

TPAG Meeting Minutes
October 23, 2024

Attendees: Mark Binnall, Nona Haroyan, Mary Haroyan, Carolyn Foley, PBSTM; Kathy Kulesza; Joe Bellil; Connie Mellis, CMRPC; Mike Kennedy; Bill Clark, Worcester Yellow Cab; Sharon Strzalkowski; Benji Kemper; Nancy Garr-Colzie

Meeting minutes of Sept 25 were accepted as presented.

Paratransit Report was presented for August 2024.

The percent of cancelled trips is typically 15-19%.

Tracking and reporting the number of trips that were changed from van to cab is labor intensive and not possible at this time. Riders noted that there is an expense to WRTA whenever this happens.

Customer Service Report for Sept 2024 was presented. In Sept there were 86 complaint cases closed. Of those complaints, 78 were for fixed route and 7 were for paratransit. Of the 7 paratransit cases, 1 referenced driver behavior, 6 were classified as other.

TPAG Calendar was discussed. The next meetings will be in 2025 on Jan 22, March 26, May 28, July 23, Sept 24, Oct 22.

Election of Officers All ballots were collected. There were 3 positions for board members. The new board members are Pamela Alvin, Mary Haroyan and Sharon Strzalkowski. They will serve a two-year term as outlined in the by-laws. The complete board is Chair Mark Binnall (term expires Oct 2025), Vice-Chair Kathy Kulesza (term expires Oct 2025), Executive Board members Pamela Alvin (term expires Oct 2026), Nancy Garr-Colzie (term expires Oct 2025), Mary Haroyan (term expires Oct 2026), Mike Kennedy (term expires Oct 2025), Sharon Strzalkowski (term expires Oct 2026).

Transportation Advocacy Coalition did not meet in Sept. There was concern that the Rider Rep position is currently vacant. Additionally, the Disability Rep position will be vacated soon and a replacement will be needed. WRTA sends letters to all member communities when vacancies arise.

WRTA Advisory Board presentation shared that ridership is at its highest in recent years. A fixed route survey was conducted

Other Business included a discussion regarding paratransit's role in emergency evacuation when it is necessary.

Next meeting is January 22, 2025, 1:00-2:30pm. Meeting will be held virtually.