TRANSPORTATION

*Rates are subject to change by vendor agency at any time

Worcester Regional Transit Authority (WRTA)
ADA (Americans with Disabilities Act) Paratransit Van Service

508-797-5560 or 508-752-9283  Customer Service Center, 60 Foster St, Worcester MA 01608
Hours: 8AM-4:30PM (COVID Update: all passengers are required to wear a mask. Free fares thru Aug.2020)

- The WRTA’s Paratransit Program offers curb to curb service by cab or van. Vans are equipped with lifts. Personal Care Attendants are allowed to ride free with the proper documentation.
- Applicants must have a disability that prevents them from using the fixed route bus system. Health conditions related to aging may qualify. Transportation can be used for any purpose.
- To apply, individuals need to call and schedule an appointment. WRTA will provide transportation to the appointment if needed.
- Cost is $2.75 each way in town. Fares increase $.25 for each town away (maximum is $3.50). Fares are paid through a pre-paid automated system, which can be done in several ways: Credit (including prepaid credit cards) or debit cards may be used via the on-line portal (fare.wrtaparatransit.com) or by phone (508-791-9782). Checks or money orders may be made out to the WRTA and mailed to 60 Foster Street, Worcester MA 01608. Cash payments can be made in person at the WRTA Hub Customer Service window at the 60 Foster Street location.
- Rides may be scheduled up to 7 days in advance, but no later than 4:30pm the day before the trip. Riders should keep in mind that scheduling of rides by WRTA may be up to one hour before or one hour after the trip time requested without making you late for an appointment. Rides can also be scheduled via the online reservation system (ORS) which can be accessed through the automated fare collection portal. Interested clients may call during business hours to get set up for online reservations.
- Service Area covers 37 communities within a 3/4 mile corridor of the fixed bus route system.

Medicaid Transportation (PT-1)

Call MART (local MassHealth Transportation Broker) 800-854-9928, 866-834-9991, or 866-834-9992

MassHealth provides nonemergency transportation services (i.e. doctor’s appointments, counseling, day habilitation) and emergency ambulance services. MART requests that members book their rides at least 3 business days in advance during normal business hours of 7:00am and 7:00pm whenever possible. The general guidelines for non-emergency services are:

- Medical provider must authorize need for transportation by completing a Prescription for Transportation (PT-1) form for community-based services or a Medical Necessity Form (MNF) for institutionally based services.
- Transportation must be to and from a MassHealth provider for a MassHealth-reimbursable service.
- The Medicaid recipient is unable to access public transportation and/or private means of transportation.

MassHealth Customer Service Center can be contacted at 1-800-841-2900 for general information on qualifications or exceptions to these guidelines.
American Cancer Society (ACS) – Road to Recovery Program 1-800-227-2345 (Call 24/7) ACS matches volunteer drivers with those who need a ride to cancer related medical appointments and lack other transportation options. Lyft transportation may be scheduled free of charge if a volunteer cannot be found. Requests must go through the American Cancer Society. (COVID Update: ACS is not currently setting up or coordinating patient rides at this time. Call or check website for further updates at https://www.cancer.org/.)

Ride Match – https://massridematch.org/ is searchable directory for transportation options – can sort by town or plan a trip. Public, private, and accessible options.

TOWN TRANSPORTATION

AUBURN
Call WRTA 508-752-9283 to register and to schedule a ride. Curb to curb service is offered by lift equipped vans. Must be 60+ years and/or disabled (meet ADA requirements) and an Auburn resident. There is a charge of $1.50 in Auburn each way for any purpose; $1.75 each way 1 town out, limited to medical transportation on Tues/Wed/Thur; $.50 to Auburn Senior Center each way. Shopping trips are on Wednesday and Fridays. Call 48 hrs ahead (8:00am 4:30pm), 1 week notice if have escort. (COVID Update: senior center is closed).

BARRE, OAKHAM, NEW BRAINTREE, RUTLAND
Call SCM Elder Bus 800-321-0243. Transportation is provided Mon-Fri. Ride hours vary. Office hours 8:00am-4:00pm. Curb to curb service if offered by lift equipped vans. In-town rides are for any purpose. Rides one town out and beyond are for medical transportation only and offered 3 days/week (Tue/Thur/Fri. for Barre, Oakham, and New Braintree; Mon/Tue/Wed for Rutland). Must be a resident of one of the above towns, 60 yrs+ and/or disabled (meet ADA requirements). Elders 60+ do not need to apply, just call. Those disabled under 60 yrs must apply w/doctor letter. Fares are $1.50 in town, .25 for each town out as far as Auburn, Shrewsbury, and Worcester. Call at least 48 hrs. in advance. (COVID Update: Current limit of 2 passengers on van. Ride fares have been temporarily waived, but please check for status update.)

