

TRANSPORTATION

Worcester Regional Transit Authority (WRTA)

ADA (Americans with Disabilities Act) Paratransit Van Service

Call 508-797-5560 or 508-752-9283 to reach Customer Service Center, 60 Foster St, Worcester MA 01608
Hours: 8AM-4:30PM * Free fares extended through June 30, 2025.

- 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/money orders can be mailed to WRTA, 60 Foster Street, Worcester MA 01608. Cash payments can be made in person at the WRTA Hub Customer Service window.
- Rides may be scheduled up to 7 days in advance, but no later than 4:30pm the day before the trip.
- Service Area covers 37 communities within a 3/4-mile corridor of the fixed bus route system.

Via WRTA Transit Service for towns of Shrewsbury and Westborough

- Riders may register by calling 508-388-6620 or downloading the Via App (Apple or Android device)
- Shuttle transportation is \$2.00/ride; add \$1 for each additional rider. Pay by credit or debit only.
- Operates M-F, 7am – 7pm. Please call at least 45 minutes in advance.
- Indicate pickup and drop-off addresses to access ride options. Popular destinations: Shrewsbury Town Hall, White City Shopping Plaza, Shrewsbury Crossing, Westborough MBTA Station, Westborough Shopping Center, Bay State Commons, Southborough MBTA Station, and Lakeway Commons. (Note: charge is \$1.00 to/from local MBTA stations)

Medicaid Transportation (PT-1)

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

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

- Medical provider must authorize transportation by completing a Prescription for Transportation (PT-1) form for community-based services or a Medical Necessity Form (MNF) for institutional 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.
- Call MassHealth Customer Service 1-800-841-2900 for qualifications or exceptions to these guidelines.

TOWN TRANSPORTATION

AUBURN --* Free fares extended through June 30, 2025.

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 \$.50 to Auburn Senior Center each way; \$1.25 in-town each way for any other purpose Mon.-Fri. (8:10-1:30); \$2.50 each way 1-town out for medical transportation only on Tues/Wed/Thur (8:10am-3:30pm). Shopping trips to Park & Shop on Wednesdays (9-10am) and to Shaw's on Fridays (9-10am). Call 48 hrs ahead (8:00am 4:30pm). If have an escort, provide 1 week notice, if possible, but no later than 48 business hours.

BARRE, OAKHAM, NEW BRAINTREE, RUTLAND

Call **SCM Elder Bus** 800-321-0243. Transportation is provided Mon-Fri. Ride hours vary. Office hours 8:30am-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.

BOYLSTON

Call Boylston COA - Kathy Lohnes at 508-869-6132 or COA Assistant Donna LoConte or email coavan@boylston-ma.gov. Hours: Mon-Thur. (no Fridays) 8:00am-2:00pm. Prefer ride requests at least 48 hours in advance. Transportation for Boylston and neighboring towns. Other ride requests considered on case-by-case basis. Must be Boylston resident 60+ or under 60 with a disability (w/doctor verification). Suggested donation is \$4.00/round trip. Medical rides are prioritized. The WRTA van (508-752-9283) is also available Tues and Thurs (9:05-2:55) for Boylston residents 60+ or under 60 w/disability but limited to those living in closest half of Boylston relative to Worcester.

GRAFTON

Call Grafton COA at 508-839-9242 * Free fares extended through June 30, 2025. Email: coa@graffton-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 vehicles – WRTA van and Senior Shuttle, both wheelchair lift equipped, offering curbside service., which WRTA van has provides medical transportation. No charge to go to the Grafton Senior Center. In-town rides are \$1.50 each way. 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 usually offered on the 2nd and 4th Tuesdays of the month. Grocery shopping is encouraged on Wednesdays.

HARDWICK

Call 774-200-5184 or 413 477-6197 x122 to reach Sharon Hardaker – Dispatcher. Must be Hardwick resident and 60+ and/or disabled (w/doctor verification). Curb to curb service by lift equipped vans operating Mon-Fri, and Sat and Sun upon request. Cost is dependent upon distance. One-way trip donation: Barre \$2.00, Palmer \$3.00, Springfield \$4.00, Worcester \$4.00. Call at least 24 hours in advance.

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). The Connector runs Mon.-Sat. Fares: \$2.00 each way.

HOLDEN- Call Holden COA (508) 210-5573, Mary Sloan - Transportation Coordinator * Free fares extended through June 30, 2025 for WRTA van. 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. Two lift-equipped vehicles are available, one for in-town and other goes to Worcester. In-Town: Mon – Fri (9:00-2:30), \$3.00 round trip. Out-of-Town: (includes Paxton, Princeton, Rutland, Sterling, West Boylston, and Worcester), Mondays (8:45am-1:00 pm) Tuesday-Friday (8:45am-2:30 pm), \$3.50 round trip. Call 1 week in advance to schedule.

<https://www.dejanewleicester.com/dejanewrides>

LEICESTER--* Free fares extended through June 30, 2025.

