

TPAG Meeting Minutes
June 26, 2024

Attendees: Bill Clark, Worcester Yellow Cab; Mary Haroyan, Carolyn Foley, PBSTM; Nona Haroyan; Mark Binnall; Kathy Kulesza; Benji Kemper; Manny Guerra; Heather-Lyn Haley; Joe Bellil; Connie Mellis, CMRPC; Nancy Garr-Colzie

Meeting minutes of April 24 were accepted as presented.

Paratransit Report was presented for April 2024.

Q: Is there a specific drop off location at the ACC building? I've gone there a few times in the past few months and haven't been dropped off at a consistent location.

A: All riders should be dropped off at the door unless there are extenuating circumstances that won't allow for this. This issue has not been reported by drivers.

Q: Why does my confirmation phone call sometimes happen the evening before my trip and other times it happens the morning of the trip?

A: Phone calls don't begin until the schedules are finalized. Phone calls begin the evening before beginning with the earliest trips of the day. If all the calls can't be made the evening before, they begin again the next morning.

Q: The procedures for scheduling trips using SCM Elderbus seem to be slightly different than if I went through PBSTM. Is there a way those procedures can be reflected in the WRTA Riders Guide?

A: This is typically explained at the intake interview and then again in the eligibility letter. Riders can call PBSTM for help whenever SCM Elderbus is closed. All complaints should be filed with PBSTM. They will forward to SCM Elderbus for follow up and a response will be sent by PBSTM.

Q: The notifications for Yellow Cab don't always work as promised.

A: Yellow Cab is aware of this issue and in the process of being fixed.

Customer Service Report for May 2024 was presented. In March there were 117 complaint cases closed. Of those complaints, 114 were for fixed route and 2 were for paratransit. Both paratransit complaints referenced driver behavior.

Q: How can I find out more about Eldershopper Service?

A: This is available on the WRTA website. It is open to the general public on a fixed route at fixed times.

Transportation Advocacy Coalition discussed several items including the possibility of getting on-demand transportation in Worcester and the Rider Rep vacancy on the WRTAs Advisory Board.

WRTA Advisory Board discussed renovation of the lobby area at the Hub with specific discussions regarding restrooms. Two options were presented.

Q: Is info about paratransit being shared with the Advisory Board?

A: Specific information on fixed route and paratransit ridership is available to the Board. The Board is given quarterly reports on all services. The last quarterly report was given as a presentation at the March meeting and is available on the WRTA website.

Next meeting is September 25, 2024, 1:00-2:30pm. Meeting will be held virtually.