BOYLSTON
Call Boylston COA - Kathy Lohnes at 508-869-6132 or Laura Susanin at 508-869-6022 or email coavan@boylston-ma.gov. Hours: Mon-Thur. (no Fridays) 8:00am-2:00pm. Call at least 48 hours in advance to schedule ride. Transportation for Boylston and neighboring towns, approx. 15-mile radius. Must be Boylston resident 60+ or under 60 with a disability (w/doctor verification). Fares: $3.00/round trip suggested donation for the Boylston COA van. (COVID Update: Boylston COA van transportation suspended). The WRTA van is also available Tuesdays and Thursdays to Boylston residents 60+ or under 60 w/disability.

GRAFTON
Call Grafton COA at 508-839-9242) or email: coa@grafton-ma.gov at least 48 hours in advance to schedule ride. Transportation is available for Grafton residents 60+ or under 60 disabled (w/doctor verification). There are two Grafton/WRTA Senior Vans, both wheelchair lift equipped, offering curbside service. In-town rides for errands and medical appts. are $1.50 each way. Medical transportation is prioritized. Rides to the Senior Center are available daily. Rides to Millbury are on Tuesdays for $1.75 each stop. Rides to Shrewsbury and Westborough are M/W/Th/F for $1.75 each stop. Rides to Worcester are M/W/Th/F for $2.00 each stop. Mall trips are offered the 2nd and 4th Tuesdays of the month. Grocery shopping is encouraged on Wednesdays. (COVID Update: All passengers must wear masks and sit in marked seating. Vans are sanitized after each trip. To avoid handling cash, all van rides are free through the end of the 2020 calendar year, thanks to the Grafton Community Nursing Association and the Friends of Grafton Elders.)
Quaboag Connector at 413-544-3401 (website: rideconnector.org) also offers rides to all Hardwick residents (and Belchertown, Brookfield, East Brookfield, Monson, Palmer, Ware, Warren, and W. Brookfield). Fares: $2.00 each way. Priority is given to seniors, disabled, medical appointments, and job-related requests). Requests should be made at least two business days in advance. (COVID Update: Currently only 2 drivers/vehicles are available. Call in ride requests 7am-2pm, Monday-Friday. Rides are scheduled based on space availability. The Connector runs 6am-4pm, Monday-Friday. Saturdays may be added in near future.)

HOLDEN
Call Holden COA (508) 210-5573, Mary Sloan - Transportation Coordinator
Must be Holden town resident and 60+ or disabled. Rides are for any purpose, first come first serve, curb to curb service by lift van. No application. In-Town: Monday – Friday (9:00 am-2:00 pm), $3.00 round trip. Out-of-Town: (includes Paxton, Princeton, Rutland, Sterling, West Boylston, and Worcester), Mondays (8:45am-12:30 pm) Tuesday–Friday (8:45 am-2:30 pm), $3.50 round trip. Call 1 week in advance to schedule. (COVID Update: only 1 van is running by appt. Medical rides free, per grant.)

LEICESTER
Call WRTA 508-752-9283 (non-ADA). Call at least 48 hours in advance. Must be Leicester resident, 60+ or disabled (meet ADA requirements). In-town rides for any purpose 11:00am-3:00pm. One town out rides for medical appts. 12:00-3:15pm. Curb to curb service by lift equipped vans provided by WRTA. One-way fares: $1.50 in-town ($.50 to sr. ctr), $1.75 one town out, $2.00 two towns out, $2.25 three + towns out.

MILLBURY
Call Millbury COA at 508-865-9247 at least 48 hours in advance to schedule, especially if escort is needed. Curb to curb service is available by lift equipped vans. Must be Millbury town resident, 60+ and/or disabled (meet ADA requirements). Transportation can be provided one-town out in each direction. In-Town: Monday–Friday (9:00am–3:00pm). ADA riders and job assignments (disabled) run 7:00am-4:45pm. Fares: $1.50 one-way, $1.75 one town out; ADA cost for in-town $2.75, $3.00 one town out. All rides to and from the Senior Center are 25 cents. Van drivers can assist getting in and out of van if needed. Escorts can be provided to accompany riders.

