

MWRTA Catch Connect in Framingham and Natick

mwrta.com/catch

Catch Connect is a door-to-door transportation service. The MetroWest Regional Transportation Authority runs it.

You use the MWRTA's Catch app on your smartphone to ask for a Catch Connect ride to a specific place where you want to go. The Catch Connect vehicle (a van or a bus) picks you up where you are and takes you to that place.

Catch Connect rides are free until July 1, 2025.

Catch Connect rides are available in Framingham and Natick at these times:

Monday – Friday: 7:30 PM – 10:00 PM

Saturday – Sunday: 8:00 AM – 6:00 PM

You can go to any address in Catch Connect's service area. The map on page 3 shows the service area with purple circles.

If you can't use the Catch app, you can call Catch Connect at 508-283-5083 and ask for a ride.

Here are the steps to get started with the app:

1. Download the MWRTA Catch app from the Apple App Store or the Google Play Store.
2. Open the app. Allow the app to have location access on your phone.
3. Set up a Catch account with a username and password.
4. Enter your name and phone number in the Contact tab on the My Profile screen.

Here are the steps to ask for a ride:

1. When you want to book (reserve) a ride, go to the Connect tab and enter the location where you are (the pickup location) and the location where you want to go (the dropoff location). Then click on Book.

You must be at the pickup location when you book the ride with the app. You can't book a ride in advance or ahead of time.

2. The app asks for the number of passengers you have. Choose the correct number from the list. Then click on Book.
3. After it accepts your request for a ride, the app gives you the ETA (Estimated Time of Arrival) of the Catch Connect vehicle at your pickup location. The ETA tells you when the vehicle will pick you up. Be sure to be in a safe, lighted place so the driver can see you.

Framingham / Natick Catch Connect Service:

This service is designed to accommodate riders within Downtown Framingham, Downtown Natick, and the Golden Triangle retail area (Natick Mall, Shopper's World, Walmart, etc.) .

Riders can travel to any address within the designated service area.

Riders can make transfers to other transit systems:

- MWRTA Routes 2, 3, 4N, 4S, 7, 7C, 11, & Green Line Connector on Saturdays
- MBTA Fram/Worc Commuter Rail Line via Framingham, Natick Center, or West Natick Commuter Rail Stations.

***Please note that for efficiency, the Catch Connect will use two specific drop off/pick up points at the Natick Mall:**

- At the bus shelter located at the former Wegmans entrance, near Macy's
- At the entrance to Level 99

Please be sure when booking your trip to specify which of the two locations you will use.

[Please click here to view a service map.](#)

Service Hours:

