

TPAG Meeting Minutes
June 15, 2022

Attendees: Mark Binnall; Joe Bellil; Connie Mellis, CMRPC; Sharon Strzalkowski; Nona Haroyan; Kathy Kulesza; Nancy Garr-Colzie; Mary Haroyan; Carolyn Foley, PBSTM; Bill Clark, Worcester Yellow Cab; Ethan Belding, CMAA; Jim Murphy; Mike Kennedy

Acceptance of **Meeting Minutes** for the April 2022 meeting was tabled.

Paratransit Report was presented and several items were discussed. One attendee asked if the number of times a ride vendor changes could be tracked. PBSTM noted that there is no easy way to track changes of that type and that many factors go into that type of change. These could include a van running late and a shortage of drivers but other factors also play a role. Riders expressed that it may help schedulers better understand the service if they were able to ride on the van. Worcester Yellow Cab reported a period of stability with the number of drivers available.

Customer Service Report for May was shared. In May there were 252 complaints filed of which 245 were for fixed route and 5 were for paratransit. Of the 5 paratransit complaints, 3 were for driver behavior, 1 was for a vehicle running early or late and 1 was for a missed trip.

Discussion Items for Administrator were developed for his attendance at the Sept meeting. Items covered topics of WRTA Administration, Fixed route and Paratransit services. Items for Administration include website, Advisory Board and relationship with Via. Items of fixed route service include announcements at the Hub, driver shortage and staffing of the starters box. Items of paratransit service include ways to modernize service using apps.

On Demand Transportation was not discussed.

Transportation Advocacy Coalition was not discussed.

WRTA Advisory Board was not discussed.

In **Other Business**, there will be Nominations for Officers at the Sept meeting. The TPAG Executive Board will meet in Aug.

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