

TPAG Meeting Minutes  
October 19, 2022

Attendees: Mark Binnall; Joe Bellil; Connie Mellis, CMRPC; Nona Haroyan; Nancy Garr-Colzie; Mary Haroyan; Pamela Alvin; Mike Kennedy; Kathy Kulesza; Carolyn Foley, PBSTM

**Meeting minutes** of the April, June and Sept meeting minutes were accepted as presented.

The **Election Results** are

Chair: Mark Binnall;

Vice-Chair: Kathy Kulesza;

Executive Board: Joe Bellil, Nancy Garr-Colzie, Mary Haroyan, Mike Kennedy, Sharon Strzalkowski,

**Paratransit Report** was presented.

It was noted that denied trips were unusual. Since this report showed 3 denied trips questions were asked about them. It was explained that the trip denials were due to driver availability. Questions were also asked about using the accessible vehicle in the Yellow Cab fleet. It was explained that WRTA does not control the choice of the Yellow Cab vehicle that is dispatched.

**Customer Service Report** was presented. In Sept there were 81 complaints closed. 78 for fixed route and 2 for paratransit. The 78 fixed route complaints included issues of driver behavior, buses early or late, skipped stop, maintenance, bus stop sign, among other categories. The 2 paratransit complaints include 1 for driver behavior and 1 was classified as Other.

**Central Massachusetts Long Range Transportation Plan** was discussed. CMRPC is preparing the Plan for the region. The Plan has a horizon of 2050 and is updated every 4 years.

Members were asked to discuss their most pressing issue in transportation, a project they would like to pursue if finances were not an obstacle, to point out best practices they are aware of and identify a transportation 'big' idea.

Members noted many responses including: expansion of late night service hours, service to Solomon Pond Mall, more service to small rural communities like Douglas, on-demand transportation, technology app for paratransit trip tracking similar to The Ride, expand ADA paratransit buffer to 2 miles, expansion of Via shuttle service in areas of Worcester not served by fixed route, make transit more appealing, convenient and plentiful so people are motivated to use the service and leave their cars at home, improve sidewalks and curb cuts, increase parking costs to motivate public transit use,

best practices of The Ride's premium paratransit service, listen to podcast ModeShift regarding Via microtransit and enhanced public transit in Boston.

**Transportation Advocacy Coalition** meeting will be held the day of the next WRTA Advisory Board meeting.

**WRTA Advisory Board** items

- WRTA fare suspension policy is in place through June 30, 2023.
- WRTA is developing its new website.

**Next meeting** is Dec 21. Meeting will be held virtually.