Monday - Friday: 7:30 PM - 10:00 PM

Saturday & Sunday: 8 AM - 6 PM

Framingham/Natick Service

Monday - Friday 7:30PM - 10:00PM

Hours of Service: Saturday & Sunday 8AM - 6PM

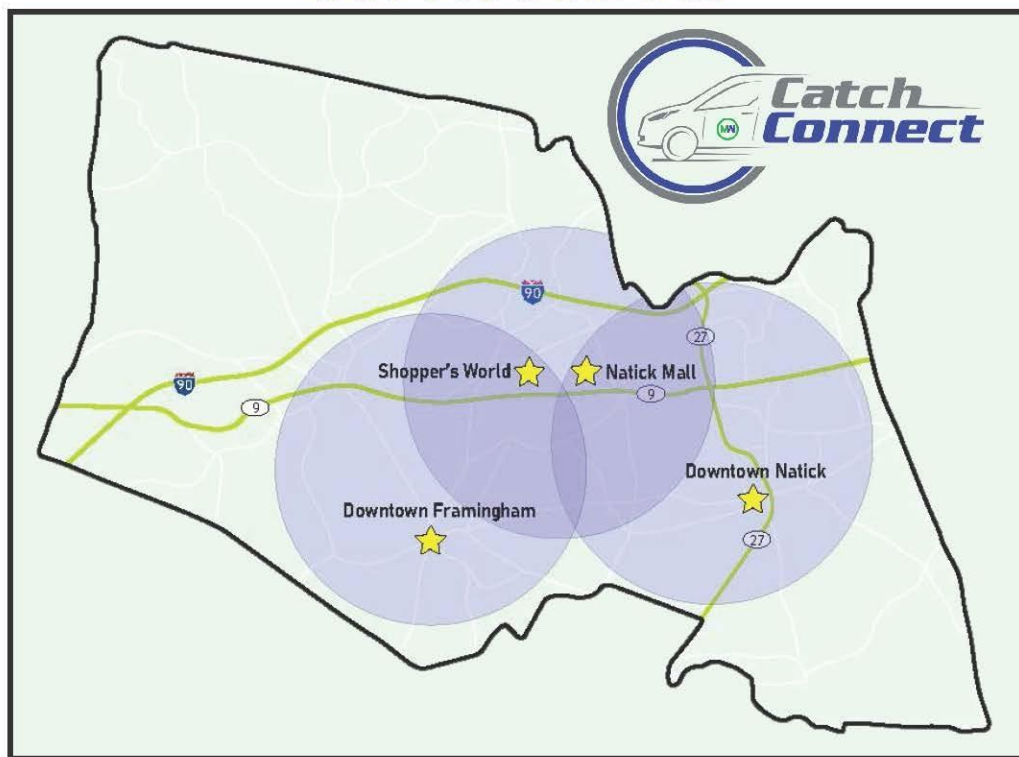
No Service On: New Year's Day ~ Patriot's Day ~ Memorial Day ~ Independence Day ~ Thanksgiving Day ~ Christmas Day. Limited schedules may apply on other holidays.

Transfers / Connections:

MWRTA Routes 2, 3, 4N, 4S, 7, 7C, 11, GLC.

MBTA Commuter Rail via Framingham, Natick Center, & West Natick Train Stations.

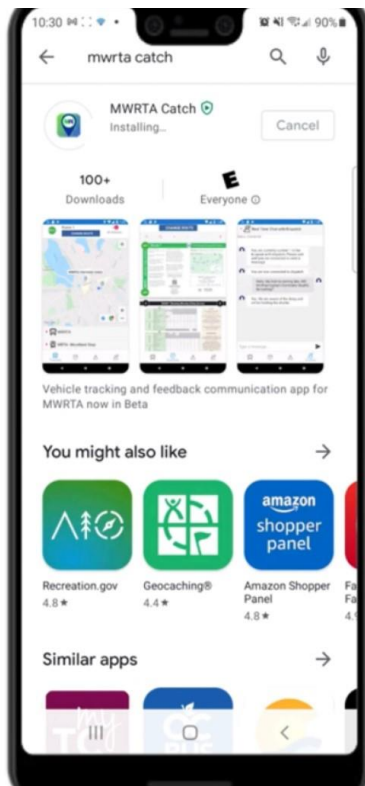
Service Area:



