



WRTA

Quarterly Paratransit Rider's Forum
Thursday, February 26, 2026
1:00 PM to 2:30 PM

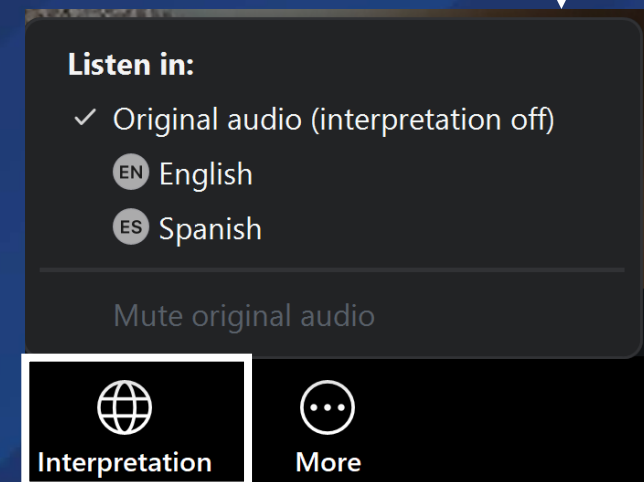
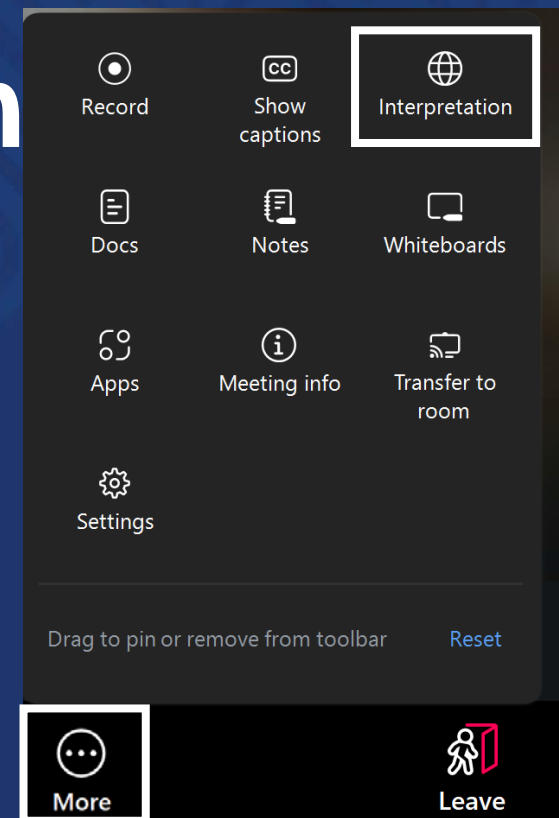
Language Interpretation

English

We offer Spanish interpretation during this meeting. In your meeting controls, click **Interpretation** (the small globe icon) and click the language that you would like to hear.

Spanish

Ofrecemos interpretación en español durante esta reunión. Para escoger el audio en inglés o en español tendrá que hacer clic en el botón de **Interpretación**, el cual tiene un ícono de un globo pequeño. Cuando haga clic en Interpretación, por favor escoja el idioma que desea escuchar.



