

Can you tell me a little bit about the WRTA paratransit service in Auburn?

WRTA offers a curb-to-curb transit service for residents of Auburn who are aged 60 and over, and for people with disabilities of all ages. This is a shared-ride service that may make stops to pick up and drop off other passengers while you are on the way to your destination. Drivers receive training on a regular basis on the equipment they use and the people they serve. Service is provided with either a lift-equipped van or a taxi.

How do I sign up?

You can sign up by contacting WRTA at (508) 752-9283 and answering a few questions.

Where can I go?

Service is provided within Auburn and from Auburn to the surrounding towns.

When is service available?

Service is available:

Monday and Friday 8:10am-2:45pm and,
Tuesday, Wednesday and Thursday,
8:10am-3:45pm

Weekend service is not available.



Thank you for riding the

Auburn

Worcester Regional Transit Authority



**Council on Aging
Passenger Guide**



Who do I call to make my trip reservation?

Call a reservationist at (508) 752-9283.

What information will I need to give the reservationist?

You will need to have:

- the exact address (number, street name and town) where you want to be picked up
- the exact address (number, street name and town) where you want to be dropped off
- the time you want to be there (specify if appointment)
- all the information for your return trip

Note that you must be at your destination for at least 1 hour.

You will also need to tell the reservationist if you will be travelling with a mobility device (wheelchair, walker etc), a personal care assistant, a companion or a trained service animal.

How do I know when I will be picked up?

The night before (or the morning of) your trip, you will receive an automated call with a 20 minute pick-up window for your scheduled trip. You are responsible for waiting in a location where you can see the vehicle arrive during the entire 20 minute pick up window. Once the vehicle arrives, the driver will wait five (5) minutes before leaving for the next scheduled pick up.

Is there a fare for the service?

The fare to the Senior Center is 50¢. Fares to all other destinations in Auburn are \$1.25. Fares increase 25¢ for each town away.

What if I need to cancel my trip?

You may call (508) 752-9283 to cancel your trip up to an hour before your scheduled pick up time.

What if I'm not at the pick-up location?

At times unexpected events occur and you cannot be at the pick-up location. If this happens, you will be considered a no-show trip. Each no-show trip will be documented and you will receive a letter for each trip you no-show. If this happens in excess, you can jeopardize your service for up to one month.

Can I bring someone to help me?

Yes. You can bring a personal care assistant if you need help with your trip. This person rides free and must make the same trip as you. You can also bring a guest who will pay the same fare as you and must make the same trip as you. You must state that you are bringing a personal care assistant or a guest when you call with your reservation.

How far in advance should I call?

You must call 2-7 days in advance of your trip.

Will the drivers help me with my grocery bags or packages?

No. The WRTA limits carry-on articles and packages to as many as the rider, personal care assistant and guest can carry in one trip without driver assistance and without taking up more than one seat. Failure to follow this policy may result in your loss of service.

Can the driver help me get into my home?

No. Drivers are only allowed to provide assistance to you from the front door of your origin to the front door of your destination upon request. Drivers must keep sight of the vehicle at all times and must be within 40 feet of the vehicle at all times. Due to safety concerns, drivers will not assist you up or down stairs or a cross a street.

Can I be removed from service?

Any behavior that is violent, illegal or seriously disruptive to service is grounds for refusal of service.

**WRTA welcomes your feedback.
Contact us with your questions,
comments, complaints and concerns at
(508) 752-9283.**