



**WRTA**

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**Quarterly Paratransit Rider's Forum**  
**Thursday, May 21, 2026**  
**1:00 PM to 2:30 PM**

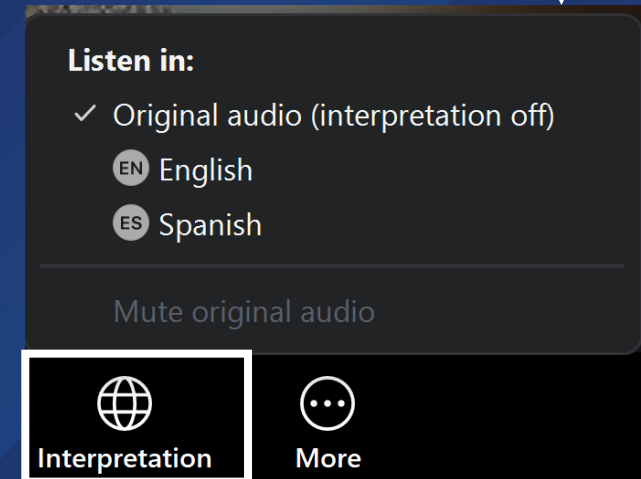
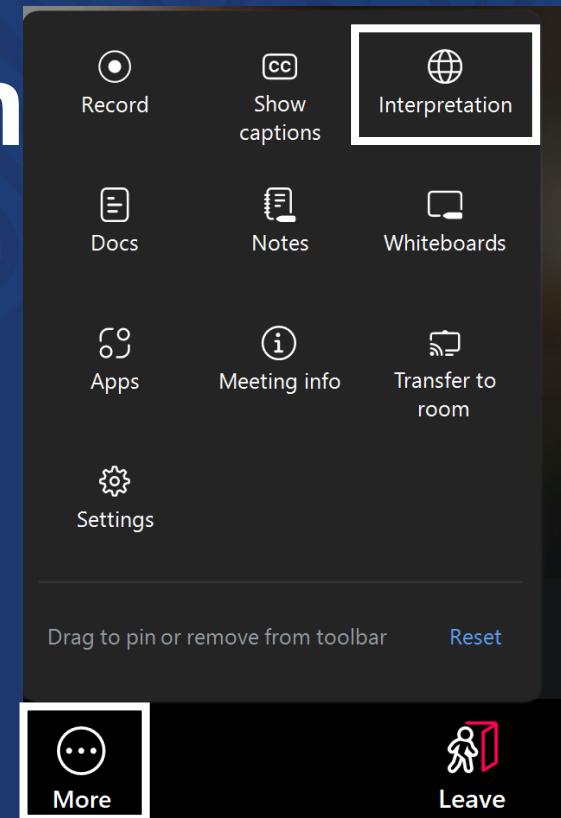
# Language Interpretation

## 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.



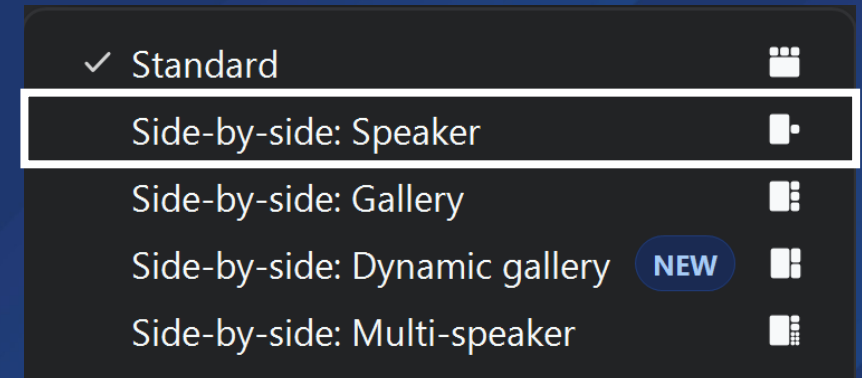
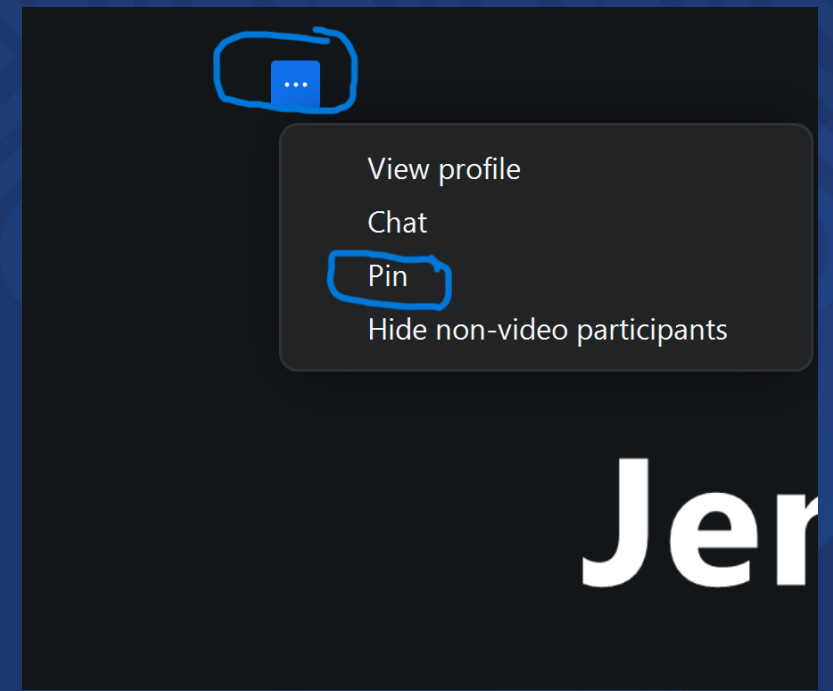
# ASL Interpretation