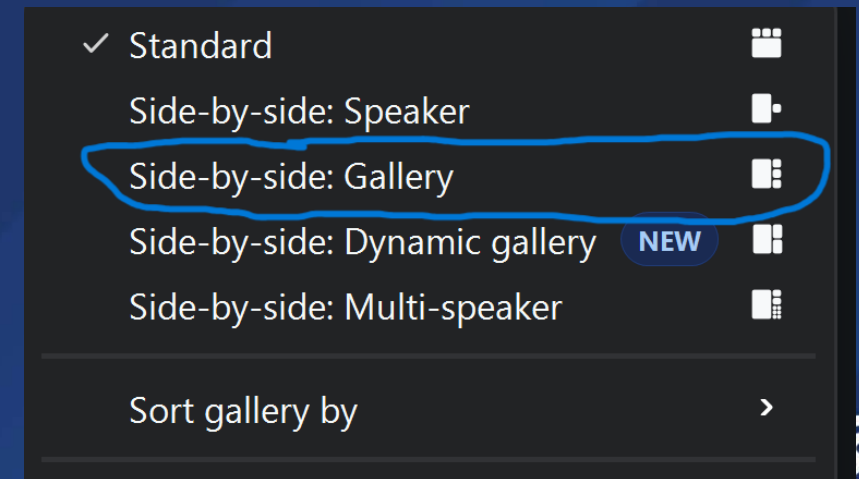
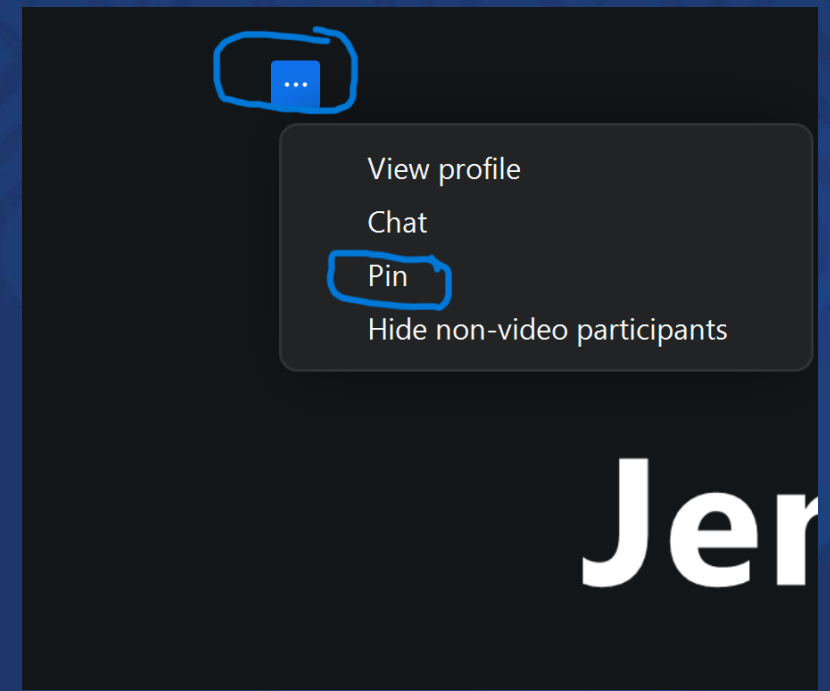
ASL Interpretation

We offer ASL interpretation during this meeting. There will be two interpreters who will be switching off in 15-minute intervals.

The interpreters will be labeled with ASL at the start of their name. Click on the three dots in both of their video windows, there you will see the option to **pin**.

When they are pinned and the screenshare begins, click **VIEW** in the upper righthand corner of the screen.

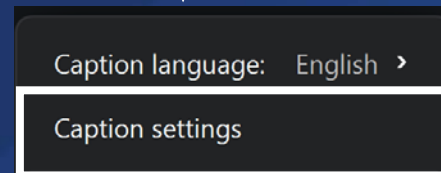
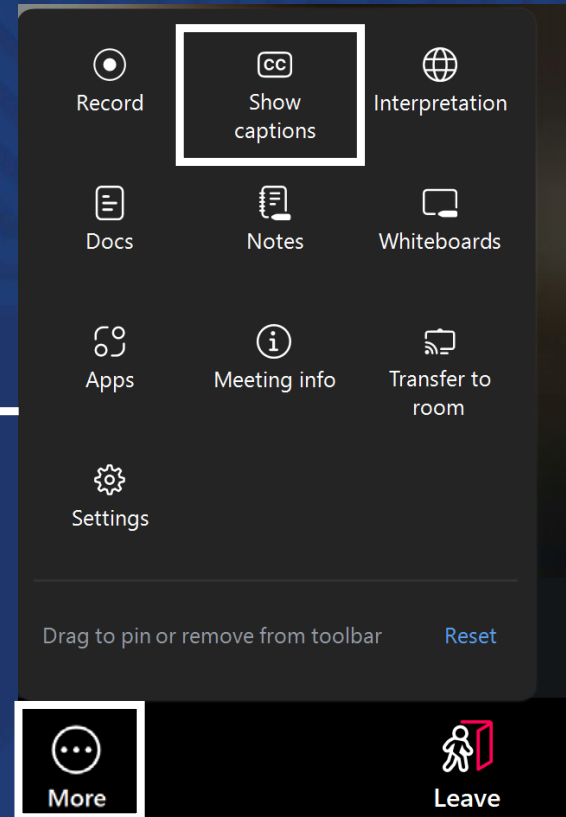
Choose “**Side-by-side: Gallery**” and you will be able to see both the interpreters who you have pinned and the presentation.



