

TPAG Meeting Minutes
December 16, 2020

Attendees: Nancy Garr-Colzie; Mary Haroyan; Sharon Strzalkowski; Mark Binnall; Sue Moriarty; Joe Bellil; Carolyn Foley, PBSTM; Connie Mellis, CMRPC; Bill Clark, Worcester Yellow Cab; Anna Kusterski, Worcester Public Schools; Mike Kennedy; Kathy Kulesza

Meeting minutes were accepted as prepared.

Paratransit Report was presented. This report compared information from Nov 2020 to Nov 2019.

- Clarification was given on the category of 'No Longer Eligible'. This is the group of people who have left the area, who have passed away or who have not been active riders, although these people are actually still in the system.
- Staff noted that the voice mail on the #5 line is not working properly. This is a new problem which is being investigated.
- There was discussion on how the pickup window is chosen. Riders commented that sometimes the pickup window is unrealistic for the appointment time. Staff noted that the initial development of the pickup time is done by the computer. After that, a person reviews the schedule. Even with this additional review, pick up times sometimes still need to be adjusted since a lot depends on the experience of the reviewer.

Customer Service Report for Nov was shared. There were 59 complaints filed. Of the 59 complaints, 44 of them were for fixed route and 15 were for paratransit. Of the 15 paratransit complaints, 4 were for driver behavior (one was unsubstantiated), 6 were for trips early or late, 1 was for a missed trip and 4 were classified as 'Other'.

- Staff reports that they respond to all complaints that include contact information.

On Demand Transportation group reports that Red Cab has no accessible taxis on the road after they experienced major wiring issues with the one accessible taxi in their fleet. This means that Worcester doesn't have any accessible taxi service. Uber and Lyft are still not providing accessible vehicles in Worcester. Yellow Cab is reporting a 40% decrease in ridership from that typically expected. TPAG members have discussed the MBTAs Uber model with them for application in the Worcester area.

Riders Action Council has not met in a few months. They are in the process of developing a website.

Transportation Advocacy Coalition will meet tomorrow afternoon. All are welcome.

Zero Fare Now! held a webinar to discuss their cause. Speakers included Sen Chandler, Michelle Wu, Mayor Rivera of Lawrence among others.

VIA in Westborough reports small but steady ridership. VIA is operating a transportation service which is designed to better serve riders in Westborough using VIAs software which is able to identify common origins and destinations.

WRTA Advisory Board meeting in Dec is cancelled due to snow. The next meeting will be Jan 21, 2021. The new Disability Representative on the Board will be Mike Kennedy who as approved and appointed by Millbury. The new Rider Representative will be Nancy Garr-Colzie. Each of these is a one-year position. TPAG encourages riders interested in filling these positions in the future to contact WRTA for information on how to proceed.

New business

The group discussed the recent veto by the Governor of the FY21 budget. We encourage you to contact your legislators.

Next meeting is February 17, 2021, 1:00pm-2:30pm. This will be a virtual meeting.

Future meetings are scheduled for April 21, June 16 and Sept 15.