

TPAG Meeting Minutes
April 20, 2022

Attendees: Mark Binnall; Joe Bellil; Connie Mellis, CMRPC; Sharon Strzalkowski; Nona Haroyan; Kathy Kulesza; Sharon Henderson, CMAA; Nancy Garr-Colzie; Mary Haroyan

Meeting minutes for the February 2022 meeting were accepted as presented.

Paratransit Report was presented and several items were discussed. It was noted that paratransit eligibility appeals are still happening as needed. They are currently being done in a virtual format. WRTA has made masks optional on all fixed route and paratransit services. Call takers will be notifying riders of the change.

Customer Service Report was not available for this meeting.

On Demand Transportation provided in Westborough and Shrewsbury by Via provided more than 500 trips weekly.

Transportation Advocacy Coalition hosted a meeting with Via who shared information on their services including fixed route and paratransit.

WRTA Advisory Board notes that the rider position is vacant. The disability position is now filled but will be vacant again after the one-year term. Please consider filling either position.

In **Other Business**, the group discussed items they would like to discuss with the WRTA Administrator. Among the items mentioned were ways to modernize WRTAs paratransit service with an app that could be developed, possibly by a college student.

Next meeting is Jun 15 and Sep 21, 2022. These meetings will be held virtually.