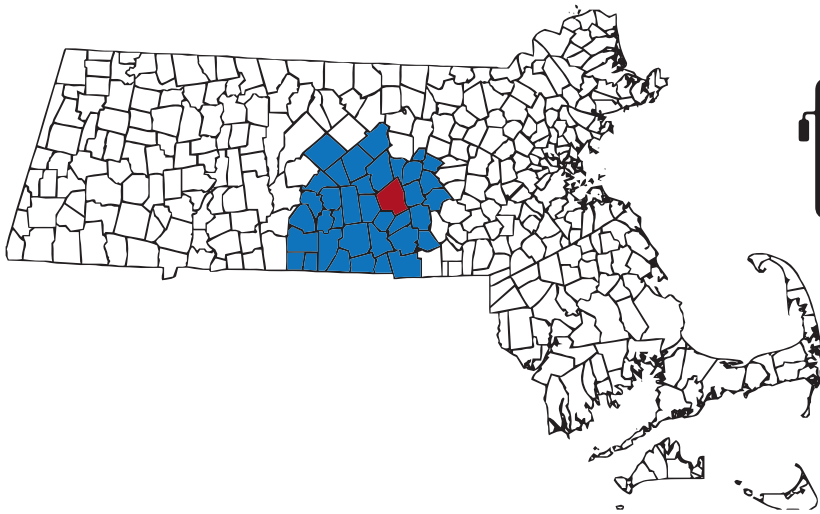


CITY OF WORCESTER PROFILE



SERVICE SUMMARY

Fixed-route service is provided to the city of Worcester by 24 bus routes; Routes 1, 2, 3, 4, 5, 6, 7, 825, 11, 12, 14, 15, 16, 19, 23, 24, 26, 27, 29, 30, 31, 33, 42, and Elder Shopper. Aside from Elder Shopper, all routes depart from the Central Hub in downtown Worcester, adjacent to the Union Station Intermodal Center. 15 of the 24 routes are entirely within the City limits, with the remaining nine providing service to neighboring communities, and as far as Brookfield, Southbridge, and Webster. Key destinations within the city include; Worcester City Hall, Worcester Public Library, Lincoln Plaza, Walmart (Route 146), Webster Square/Arena Plazas, Federal Courthouse, Family Health Center, The Fair Plaza, Great Brook Valley, and UMass Chan Medical School.

Americans with Disabilities Act (ADA) complementary transportation is available for people with disabilities who are prevented from using fixed-route buses for some or all of their trips. ADA service is available throughout the entire city, seven days a week, and individuals must apply and be determined eligible to utilize the service.



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WRTA SERVICE

Fixed Route Service

Routes 1, 2, 3, 4, 5, 6, 7, 825, 11, 12, 14, 15, 16, 19, 23, 24, 26, 27, 29, 30, 31, 33, 42 & Elder Shopper



Demand Response Service

WRTA ADA Complementary Paratransit

RIDERSHIP

Total Fixed Route

3,400,581

Total Demand Response

80,103



ANNUAL COST

Fixed Route Service

\$18,091,421

Demand Response Service

\$3,207,750



Community Assessment

\$4,192,482



CONTACT

Demand Response Service

Paratransit Brokerage Service & Transit Management

508.752.9283

Toll Free

877.743.3852

TDD/TTY

508.792.3709

