

TPAG Meeting Minutes
May 28, 2025

Attendees: Mary Haroyan; Kathy Kulesza; Sharon Strzalkowski; Nancy Garr-Colzie; Mike Kennedy; Carolyn Foley, PBSTM; Yahaira Graxirena, CMRPC; Joe Bellil; Nona Haroyan; Bill Clark, Worcester Yellow Cab; Anna Kusterski, WPS;

Meeting minutes of March 26, 2025 were accepted as presented.

Paratransit Report was presented for April 2025. Trips requested continue to increase and was very high in April. This is an increase of about 2000 trips as compared to last year at this time.

Customer Service Report for April 2025 was presented. In April there were 76 complaint cases closed. Of those complaints, 61 were for fixed route and 13 were for paratransit. Of the 13 paratransit cases, 8 referenced driver behavior, 1 was due to pickup early or late and 4 were classified as 'other'. Details of the 'other' complaints will be reported beginning at the next meeting. Riders will receive info on the outcome if they request. A fixed-route bus was involved in an accident as reported by the news media.

Expedited ADA Paratransit Application discussion continues. TPAG may prepare a letter to extend the expedited application beyond 5 years for people who are eligible.

Drop of and Pick up at 67 Belmont St was discussed. This has been brought to operations who has made the correction.

Yellow Cab phone app upgrade was shown by Bill Clark at Worcester Yellow Cab. This is largely on the phone system. The previous systems didn't work well together but now that the system is designed with one vendor, the information provided is more accurate. One feature is that the app provides a 'where's my ride' feature for people waiting for a pickup. Additionally, the rider will receive a phone call when the driver arrives. Some riders noted that they do not always receive the messages. This will be discussed again after Yellow Cab finds out more info on why this is happening.

WRTA Paratransit Customer Satisfaction survey has begun distribution to a random group of riders. Results of the survey are expected to be shared in the Fall.

Transportation Advocacy Coalition did not meet in May.

WRTA Advisory Board did not meet in May. Significant changes to the fixed route service schedules went into effect on April 26. This effected the schedules only. The actual routes were not changed. This included a partial restoration of Fri service.

Additional changes are expected in June which will mean a full restoration of Fri service. These changes have only minor impact on ADA paratransit service.

WRTA Rider Rep and WRTA Disability Rep positions are currently filled. A proposal to extend the term from one year to three years is being considered.

Next meeting is July 30, 2025, 1:00-2:30pm. Meeting will be held virtually. This is a change from the meeting scheduled on July 23 since it conflicts with the ADA anniversary event being held in Worcester.