

TPAG Meeting Minutes
February 28, 2024

Attendees: Nona Haroyan; Sharon Strzalkowski; Mary Haroyan; Connie Mellis, CMRPC; Benji Kemper; Brian's iphone; Kathy Kulesza; Manny Guerra; Mike Kennedy; Doreen Goodrich, Sen Michael Moore's office; Tyler Distefano, CMRPC; Joe Bellil; Bill Clark, Worcester Yellow Cab; Pamela Alvin; Winifred Octave; Heather-Lyn Haley

Meeting minutes of January 24 were accepted as presented.

Paratransit Report was presented.
There were no questions or comments of note.

Customer Service Report was not presented and tabled to the next meeting.

A brief of the **Coordinated Public Transit Human Service Transportation Plan** was presented by CMRPC staff to gather input from public transit riders. This is a federally required document to identify gaps in service so that the gaps can be filled as appropriate. The plan is prepared every 4 years. A separate summary is included. Gaps in service identified include driver shortages, improved driver training, difficulty at the Hub regarding announcements, better coordination and communication between drivers and dispatchers. Additional gaps include limited transportation in rural areas, lack of promotion of the service overall. Additionally, connecting services between RTAs is an unmet need as well as limited connecting services between communities. There is limited availability to travel within the WRTA region between communities. More cooperative reciprocal travel is needed. Streamlining the trip reservation process between providers, especially those in the SCM Elderbus service area. Training for customer service staff should be done better than it is now. Regularly review Riders Manual for needed updates.

Transportation Advocacy Coalition will not meet next month.

WRTA Advisory Board met to discuss the revised FY24 budget and will discuss the proposed FY25 budget next month. Administration plans to increase the number of full-time drivers. WRTA recently revised its advertising policy. WRTA is examining its technology under one umbrella including its public facing and internal communications.

Next meeting is April 24, 2024, 1:00-2:30pm. Meeting will be held virtually.