

MetroWest Regional Transit Authority (MWRTA) Programs & Descriptions - March 2018

Program	Description
Fixed Route	The MWRTA provides 14 different Fixed Routes spanning across its member communities. The routes operate as a loop, stopping at specific locations. The Fixed Route buses also have a flag down system which allows buses to stop anywhere along their routes to pick up passengers, where it is safe to do so. Passengers can hail MWRTA buses by waving; riders may also notify the driver to stop at a safe location on the route so that they may depart.
Demand Response	MWRTA provides Demand Response service to member communities. The type of response varies town to town. Demand Response provides door to door service for those who are disabled and/or elderly at \$2 per trip. Riders of the Demand Response service may also take transfers within the MWRTA service area into other territories not covered by the MWRTA, such as Boston, Worcester, etc.
Commuter Shuttles	The MWRTA provides 7 different Commuter Shuttles. Commuter Shuttles provide service from various train stations such as Framingham, Natick and Southborough directly to several work places such as Mathworks and Boston Scientific. The MWRTA also provides a shuttle, in the town of Hudson, to many residential and retail locations. The MWRTA also operates a MassBay Shuttle, taking students directly from both MassBay campus' and the Riverside MBTA Station.
Central Reservations/ Call Center	Central Reservations is a program that simplifies trip requests and scheduling for seniors and disabled customers. This program transitions all scheduling functions to the MWRTA Call Center. The MWRTA Call Center is fully staffed with experienced Transportation Coordinators who work within the parameters set by each town or city, and schedules the trips for customers. In return, the agencies must provide daily mileage readings and monthly ridership reports.
Vehicle Maintenance	The MWRTA provides in-house vehicle maintenance. Experienced and knowledgeable technicians are supervised by the Fleet Director in diagnosing, repairing, and assessing issues. Utilizing its own maintenance department allows for more internal control and oversight of its vehicle assets.

Facilities Maintenance	The MWRTA employs a Facilities Director to oversee its building facility and grounds. The Director is responsible for maintaining, repairing, and assessing potential issues relating to building and property assets. If in-house repair is not reasonable, duties also include following state and federal procurement regulations to hire outside contractors.
Travel Training	The MWRTA provides Travel Training for any individual interested. The program is intended to teach individuals how to independently utilize the MWRTA Fixed Route bus system. Travel Trainers will provide as much individualized training as needed and will take the potential riders onto the Fixed Routes, show them how to interpret the schedules, and educate them on how to navigate the system.
CDL Program	The MWRTA created the Commercial Drivers License Program (CDL) in 2014. CDL is a program open to individuals who are interested in obtaining a Class C with Passenger Endorsement drivers license. The program consists of 2 days of classroom training as well as individualized practical training on the CDL Course to prepare students for DPU license testing. Once passed, students have the opportunity to apply for a driving position at the MWRTA, or elsewhere if desired.
Framingham Intermodal/ Greyhound Bus Connector	The MWRTA provides on-site management of the Framingham Intermodal located in downtown Framingham at the MBTA Commuter Rail Station. The Framingham Intermodal offers several transportation option modes including connections to local buses, inner-city buses, commuter rail, Amtrak, and is looking to expand bike/ped opportunities. The MWRTA continues to provide a commuter friendly, intermodal hub in downtown Framingham with customer amenities. MWRTA has partnered with Greyhound Bus Lines to provide inner-city bus service to Framingham Intermodal. Customers now have access to seamless connectivity between local bus service and inner-city bus service in one convenient downtown location. This new bus connection enables customers to travel conveniently to locations such as Boston, Sturbridge, Springfield, Lee, Pittsfield, and Albany, NY, while also having access to Greyhound's extensive network of more than 3,800 destinations across the United States and Canada.