsfield - Lanesborough via North St
- 11** Berkshire Community College - West St
- 12** Southeast Loop via Elm St, Williams St, East St
- 14** Southeast Loop via East St, Williams St, Elm St
- 15** West Pittsfield - West Housatonic St
- 21** Lee - Stockbridge - Great Barrington
- 34** North Adams Loop
- 921** Pittsfield - Great Barrington Express

## Berkshire Regional Transit Authority



**More Information available:**

**Phone** (413) 499 - 2782  
**Online** [www.berkshirerta.com](http://www.berkshirerta.com)  
**Comments** [info@berkshirerta.com](mailto:info@berkshirerta.com)

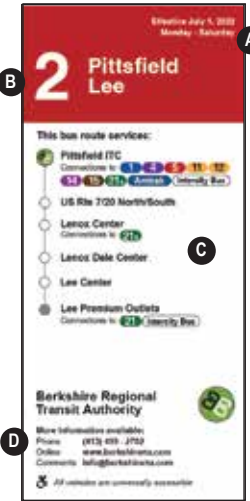
 All vehicles are universally accessible

## Bus Schedules

All schedules are available in print at Pittsfield ITC in Downtown Pittsfield, by mail or email as requested, and always online at [www.berkshirerta.com/plan-your-trip](http://www.berkshirerta.com/plan-your-trip)

### How to Read the Bus Schedule

Our bus printed bus schedules are all formatted in the same way. Here is what you need to know!



- A. When the schedule is active.
- B. Route number and end points /terminals
- C. Major destinations or transfer areas along the bus route
- D. How to contact BRTA for more information.
- E. Describes the style of bus service (local/express) and how the bus travels. Stops listed are "timepoints" where the bus is scheduled to stop.
- F. Days of operation. Not all routes run Monday - Saturday.
- G. These are major stop times. Read schedule across line from left to right to plan your trip!

## Identifying Your Bus

As the bus approaches you, be sure that it's the one you need before trying to board! The headsign message board above the front windshield will identify that bus' route number and final destination. BRTA fixed route buses are a variety of colors (green, yellow, or red) but never purple. Purple BRTA buses are only for ADA service clients, they will not stop when flagged by any other customers.



A. The headsign displays the route the vehicle is traveling. Buses not transporting customers display "Not in Service"



B. These four digits are the vehicle number. These numbers are only used to identify this specific BRTA vehicle within the fleet.

## ADA Compliance Statement

BRTA fully complies with the American's with Disabilities Act (ADA) and any updates. Our vehicles are universally accessible and use either passenger lifts or ramps to aid customers as needed. All customers may request to use the lift or ramp at any time. Some BRTA buses will "kneel" to reduce step-up.

## BRTA Title VI Policy Statement

Berkshire Regional Transit Authority ensures that no person shall, on the grounds of race, color, or national origin, be excluded from participating in or denied benefits of or be subjected to discrimination as it relates to the services provided by the Authority. Any person who believes that have been discriminated against on basis of race, color, or national origin may file a complaint with the Authority. For more information about this policy and the complaint process visit [www.berkshirerta.com/about/](http://www.berkshirerta.com/about/)

## Request Service Locations

Some locations are only serviced as requested by customers. Call BRTA at 413-499-2782 ext 1 to schedule a pick up or inform your driver for drop-off. Location list at [berkshirerta.com](http://berkshirerta.com).

## Real-Time Information

Our mobile app contains useful service information including a complete list of bus stops, upcoming departures, and other real-time bus tracking information available online at: [brta.routematch.io/routeshout/](http://brta.routematch.io/routeshout/)



## Tips for Traveling with BRTA

Thank you for choosing to travel with us! To help us serve you better, remember these helpful tips and rules:

- ▶ **Arrive at your bus stop** at least five minutes before the scheduled departure time;
- ▶ **Have your bus fare ready!** Have exact change only, our drivers do not make change. If you're using CharlieCard - make sure it is out and ready to tap! If reloading CharlieCard- you must have at least five dollars and always tell the driver that you want to reload **before** inserting money into the farebox;
- ▶ **Allow customers using mobility devices** to board or exit the bus before you do;
- ▶ **Once on board the bus** - quickly find a place to sit, or if standing, hold the hand rails at all times;
- ▶ **Keep children seated**, always keep your feet or packages off the seats and out of the aisle;
- ▶ **When ready to exit the bus** - pull the "stop request" cord at least 1 block before your stop so that the driver can safely slow down;
- ▶ **Once off of the bus**, never cross in front of the bus. Always wait for the bus to pull away before crossing the roadway and cross only if necessary.

