



Worcester Regional Transit Authority

# *Welcome to the WRTA*



## ***The WRTA is your community's link to Public Transportation.***

### ***Did you know...***

- The Worcester Regional Transit Authority (WRTA) is the second largest regional transit authority in Massachusetts, serving 35 communities.
- The WRTA maintains a fleet of 48 buses, including four diesel-electric buses. The WRTA also provides paratransit service for the elderly and disabled in the region.



## ***Mission of the WRTA***

**The WRTA's mission is to provide convenient, comfortable, safe, reliable, cost-effective mobility services, contributing to the economic vitality of the region.**

The WRTA was created in September 1974, pursuant to the provisions of Chapter 161B of the General Laws of the Commonwealth of Massachusetts. The Authority is given general responsibility to develop, finance, and contract for the operation of mass transportation facilities and services within the territory.

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## ***Who's in Charge?***

The day-to-day business of the WRTA is managed by its Administrator, Stephen F. O'Neil, who is appointed by the WRTA Advisory Board.

### ***The Advisory Board consists of:***

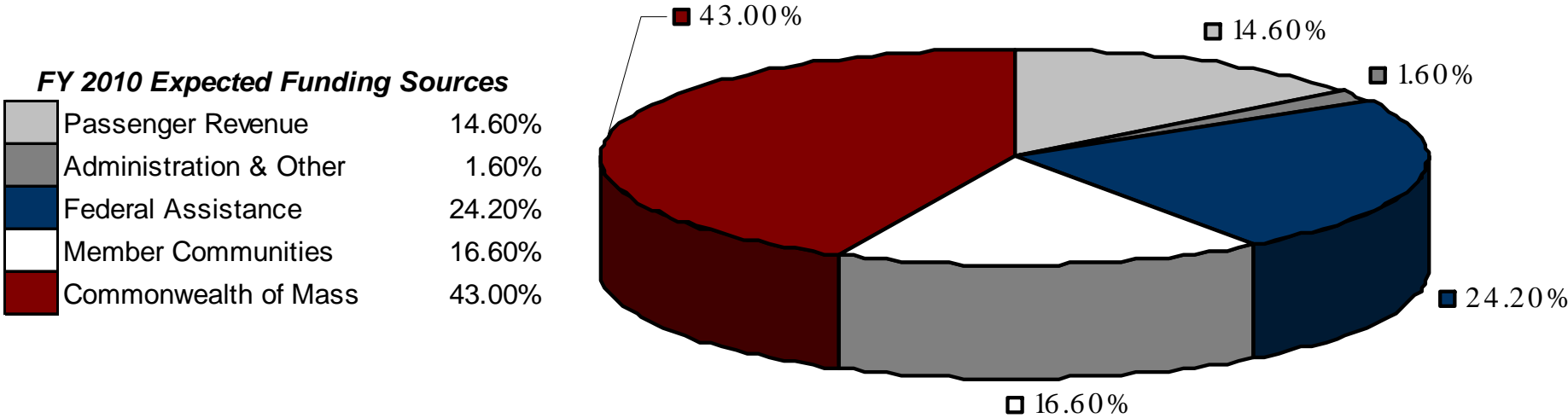
- » The City Manager of Worcester
- » The Chairman of the Board of Selectmen of each town having such a board, OR, the Town Manager or Town Administrator of each town
- » Advisory Board members may appoint designees to act on their behalf.

***\*Advisory Board Meetings are generally the third Thursday of the month.\****



# How is the WRTA Funded?

The WRTA is a political subdivision of the Commonwealth of Massachusetts and is funded by Federal, State and Local Monies, Grants, and Farebox & Advertising Revenue.



## ***Where Does the WRTA Go?***

You can travel within Worcester and into 10 surrounding communities on the 23 WRTA fixed routes.

### ***Areas Served By Fixed Route include:***

Auburn | Brookfield | East Brookfield  
Leicester | Millbury | Oxford | Shrewsbury  
Spencer | Webster | West Boylston  
Worcester



## ***What are the WRTA's Hours of Operation and Office Locations?***

- The WRTA's Main Office is located at 287 Grove Street, Worcester, and the hours of operation are 8 A.M. – 4:30 P.M.
- The WRTA's Customer Service Center is located at 317 Main Street, Worcester, and hours of operation are from 9 A.M. – 3 P.M.



## ***Where Are Tickets Sold, and Where can I Find a Bus Schedule?***

The WRTA offers tickets, passes, and bus schedules (also online) at both of its offices, as well as at the following locations:

### **Worcester**

**Big Y Market**, 100 Mayfield St.

**Big Y Market**, 50 Southwest Cutoff.

**George Floyd Mini Market**, 687 Millbury St.

**Jack's Variety**, 140 Vernon St.

**News Room**, 10 Front St.

**Quinsigamond Community College Bookstore**,  
670 W. Boylston St.

**Lori's Atrium Gift Shop**, Worcester Medical  
Center, 123 Summer Street

**Sunny Farm**, 774 Millbury St. & 295 Burncoat St.

**UMass Campus Gift Shop**, 55 Lake Ave.

**UMass Memorial Gift Shop**, 119 Belmont St.

**Worcester Check Cashiers**, 91 Strafford St.

### **Oxford**

**Sunny Farm**, 233 Main Street

### **Spencer**

**Town Clerk's Office at the Town Hall**,  
157 Main Street

### **Brookfield**

**Tip Top Country Store**, 8 Central Street

### **Leicester**

**Town Clerk's Office at the Town Hall**,  
3 Washburn Square



***Would You Like to Sell WRTA Tickets & Passes and  
Provide A Place For Bus Schedules at Your Location?***

The WRTA offers riders a convenient way to get to work, school, medical appointments, and nightlife – in and around the city.