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.

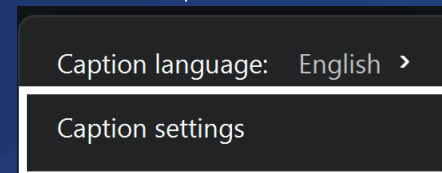
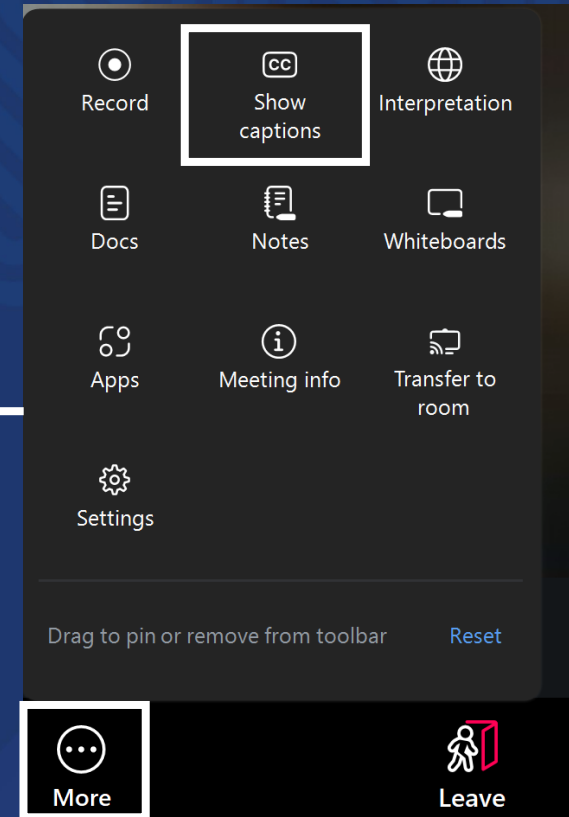
Choose “**Side-by-side: Speaker**” and you will be able to see both the interpreters who you have pinned and the presentation.



# 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!
- Second quarterly Paratransit Rider's Forum after inaugural one was held in February.
- 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, Agenda, Forum #1 Recap (1:05 – 1:15 PM)
3. Meet the Contractor Team (CMTM, PBSTM, SCM Elderbus) (1:15 – 1:30 PM)
4. Presentation: ADA Paratransit Education Series (1:30 – 1:45 PM)
5. Updates from WRTA (1:45 – 2:00 PM)
6. Public Participation Session (2:00 – 2:25 PM)
7. Wrap-Up and Next Meeting (2:25 – 2:30 PM)

# What We Heard in Forum #1

- Ideas for what riders would like to see in a new demand response software (real-time vehicle-tracking, automated alerts for pick-up, etc.).
- Personal experiences onboard vans, and taxis (both positive and negative).
- Questions regarding program; pick-up windows, rider notifications.

