



Worcester Regional Transit Authority

**PARATRANSIT**

**Americans with Disabilities Act (ADA)**

**RIDERS' GUIDE**

## Riders' Guide Content

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# **What is ADA Transportation?**

## **The ADA Paratransit Service program:**

- Operates in compliance with [Federal Transit Administration \(FTA\)](#) regulations
- Is a shared ride service
- Is an origin to destination service for ADA eligible customers
- Provides a service that is comparable in time to the regular fixed route bus, including wait times and transfers
- Operates on the same days of the week and hours of the day in the same areas as the regular WRTA fixed route bus
- Is for people who cannot use the regular WRTA bus for some or all of their trips

## **The ADA Paratransit Service program is not:**

- A personal taxi service, and you should expect to be traveling with other riders who are going in the same general direction as yourself
- Available everywhere and at all times

# What is the Americans with Disabilities Act (ADA) Complementary Paratransit Transportation?

ADA transportation is for people whose disabilities prevent them from using the regular accessible WRTA fixed route bus for some or all of their trips. The WRTA determines eligibility based on functional considerations and helps determine which individuals can most benefit from ADA paratransit service and which individuals can be best served by the regular accessible WRTA fixed route bus. You must apply for ADA Complementary Paratransit service and be determined eligible under the guidelines of the [Americans with Disabilities Act](#).

The ADA service area is available within a  $\frac{3}{4}$  mile area surrounding each of the WRTA's fixed routes. What does that mean to you? Picture a regular WRTA fixed route bus, and imagine a bubble that stretches to  $\frac{3}{4}$  of a mile in all directions around that bus on the road – within that bubble is the ADA service area. The entire City of Worcester falls within the ADA service area. ADA service is available whenever the regular WRTA fixed route bus is on the road, generally Monday through Sunday, with service hours varying by day of the week and by route. Please visit the website [www.therta.com](http://www.therta.com) to view WRTA bus schedules.

You do not have to live in the ADA service area to access the ADA paratransit services that the WRTA offers. However, you must be picked up or dropped off at an address located within the ADA service area to access the service, and both ends of your trip must also fall within the ADA service area to be considered an ADA trip.

ADA Complementary Paratransit Service is a "complement" to the regular bus, which means that a trip on the paratransit service will typically take the same amount of time that it would take to make the trip on the regular WRTA bus, including waiting times and transferring from bus to bus.

**If you're planning to move to a new address, please [contact us](#) first to find out if your new address is located within the ADA service area, so that your paratransit transportation can continue seamlessly.**

## Which government agency is responsible for overseeing compliance with the ADA Act?

The Federal Transit Administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring to ensure the non-discriminatory provision of transit services. For more information, please visit the [FTA](#) website.

# ADA Categories of Eligibility

## Who is eligible for ADA transportation?

[Americans with Disabilities Act \(ADA\)](#) transportation is for people whose disabilities **prevent them** from using the regular accessible fixed route bus for some or all of their trips.

Please refer to the following three categories of eligibility:

### Category 1 Eligibility

Category 1 Eligibility includes, among others, persons with mental or visual impairments who, as a result, cannot “navigate the system.” This eligibility category includes people who cannot board, ride, or disembark from an accessible vehicle “without the assistance of another individual.”

### Category 2 Eligibility

*(Not applicable to the WRTA service – all vehicles are accessible)*

Category 2 Eligibility applies to persons, who could use accessible fixed route transportation, but accessible transportation is not being used at the time, and on the route, the persons would travel. This concept is route-based, not system-based.

### Category 3 Eligibility

Category 3 Eligibility concerns individuals who have a specific impairment-related condition, which prevents them from getting to or from a stop or station. This is intended to be a “very narrow exception” to the general rule that difficulty in traveling to or from boarding or disembarking locations is not a basis for eligibility.

To be a basis for eligibility, the condition **must prevent** the individual from traveling to a boarding location or from a disembarking location. The word “prevent” is very important. For anyone, going to a bus stop and waiting for a bus is more difficult and less comfortable than waiting for a vehicle at one's home. This is likely to be all the more true for an individual with a disability. But for many persons with disabilities, in many circumstances, getting to a bus stop is possible. If an impairment-related condition only makes the job of accessing transit more difficult than it might otherwise be, but does not prevent the travel, then the person is not eligible.

