



WRTA

WRTA Advisory Board Meeting

Thursday, July 16, 2026



WRTA

Overview of Routes A & B Transportation Assessment: Public Review & Comment

Summary

- Routes A and B are the lowest-performing WRTA bus routes.
- Future costs to operate these routes will more than double to and will increase approximately 5% per year thereafter, rendering them financially unsustainable.
- Due to the low performance and cost increase, WRTA initiated study to be proactive instead of reactive.
- Options to continue to operate some service include:
 - Limited fixed-route service in Northbridge (4 days/week, 6 hours/day)
 - Integrate Grafton and Northbridge into WRTA's mobility management model for paratransit service
- WRTA Advisory Board voted at May 21st meeting to release service options for public review and comment period.

Study Timeline

- December 2025: Initial Coordination with Towns
- January 2026: Scope of Work and Project Kick-Off
- February 2026: Project Launch, Field Work, and Flyers Distributed
- Feb./Mar. 2026: Data Analysis and Service Alternatives Identified
- April 2026: Engaged with Towns on Alternatives
- May 2026: Met with Towns, WRTA Advisory Board Meeting
- June 2026: In-Person and Virtual Public Meetings, Summary feedback provided to Towns
- June/July 2026: Met with Towns and Preparation for WRTA Advisory Board Meeting

Public Review and Comment Period

- Dedicated project website:
<https://therta.com/the-extra-mile/>.
 - Information about the project
 - Public meeting presentation to view
 - Feedback form to directly provide comments to Administration
- Flyers distributed to both towns, posted in vehicles
- System Alert on website
- Push notification through Transit App




for Northbridge & Grafton

Join us for a community discussion about the future of Routes A and B.

Learn about the challenges facing these routes, explore potential options, and share your feedback.

Why Changes Are Being Considered:

- Routes A and B serve the fewest riders in the WRTA system.
- Operating costs are expected to more than double and continue rising each year.
- WRTA is exploring options to maintain mobility while managing long-term costs.

Potential Service Alternatives:

- Limited fixed-route service in Northbridge (4 days per week, 6 hours per day).
- Eliminate Routes A & B, and Transition Grafton and Northbridge service to WRTA's Mobility Management/Paratransit program.



Monday, June 15, 2026
1pm - 2pm & 4pm - 5pm
Northbridge Town Hall
7 Main St., Level 1
(Selectmen's Meeting Room)
Whitinsville, MA



Tuesday June 16, 2026
1pm - 2pm & 4pm - 5pm
Grafton Municipal Center
30 Providence Rd.,
(Conference Room A)
Grafton, MA



All are welcome!
Residents,
Stake holders,
and community
members are
encourage to attend
and share their
perspectives.



Monday, June 22, 2026 at 6 pm
<https://qr1.be/8COCB0>



Translation

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

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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.

ALL RIDES ARE FARE FREE THROUGH JUNE 30, 2027

Find us online! therta.com  @therta  @theWRTA  @hop.on.wrta

Public Review and Comment Period

System Alert: Future of Routes A & B – Public Comment Period Remains Open

WRTA
Worcester Regional Transit Authority

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ALERTS

July 8, 2026: Delays
Effective until: July 8, 2026 **5**

Future of Routes A & B – Public Comment Period Remains Open
Effective until: July 12, 2026 **A B**

Home / Future of Routes A & B – Public Comment Period Remains Open

Thank you to everyone who attended our public meetings regarding the future of Routes A & B. While the public meetings have concluded, we are still accepting public comments and feedback.

We encourage riders, residents, and stakeholders to share their thoughts on the proposed changes.

✉ Submit comments to: comments@therta.com

i Learn more about the project: <https://therta.com/the-extra-mile/>

Public Meeting Dates (Completed)

- June 15, 2026 – Northbridge Town Hall
- June 16, 2026 – Grafton Municipal Center
- June 22, 2026 – Virtual Meeting

Affected Routes: A: Northbridge Walmart - Blackstone Valley Shoppes, B: Rockdale - Stop and Shop - Grafton MBTA Station
Effective until: July 12, 2026

2:25 **Transit** checktransit.com 5G 100

Make your voice heard about Routes A and B!
Join Jun 15 at Northbridge Town Hall or Jun 16 at Grafton Muni. Center

Where to?

