

TPAG Meeting Minutes  
April 24, 2024

Attendees: Nona Haroyan; Sharon Strzalkowski; Mary Haroyan; Connie Mellis, CMRPC; Kathy Kulesza; Doreen Goodrich, Sen Michael Moore's office; Joe Bellil; Pamela Alvin; Nancy Garr-Colzie; Lynette; Carolyn Foley, PBSTM; Mark Binnall; Nick Burnham, WRTA; Sue Moriarty, MASS; Manny Guerra; Brian's iphone

**Meeting minutes** of February 28 were accepted as presented.

**Via-WRTA Service Presentation** – Nick Burnham, WRTA Manager of Transit Operations and Planning gave a presentation of the service. Via-WRTA is an on-demand transportation service offered in select areas of Westborough, Shrewsbury and Northborough. The service began in Sept 2020 and is currently grant funded. Service operates weekdays 7am-7pm. Fares are currently \$2 per trip. This service uses four vehicles, including at least one wheelchair accessible vehicle (WAV). Roughly 2% of riders request a WAV. Average wait time is 13-16 minutes. Via has marketed the service locally. Currently the service is marketed to and by the councils of aging who want to best serve their customers. Specific marketing of the WAV has not been done to date. Although this is not designed as a curb-to-curb service, it may be possible to serve those who need special accommodations. This is not a replacement for ADA paratransit service. The operating expenses are roughly \$625,000 annually.

**Paratransit Report** was presented.

**Customer Service Report** for March was presented. In March there were 92 complaint cases closed. Of those complaints, 77 were for fixed route and 12 were for paratransit. Of the 12 paratransit cases, 7 referenced driver behavior (6 complaints could not be substantiated), 1 was for a vehicle arriving early or late, 1 was for a missed trip and 1 was related to safety.

**Transportation Advocacy Coalition** discussed the upcoming Rider Rep vacancy on the WRTAs Advisory Board.

**WRTA Advisory Board** met and approved the proposed FY25 budget.

**Next meeting** is June 26, 2024, 1:00-2:30pm. Meeting will be held virtually.