# Meet the Contractor Team

- Dave Trabucco, General Manager,  
Central MA Transit Management (CMTM)
- Carolyn Foley, Director,  
Paratransit Brokerage Services Transit Management, Inc.  
(PBSTM)
- Jorge Morales, Director  
SCM Elderbus



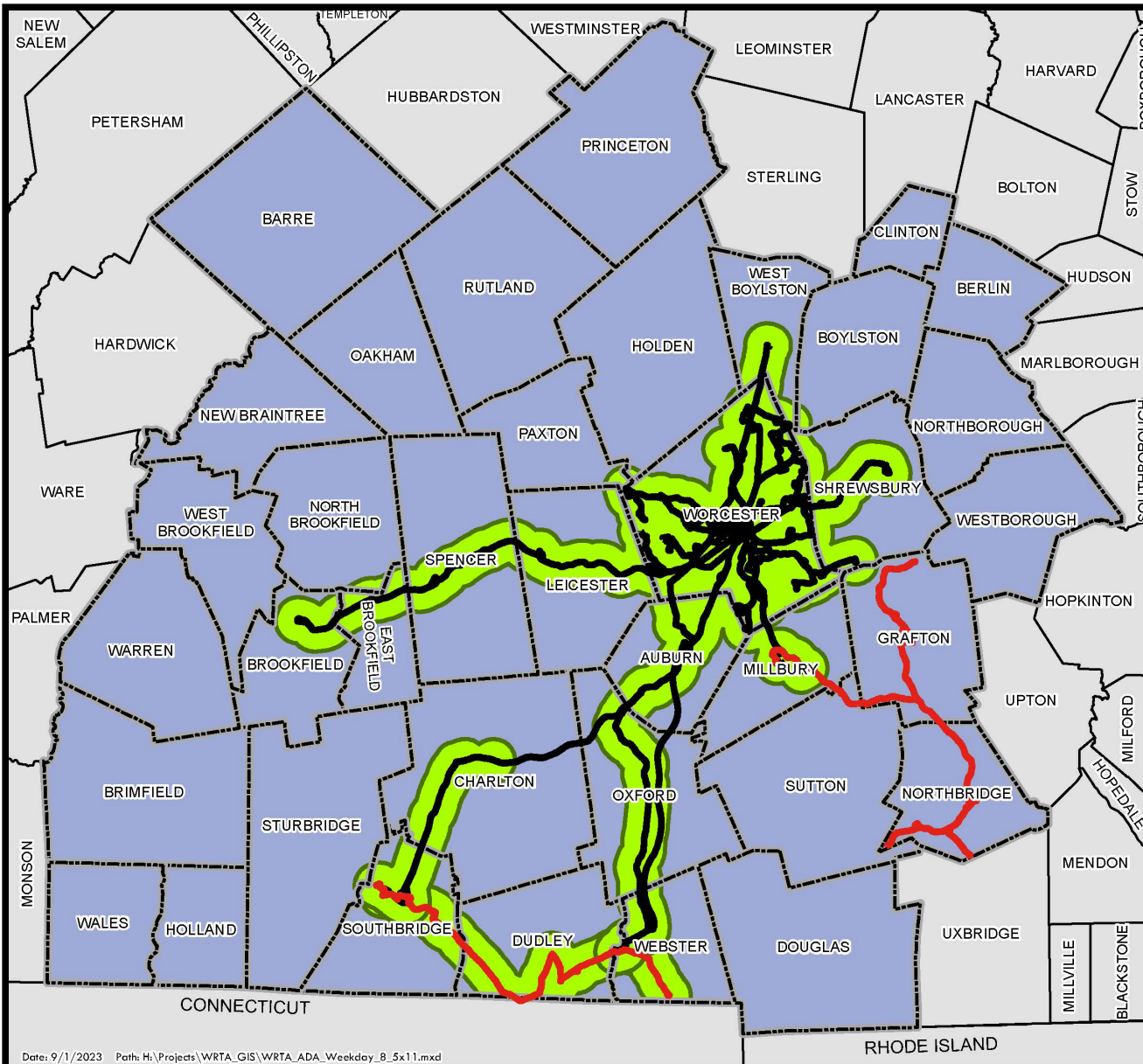
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# **Presentation: ADA Paratransit Education Series Understanding ADA**

# Understanding ADA - Overview

- WRTA offers ADA complementary paratransit service to those whose disabilities prevent them from using the accessible fixed-route bus for some, or all of their trips.
- Individuals must apply for ADA service and be determined eligible under the guidelines of the Americans with Disabilities Act of 1990.
- ADA service area is available within  $\frac{3}{4}$  mile surrounding the WRTA's fixed routes and is available during the times when the bus is on-road.
  - Entire City of Worcester is in the ADA service area
  - Rider does not have to live within the ADA service area, but trip origin and destination must be within the ADA service area to utilize.
- ADA trips mirror fixed-route service; trips should take about the same amount of time that it would take using fixed-route buses, including wait times and transfers at the Hub.