Captioning

You can view closed captions by clicking the **Closed Captions** feature. Captions are only available in English.

Click the ^ and then the **Caption settings** menu option to customize caption settings. There should be options to customize font size, caption color, font type, and position.



Participation Guidelines & Notes

- **This meeting is being recorded** and will be posted to the project website (<https://therta.com/qprf/>).
- **Please be respectful** and avoid inappropriate language or behavior.
 - Offending individuals may be removed from the meeting.
- **Use the Chat feature** to share any questions or comments during the meeting.
- **Technical Issues?** please share your issue in the Chat or directly message **Staff – John McGinley**. We will respond and help to resolve as quickly as possible.
- All participants are automatically muted upon entry. You will have the opportunity to speak during the public participation session later in the meeting.

Welcome and Introductions

- Welcome, and thank you for attending today's meeting!
- Inaugural quarterly Paratransit Rider's Forum to be held on Thursday, February 26th at 1:00 PM over Zoom webinar.
- Forum provides an opportunity for riders and members of the community to learn about ongoing service improvements, and to ask questions, provide feedback, etc.
- All information will be posted to new website: <https://therta.com/qprf/>.

Today's Forum Agenda

1. House Rules (Zoom Instructions, Code of Conduct) (1:00 – 1:05 PM)
2. Welcome & Introduction to the Paratransit Rider Forum (1:05 – 1:15 PM)
3. Agenda (1:05 – 1:15 PM)
4. Overview of WRTA Paratransit Services (1:15 – 1:30 PM)
5. Updates on ongoing work and service improvements (1:30 – 1:50 PM)
6. Public participation session regarding service (1:50 – 2:20 PM)
7. Wrap-Up and Next Meeting (end by 2:30 PM)



Forum Promotion

CALLING ALL PARATRANSIT RIDERS:

PARTICIPATE IN WRTA'S PARATRANSIT RIDER'S FORUM!

Thursday
February 26
1:00-2:30pm



Meeting will be held virtually via Zoom.

For more information, visit [theRTA.COM/QPRF](https://www.therta.com/qprf)

WORCESTER REGIONAL TRANSIT AUTHORITY

PARATRANSIT RIDER'S FORUM

Thursday, February 26, 2026
1:00-2:30pm



Join staff from Worcester Regional Transit Authority (WRTA) for our public quarterly paratransit rider's forum on Thursday, February 26 from 1-2:30pm!

The forum will provide an **opportunity for riders and members of the community to learn about ongoing paratransit service improvements** and to ask questions, give feedback, and share concerns about WRTA's paratransit service.

Visit [theRTA.COM/QPRF](https://www.therta.com/qprf) for additional information and details on how to participate! ASL and Spanish live interpretation has been requested for this meeting. Additional translated materials are available upon request.

Translation

English: If this information is needed in another language, please visit www.therta.com and use the Google Translate feature.

Portuguese: Se esta informação é necessária em outro idioma, por favor visite www.therta.com e use o Google Translate.

Spanish: Si necesita esta información en otro idioma, por favor visite www.therta.com y utilice Google Translate.

French: Si vous désirez ces renseignements dans une autre langue, prière de vous servir de Google Translate qui se trouve à l'adresse suivante: www.therta.com.

Polish: Jeśli ta informacja jest potrzebna w innym języku, proszę odwiedzić www.therta.com i korzystać z Google Translate funkcji.