B
Grafton Stop & Shop
Grafton Stop & Shop ⚠️ 9 min
Grafton Stop & Shop ⚠️ 3:32 PM
Grafton Train Station ⚠️ LAST 4:29 PM
Church / Linwood St

A
Shoppes at Blackstone Valley
Church / Linwood St 51 LAST

14
Mission Springs
Milford Shaws / Wallgreens 64 minutes

Northbridge Public Meetings

- Two public meetings held at Northbridge Town Hall
 - Monday, June 15, 2026 at 1:00 and 4:00 PM
 - Meetings held at an accessible location along both routes during revenue service
- Attended by Town, WRTA, NN, CMTM staff, and three members of the public
- Comments from the public;
 - Fixed stops vs. flag stops would help increase visibility, awareness of service, and more ridership
 - Transfer/connection in Millbury to fixed route is difficult
 - Concern that implementing MMM would leave non-eligible riders with no WRTA service



Grafton Public Meetings

- Two public meetings held at Grafton Municipal Center
 - Tuesday, June 16, 2026 at 1:00 and 4:00 PM
 - Meetings held at an accessible location along Route B during revenue service
- Attended by Town, WRTA, NN, CMTM staff, and four members of the public
- Comments from the public;
 - Additional marketing and publicity would increase ridership
 - Flag-stop system difficult to understand
 - Concerns regarding future developments online in town without connection to MBTA commuter rail



Virtual Public Meeting

- One virtual public meeting held over Zoom on Monday, June 22nd at 6:00 PM
- Attended by WRTA, NN staff, and two members of the public; one who an in-person meeting in Grafton
- Comments from the public;
 - No new comments provided

Public Feedback – Summary

- Positive experience when riding Routes A and B, drivers are friendly and professional.
- Current route structures can be confusing, particularly flag-stops.
- Alter service to provide more frequency to/from Grafton MBTA station.
- Without Routes A or B, those who rely on WRTA will be without other forms of transportation.
- Few passengers use the current routes to access Worcester from the Shops in Millbury.

Town Coordination

- WRTA provided meeting summary notes to both towns, and met with both towns to discuss public meetings and next steps
- Administration will continue to work with Grafton, and Northbridge on the service approach to implement both Council on Aging services into the WRTA's Mobility Management Model

Potential Action Item

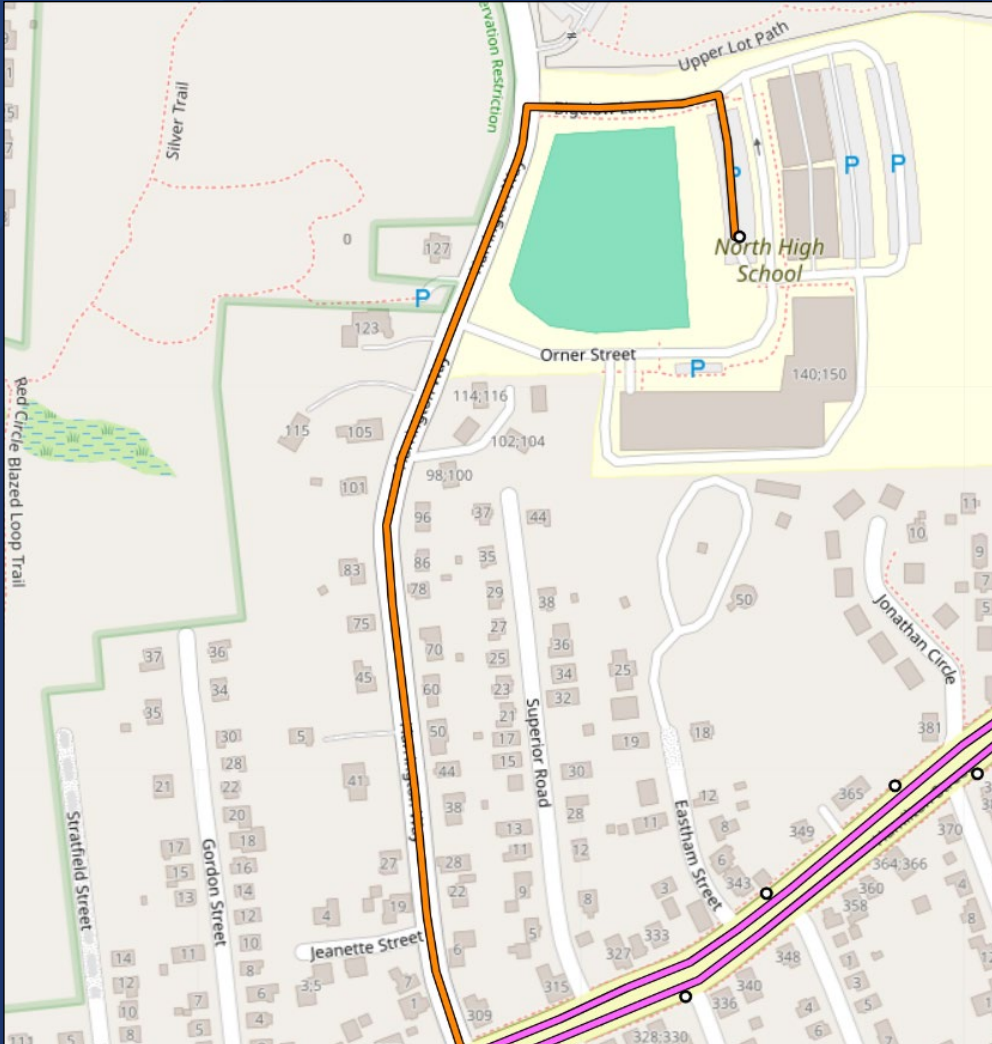
- The WRTA Advisory Board may consider a vote to eliminate Routes A, and B at today's meeting
 - Administration would provide a minimum of 30-days notice that the routes would be ending (potential to line up with August 31st bid)