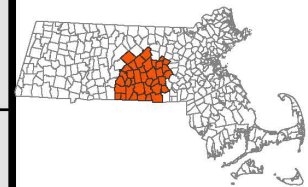


**LEGEND**

- WRTA Fixed Route Service
- Shuttle Route
- Member Municipality
- ADA Service Area
- Non-Member Communities



1 in = 5 miles



Source: Data provided by the Central Massachusetts Regional Planning Commission (CMRPC), massDOT and the Office of Geographic Information (MassGIS), Commonwealth of Massachusetts, Information Technology Division.

Information depicted on this map is for planning purposes only. This information is not adequate for legal boundary definition, regulatory interpretation, or parcel-level analysis. Use caution interpreting positional accuracy.

Produced by the

One Mercantile Street, Suite 520  
Worcester, MA 01608

Date: 9/1/2023 Path: H:\Projects\WRTA\_GIS\WRTA\_ADA\_Weekday\_8\_5x11.mxd

**WRTA Weekday Fixed Route & ADA Paratransit Services**  
(Current As Of August 2023)



# Understanding ADA – What is it?

- WRTA ADA Paratransit is:
  - A shared-ride service
  - Trips are ORIGIN to DESTINATION
  - Comparable trip length times to fixed-route, including wait times and transfers
  - Available at the same days and times as the fixed-route bus in the area
  - Is for those who cannot use the fixed-route bus for some, or all trips
  - **Free through June 30, 2027.**
- WRTA ADA Paratransit is **NOT**:
  - A personal taxi service, trips are grouped together for efficiency
  - A 'door-to-door' service
  - Available everywhere at all times

# Understanding ADA - Eligibility

- 3 categories of eligibility:
  - Category 1 – includes those with mental or visual impairments who cannot “navigate the system”. Includes people who cannot board, ride, or exit an accessible vehicle “without the assistance of another individual”.
  - Category 2 – not applicable to WRTA, vehicles used for ADA trips are accessible
  - Category 3 – includes those with a specific impairment-related condition, which **prevents** them from traveling to a boarding or exiting location.

# Understanding ADA – How to Access

- To apply for ADA eligibility – there is a Statewide (MA) ADA Paratransit Application Form that all RTAs adopted in 2025. Available on the [WRTA website](#).
- Once the ADA application has been completed and received, PBSTM will confirm the information provided with the licensed healthcare professional listed on the application.
- Upon professional verification, an ‘eligibility determination’ will be made within 21 days (Category 1, or Category 3).
- When a determination is made, there are a number of scenarios; ineligible, conditional eligibility (weather-related), or full service eligibility.
  - Eligibility determinations are generally good for up to 5 years.



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# **Update on Ongoing Work and Service Improvements**

# Demand Response Software Procurement

- Working towards releasing RFP for interested vendors in early June.
- Incorporates items WRTA heard from its demand response customer satisfaction survey, Forum #1, and items identified in needs assessment sessions with service vendors.
- Goal is to implement new software by January 1, 2027.

# Demand Response Overflow Procurement

- Awarded RFP #2026-04 Demand Response Paratransit Transportation to two vendors;
  - New Worcester Yellow Cab, Inc.
  - Bethel Group, LLC
- Bethel Group, LLC is a new vendor to WRTA, currently provides similar services to MART.
- Service area for Bethel Group to be determined, but Yellow Cab will still be used for majority of overflow trips.

# Renovation Status of WRTA Hub Lobby

- Flooring (Week of 5/25)
- Real Time Signs (Week of 6/1)
- Seating (Week of 6/8)
- Curtain Wall/Sliding Doors (Complete by Mid July)



# Renovation Status of WRTA Hub Lobby

- Tactile Domes for VIP
- Applied in variety of environments including transit facilities
- Will create path for VIPs from both entrances to seating area, customer service and bathrooms