Vietnamese: Nếu thông tin này là cần thiết trong một ngôn ngữ khác, vui lòng truy cập www.therta.com và sử dụng các tính năng của Google Translate.

Chinese (Traditional): 如果此信息需要以另一種語言，請訪問 www.therta.com 並使用谷歌翻譯功能。

Swahili: Kama unahitaji habari hii katika nyingine lugha, unaweza kubonyeza mahali panaandikwa "Google Translate" hapa juu.



[theRTA.COM/QPRF](https://www.therta.com/qprf)

X @therta | @theWRTA | @hop.on.wrta



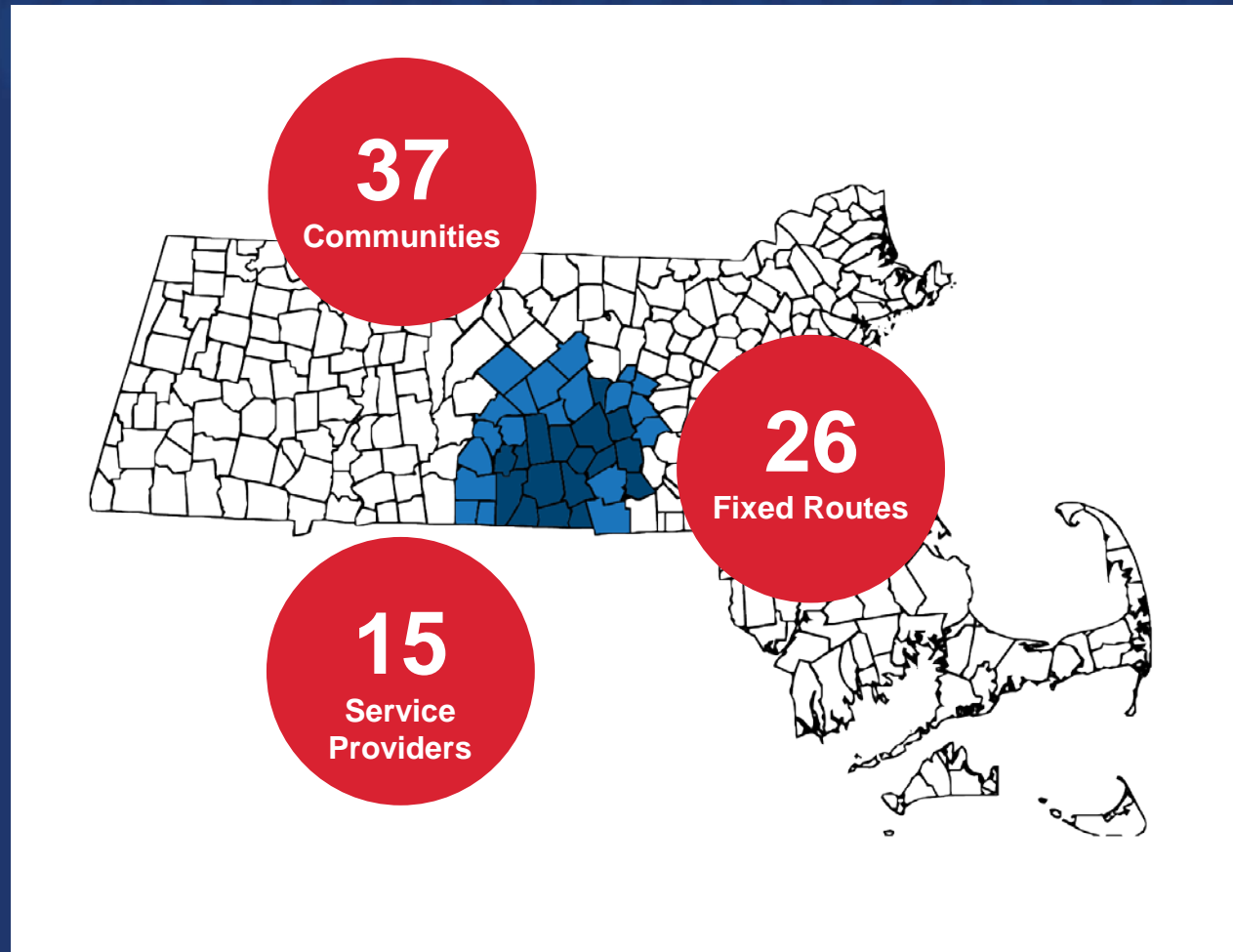


WRTA

Overview of WRTA Paratransit Services

WRTA History

- Founded in 1974 under MA General Law 161b
- 1 of 15 Regional Transit Authorities (RTAs) in Massachusetts
- Serves 37 communities through a variety of public transportation methods:
 - Fixed-route
 - 16 communities served
 - ADA and Non-ADA Demand Response
 - On-Demand Microtransit



WRTA Service Providers

- Fixed-route (Bus)
 - Central Mass Transit Management (CMTM)
- Demand Response (Van)
 - Central Mass Transit Management (CMTM)
 - South Central MA Elderbus (SCM Elderbus)
 - Paratransit Brokerage Services, Transit Management, Inc. (PBSTM)
 - Councils on Aging (11 communities)
 - Worcester Yellow Cab, Inc.
- On-Demand Microtransit
 - Via Transportation, Inc.



Demand Response – ADA Paratransit

- Federally mandated through Americans with Disabilities Act (ADA) of 1990.
- ADA Paratransit is a shared-ride service for people whose disabilities prevent them from using the accessible fixed-route bus for some, or all of their trips.
- ADA service area is available within a $\frac{3}{4}$ mile 'bubble' surrounding each of the WRTA's fixed routes and is available during the times when the bus is on-road.
- Individuals must apply and be determined eligible under ADA guidelines.
- ADA service is provided by CMTM, Worcester Yellow Cab, SCM Elderbus, and most of the COA's.



Demand Response – Non-ADA Paratransit

- Shared-ride service to provide transportation to fulfill the needs of seniors aged 60+ and people with disabilities outside of the ADA service area.
- Service is provided within the community and to neighboring communities with medical appointments as a priority.
- Service hours are limited to the schedule of the provider (ex. Monday through Friday 9:00 AM to 3:00 PM)
- Non-ADA service is predominantly provided by SCM Elderbus, and all of the COAs.