WRTA

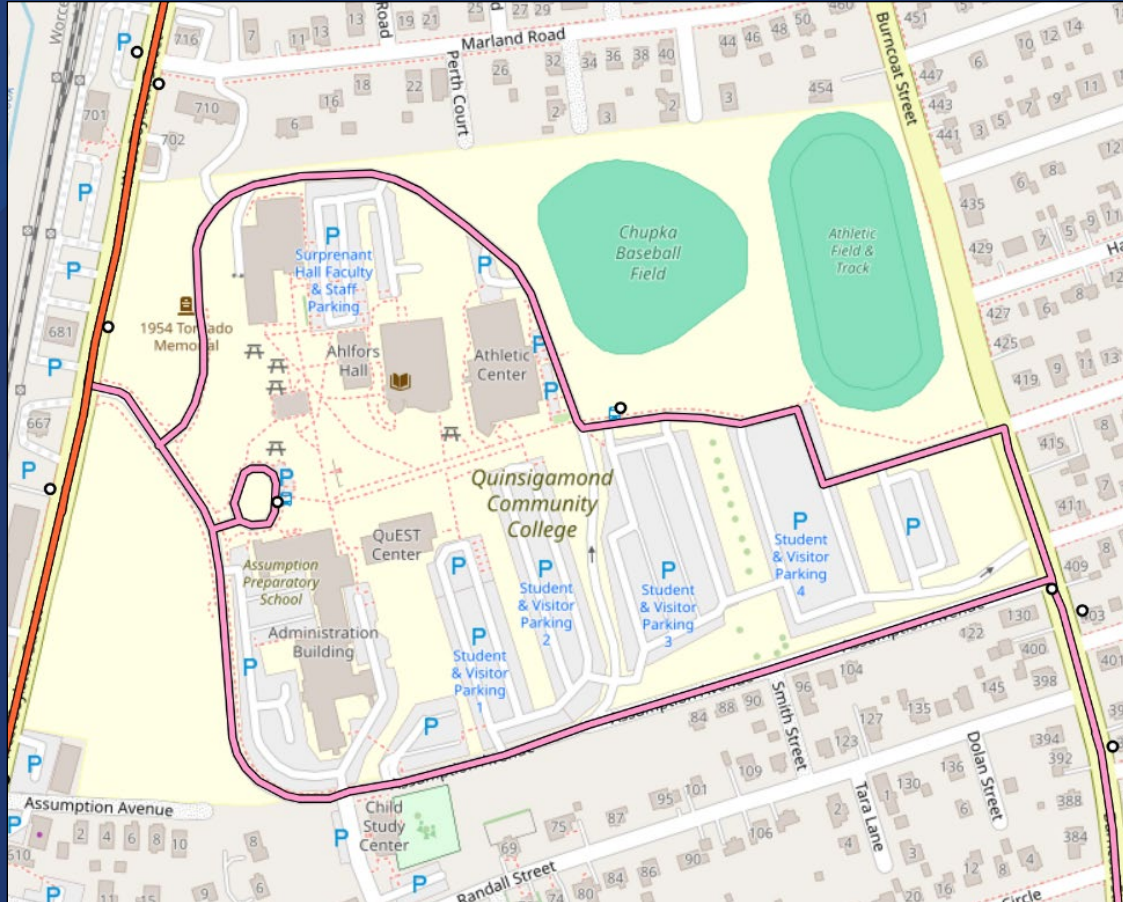
Brief Update on August 31, 2026 Service Changes

