

TPAG Meeting Minutes
December 21, 2022

Attendees: Connie Mellis, CMRPC; Nona Haroyan; Nancy Garr-Colzie; Carolyn Foley, PBSTM; Bill Clark, Worcester Yellow Cab; Nahrin Sangkagalo, CMRPC

Meeting minutes of the Oct meeting minutes were not discussed.

Paratransit Report was presented.

Overall paratransit ridership has reached pre-pandemic levels.

Customer Service Report was presented. In Nov there were 76 complaints closed. 72 for fixed route and 4 for paratransit. The 4 paratransit complaints include 1 for a missed trip and 3 were classified as Other.

The TPAG Executive Board met to discuss the **TPAG Bylaws**. The group worked to update language and rethink best practices. Over the next few months and over several meetings, the proposed changes will be shared with TPAG to discuss, vote and finalize.

WRTA **holidays** include Christmas Day and New Years Day. WRTA will not provide fixed route or paratransit service. Yellow Cab service will be available for full fare service.

WRTA hosted a **Transit Talks** virtual listening session. Discussion items included zero fare, missed trips, sidewalk conditions, curb cuts, new fare collection system and service to the Ecotarium. Over 50 people attended.

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 Feb 15, 2023. Meeting will be held virtually.