PAXTON
Call Paxton COA (508) 756-2833. Must be a Paxton town resident, 60+ only. Rides Mon-Fri 9:00am-2:00pm. Winter months: does not operate if Wachusett School District cancels or delays. Curb to curb service by a regular van, not handicap accessible. Call 48 hours in advance. Medical rides are prioritized. (COVID Update: small van currently not operating, tentatively resumes late Sept.2020. Limited capacity. Service days will begin 2-3 days for med. appts. and pharmacy pick-up only. They hope to increase to 4 days, 5 days unlikely.)

SHREWSBURY
Call Transportation Coordinator Cynthia Willis @ 508-523-1307 or Shrewsbury COA @ 508-841-8640. Hours Monday-Friday 8:00am-4:30pm (appts. done by 3:00pm). Must be Shrewsbury resident, 60+ and/or disabled. Four vans available. One-way fares: $1.50 in-town, $1.75 Worcester, $1.75 Northborough, and $2.00 Westborough. Curb to curb service by lift equipped vans. Medical appointments prioritized. Call at least 48 hours in advance, by 10:00am business days. Scheduling is on a first come, first serve basis. (COVID Update: Transportation is open to ADA riders and other essential requests i.e. dialysis, medical appointments, work, and grocery trips. All riders must wear a mask. Rides currently free.)
WEST BOYLSTON
Call West Boylston COA (508) 835-6916 to register. Schedule rides with WRTA at 508-752-9283. Hours: 8:30am-2:30pm. Curb to curb service by lift equipped vans. Call 48 hours in advance. Must be West Boylston town resident, 60+ and/or disabled (w/doctor verification). One-way $1.50 in-town, $1.75 one town out, $2.00 two towns out, $2.25 three towns out. Transportation to West Boylston, Worcester, Auburn, Holden, Shrewsbury and Clinton Hospital. Indicate if need lift van or have cane/walker. (COVID Update: currently only operating on Tuesdays, Wednesdays and Thursdays.)

PRIVATE PAY TRANSPORTATION

JYL Transportation
Call 774-745-7752, 107 North Spencer Rd, Spencer MA. Provides non-emergency medical transportation Mon.-Fri, Sat by appt. Wheelchair vans available. Private Pay fee: Non-Wheelchair van - $35 each way + $2/mile, Wheelchair van - $45 each way + $2/mile. Scheduling and payment must be at least 48 hr. in advance.

K’s Personal Transport – Oxford MA (508-987-2254)
Operate 4 ambulances, covering Oxford and surrounding area; will go as far north as Worcester and Holden. Will consider other towns per vehicle availability. Operate Monday – Saturday. Will travel to most anywhere in MA if able to accommodate request. Ambulance: Allow 48 hrs advance notice for prior insurance auth. Ambulance assistance in/out of residence up to 300pd. Chair Van: assistance limited to 1 step; passenger must be able to get in/out of wheelchair on own, will bring to registration desk. Self-pay fees are $125 1-way plus $5/mile, 2-way is $175 plus $5/mile. Check or credit card.

Safeway Luxury Transportation LLC
Call 508-799-5500, 112 Grove Street, Worcester MA 01605. Lift equipped vans and buses. “Through door service” (i.e. bring into dr. office). Private Pay $40.00 plus $3.50/mile. Pay by cash or check. Schedule appts. 48 hrs. in advance. Transportation in Central MA but will travel further on case by case basis. (COVID Update: Rides currently limited to Worcester; slowly expanding to other towns. Vehicles cleaned between rides.)

GoGoGrandparent
Call 1-855-464-6872 (1-855-GOGO-USA), gogograndparent.com. Order a Lyft or Uber ride for anyone 18+ years from any phone; no smart phone required. New services now available include restaurant meal delivery, grocery delivery, and prescription pick-up. Monthly membership of $9.99 fee now applies but can be cancelled anytime: 30-day free trial available. A $0.27/minute (from start to end of ride) concierge fee is added to the Uber or Lyft ride charge. GoGoGrandparent will arrange and monitor the ride. Family members with a smart phone will receive text messages on ride status. Call 24/7 to reach live representative or use automated set-up.

UBER App
Schedule a ride via UBER app or on-line (www.uber.com). Driver’s name, photo, type of vehicle, license plate sent to APP. Available 24/7. Private pay rates dependent on type of vehicle, destination and ride demand.

LYFT App
Schedule a ride via LYFT or on-line (www.lyft.com). Available 24 hours a day, 7 days a week. Private pay rates dependent on type of vehicle, destination, and ride demand.

NOTE: Eascare Ambulance (508-421-3999) and Vital Emergency Medical Services (508-757-2111) are not currently doing residential pick-ups for non-emergency transportation.