

WRTA WANTS TO HEAR FROM YOU!

UPCOMING SCHEDULE CHANGES

WRTA is proposing a series of schedule changes to improve the reliability and on-time performance of the bus service.



Why is WRTA Recommending Changing the Schedules

- One of the main complaints received by WRTA is that buses are running late, and are not on-time.
- WRTA buses were on-time an average of 61% from July 2023 through June 2024.
- WRTA hears you! From the 2024 WRTA Customer Satisfaction Survey, 'buses arriving on-time' received the lowest satisfaction rating – 2.7 out of 4.
- Changes in the schedules account for possible increases in traffic, population, and ridership.

How Can I Provide Feedback or Ask Questions?

- Visit the WRTA project website at (therta.com/schedule-changes) to see each of the proposed new schedules. *Please note that the proposed schedule changes are not final until voted on by the WRTA Advisory Board at their February 20, 2025 meeting.*
- Attend one of the four public meetings planned in January (listed below).
- Speak directly with WRTA at an information session at the Central Hub between January 13th to the 24th (listed below). *Staff will be available to answer any questions, or provide the ability to send feedback.*
- Send your comments directly to the WRTA via email: comments@therta.com

MEETING TYPE	DATE	TIME	MEETING LOCATION	TRAVEL BY WRTA ROUTE #
Public Meeting #1	Tuesday January 7	2:00 – 3:30 PM	Worcester Senior Center (Lunchroom) 128 Providence Street, Worcester	1, 11
Public Meeting #2	Thursday January 9	12:00 – 1:30 PM	Boys & Girls Club of Worcester 65 Boys & Girls Club Way, Worcester	825, 19, 27, 33
Public Meeting #3	Thursday January 16	2:00 – 3:30 PM	Worcester Public Library (Saxe Room) 3 Salem Square, Worcester	2, 3, 6, 7, 19, 27, 31, 33
Public Meeting #4	Wednesday January 22	3:00 – 4:30 PM	Worcester Housing Authority 630 Plantation St., Worcester	16
Table Event #1	Tuesday January 14	9:00 AM – 5:00 PM	WRTA Hub Lobby 60 Foster Street, Worcester	All
Table Event #2	Wednesday January 15	10:00 AM – 6:00 PM	WRTA Hub Lobby 60 Foster Street, Worcester	All
Table Event #3	Tuesday January 21	9:00 AM – 5:00 PM	WRTA Hub Lobby 60 Foster Street, Worcester	All
Table Event #4	Thursday January 23	8:00 AM – 4:00 PM	WRTA Hub Lobby 60 Foster Street, Worcester	All
Virtual Public Meeting #1	Monday January 27	5:00 PM – 6:30 PM	Zoom	

Translation

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theRTA.COM/SCHEDULE-CHANGES

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