How To Use



MicroTransit Service

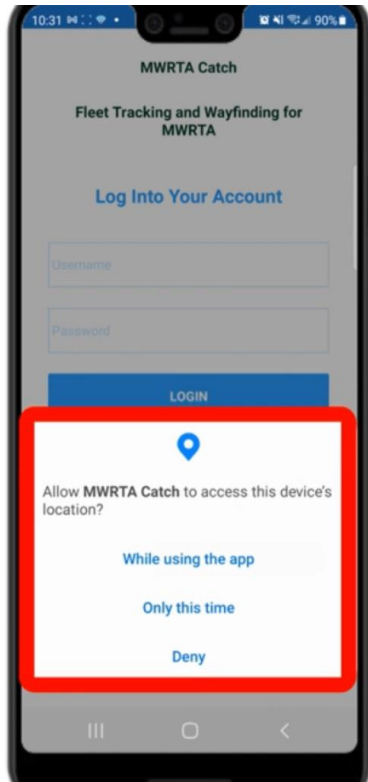


Install the MWRTA Catch App

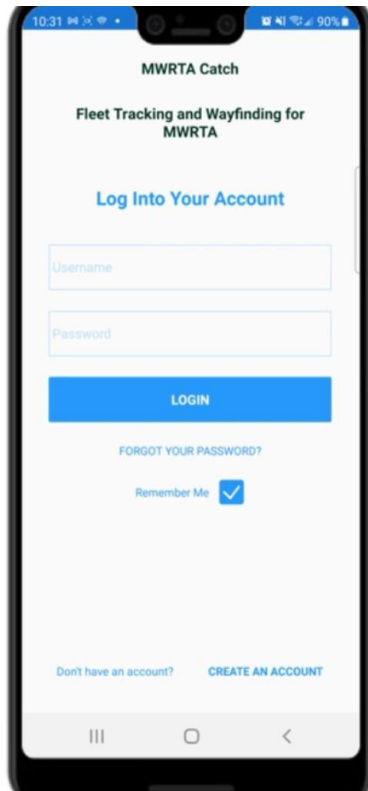




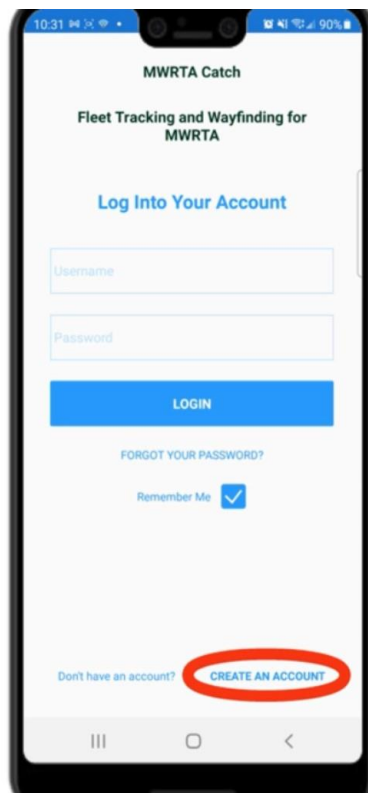
**Open the app
and allow
location access**



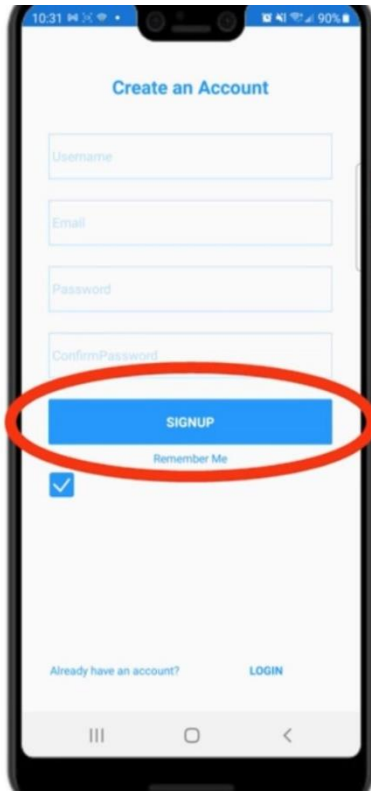
**Open the app
and allow
location access**



