

TPAG Meeting Minutes  
March 26, 2025

Attendees: Mary Haroyan; Pamela Alvin; Kathy Kulesza; Sharon Strzalkowski; Nancy Garr-Colzie; Mike Kennedy; Carolyn Foley, PBSTM; Connie Mellis, CMRPC; Doreen Goodrich, Sen Michael Moore office; Bill Clark, Worcester Yellow Cab; Jevon, Wheels on the Bus Transportation; Manny Guerra; Monique Girand; Mark Binnall

**Meeting minutes** of Jan 22, 2025 were accepted as presented.

**Paratransit Report** was presented for February 2025. There were 2 missed trips in Feb. Missed trips could be when the vehicle shows up well outside the pick up window or when the vehicle does not show up at all. The length of no-show suspensions are determined based on the number of trips no-showed over a period of time.

- One rider states that in Feb the van showed up well outside the window and filed a complaint.
- One rider noted that a driver stated that the driver would not go into the parking lot at 67 Belmont St because it is paid parking. This will be reported to Operations since the parking lot has a grace period of 15 min without paying which allows for pickup and drop off.
- Several riders state that Van Dispatch doesn't always answer the phone in the early morning and late night. Riders were encouraged to report to customer service.
- Expedited ADA paratransit application is available to people who are fully eligible for 10 years. This is a one-time event. Could this be changed to a permanent expedited application. This may occur as a letter to WRTA directly.

**Customer Service Report** for Feb 2025 was presented. In Feb there were 74 complaint cases closed. Of those complaints, 63 were for fixed route and 7 were for paratransit. Of the 7 paratransit cases, 3 referenced driver behavior and 4 were classified as other.

**Transportation Advocacy Coalition** met last week. Tasks for Transit is under new leadership. A project related to on demand after-school curb to curb transportation for students was discussed. Discussions at the state level to extend the term of the rider rep and disability rep positions. Tufts University professor announced a discussion on bus rapid transit. Legislative event at Worcester senior center.

**WRTA Advisory Board** discussed the Administrator's contract, an open meeting law complaint, zero fare and low floor vans.

**Next meeting** is May 28, 2025, 1:00-2:30pm. Meeting will be held virtually.