# WRTA ADA In-House Application Process

All persons who wish to become WRTA ADA eligible can contact PTM Brokerage Services, Inc. (PBSI) at 508.791.9782 option 3 to set up an appointment for the in-house application process.

PBSTM is located at 60 Foster Street, Worcester, MA, and **free round trip transportation is provided for all individuals within the WRTA ADA Paratransit service area** when traveling to the PBSTM office to start the in-house application process.

When you arrive, you will be asked to complete an application. Then you'll have an opportunity to sit with staff to have the service explained to you and to ask questions on a one-on-one basis. You are always welcome to bring someone with you to fill out the application if you would feel more comfortable. Your companion also receives free round trip transportation as long as they are picked up and dropped off at the same location as you.

When you come to your appointment, please be sure to bring the following information with you:

- **Contact Information:** Please bring the name, address, and telephone number for the licensed healthcare professional\* (HCP) who is most familiar with your disability.
- If you are applying for service based on a cognitive disability, please identify the licensed HCP who is most familiar with the limitations associated with your cognitive disability. For example, if your disability is emotional, you might identify a Psychologist, Psychiatrist, or Licensed Social Worker who is most familiar with the limitations associated with your emotional disability.

*\* HCPs include licensed Physical Therapists, Occupational Therapists, Psychiatrists, Psychologists, Mobility Instructors, and other licensed Rehabilitation Professionals and Physicians.*

- **Emergency Contact Information:** Please bring the name and telephone number of someone who the WRTA can contact in case of an emergency.
- **Mobility Device:** If you will be traveling on the ADA paratransit service with a mobility device, while you are here, staff will measure the device with you in it to ensure that the occupied weight and or dimensions of the device does not exceed the design load of the vehicle lift and to ensure that vehicles can accommodate the mobility device. Eligibility decisions **are not** made based on WRTA ability to transport the mobility device. All efforts will be made to accommodate your mobility device but WRTA may

decline to transport mobility device/occupant if the combined weight or mobility device dimensions exceed vehicle specifications.

## WRTA ADA Professional Verification Process

Once you have completed the ADA application and have provided the name, address, and telephone number of the licensed healthcare professional (HCP) who is most familiar with your disability, PBSTM will mail a separate form to the licensed HCP you have identified. In an effort to keep this process moving along, it is important that you contact the HCP you listed on the application to let him/her know you have applied for ADA service. Ask him/her to complete the form and send it back to the PBSTM office as soon as possible.

Forms received with incomplete information from the HCP will not be considered complete until all information is received at our office. Once a fully completed Professional Verification Form is received by PBSTM, a determination of transportation eligibility will be made within 21 days of receipt. If a determination has not been made within 21 days of receipt of the completed Professional Verification Form, then the applicant is made unconditionally eligible until such time that a determination is made.

## WRTA ADA Application Approval Process

Once the ADA Application has been completed and the completed Professional Verification Form has been received from the healthcare professional (HCP), the ADA Coordinator will review the information. At that time, a transportation eligibility determination will be made. If more information is required to make a determination as to your ability or inability to use the fixed route bus based on the strict categories of eligibility as outlined by the [Federal Transit Administration](#) the ADA Coordinator will contact the applicant and/or the HCP.

**When a transportation eligibility determination is made, a number of outcomes are possible:**

- Individuals may be found to be unconditionally eligible for all of their trips.

- Individuals may receive conditional eligibility based on a temporary circumstance, such as a broken leg or chemotherapy treatments.
- Individuals may be denied service entirely.
- Individuals may be conditionally eligible for service when other conditions (such as weather or terrain) affect their ability to access the regular bus

Once you are determined as eligible, whether conditionally or unconditionally, you can expect to receive a package in the mail with all of the pertinent information including your eligibility letter. Please review all of the information carefully.

You will also receive a Photo Identification card that must be shown to the driver each time you board the WRTA vehicle and that also must be shown upon request by the driver at any time.

Eligibility determinations typically have a five-year expiration date, but they can also be for a shorter period of time based on the eligibility determination. Customers who have been denied service will receive a letter and information on how to appeal the decision.

## **WRTA ADA Eligibility Appeal Process**

Since ADA paratransit eligibility is established as a civil right, methods are in place to ensure that "due process" is observed. Federal regulations state that the administrative appeal process is intended to give applicants who have been denied eligibility, or who have been deemed conditionally eligible, the opportunity to have their case heard by a panel independent of the transit authority or initial decision maker. Free transportation will be provided to appeals hearing if requested.