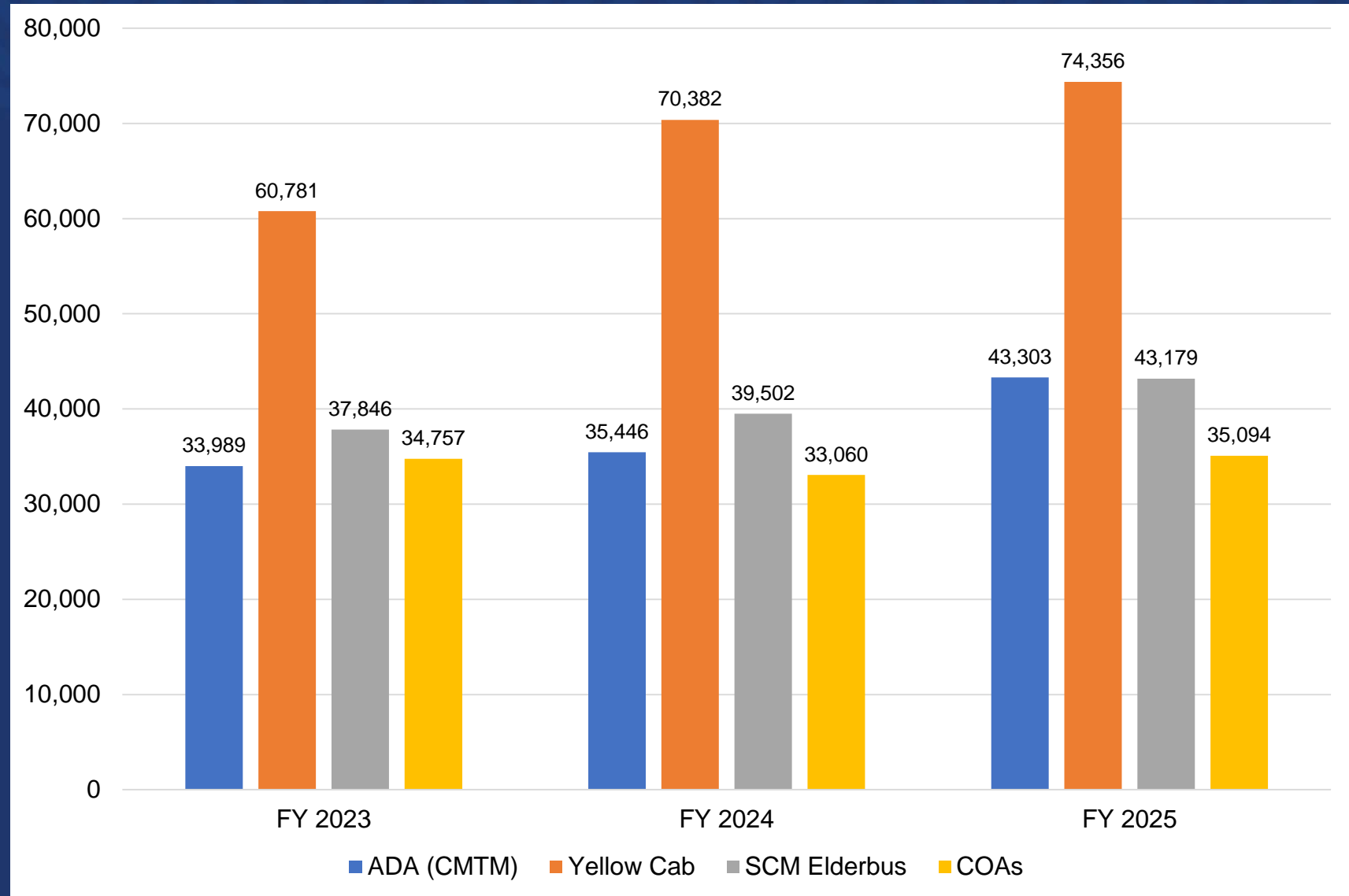


WRTA Mobility Management Model

- Intent is to increase transportation options and efficiency for passengers while reducing burden on COAs.
- MMM centralizes passenger scheduling, vehicle dispatch, and customer service through PBSTM.
- Communities that participate in the MMM:
 - Auburn
 - Leicester
 - Millbury
 - Northborough
 - Oxford
 - Shrewsbury
 - West Boylston
 - Westborough

Demand Response – Ridership Trends

- Total ridership by provider and Fiscal Year:
(July 1 through June 30)





WRTA

Update on Ongoing Work and Service Improvements

Paratransit Software Procurement - 2026

- Following efforts of newly implemented CAD/AVL system on fixed-route buses, WRTA will be procuring new demand response software this spring.
- PBSTM/CMTM and the COAs in the MMM have been using ADEPT by Stratagen software for nearly two decades.
- Remainder of WRTA service providers are using different software systems and one goal of the procurement is to streamline and have all providers on one centralized platform.
- Aim to implement before the end of the year.

Paratransit Software Procurement – Cont.

- From last year's Demand Response Customer Satisfaction Survey, riders told us the following future technology upgrades would be most useful;
 - Booking and cancelling a ride
 - Imminent arrival notifications (ex. Van is 2 min. away)
 - Identification of which vehicle is performing the trip (ex. Van #, Cab)
 - Trip planning features
 - "Where's my ride?" tracking – similar to bus tracker
- What other features would you be interested in?
 - Updates while on the vehicle?
 - Text option instead of automated calls the night prior?
 - **We'd love to hear your thoughts!**

Hub Lobby Construction Update

- The construction of the Hub Lobby began in January and is expected to be complete by the end of June.
- The project will increase seating capacity, enhance accessibility, and create a new exterior 'walk-up' window for Customer Service to provide quicker, and more convenient space.
- The re-designed area will have restrooms that are open-access/airport-style design, a designated Security office, and ADA intake area.
- Additional information is available on the WRTA website: <https://therta.com/lobbyreno/>.

