

TPAG Meeting Minutes
April 19, 2023

Attendees: Connie Mellis, CMRPC; Nona Haroyan; Nancy Garr-Colzie; Bill Clark, Worcester Yellow Cab; Kathy Kulesza; Joe Bellil; Doreen Goodrich, Sen Michael Moore office; Pamela Alvin; Mark Binnall; Sue Moriarty; Sharon Strzalkowski; Mary Haroyan; Carolyn Foley, PBSTM; Benji Kemper; Pamela Alvin; Robert Bilotta

Meeting minutes of Feb 15 were discussed. Mary Haroyan was added to the list of attendees and Anna Kosterski was removed.

Paratransit Report was presented. There were 12 capacity denials. These were largely due to lack of van driver availability on one day due to snow and ice conditions.

Customer Service Report was presented. In March there were 95 complaints closed. Of the 95 complaints, 86 were for fixed route and 8 were for paratransit. Of the 8 paratransit complaints 2 were for driver behavior, 2 were for trips that arrived early or late, 1 was for a missed trip and 3 were classified as other. It was noted that the number of complaints was higher in March than in Jan.

Revisions to the **TPAG Bylaws** made at the Feb meeting were discussed. Additional revisions were discussed and distributed.

Additional highlights and RESULTS of the proposed changes include:

- Term of officers will increase from 1 year to 2 years. [AGREED]
- In the first election after the adoption of the revised bylaws, the board members who receive the highest votes will serve a 2-year term and the board members who receive the lowest votes will serve a 1-year term. [AGREED]

Discussion of **On-Demand Transportation** included a request to discuss MBTA Ride Flex program with WRTA. *[Subsequent to the Feb TPAG 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.]* TPAG members voiced their concerns on WRTAs response to this request and expressed that they should be part of any future conversations regarding WRTAs plans for on-demand transportation.

The **Transportation Advocacy Coalition** met and discussed the events at the WRTA Advisory Board meeting including on-demand transportation and zero-fare.

WRTA Advisory Board has hired a search firm for the WRTA Administrator position since Dennis Lipka has expressed that he wants to retire. The FY24 budget was adopted.

WRTA Advisory Board rider rep and disability rep each hold one-year terms as outlined in the RTA Charter Laws. Anyone interested in either position should contact WRTA for additional information.

Other Business included

- Discussion on RTA Advancement bill which would increase accessibility and improve and expand transit service to better meet the needs of the community.
- Announcement of a transportation virtual meeting through CLW tomorrow to discuss on-demand transportation.
- Bill Clark from Worcester Yellow Cab announced that updates have been made to the phone system making it easier for riders to get their ride status and ETAs.

Next meeting is June 21, 2023. Meeting will be held virtually.