## Bikes and Buses

All of our buses can transport bicycles! Combining your bus ride with a bike trip is a great way to get from point A to point B. Bikes are only carried on the bike rack outside of the bus; bikes are never allowed inside of buses. BRTA is never responsible for bike damage or theft. Bikes must be loaded/unloaded by the customer. No trikes, tandem, or heavy electric bikes allowed on the bike rack. First come-first served only.

Follow these 4-steps to safely load/unload bikes from buses:



**Squeeze handle to release latch;** if rack is empty, lower rack. Remove loose items from bike. Bike rack is lightweight and easy to raise/lower when empty.



**Load from the curb** or in front of the bus. Lift your bike into the slot starting with the slot closest to the bus.



**Raise and secure** the control arm over the tire to keep your bike in place. Never lock bike on rack. Check to make sure bike is secure before boarding the bus.



**When leaving bus:** inform the driver you will be unloading the bike. Lower the arm; remove your bike. Fold up the rack and step away from the bus to the curb!

## Paying for your Bus Trip

BRTA bus drivers collect customer fares on board buses at the time of boarding. Electronic fareboxes accept US currency (\$1, \$5, \$10, \$20 bills and all change except for the half-dollar coins) as well as CharlieCard pass and stored-value payments.

### What is CharlieCard?

CharlieCard is BRTA's reusable smart travel card. "Store value" (put money) on your CharlieCard as well as bus passes. As you ride, your bus fare is deducted from balance on your card. Transfers are only available when paying with CharlieCard, there are no free transfers when paying with cash.

**Full Fare CharlieCard** are available from the bus driver (\$5 minimum applies) and at Pittsfield ITC.

**Reduced Fare CharlieCard** are only available from Pittsfield ITC with proof of eligibility.

Add cash value or ride passes to the card at Pittsfield ITC or when boarding vehicles. Simply tap your loaded CharlieCard on the fare box to pay or add value. A discount is available when paying with CharlieCard.

### Types of Fares and Transfers

**Local Fare:** travel within (1) town plus (1) connecting town **Local Transfers are FREE** on your CharlieCard when paying a Local Fare. Valid for only (60) minutes, on another route, and do not reload after being used once.

**System Wide Fare:** travel across (3) or more towns.

**System Wide Transfers are FREE** on your CharlieCard when paying a System Wide Fare. Valid for only (75) minutes, on another route, and automatically reload onto the CharlieCard if used between connecting routes.

## BRTA Customer Code of Conduct

BRTA enforces a Customer Code of Conduct. Failure to follow the rules could result in denial of future services. No smoking, playing music without headphones, drinking alcoholic beverages, or eating allowed on buses. Strollers/shopping carts must be folded and all mobility devices secured. Non-alcoholic beverages must be consumed from spill-proof containers. The complete BRTA Code of Conduct, all fare policies, other BRTA services, accessible documents, and other helpful links are available online at [www.berkshirerta.com/plan-your-trip](http://www.berkshirerta.com/plan-your-trip)

## What is BRTA?

Berkshire Regional Transit Authority (BRTA) is one of (15) regional transit authorities in Massachusetts. We strive to help people get to work, to school, to doctors' appointments, to the grocery store, to visit family, and more while using our public transportation services. BRTA provides traditional fixed route and paratransit services across (27) Western Massachusetts communities, six days per week, with limited evening and no Sunday service.

## Fare Options and Pricing (as of effective date)

Bus Fares	Full Fare		Reduced Fare	
	Cash	CharlieCard	Cash	CharlieCard
Local	\$1.75	\$1.55	\$0.85	\$0.75
System-Wide	\$4.50	\$4.00	\$2.25	\$2.00

Bus Passes	Full Fare Pass			Reduced Fare Pass		
	1 Day	7 Day	30 Day	1 Day	7 Day	30 Day
Local		\$13.00	\$52.00		\$10.00	\$39.00
System-Wide	\$10.00	\$35.00	\$140.00	\$10.00	\$26.00	\$105.00

Special Passes	Student K-12 30 Day	College (8/1-12/31; 1/1-5/31)
	System-Wide	\$26.00

### Free Transportation Eligibility

- ▶ Personal Care Attendants accompanying a disabled person;
- ▶ Any passenger on their birthday with photo ID proof;
- ▶ Children five (5) years of age or younger, when traveling with an adult. Maximum of two (2) children per fare paying adult.

### Reduced Fare Eligibility

- ▶ Any passenger sixty (60) years of age or older with state-issued ID
- ▶ Any passenger with a Medicare Card;
- ▶ Students Grades K through 12, with school-issued ID;
- ▶ Any passenger presenting a Massachusetts Access Pass.