

TPAG Meeting Minutes
February 15, 2023

Attendees: Connie Mellis, CMRPC; Nona Haroyan; Nancy Garr-Colzie; Bill Clark, Worcester Yellow Cab; Kathy Kulesza; Mike Kennedy; Sharon Strzalkowski; Joe Bellil; Doreen Goodrich, Sen Michael Moore office; Pamela Alvin; Mark Binnall; Heather-Lyn Haley; Monique; Sue Moriarty; Anna Kusterski, Worcester Public Schools

Meeting minutes were accepted as presented.

Paratransit Report was presented.

- As a reminder, call backs that are not completed the night before the trip will be done the following day. Call backs are completed for early morning trips first and then continue to trips later in the day. This is most likely to happen on days when there are a lot of trip requests.
- There were several questions about the impact of the Paid Family Medical Leave Act (PFMLA) on both the WRTA fixed route and paratransit services. As of right now, drivers and others can enact their rights under PFLMA with a few hours notice.
- Riders asked how frequently rides are shifted from van to cab. In the past, paratransit office noted that this is usually done by the transportation coordinator after the schedules leave their office. On occasion, PBSTM will move trips to accommodate a later pickup for a person who requires the use of a lift or if an office error is made.

Customer Service Report was presented. In January there were 61 complaints closed. 58 for fixed route and 3 for paratransit. The 3 paratransit complaints were for trips that arrived early or late.

The current and proposed updated **TPAG Bylaws** were distributed to all TPAG members.

Highlights and RESULTS of the proposed changes include:

- changing the meeting date from the 3rd Wed to the 4th Wed of the month to coincide with the regularly scheduled WRTA Advisory Board meeting. AGREED.
- include a statement that virtual and hybrid meetings are an option. AGREED.
- holding a minimum of 6 meetings per calendar year. AGREED.
- a quorum will consist of those in attendance who are eligible to vote. AGREED.
- all business will be done by simple majority. AGREED.
- nomination of officers will be opened two meetings prior to the Oct meeting. AGREED.
- term of officers will increase from 1 year to 2 years. MORE DISCUSSION NEEDED.
- officers will be elected on a staggered schedule. MORE DISCUSSION NEEDED.

- information can be distributed by email. AGREED
- absentee election ballots must be received one day before the meeting AGREED
- language regarding TPAG inception was removed. AGREED

Discussion of **On-Demand Transportation** included a request to discuss MBTA Ride Flex program with WRTA.

[Subsequent to this meeting, WRTA met with MBTA on their Ride Flex program to learn more about its operation. WRTA will be discussing this service internally but does not have plans to expand the on-demand service at this time.]

WRTA Advisory Board voted to hire a search firm for the WRTA Administrator position since Dennis Lipka has expressed that he wants to retire.

WRTA Advisory Board rider rep and disability rep each hold one-year terms as outlined in the Charter Laws.

Next meeting is April 19, 2023. Meeting will be held virtually.