

TPAG Meeting Minutes
October 16, 2019

Attendees: Nancy Garr-Colzie; Brian Pigeon, City of Worcester; Jane Rosen, Worcester Public Schools; Mike Kennedy, CLW; Joe Bellil, Easter Seals; Robert Bermudez; Anna Kosterski, PBSTM; Pamela Alvin; Mark Binnall, WRTA Advisory Board; Mary Haroyan; Sharon Strzalkowski; Connie Mellis, CMRPC; Herb Cremer; Nona Haroyan; Michael Mitchell, James Williams

Meeting minutes from September meeting were accepted as presented.

Paratransit reports were distributed and read aloud. There were zero no-show appeal requests. Those who had no-show suspensions each received a suspension for one week. One attendee discussed the AFC system used by MBTAs The RIDE. Their policy on subscription service related to AFC is to remove people from subscription service if there isn't enough money in the account on a regular basis. WRTA does not have this policy and does not have the same problems experienced by MBTA.

Customer Service reports that in Sept there were 81 complaints were closed; 65 fixed route and 16 paratransit. Of the 65 fixed route complaints, 28 referenced driver behavior as the primary cause of the complaint, 17 for buses leaving early or late, 8 for skipped stops, 5 for safety, 2 for website issues, 2 for maintenance. Of the 16 paratransit complaints, 5 were for trips early or late, 6 for driver behavior, and 5 other. An additional 6 complaints were found non-actionable.

In addition, WRTA is part of Worcester's initiative to become a dementia friendly community. They are holding a train-the-trainer session for interested people. WRTA will attend and incorporate lessons learned to the driver training sessions.

WRTA will be distributing a Paratransit Customer Satisfaction Survey in the next few days. This will be mailed or emailed to a random sample of active riders. Your response will help WRTA. Riders who complete the survey will have \$5 placed in their AFC account. One attendee asked that TPAG be involved in the future in the preparation of the survey when it is done.

One attendee commented that drivers should be asked about their thoughts on how to improve service.

One attendee commented that when buses are late, it is difficult to know what to do. Using the bus tracker may be helpful. This person was encouraged to file a complaint by phone, email or using the feedback form with as much info as possible including your name and contact info with date, time, route number and direction of the incident. This will be investigated and a response will be prepared.

The number of riders in the test group for the online reservation system will be increasing as more issues are resolved. The Carroll Center for the Blind is reviewing the website for accessibility.

Election of Officers was completed. Nominations took place at the past two meetings as required by TPAG bylaws. Eligible voting members were each offered ballots. Results of the election are

Chair	Nancy Garr-Colzie
Vice-Chair	Mark Binnall
Exec Board	Francesca Abbey
	Joe Bellil
	Mary Haroyan
	Mike Kennedy
	Kathy Kulesza

The **Riders Advisory Committee** met at Easter Seals office. There is still a lot of discussion on the free fare report published by the Worcester Regional Research Bureau. They also discussed a company called Via. Via is a software application that optimizes on-demand trip requests to best meet the needs of riders. This would be to complement the work of WRTA. There may be a pilot project in Worcester.

A group has been meeting to discuss the status of **accessible taxis** in Worcester. Red Cab has put an accessible taxi back on the road in limited service.

The **WRTA Advisory Board** is looking for a rider representative (from someone outside Worcester) and a disability representative from any community. This is a one year term. Nancy is interested in the position. TPAG should have a ready list of interested people to be prepared for future years. Tomorrow, the WRTA Advisory Board is expected to vote to extend the Administrator's contract for six months.

New Business

- TPAG will be following the work on the WRTAs Comprehensive Service Analysis which will be conducted through MassDOT.
- TPAG suggests that a WRTA board member or other official travel on the vans to see first-hand how they operate.