

Attendees: Mark Binnall; Joe Bellil; Carolyn Foley, PBSTM; Connie Mellis, CMRPC; Jack Narron, CMRPC; Sharon Strzalkowski; Mary Haroyan; Kathy Kulesza; Mike Kennedy; Sharon Henderson, CMAA

Meeting minutes for the October 2021 meeting were accepted with one comment. Mike Kennedy was present at the meeting and wants the minutes to reflect such.

Paratransit Report was presented and several items were discussed. It was clarified that the number of PCAs and companions reported are counted every time they travel with a rider. Riders who are due for recertification are reminded when they contact the paratransit office for a trip. The computer system alerts the call taker 60 days before the eligibility expiration. After a rider comes to the office for an initial application or reapplication, they are reminded to contact their health care professional to expect paperwork on their behalf. Expedited applications are also available for those who qualify. Call takers are still asking riders about COVID symptoms.

Customer Service Report for Jan was shared. Of the 61 complaints filed, 51 of them were for fixed route and 9 were for paratransit. Of the 9 paratransit complaints, 5 were for driver behavior, 2 were for vehicles arriving early or late, 1 was for safety and 1 was classified as 'Other'. Masks continue to be required on all public transportation per federal regulations.

On Demand Transportation continues through Yellow Cab. Riders report anecdotally that they are pleased with the service and are hearing good feedback.

Transportation Advocacy Coalition hopes to host a meeting with Via so they can discuss more about their business and services.

WRTA Advisory Board discussed the temporary reduction of service on Fridays due to staffing shortages. The Rider position remains vacant but the Disability position has been filled.

Next meeting is April 20 1:00pm-2:30pm. This will be a virtual meeting. Additional meetings will be on Jun 15 and Sep 21, 2022.