Call WRTA 508-752-9283 (non-ADA). Call at least 48 hours in advance. Must be Leicester resident, 60+ or disabled (meet ADA requirements). * Free fares extended through June 30, 2025, for WRTA van. 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: \$2.75 in-town (\$.50 to sr. ctr), \$3.00 one town out, \$3.00 two towns out, \$3:50 three + towns out.

Deja New Rides – Call 774-368-0438 or visit website <https://www.dejanewleicester.com/dejanewrides> for general info. and how to register for free non-emergency medical rides for Leicester residents only, to anywhere in Worcester County. Once registered, call Bethel Medical Transportation at 774-559-7177 to schedule a ride. Rides are offered Mon. – Fri. (5:30am-4:30pm) and Sat and Sun (5:30am-1:00pm).

MILLBURY --* Free fares extended through June 30, 2025.

Call WRTA for transportation @ 508-752-9283. All trip reservations can be made as early as 7 days in advance but no later than 4:30 pm the day before the trip Office hours 8:00-4:00 M-F. 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: Mon–Fri (9:00–3:00). ADA riders and job assignments (disabled) run 7:00-4:45 Fares: \$2.75 one-way, \$3.00 one town out. 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. Free fares extended through June 30 2025. Must be Paxton resident, 60+ only. Paxton operates its own transportation. Fares: \$3 round trip in-town, \$7 round trip to surrounding towns; \$2 for each additional stop. Rides Mon-Fri 8:30-2:00pm. Curb to curb service by van, not handicap accessible. Call 48 hours in advance. Medical rides are prioritized. Other essential rides are provided to the bank, hairdresser, pick up prescriptions, etc.

SHREWSBURY --* Free fares extended through June 30, 2025.

Call WRTA @ 508-752-9283. Requires 2 business days' notice. Must be Shrewsbury resident, 60+ and/or disabled. One-way fares: \$2.75 in-town, One-way \$3.00 one town out, One-way \$3.25 two towns out, One-way \$3.50 3 towns or more. Curb to curb service by lift equipped vans.

WEST BOYLSTON --* Free fares extended through June 30, 2025.

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 (no earlier than 1 week in advance). Must be West Boylston resident, 60+ and/or disabled (w/doctor verification). * One-way \$2.75 in-town, \$3.00 one town out, \$3.25 two towns out, \$3.50 three towns out. Transportation to West Boylston, Worcester, Auburn, Holden, Shrewsbury, and Clinton Hospital. Indicate if need lift van or have cane/walker.

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.

PRIVATE PAY TRANSPORTATION

Annex Transit —North Chelmsford 978-618-6795 or 978-770-3268

Ambulatory and wheelchair transportation and door to door assistance as needed. The system automatically generates the cost based on the milage and vehicle type. Go online <https://annextransit.com> and input the pickup address and the return address and the system will calculate the cost automatically. Checks and invoices every week for payments. Once certified with the fees, proceed and click ok and the trip is booked automatically. Our dispatch team will follow up with a live phone call.

K's Personal Transport – Oxford MA (508-987-2254)

Oxford and the surrounding area will go as far north as Worcester and Holden. Travel to other towns in MA considered per vehicle availability. Operates Mon-Sat for Ambulance requests: allow 2 weeks advance notice for prior insurance auth. Ambulance assistance in/out of residence up to 300pds, depending on stairs; determined on case-by-case basis. 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: \$125 1-way, (addl. \$5/mile for rides over 10 miles). Payment: check, credit card and cash.

Safeway Luxury Transportation LLC – Worcester 508-799-5500

Lift equipped vans and buses. “Through door service” (i.e. bring into doctor office). Private Pay \$50.00 each way plus \$3.50/mile. Pay by cash or check. Schedule appts. 48 hrs. in advance. Covering Central MA but will travel further on a case-by-case basis.

Gogo Grandparent -1-855-464-6872

gogograndparent.com. Order Lyft or Uber ride for anyone 18+ from any phone; no smart phone required. Other services: restaurant meal delivery, grocery delivery, prescription pick-up, and home services ie handyman, plumbers, etc. Monthly membership fee is \$10.39, which can be cancelled anytime. A \$0.27/minute (from start to end of ride) concierge fee is added to the Uber or Lyft ride charge. Gogo Grandparent 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.

Your Ride, Inc. – Worcester 508-459-3272

Lift equipped vans will pick up at door. Cost: \$85 pickup fee and \$6 a mile. (round trip \$100 plus mileage). Payments by debit, credit, on-line. Local and distant travel.

American Cancer Society (ACS) – Road to Recovery Program 1-800-227-2345 (Call 24/7)

<https://www.cancer.org/> ACS matches volunteer drivers with those who need a ride to cancer related medical appointments and lack other transportation options.

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

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 depend on the 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 depend on the type of vehicle, destination, and ride demand.

Disclaimer: This resource comes as a courtesy from Elder Services of Worcester. You are hereby notified that Elder Services of Worcester does not recommend, guarantee, or assume liability for the performance or lack thereof, for any of the resources listed Compiled by the Information & Referral Dept. of Elder Services of Worcester Area. Updated 7/2024 Revised