

TPAG Meeting Minutes
September 19, 2023

Attendees: Nona Haroyan; Sharon Strzalkowski; Mary Haroyan; Carolyn Foley, PBSTM; Benji Kemper; Kathy Kulesza; Mike Kennedy; Mark Binnall; Joe Bellil; Nancy Garr-Colzie, Anna Kosterski; Bill Clark, Worcester Yellow Cab; Connie Mellis, CMRPC; Robert Bilotta; Mimi, Westborough

Meeting minutes of June 21 were accepted as presented.

Summer Happenings include the hiring of a new WRTA Administrator, Joshua Rickman. He began mid-Aug and has begun visiting many communities in the service area with the goal of visiting all the communities over the next few months. Tomorrow morning will be his first WRTA Advisory Board meeting as Administrator. Additionally, in the paratransit department the towns of Millbury and Shrewsbury have joined WRTAs Mobility Management Model which means that their call taking, reservations, call backs, scheduling and dispatching will be handled by the paratransit office instead of being done by the council on aging. Further, the WRTA Advisory Board Rider Rep position has been filled. She will begin at the next meeting. The term for the current WRTA Advisory Board Disability Rep will continue through Dec. Advertising for a new rep has begun with several people expressing interest.

Paratransit Report was presented. Its unclear at this time why the Eldershopper trips dropped significantly. Would it be possible to track the number of trips that were transferred from vans to cabs or cab to van? It seems like an important statistic. It was noted that this specific item is not being tracked right now. Trips are shifted throughout the day for a variety of reasons including traffic delays and late pickups along with many other factors. Members noted that, while not perfect, the new Yellow Cab app has been very helpful when tracking a pickup. At this time WRTA cannot use the Yellow Cab app to track non-Yellow Cab trips. The app used by Yellow Cab is also used by other taxi companies as well. One member asked about the State Audit report on paratransit service. The audit results are available at <https://www.mass.gov/doc/audit-of-the-worcester-regional-transit-authority/download>.

Customer Service Report was presented. In Aug there were 83 complaints closed. Of the 83 complaints, 73 were for fixed route and 8 were for paratransit. Of the 8 paratransit complaints 4 were for driver behavior, 4 were classified as other.

Nomination of Officers were opened. Nominations for Chair include Mark Binnall. Nominations for Vice-Chair include Kathy Kulesza. Nominations for Executive Board include Sharon Strzalkowski, Joe Bellil, Nona Haroyan, Mary Haroyan, Nancy Garr-Colzie, Mike Kennedy. Elections will take place at the Oct meeting.

Revisions to the **TPAG Bylaws** were approved at the June meeting. The group also approved the bylaws again making them permanent. The new bylaws will take effect after the Oct election. The Oct meeting will be on Oct 25.

The **TPAG Meeting Calendar** shows that the next meeting is Oct 25. The final meeting calendar will be discussed in Oct.

Transportation Advocacy Coalition did not meet in Aug. No report.

WRTA Advisory Board did not meeting in Aug. Their next meeting will be tomorrow Sept 20. The WRTA Disability Rep and Rider Rep positions will be posted and sent to communities soon.

The Center for Living and Working will host a meeting to discuss **On-Demand Transportation** services on Oct 2 at the Worcester Public Library.

New Business – One member noted that MBTA has an Accessibility Technology Advisory Committee to support web based tools and documents.

Next meeting is Oct 25, 2023. Meeting will be held virtually.