

TPAG Meeting Minutes December 19, 2012

Attendees: Mark Binnall; Mike Kennedy, CLW; Robert Bermudez; Herb Cremer; Jackie Norton; Sharon Strzalkowski; Anna Kusterski, MCB; Nicole Jimino, CMAA; Bill Clark, Worcester Yellow Cab; Jim Delage, PBSI; Constance Mellis, CMRPC

Mr Binnall, Chair began the meeting with around the room introductions.

Action on Meeting Minutes

Meeting minutes of November 14, 2012 were accepted as presented.

Proposed New Fixed Route Service

- Staff again outlined the proposed new fixed route bus service to begin Jan 2013.
- New Route 8 to the Greendale Mall will benefit those going to the mall as well as several medical facilities. These locations currently have limited accessibility due to lack of street crossings and other architectural barriers. People currently using paratransit to get to this location due to architectural barriers may now be able to use this new service.
- New Route 29 service from Southbridge through Charlton to the Auburn Mall will benefit riders wishing to get to and from the Southbridge area. ADA paratransit service will also be provided within $\frac{3}{4}$ mile of the stops at the same days and hours as required.
- New Route 18 service will provide a loop to the Quinsigamond Community College campus which will eliminate the need to walk a large hill to get to the fixed route.
- Route 22 to Millbury and Route 42 to Webster will add Saturday service. ADA paratransit service will also be expanded for the same hours.
- Staff again outlined the proposed expansion of fixed route bus service to midnight for select main line routes scheduled to begin in April 2013. ADA paratransit service will be provided until midnight only along these routes and only along a $\frac{3}{4}$ mile corridor from the fixed route as required by ADA.

Snow Removal Public Service Announcements

WRTA understands the importance of snow removal especially at bus stops.

* Included in this mailing is information on snow removal including a flyer on the importance of snow removal, the City of Worcester snow removal policies and, a list of referrals for sidewalk snow removal.

PBSI Report

Highlights of the report include 2 no-show suspensions. It should be pointed out that riders are suspended only after a 3rd unexcused no-show within 90 days. The full report is attached.

Customer Service Report

Report was not available.

Other Business

- One member stated that she tried the automated voice system as requested by WRTA. She noted that the system is good but will continue to need improvement. She realized that it is in its beginning stages but wanted to share her views.
- One member shared that she heard very positive feedback on the fixed route app which tells how far away a bus is. The only negative comment was a small glitch in the bus stop announcement at Hahnemann Hospital.
- WRTA welcomes all comments to the proposed changes to the fixed route service as well as the impact on ADA paratransit service.

**The next meeting will be on Wed, January 16, 2013,
1:00-2:30pm in the WRTA Advisory Board Room.**