### **The right to appeal is as follows:**

1. Applicants have 60 days from the date of the eligibility determination letter to appeal the decision in writing to the WRTA.
2. Prior to the hearing, the applicant's eligibility status remains unchanged from the original WRTA determination.
3. Appeals will be heard by a panel independent from the WRTA.



4. Applicants will have the right to speak in person on their own behalf and/or have others represent them at appeal proceedings.
5. Applicants will have the right to necessary support, such as an interpreter, if requested in the appeal letter.
6. The determination resulting from the appeal will be made in writing within 30 days and will state the reason(s) for the decision. If a decision is not made within 30 days of the date of appeal, full eligibility will be given until a decision is made.
7. Applicants may reapply for service at any time if there is a change in their functional mobility.

**REQUESTS FOR APPEAL SHOULD BE MADE IN WRITING TO:**

WRTA Administrator  
Worcester Regional Transit Authority  
60 Foster Street  
Worcester, MA 01608

## **WRTA ADA Recertification Process**

*According to Section 37.125 of the United States Department of Transportation (USDOT), an entity may require recertification of the eligibility of ADA paratransit eligible individuals at reasonable intervals.*

In February of 2003, the WRTA, with input from the Transportation Planning Advisory Group (TPAG), a group of elderly and disabled individuals who act as an Advisory Committee to the WRTA, began the recertification process. Each eligible individual will be issued an Identification Card with a maximum expiration date of five (5) years.

# **How to Access WRTA ADA Complementary Paratransit Service**

Call 508.752.9283 or 1.877.743.3852 to schedule your ride. 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.

*Online Reservation Option is available, please visit WRTA Paratransit website at [www.wrtaparatransit.com](http://www.wrtaparatransit.com) or call 508.752.9283 for more information.*

- 1) When calling to schedule a ride, tell the call taker:
  - a. You would like to schedule an ADA trip;
  - b. Your name;
  - c. The **exact address (number and street name)** where you want to be picked up;
  - d. What time you would like to be at your destination (be specific if you are going to an appointment);
  - e. The **exact address (number and street name)** of where you want to go; and
  - f. If you will be traveling with a mobility device, a Personal Care Assistant (PCA), or companion(s).

You must also schedule your return trip. All trips must be scheduled for **no less** than (1) one hour.

Due to the large amount of calls coming into the call center, the staff is not responsible to look up address information. *You* must be prepared with the exact address, including number and street name, for the pick-up and drop-off locations.

- 2) **ADA regulations permit the scheduling of your ride up to one hour before or one hour after the trip time you request, without making you late for an appointment.**
- 3) The night before or morning of your trip, you will receive an automated call with the 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, it

will wait **five (5) minutes** before leaving for the next scheduled pick-up.

**If you do not receive a phone call the night before or the morning of your scheduled trip, you may call to receive your pick-up information or to cancel your trip.**

- If you're calling before 8:00 A.M or after 4:30 P.M., call the CMTM Dispatch Office at 508.453.3423.
- If you're calling between 8:00 A.M. and 4:30 P.M., call the PBSI Office at 508.752.9283.

4) When boarding the vehicle please verify your destination with the driver.

If you require a Personal Care Attendant (PCA) to travel with you, that person is considered a mobility aid and rides for free.

You may always take one traveling companion. Additional companions are permitted on a space available basis. Companions pay the same fare as the person they are accompanying. PCAs and companions must have the same pick-up address and drop-off address as the ADA rider.

Service animals are welcome on all WRTA vehicles.

- 5) As an ADA rider following service rules, your access to service cannot be limited by patterns of refusals, unusually long trips, late pick-ups, or other such factors.
- 6) Abuse of service rules can result in loss of service.
- 7) Service is provided in lift-equipped vehicles as well as sedan-type vehicles. **The WRTA will determine which vehicle will be sent to pick up a rider.**

## **ADA Paratransit Days and Hours of Service in Worcester**

|           |                   |
|-----------|-------------------|
| Weekdays  | 4:50 AM- 10:15 PM |
| Saturdays | 5:50 AM- 10:25 PM |
| Sundays   | 8:30 AM- 7:30 PM  |

Call WRTA at 508.752.9283 for the service days, hours and locations for ADA paratransit service beyond Worcester and for other paratransit service.