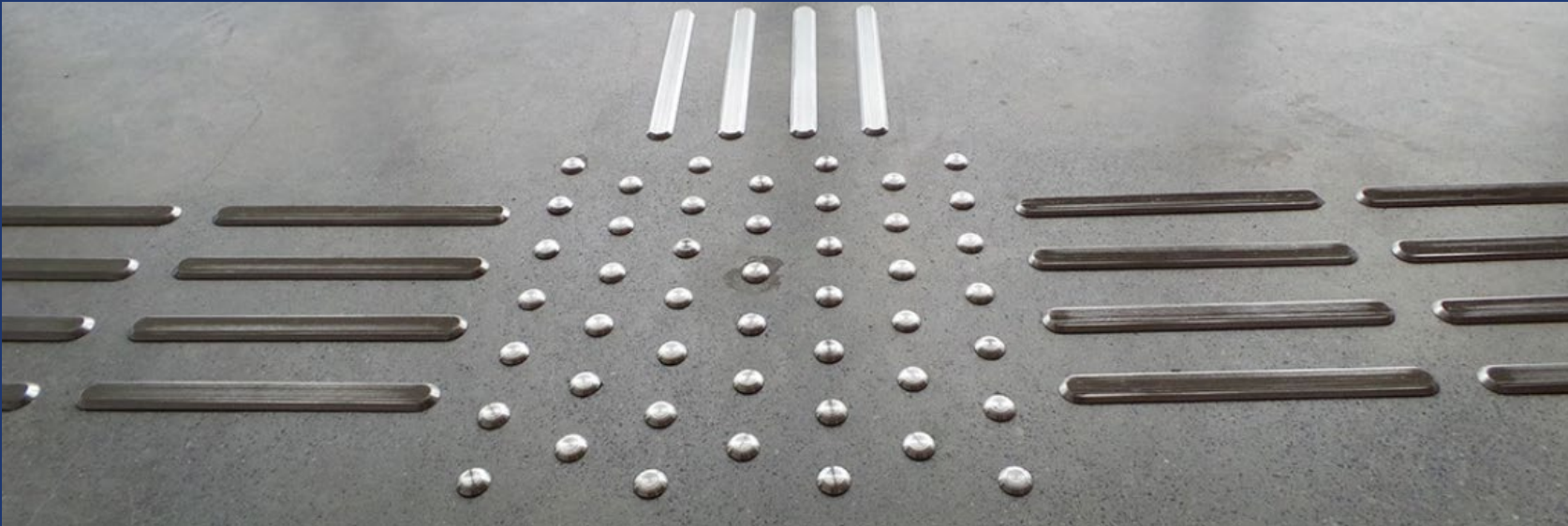


Photo Source: Advantage Tactile Domes



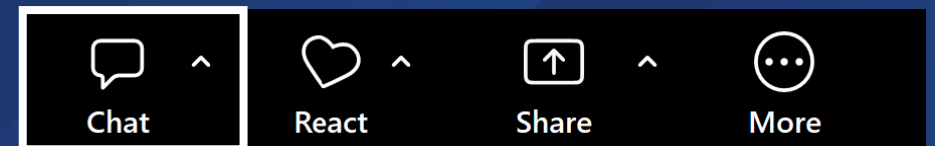
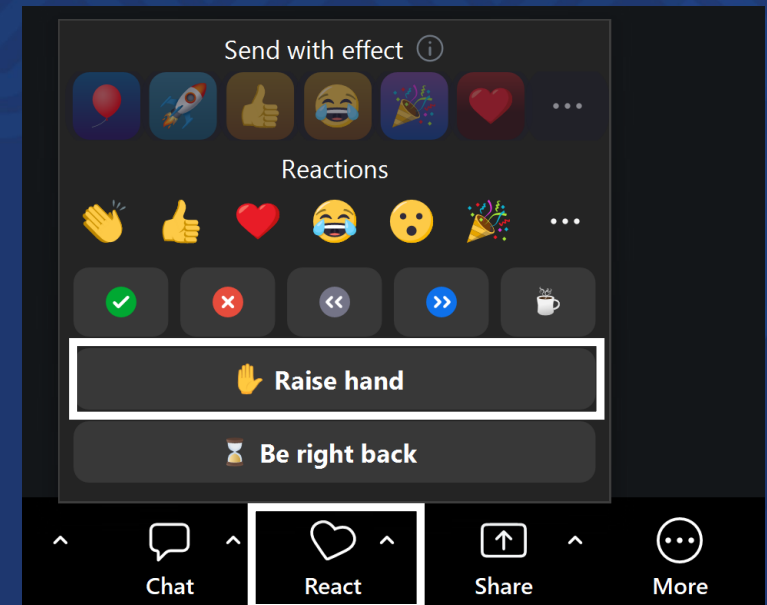
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# Public Participation Session

# 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.
- Use the **Chat** feature to request interpretation to share your question or comment.
- 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.



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# **Wrap-Up and Next Meeting Date**

# Next Meeting Dates and Times

- Thursday, September 10, 2026 at 1:00 PM
  - This and future meetings will be hybrid-model (in-person at the WRTA Hub, 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.