

What is Paratransit Service?

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– 10:22 PM

Saturdays 5:50 AM-10:35 PM

Sundays 8:45 AM-7:35 PM

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.

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

**Don't be
a No
Show**

Definitions of the following can be found our website;

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

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 welcomes your feedback.
Contact us with your questions,
comments, complaints and concerns at
(508) 791-9782 or
www.therta.com/feedback/

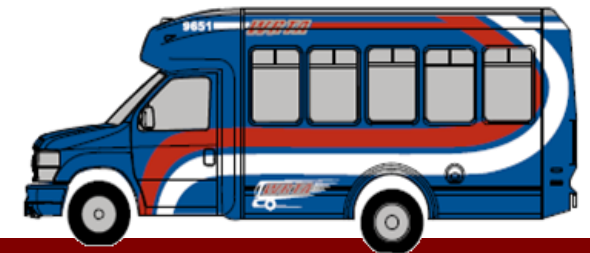


Paratransit Service Information

www.wrtaparatransit.com

508-791-9782

Option 3



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 information.



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.

How much does it cost to ride?

\$2.75 in town - one way
\$3.00 one town away - one way
\$3.25 two towns away - one way
\$3.50 three towns away - one way



How can I pay my fare?

All ADA Paratransit Riders must have a prepaid fare payment account. Fares for riders and companions will be deducted from the account.

There are several ways to put funds in your account.

- Credit/debit card via on-line portal; auto replenish option is available for your convenience
- Credit/debit card by phone by contacting PBSTM
- Mail a check or money order payable to Worcester Regional Transit Authority (WRTA), 60 Foster St., Worcester MA 01608, to add credit to your account
- Cash payments at the WRTA HUB Customer Service Window

For Your Information

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