For Your Information

Paratransit is a curb to curb service. Door to door service will be provided upon request, safety permitting.

The WRTA limits carry-on articles/ packages to "as many as the rider and/ or PCA/companion can carry in one trip without driver assistance and without taking up more than one seat." Failure to follow this policy may result in your loss of service.

Drivers and staff cannot accept tips or gratuities. If you wish to express thanks, please send a letter to:

WRTA Administrator
Worcester Regional Transit Authority
60 Foster Street, 3rd Floor
Worcester, MA 01608
www.therta.com

Never ridden the bus?

No problem! Take the bus with our travel trainer and go anywhere the bus will go.

Contact: Tess at 508.453.3451 or

Email: ttrainer@therta.com

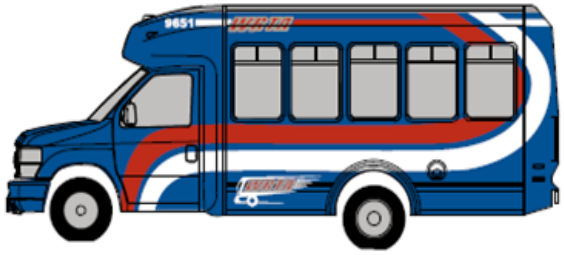
Worcester Regional Transit Authority

Paratransit Service Information

www.wrtaparatransit.com

508-791-9782

Option 3



Where can I buy Tickets?

WRTA Operations Center
287 Grove Street
Worcester, MA 01605
&
WRTA Customer Service Center
60 Foster Street
Worcester, MA 01608

A book of 80 tickets cost $18.00
Each ticket has a value of $0.25
Paratransit tickets cannot be used on the regular bus.

WRTA Customer Service Center

60 Foster Street
Worcester, MA 01608
508.791.9782
Hours of Operation
Monday - Friday 7:00 AM - 7:00 PM
Saturday - 9:00 AM - 5:30 PM

WRTA Operations Center

287 Grove Street
Worcester, MA 01605
508.791.9782
Hours of Operation
Monday - Friday 8:00 AM - 4:30 PM

What is Paratransit?

ADA Complementary Paratransit Service is for individuals with a disability that prevents them from using the accessible fixed route bus. You must apply in person for ADA service and be determined eligible under the guidelines of the Americans with Disabilities Act. To schedule an appointment to apply for ADA service call 508.752.9283 option one.

ADA riders can travel anywhere within Worcester and along 3/4 mile corridors surrounding each WRTA bus route outside the city.

Days and hours of Service in Worcester

Weekdays 4:50 AM– 10:00 PM*
Saturdays 5:50 AM-10:40 PM
Sundays 9:15 AM-7:35 PM
*until 12:00 AM in limited areas of Worcester

If you require a Personal Care Attendant (PCA), that person rides for free. You may also bring a traveling companion on your trips ; companions will pay the same fare as you. Service animals are welcome on all WRTA vehicles. All information is available in accessible format and multiple languages.

How do I schedule a trip?

Rides can be scheduled at 508.752.9283 seven days a week between 8:00 AM and 4:30 PM as early as 7 days in advance but no later than 4:30 PM the day before the trip.

When scheduling trips

Give the call taker your name, the exact address of your pick up location, the exact address of your drop off location, your appointment time and return trip information, if you will be using a mobility device, and if you will be traveling with a PCA, companion or service animal.

*You will receive an automated callback the night before with your trip infor-

How much does it cost to ride?

$2.25 in town - one way
$2.50 one town away - one way
$2.75 two towns away - one way
$3.00 three towns away - one way

Please have your exact fare. Drivers do not carry change and are not allowed to search for your fare.

Didn't receive a phone call?

Call the CMTM Dispatch Office at 508.453.3423 between the hours of 5:15AM-8:00AM and 4:30PM-8:45PM

During the hours of 8:00 A.M-4:30 PM call the PBSI Office at 508.752.9283 option one.

Definitions of the following can be found our website;

Don't be a No Show

On time trips, late trips, missed trips, no shows, and late cancelations;

The vehicle is considered on-time if it arrives within the 20 minute pickup window without making you late for a requested appointment. You must be at the curb or in a location where you can see the vehicle arrive during the entire 20 minute window. The driver will only wait five minutes before leaving for the next pickup.