Hub Lobby Construction Update – Cont.



Demand Response Customer Survey

- Surveys were collected throughout summer 2025 – **538** completed surveys were returned
 - Survey responses were 33% ADA clients, 28% SCM Elderbus, 25% from the MMM COAs, and 14% from the non-MMM COAs.
- Overall, survey shows that demand response riders are overwhelmingly satisfied with the service provided, though there are areas for improvement with both vans and cabs.
- Riders are enthusiastic about the potential for upgraded technology that would provide real-time information.
- Survey results are available on the WRTA website:
<https://therta.com/2025-demand-response-survey-report/>.





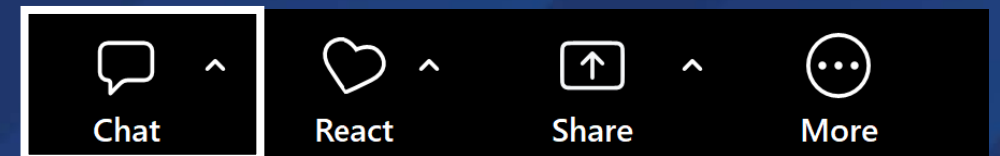
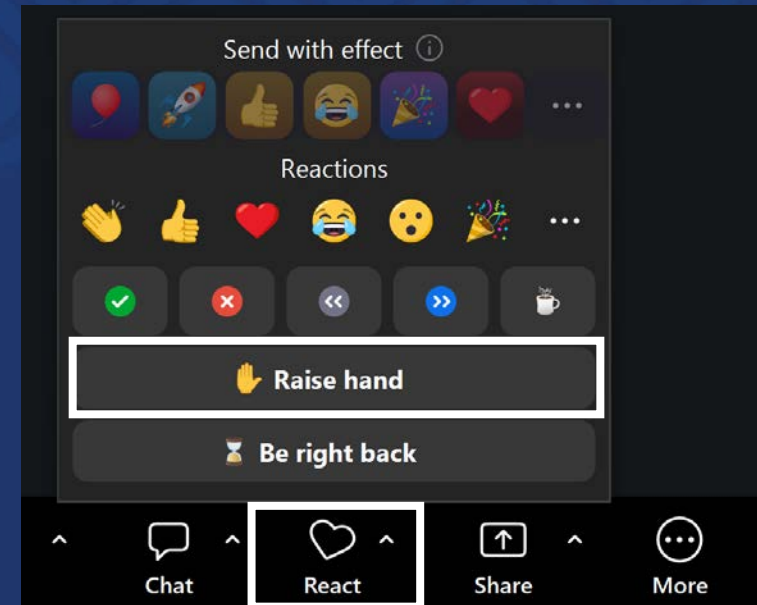
WRTA



Public Participation Session

Participation Guidelines

- Please share only one question or comment at a time.
- Use the **Raise Hand** feature to share a verbal question or comment. Wait for the moderator to recognize and unmute you before speaking. Aim to keep your question or comment under 2 minutes.
- Use the **Chat** feature to submit a typed question or comment. The moderator will read it aloud on your behalf.
- If you have joined by phone only, you may “raise your hand” by pressing the star button and then nine (*9).
- *After you speak, staff will lower your hand, and you will be muted to allow the team to respond and provide opportunities for others to participate.*



Participation Guidelines

- Do not share personal information, e.g. your exact home address.
- If you have a question that requires sharing personal information, please let us know in the chat.
- We will then move you to a separate break-out room with a staff member.



WRTA



Wrap-Up and Next Meeting Date

Next Meeting Dates and Times

- Thursday, May 21, 2026 at 1:00 PM
 - Will be virtual session over Zoom, due to Hub construction
- Thursday, September 10, 2026 at 1:00 PM
 - This and future meetings will be hybrid-model (in-person and virtual)
- Thursday, December 3, 2026 at 1:00 PM
- All information will be posted to new website:
<https://therta.com/qprf/>
 - For those who have signed up, information will also be emailed.
 - New contacts can sign up through the website.