## **Late Trips**

At times, riders may experience a late pick-up or drop-off due to inclement weather, traffic, construction, or other unforeseen circumstances. A late trip is defined as a completed trip where the vehicle arrives beyond the 20 minute pick up window and or where the vehicle arrives at the destination later than the requested drop off time. If this occurs, please contact PBSTM at 508.752.9283 to report it as soon as you are able. This will provide PBSTM the opportunity to be sure that riders are receiving a quality, reliable service. If we don't know about it, we can't fix it.

## **Missed Trips**

A missed trip is defined as an instance where the vehicle never arrives or arrives beyond the 20 minute pick up window and the customer chooses not to take the trip.

## **Cancellations and No Shows**

To cancel a trip:

- \* If you're calling before 8:00 A.M. and after 4:30 P.M., please call CMTM Dispatch Office at 508.453.3423 to cancel your trip.
- \* If you're calling between 8:00 A.M. and 4:30 P.M., please call PBSTM Office at 508.752.9283 to cancel your trip.

A **late cancellation** is a cancellation placed within 1 hour of the scheduled pick up window. Riders must call to cancel at least 1 hour prior to the scheduled trip time, or they will be considered a "No-Show."

No- Show is an instance where vehicle arrives at the pickup location within the pickup window and the customer is not present or cancels at door.

Missed trips that occur for reasons beyond an individual's control and service-related problems are not considered a "No-Show." A missed trip is not a "No-Show".

If reasons beyond your control caused you to not take your ride or you feel that an error has been made, you must contact PBSTM in writing within 15 days of the date of the letter stating that you had a "No-Show."

Send correspondence by email to [noshow@therta.com](mailto:noshow@therta.com) or by mail to PBSTM, 60 Foster Street, Worcester, MA 01608 (Attn: No-Show Staff). If your

correspondence has not been received within 15 days of the date of the letter, the "No-Show" will stand.

# WRTA ADA Paratransit Fares

## Fares

ADA fares are as follows, for each one way trip:

\$2.75 In town

\$3.00 One town away

\$3.25 Two towns away

\$3.50 Three or more towns away

**All ADA Paratransit Riders must have a prepaid payment account. Fares for riders and companions are deducted from the account. Fare cannot be paid to the driver.**

Personal Care Attendants (PCAs) are considered a mobility aid and ride for free.

You may always take one traveling companion, and additional companions are permitted on a space available basis. Companions pay the same fare as the person they are accompanying. PCAs and companions must have the same pick-up address and drop-off address as the ADA rider.

# **WRTA ADA "No-Show" Policy/** **"No-Show" Appeal Process**

## **ADA "NO-SHOW" POLICY**

The WRTA has established the following process for paratransit riders:

Riders must be ready during the entire 20-minute pick-up window. The driver will arrive anytime during the pick-up window and will only wait five (5) minutes once the vehicle arrives, before leaving for the next pick-up. An individual is considered a "No-Show" if he/she is not available for pick-up as described above.

A letter will be sent to the rider after each "No-Show" informing them of the No-Show. If a rider accumulates three "No-Shows" or "Late Cancellations" or demonstrates a no show/late cancellation pattern equivalent to 20 % or more of scheduled trips or ( whichever is greater) within a three-month period from the first "No-Show," the rider will be suspended from use of the service.

The following suspension periods will be applied to violations of this policy that occur within the same rolling 12-month period.

- 1<sup>st</sup> Violation will result in 7 day suspension from service
- 2<sup>nd</sup> Violation will result in 14 day suspension from service
- 3<sup>rd</sup> or subsequent violations will result in 30 day suspension from service

Riders have the right to appeal that decision and are given 15 days to submit the appeal in writing to the WRTA. A copy of the "No-Show" Appeal Process is attached to each letter.

## **"NO-SHOW" APPEAL PROCESS**

The WRTA administrative "No-Show" appeal process is intended to give paratransit riders, who have been denied service, the opportunity to have their cases heard by an official other than the one who made the initial decision. Free transportation will be provided to appeal hearings if requested.

The "No-Show" appeal process is as follows:

- 1) Riders who wish to appeal a decision will have 15 days from receipt of the third "No-Show" letter to appeal the decision in writing to the

WRTA.

