

TPAG Meeting Minutes
Sept 25, 2024

Attendees: Mary Haroyan, Carolyn Foley, PBSTM; Kathy Kulesza; Manny Guerra; Joe Bellil; Connie Mellis, CMRPC; Pamela Alvin; Mike Kennedy

Meeting minutes of June 26 were accepted as presented.

Paratransit Report was presented for July 2024.

Q: Is there a limit to the amount of time I can be in the vehicle? I've heard its one hour.

A: The amount of time that someone can be on a vehicle must be comparable to the amount of time the same trip would take on fixed route including any necessary transfers, wait time and getting to and from the actual origin and destination. This can vary greatly and is not defined as one hour.

Customer Service Report for Aug 2024 was presented. In Aug there were 151 complaint cases closed. Of those complaints, 139 were for fixed route and 10 were for paratransit. Of the 10 paratransit cases, 4 referenced driver behavior, 3 were for trips arriving early or late, 3 were classified as other.

Q: Did WRTA receive a complaint regarding a trip on the van which had some bouncing caused by a speedbump. This was a difficult ride in a wheelchair.

A: This was forwarded to operations.

Overview of WRTA Events Since the last TPAG meeting several items of note occurred. WRTA held its second Riders Forum on the platform at the WRTA Hub to engage with riders and hear their concerns. WRTA Advisory Board voted to allow renovations at the Hub lobby to include bathrooms. WRTA participated in the Out-to-Lunch event at city hall plaza. Ridership on fixed route exceeded 4.5M trips in FY24. Ridership on paratransit service exceeded 210K trips in FY24. City of Worcester Department of Transportation Mobility conducted 5 walk audits in locations shown to have safety issues. WRTA celebrates its 50th anniversary on Sept 26.

TPAG Calendar The group discussed the meeting calendar for the upcoming year. Meetings will be held Jan 22, March 26, May 28, July 23, September 24, October 22. Decision for meeting dates in Nov and Dec will be discussed at a later date.

Nomination of Officers included Pamela Alvin, Mary Haroyan, Sharon Strzalkowski. This is a 2 year term. Eligible voting members will be notified.

Transportation Advocacy Coalition discussed the proposed elimination of a bus stop at 18 Chestnut St. Several people spoke against this proposal and the bus stop was

moved to a location further down the street. The Rider Rep vacancy on the WRTAs Advisory Board was also discussed.

Next meeting is October 23, 2024, 1:00-2:30pm. Meeting will be held virtually.