

TRANSPORTATION OPTIONS FOR PERSONS WITH DISABILITIES WORCESTER, MA & SURROUNDING COMMUNITIES



Worcester Regional Transit Authority ADA Act Van Service

Curb to curb service by cab or van. Vans are equipped with lifts. Escorts allowed to ride for free with the proper documentation.

Applicants must have a disability that prevents them from using the fixed route bus. Health conditions related to aging may also qualify. Transportation can be used for any purpose.

Rides must be scheduled 24 hours in advance and can be scheduled up to 7 days in advance

Hours to call for ride reservation:
Monday-Friday 8am-4:30pm

Paratransit availability when the WRTA fixed route operates.

~~Cost: \$2.25/ride. Additional costs for outside Worcester.~~

FREE- The WRTA has extended the suspension of fares on all fixed route, paratransit services until June 30, 2023.

Contact: 508-797-5560/ 508-752-9283

Worcester Regional Transit Authority Reduced Fare Bus Pass

Obtain an application for a **MA Statewide Access Pass** from the WRTA Customer Service Center at 60 Foster Street in Worcester. Application should be completed by a physician or professional agency provider. Return application with \$3.00 fee, photo ID and proof of residence.

To be eligible to ride the bus at a discounted fare, the following valid identification card must be shown to the driver each time you board:

Persons with disabilities: *Massachusetts Statewide Access Pass ID Card*

Cost: \$.75/ride
(Half the regular price of \$1.50)

FREE- The WRTA has extended the suspension of fares on all fixed route, paratransit services until June 30, 2023.

Contact: 508-752-9283



Yellow Cab ADA Vans

Yellow Cab offers disability accessible vehicle transportation (wheelchair accessible vans). They also have time-scheduled service for those patients of the City's hospitals and medical centers who require such service.

Operates 24 hours a day/7 days a week with two accessible wheelchair vans

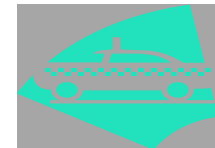
Cash credit or debit cards accepted

Service area: New England

Cost: Competitive rate

**Contact: 508-459-7742 OR
508-556-2247**

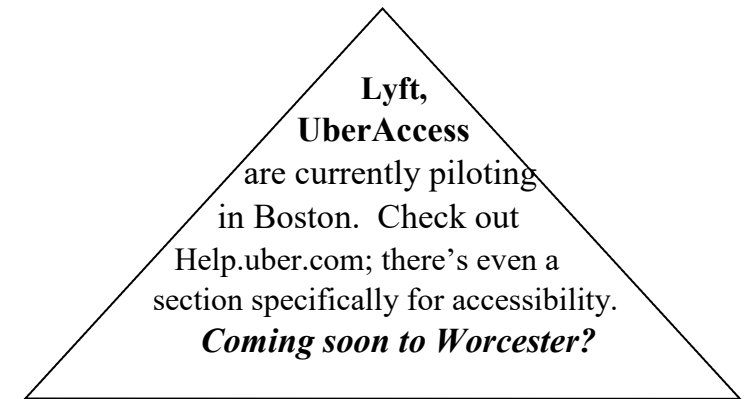
yellowcabwor@verizon.net



No service, poor service? Who do you call?

<p>WRTA ADA Van Service & Reduced Fare Bus Pass</p> <p>Call WRTA customer service: 508-752-9282 and choose option 2</p> <p>AND/OR</p> <p>Fill out an online complaint form on the WRTA's website: http://www.therta.com/</p> <p>AND/OR</p> <p>Email WRTA customer service at csfeedback@therta.com</p>	<p>Yellow Cab</p> <p>For complaints contact Yellow Cab 508-556-1839</p> <p>AND/OR</p> <p>Call the Worcester Police Department Licensing Division at 508-799-8648 between 8:00 AM - 11:30 AM, Monday through Friday to schedule an appointment.</p> <p>AND/OR</p> <p>File a complaint with the City of Worcester License Commission, the regulatory board responsible for issuing and rescinding Taxi and Livery service licenses. The complaint form can be found on the bottom of the License Commissions' webpage and mailed to the Licensing Division of the Worcester Police Department.</p> <p>www.worcesterma.gov/uploads/9f/f9/9ff9ecc99d31a22bb89e4d0731fa866d/taxi-livery-complaint.pdf</p>
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Want MORE travel options? EDUCATE, ORGANIZE, ADVOCATE!



Attend **Worcester Commission on Accessibility monthly meetings** (3rd Tuesday of the month at 4:30pm in the Levi Lincoln Chamber of City Hall). The Commission works to bring about full and equal participation in all aspects of life in the city for people with disabilities.
More info: accessibility@worcesterma.gov

Attend the **Transportation Planning Advisory Group (TPAG) Special Transit Service Committee meetings**, a forum for addressing service related issues that affect the elderly and people with disabilities. If you have any questions about the TPAG, or would like to place an item on the agenda you may do so by contacting CMRPC staff at 508-459-3328.

This flyer was created by the City of Worcester Office on Accessibility. The Office ensures that all Worcester residents and visitors with disabilities have access to city programs and services by providing information and referral, advocacy, outreach and educational programs. For additional assistance contact Jayna Turcek, Director of Human Rights & Accessibility, ADA Coordinator, at accessibility@worcesterma.gov. *Updated December 2022*

The City of Worcester is committed to principles of equal opportunity and affirmative action.