It's easy to become an approved WRTA ticket vendor!  
For more information & to get started, simply contact:

Kathy Jacques  
287 Grove Street, Worcester  
508-791-9782 x3411  
kjacques@therta.com



## ***What Does it Cost to Ride the WRTA?***

Fares to Ride the WRTA's Fixed Route Bus Service are as follows:

Full cash fare (Adults 14 and up)	\$1.50
Elderly/Disabled Cash Fare	\$0.75
Children (Ages 5 -13, With an adult)	\$0.75
Children (Under Age 5)	Free
One Day Pass	\$3.50
Elderly/Disabled One Day Pass	\$1.75
31 Day Pass	\$48.00
Elderly/Disabled 31 Day Pass	\$24.00
Ten (10) Ride Pass	\$13.00
Elderly/Disabled Ten (10) Ride Pass	\$6.50

\* **Please note:** Proper Identification is needed to ride the bus at a discounted fare. A valid identification card must be shown to the driver each time a rider boards. ID cards are available at the WRTA's Customer Service Center located at 317 Main Street, Worcester.



## ***Paratransit: What is it, and How Does it Work?***

### ***ADA Paratransit →***

The WRTA provides curb-to-curb service using accessible vehicles to individuals with disabilities who qualify for service under the Americans with Disabilities Act (ADA).

Service is available anywhere in Worcester and within  $\frac{3}{4}$  of a mile surrounding WRTA bus routes outside of Worcester.

### ***Non-ADA Paratransit →***

The WRTA contracts with additional providers outside of the City of Worcester to bring non-ADA paratransit service to elders and people with disabilities regardless of age in the 34 communities surrounding Worcester.

\*ADA eligible riders have no limitations on their trip purposes and can travel whenever and wherever bus service operates. Non-ADA eligible riders can travel between 8 A.M. – 5 P.M., Monday – Friday (service hours can vary slightly by community).



## ***What Additional Services Does the WRTA Offer?***

The WRTA offers a myriad of services including:

- **ADVERTISING** → Use the WRTA's mobile billboards to help distribute your client' or business' message. **This is a great opportunity to drive your advertising message home, stretch your reach, and maximize your exposure!**
- **TRAVEL TRAINING** → The WRTA's Travel Training program teaches individuals 14 years of age and older how to safely and independently ride the WRTA at no cost.

**To get started, call the WRTA Travel Training Office at 508-752-9283 x 3460.**

- **ELDER SHOPPER SERVICE** → For Worcester residents 60 years of age and older. The ride costs just \$0.50 cents each way (\$1.00 round trip). Helpers from the Seven Hills Foundation are on board to assist riders with groceries.

**For more information, please call 508-752-9283 (TTY/TDD 508-792-3709).**



## ***The WRTA is Going Green!***

The WRTA takes its commitment to the environment seriously.

The WRTA was one of only seven transit agencies across the country to be chosen to participate in a federally-sponsored training and assistance program.

Through ***Environmental Management Systems (EMS)***, the WRTA is making a concerted effort to ensure that the organization's daily operations comply with environmental regulations.

**Additionally, the WRTA has updated its fleet to include four electric-diesel hybrid buses, which feature:**

- 20% - 45% fuel savings
- 30% - 40% reduced emissions
- Quieter operations



## ***Why Ride the Bus?***

Conserving energy and helping to support our environment are two main reasons for supporting public transportation.

- ❑● If 1 in 10 Americans used public transportation regularly, reliance on foreign oil would be cut by 40% (this adds up to our current oil imports from Saudi Arabia each year).
- ❑● Riding the bus is over 170 times safer than automobile travel.  
~ National Safety Council
- ❑● Emissions from road vehicles are the largest contributors to smog.
- ❑● For every passenger mile traveled, public transportation is twice as fuel-efficient as private vehicles.
- ❑● Public transportation saves households money.
- ❑● 25% of today's 75+ age group does not drive. Public transportation is a vital lifeline for older adults.

*\*This information was adapted from the American Public Transportation Association's "Facts on Public Transportation."*



## ***Your Frequently Asked Questions... ANSWERED!***

### **Q. Are routes ever changed due to weather or other factors?**

**A.** The WRTA runs in all kinds of weather to provide safe and reliable service. However, occasionally this means using alternate routes. Snow routes and detour information are available from drivers, posted signage on buses, through radio and television announcements, and the WRTA's information number (508-791-WRTA). Look for the **RED SNOW ROUTE** sign as you enter the bus to determine if changes are in effect.

### **Q. How do I know if I am getting on the correct bus?**

**A.** The route number and destination are listed on the electronic signs located on the front, side and rear of the bus. If you are not sure if you are boarding the right bus, ask the driver.



## ***Your Frequently Asked Questions... ANSWERED!***

### **Q. I noticed there are cameras on the buses, why?**

**A.** The WRTA has video cameras on the buses to provide an added measure of safety and security for our passengers. In the event of an incident, the WRTA will be able to provide information to the proper authorities.

### **Q. Can bikes and strollers be brought onboard buses?**

**A.** Strollers may be brought onboard buses, however, they must be folded prior to boarding and stowed between seats. On each WRTA bus, there are bike racks, which hold two bikes at a time. There is no extra charge for taking your bike — just pay the regular fare! Riders are responsible for loading and securing their bikes and unloading them from the racks.





Worcester Regional Transit Authority

## *Contact Us*

### **WRTA Main Office**

287 Grove Street

Worcester, MA 01605

(508) 791-WRTA (9782)

### **Customer Service Center**

317 Main Street

Worcester, MA 01608

(508) 453-3462