**If you have a
Catch account,
log in with
your username
and password**

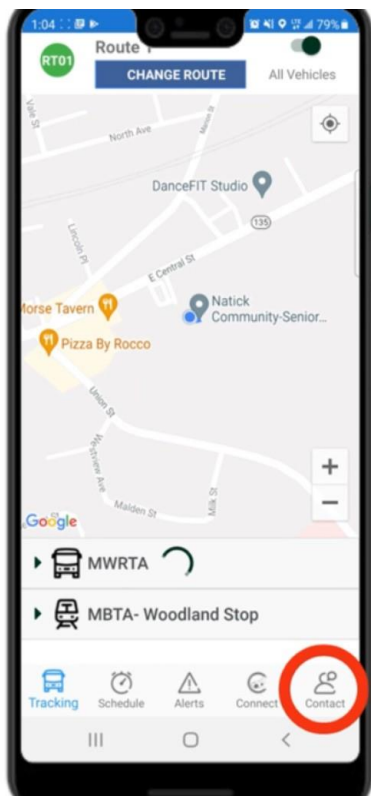


**If you do not have
a Catch account,
click on
"Create an Account"**



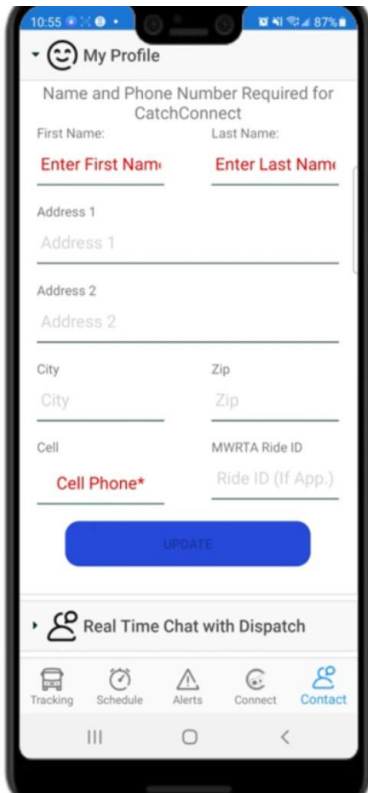
Enter your email address and choose a username and password.

Then click "Signup"



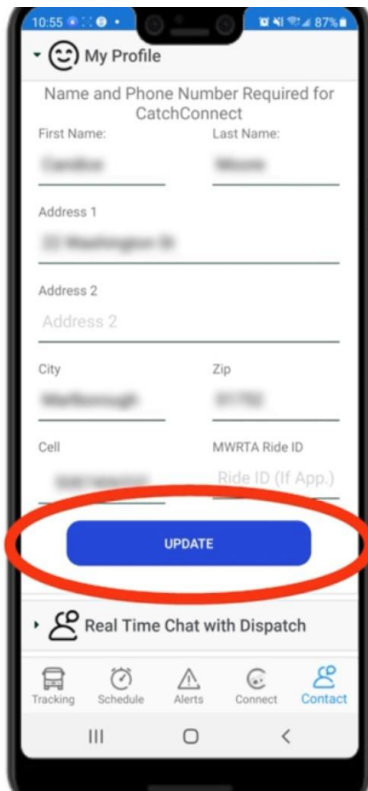
Once you've created and logged into your account,

Click on the "Contact" tab



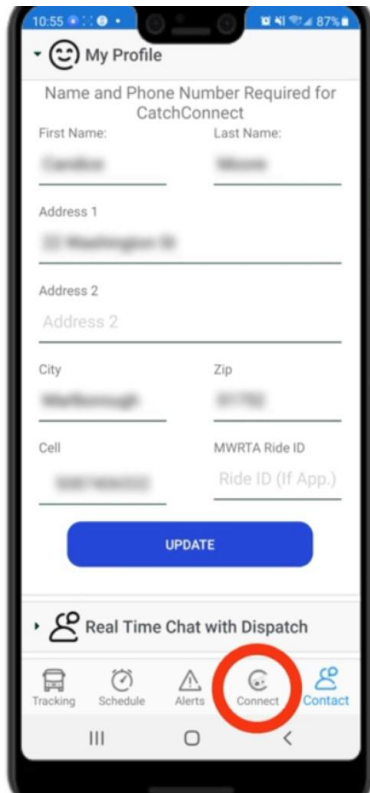
Fill in your first and last name, address, and cell phone number.