- 2) Appeals will be heard and decided within 30 days of the receipt of request. While the appeal is in process, riders will continue to receive the paratransit service they were eligible for prior to the suspension of service. If the appeal extends beyond 30 days, riders will be able to receive transportation service until a final decision is rendered.
- 3) Appeals will be heard by a panel independent from the WRTA.
- 4) Individuals who appeal have the right to speak in person on their own behalf and/or have others represent them (at the rider's expense) at appeal proceedings.
- 5) Individuals who appeal have the right to necessary accommodations, such as a sign language interpreter.
- 6) The determination resulting from the appeal will be in writing and will state the reason(s) for the decision.
- 7) If you have any questions regarding the Appeal Process, contact [cmellis@cmrpc.org](mailto:cmellis@cmrpc.org) or call 508.459.3328.

**REQUESTS FOR APPEAL SHOULD BE MADE IN WRITING TO:**

WRTA Administrator  
Worcester Regional Transit Authority  
60 Foster Street  
Worcester, MA 01608



## **WRTA Policy on Carry-On Articles on Paratransit Vehicles**

The WRTA limits carry-on articles/packages to "as many as the rider and/or PCA/companion 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.*

## **WRTA Requirements for Personal Care Assistants (PCAs)**

Personal Care Assistants are individuals whose assistance is needed by a rider to travel. Anyone who is involved in the "helping process" required by the rider to travel, either while riding on the service or after reaching a destination, is considered a PCA.

Some riders may require a PCA on all trips or may only require one on some trips. Please inform us during the reservation process if you will be traveling with a PCA.

A rider is entitled to use different PCAs rather than the same one at all times. Individuals who require a PCA are not allowed to act in that same capacity for others, since it would require taking two PCAs for one rider's trip.

## **WRTA Policy on Tipping**

The WRTA prohibits any employee involved in the provision of WRTA transportation services from accepting tips.

## **WRTA Policy for Assigning Trips to a Particular Vehicle Type**

Riders cannot request a particular vehicle type when requesting ADA service. The WRTA will provide service in whichever type of vehicle that it has available at the time and location of a rider's trip request.

## **Reminder to Riders Regarding Snow and/or Extreme Weather**

Occasionally, it's necessary to take ADA Paratransit service off the road due to snowstorms or other extreme weather conditions. Every attempt will be made to keep service on the road as long as it is safe to drive the vehicles. The WRTA will make every effort to avoid leaving an individual stranded during inclement weather. During inclement weather, please think about the importance of your trip, as well as possible worsening weather conditions, before leaving your home.

**If ADA Paratransit service has been taken off the road, riders are responsible for arranging their own alternative transportation for critical trips (such as medical treatments or work).**

# Reminder to Riders Regarding Holidays

Riders are reminded that ADA service doesn't operate on all holidays. Holiday ADA service is the same as holiday WRTA fixed route bus service. If WRTA buses aren't operating on a holiday, ADA service will not be operating either.

For example, as shown in the table below, on Presidents' Day, ADA eligible riders can only travel using ADA service when Saturday bus service normally operates. Your [WRTA local paratransit service provider](#) can give you information detailing weekday, Saturday, and Sunday ADA service hours.

The level of ADA service available on each holiday corresponds to the same level of WRTA fixed route bus service available on each holiday.

- \* Martin Luther King, Jr. Day\* - Saturday Service
- \* Presidents' Day\* - Saturday Service
- \* Patriots' Day\* - Saturday Service
- \* Columbus Day\* - Saturday Service
- \* Veterans' Day - Weekday Service
- \* Day after Thanksgiving – Saturday Service

*\* WRTA Routes 29, 33, and 42 and community shuttles operate on a weekday schedule on these holidays. Routes 19 and 30 operate on a modified Saturday schedule on these Holidays.*

**Please note:** There is no WRTA fixed route bus service or paratransit service available on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, or Christmas Day.

## Refusing ADA Service Due to Behavior

ADA service may be refused to a rider who engages in "violent, seriously disruptive, or illegal conduct." Seriously disruptive conduct does not include behavior or appearance that only offends, annoys, or inconveniences other riders or employees.

In cases where a rider must be refused ADA service, **service must be terminated immediately.** A written explanation of the service refusal should follow, including the process for appealing the decision. **Documentation of the situation leading to refusal of ADA service is vitally important.**

In certain cases, the WRTA Administrator or his/her designee may feel that service can still be provided safely if certain conditions are met by the rider. However, if the conditions are not met, service to the rider can be terminated immediately.

