



Worcester Regional Transit Authority

January 15th 2026 Advisory Board Meeting

Lobby Construction Update

- Demolition in progress
- Customer Service moved to temporary building on platform
- PBSI/Call Center moved to Venture X
- Expected to reopen to public by end of June 2026



Lobby Construction Update



Demand Response Software

- Reviewing Internal Needs and Industry Best Practices
- Plan to issue a Procurement in coming months
- New Software will improve customer facing tools and include new service modules



Epoxy Floors

- Completed Epoxy Floor Project at Maintenance and Operation Facility
- Safety investment to mitigate water from bus washing and snow melting



Comprehensive Regional Transit Plan (CRTP)

- CRTP=5 year vision for the WRTA
- Service Concepts included in the document
- Staff is currently in final stages of reviewing final draft
- CRTP will be posted to website
- Additional Study Required