Click "Update"

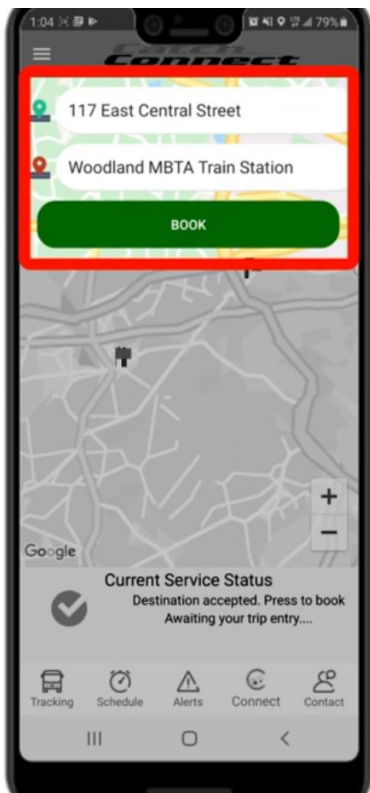


Fill in your first and last name, address, and cell phone number.

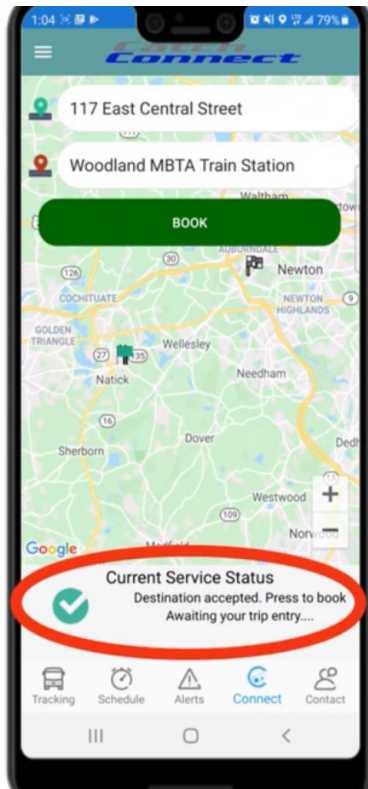
Click "Update"



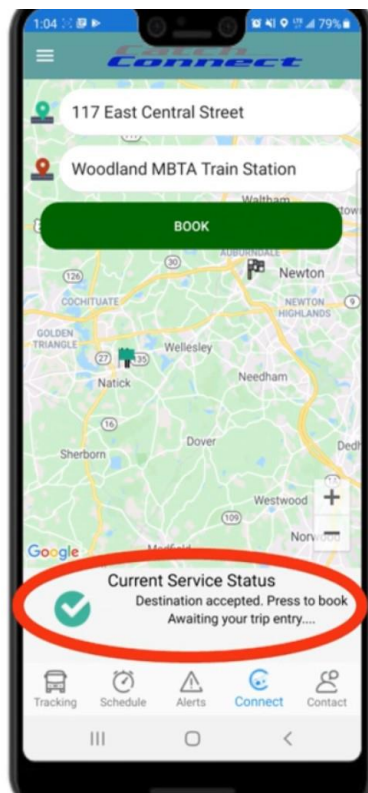
**Click on the
"Connect"
tab at the bottom
of the screen**



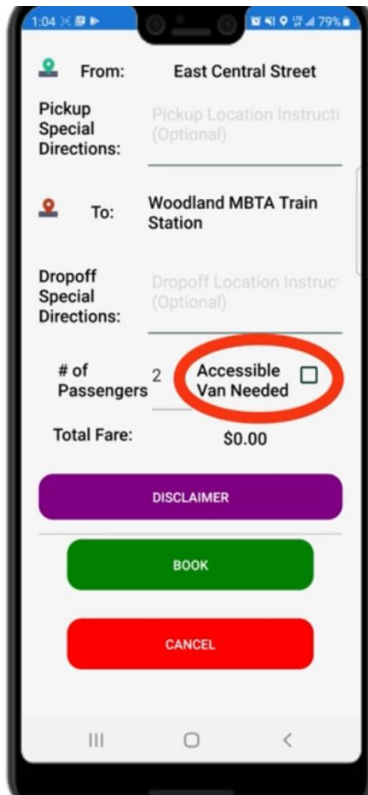
**Enter your pickup
and dropoff locations,
Then click "Book"**



