



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 37 communities.
- The WRTA maintains a fleet of 52 buses, including 6 all electric, 17 diesel-powered hybrid buses, and 29 diesel 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.



Who's in Charge?

The day-to-day business of the WRTA is managed by its Administrator, Jonathan E. Church, AICP 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.

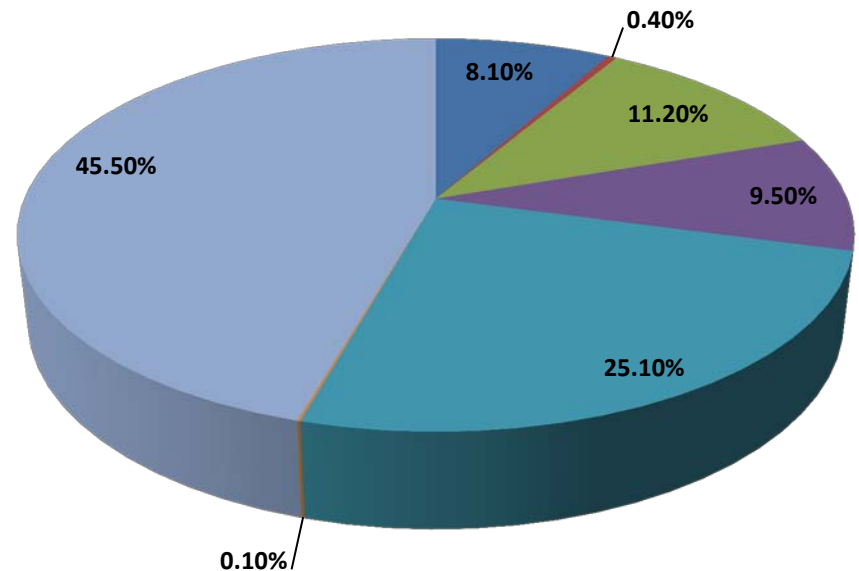
****Advisory Board Meetings are generally the third Thursday of the month.****



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.

- **8.10%** Passanger Fares
- **0.40%** Other
- **11.20%** Federal Non-Capital
- **9.50%** Member Municipalities
- **25.10%** State Assistance
- **0.10%** D/R Contract Reimbursement
- **45.50%** Capital Activities



Where Does the WRTA Go?

You can travel within Worcester and into 12 surrounding communities on the 28 WRTA fixed routes.

Areas Served By Fixed Route include:

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



Where Do the WRTA Shuttles Go?

You can travel with our shuttle service in the following 4 communities.

Areas Served By Our Shuttles include:

Grafton | Northbridge | Paxton | Westborough



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

The WRTA's headquarters (Hub) is located at 60 Foster Street, Worcester, MA 01608 and hours of administration are 8:30 AM – 5:00 PM

The WRTA's Hub Building lobby hours of operation are:

Monday - Friday	6:00 AM - 8:00 PM	Saturday	8:00 AM - 8:00 PM
		Sunday	2:00 PM - 6:00 PM

The WRTA's Customer Service Center is located at the Hub and hours of operation are:

Monday - Friday	7 AM – 7 PM	Saturday	9 AM – 5:30 PM
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The WRTA's Maintenance & Operations Offices are located at 287 Grove Street, Worcester, MA 01605 and hours of operation are:

Monday – Friday 8:00 AM – 4:30 PM



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.

News Room, 10 Front St.

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

UMass Campus Gift Shop, 55 Lake Ave.

UMass Memorial Gift Shop, 119 Belmont St.



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

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

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

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



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) with an adult	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 on Charlie Card	\$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 60 Foster 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 37 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 AM – 5 PM, 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!**

Please call 508-791-9782 ext. 3008 or visit therta.com.

- **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 508-453-3451.

- **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 17 diesel powered hybrid buses which gives a 30%-40% reduction in emissions. The WRTA has 6 all electric buses which provide Zero-emissions and quieter operation.



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, Facebook, Twitter, WRTA text alerts, and the WRTA's information number (508-791-WRTA). The buses electronic signs located on the front of the buses will state "Snow Routes" when applicable.

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, strollers and Grocery/Utility Carts be brought onboard buses?

A. On each WRTA bus, there are bike racks, which hold two bikes at a time. There is no extra charge for taking your bike. Riders are responsible for loading, unloading, and securing their bikes from the racks located on the outside front of the buses. Strollers may be brought onboard buses, however, they must be folded prior to boarding and stowed between seats. Grocery/Utility Carts must be kept out of the aisle or any other location which interferes with the entry or exit of passengers.





Worcester Regional Transit Authority

Contact Us

WRTA Maintenance & Operations

287 Grove Street
Worcester, MA 01605
(508) 791-WRTA (9782)

Customer Service Center

WRTA Hub
60 Foster Street
Worcester, MA 01608
(508) 791-9782 option 2