Route 12 – North High School



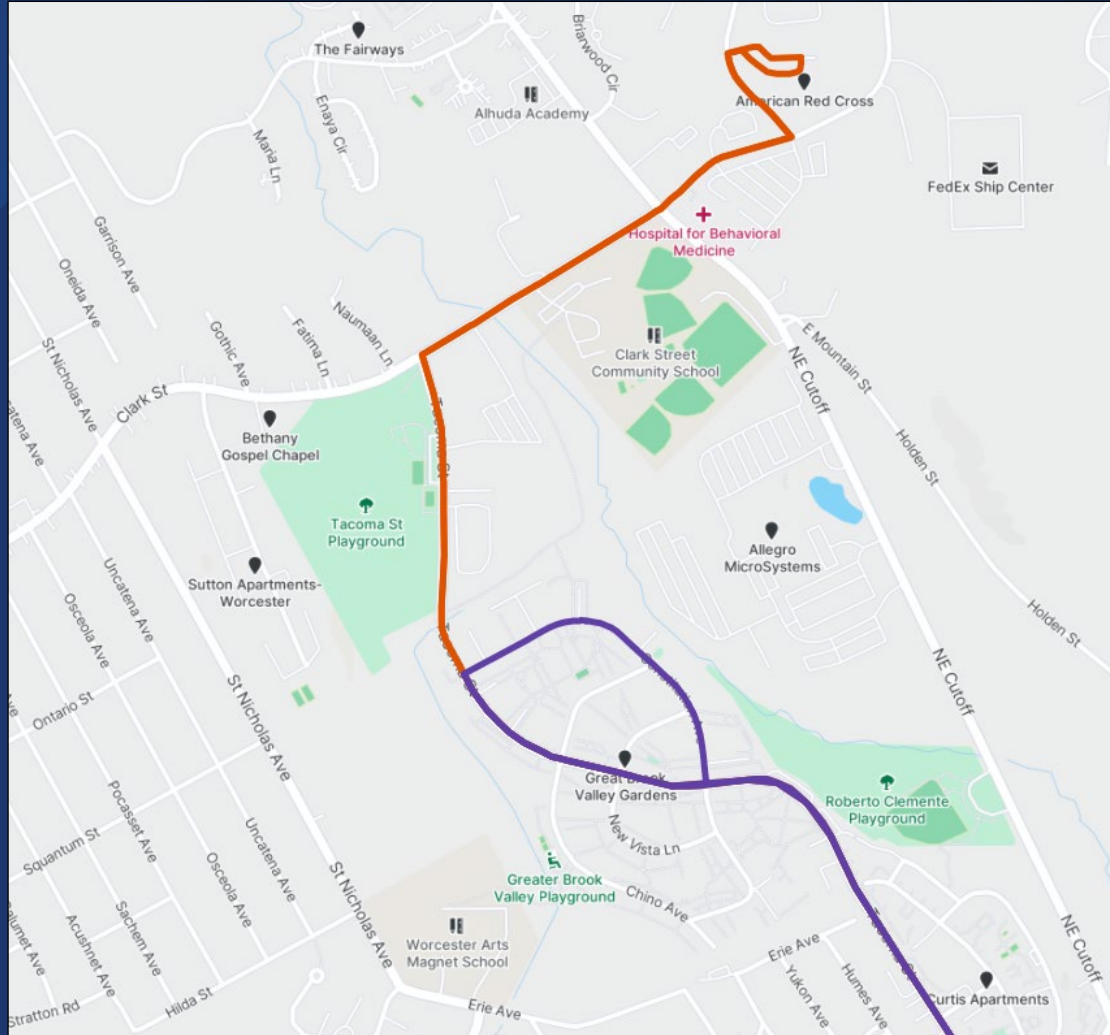
- Full school schedule to resume service on Monday, August 31st.
 - Three outbound trips from Hub;
 - 7:13 AM, 8:04 AM, 9:04 AM
 - Five inbound trips to the Hub;
 - 7:18 AM, 1:48 PM, 1:50 PM, 3:02 PM, 3:58 PM
- Trips are notated on paper schedule and PDF

Route 14 – Burncoat/QCC



- Full school schedule to resume service on Monday, August 31st.
- One bus is hourly from 6:41 AM to 9:56 PM
 - Additional bus hourly from 8:11 AM to 4:20 PM – creating 30 minute service from 7:41 to 4:54 PM
- Trips are notated on paper schedule and PDF

Route 26 – Great Brook Valley



- Currently all trips end at Century Dr. (Red Cross) due to ongoing construction at Tacoma St. playground
- Playground construction is complete but the new parking lot features automatic parking gate that closes the lot during service hours.
- To minimize future service disruptions, Route 26 will have a new end of line/turnaround point on Constitution Avenue.