## WRTA Seatbelt Policy

In accordance with Massachusetts General Laws, all drivers and all ADA passengers **MUST** wear their seatbelts unless documentation of a medical condition that prohibits their use is presented.

## Visiting or Traveling Information

### **More Options for WRTA ADA Paratransit Customers**

As a registered rider of the WRTA ADA Paratransit service, you are also eligible to use any other transportation agency's Paratransit service nationwide. The Federal ADA regulations allow you to travel as a visitor in other Paratransit service areas for 21 days within a 365-day period. If you expect your travel to exceed 21 days to a particular area, you may need to apply for certification through that agency.

For service information on other regional transit authorities within Massachusetts, please call 508.791.9782 or visit [www.mass.gov](http://www.mass.gov) and navigate to "transportation."

# **Guidelines for wheelchairs and other mobility devices**

All WRTA vehicles are accessible, which means that they have mobility lifts for individuals in mobility devices and also for individuals who cannot use the stairs to enter the vehicle. Section 37.165(b) of the United States Department of Transportation (USDOT) regulations requires transit providers to transport all individuals unless doing so is inconsistent with legitimate safety requirements.

If you are considering purchasing a new mobility device, please contact our office at 508.752.9283. We are committed to helping you make sure that our equipment can accommodate your mobility device with ease.

## **WRTA Policy on Wheelchair Securement in Vehicles**

1. Wheelchairs must be secured in a forward-facing position only.
2. All four belts must be used to secure wheelchairs to the floor tracks.
3. All passengers must wear their seatbelts, unless they have presented information that a documented medical condition prohibits their use.
4. Riders in wheelchairs who have difficulty holding their upper body in an upright position may use a torso belt when supplied by the rider.

The WRTA feels that passengers who use three (3) or four (4) wheeled scooter-type mobility devices are most safely served by transferring to a seat.

# WRTA Local Paratransit Service Providers

To find out more about WRTA's other transportation options, please call the individual town to speak with a representative.

\* Flex Route bus service is available. Deviations to the fixed route are made for the general public by calling (508) 752-9283.

**Auburn**  
508 752 9283  
PBSI

**East Brookfield**  
800 321 0243  
SCM Elderbus

**Oakham**  
800 321 0243  
SCM Elderbus

**Wales**  
800 321 0243  
SCM Elderbus

**Berlin**  
978 733 4747  
Clinton COA

**Grafton \***  
508 839 9242  
Grafton COA

**Oxford**  
508 752 9283  
PBSI

**Warren**  
800 321 0243  
SCM Elderbus

**Barre**  
800 321 0243  
SCM Elderbus

**Holden**  
508 210 5573  
Holden COA

**Paxton**  
800 321 0243  
SCM Elderbus

**Webster**  
800 321 0243  
SCM Elderbus

**Boylston**  
508 752 9283  
PBSI

**Holland**  
800 321 0243  
SCM Elderbus

**Princeton**  
800 321 0243  
SCM Elderbus

**Westborough \***  
508 752 9283  
PBSI

**Brimfield**  
800 321 0243  
SCM Elderbus

**Leicester**  
508 752 9283  
PBSI

**Rutland**  
800 321 0243  
SCM Elderbus

**West Boylston**  
508 752 9283  
PBSI

**Brookfield**  
800 321 0243  
SCM Elderbus

**Millbury**  
508 865 9154  
Millbury COA

**Shrewsbury**  
508 841 8640  
Shrewsbury COA

**West Brookfield**  
800 321 0243  
SCM Elderbus

**Charlton**  
800 321 0243  
SCM Elderbus

**New Braintree**  
800 321 0243  
SCM Elderbus

**Southbridge**  
800 321 0243  
SCM Elderbus

**Worcester**  
508 752 9283  
PBSI

**Clinton**  
978 733 4747  
Clinton COA

**Northborough**  
508 752 9283  
PBSI

**Spencer**  
800 321 0243  
SCM Elderbus

**Douglas**  
800 321 0243  
SCM Elderbus

**Northbridge \***  
800 321 0243  
SCM Elderbus

**Sturbridge**  
800 321 0243  
SCM Elderbus

**Dudley**  
800 321 0243  
SCM Elderbus

**North Brookfield**  
800 321 0243  
SCM Elderbus

**Sutton**  
800 321 0243  
SCM Elderbus