You will need to be at your chosen pickup location and ready to go when you book your trip



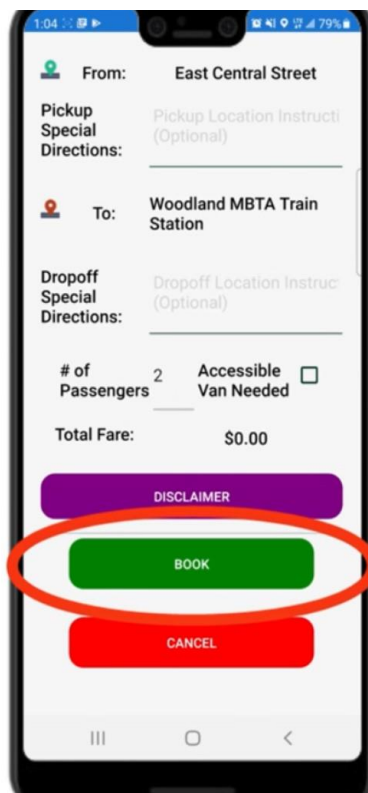
If you are too far away, or if your chosen pickup or dropoff location is not in the current service area, you will not be able to book your trip.



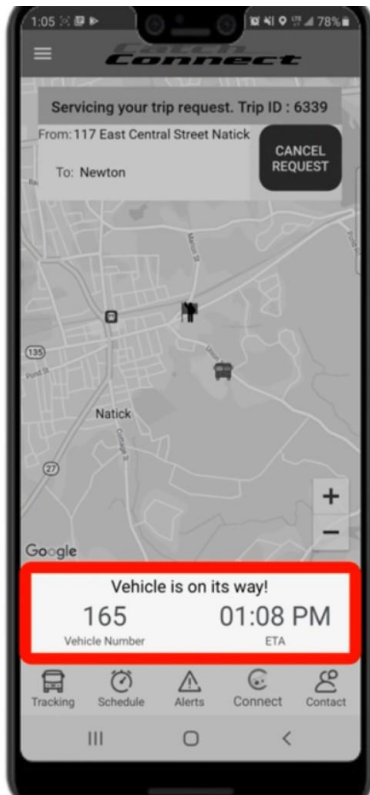
Enter the number of passengers you have, and select the

"Accessible Van Needed"

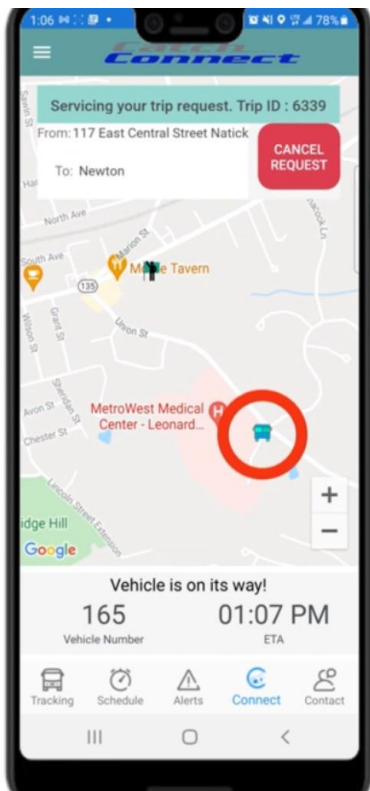
box if anyone in your group needs wheelchair access



Click "Book" to submit your ride request



Once a vehicle is assigned to your trip, you'll be able to see the vehicle number and ETA



You can also track the vehicle on your screen as it gets closer to your pickup point