



Central Massachusetts Regional Planning Commission  
1 Mercantile Street, Suite 520  
Worcester, MA 01608  
Telephone – (508) 756-7717  
Fax – (508) 792-6818  
[www.cmrpc.org](http://www.cmrpc.org)

To: TPAG (Transportation Planning Advisory Group)  
From: Constance Mellis - Staff to TPAG  
Re: **June 16, 2021 TPAG Meeting**  
Time: 1:00 PM to 2:30 PM  
Place: This meeting will be held virtually

**Join from your computer, tablet or smartphone using**

**<https://us02web.zoom.us/j/85874789788>**

**Meeting ID: 858 7478 9788**

**OR**

**Dial by your location**

**+1 646 558 8656 US (New York)**

**Meeting ID: 858 7478 9788**

1. Welcome and Introductions
2. Action on meeting minutes of April 21, 2021
3. WRTA Upcoming Service Changes
4. WRTA Paratransit Report
5. WRTA Customer Service Report
6. On-Demand Transportation Update
7. Nomination of Officers
8. Briefs on transportation related meetings including
  - Transportation Advocacy Coalition
  - Worcester Access Advisory Committee
  - WRTA Advisory Board
  - Other related transportation meetings
9. WRTA Advisory Board
  - Rider Representative
  - Disability Representative
10. New Business

This meeting is open to the public. To place an item on the TPAG agenda or TPAG questions, call (508) 459-3328. Information for this meeting and all related materials can be made available to individuals with disabilities and individuals with limited English proficiency by contacting (508) 459-3328.

**Transportation Planning Advisory Group**

TPAG Meeting Minutes  
April 21, 2021

Attendees: Nancy Garr-Colzie; Mary Haroyan; Mark Binnall; Joe Bellii; Carolyn Foley, PBSTM; Connie Mellis, CMRPC; Mike Kennedy; Sharon Strzalkowski; Ethan Belding, CMAA; Rob Bilotta; Kathy Kulesza; Azeda, CLW; Bill Clark, Worcester Yellow Cab

**Meeting minutes** for the Feb 2021 meeting were accepted as prepared.

**Paratransit Report** was presented. Trip requests remain lower than typically expected but continues to increase each month. WRTA received a taxi grant which has allowed for continued one-to-one trips. It is expected that shared trips will begin as more people are vaccinated and more destinations are open and State restrictions are updated.

**Customer Service Report** for Feb was shared. There were 53 complaints filed. Of the 53 complaints, 44 of them were for fixed route and 8 were for paratransit and 1 was not in either category. Of the 8 paratransit complaints, 6 for vehicles arriving early or late, 1 for a missed trip and 1 was classified as 'Other'. Staff reports that they respond to all complaints that include contact information.

**On Demand Transportation** update is that although there are still not any accessible taxis on the road in Worcester, Worcester Yellow Cab reports that they have purchased two accessible vehicles which they will be putting into service and will be integrated into their taxi fleet. Their vehicles are being prepared for service and drivers will be properly trained.

**Riders Action Council** This group has not met. Their website is up and running.

**Access Advisory Committee** (formerly the Disability Commission) for the City of Worcester did not discuss and transit related items.

**Transportation Advocacy Coalition** met and discussed the resuming of fare collection beginning July 1.

**WRTA Advisory Board** meeting will be on April 29. It is expected they will discuss resuming fares, social distancing on transit, vehicle cleaning and personnel contracts.

**Next meeting** is June 16, 2021, 1:00pm-2:30pm. This will be a virtual meeting.

**Future meetings** are scheduled for Sept 15 and Nov 17. There will not be TPAG meetings in July and Aug.

# WRTA Customer Bulletin PUBLIC MEETING NOTICE

The WRTA will hold Public Meetings to collect feedback and comments regarding **PROPOSED** route and schedule changes to certain bus routes that would go into effect Saturday, August 28, 2021.

The following **PROPOSED** changes are not final until voted by the WRTA Advisory Board at their meeting on June 17, 2021. The **PROPOSED** changes include the bus routes below and related ADA paratransit service.

## **PROPOSAL #1 TO INCREASE PEAK SERVICE FREQUENCY ON WEEKDAYS**

OPTION 1	OPTION 2
Route 11 – increase frequency to 20 min	Route 11 – increase frequency to 20 min
Route 19 – increase frequency to 20 min	Route 19 – increase frequency to 20 min
Route 26 – increase frequency to 20 min	Route 26 – increase frequency to 20 min
Route 27 – increase frequency to 20 min	Route 30 – increase frequency to 20 min

## **PROPOSAL #2 TO ADD LATE NIGHT SERVICE ON WEEKDAYS**

OPTION 1	OPTION 2
Route 11	Route 11
Route 19	Route 19
Route 26	Route 26
Route 27	Route 30

## **PROPOSAL #3 TO RESTORE ELDERSHOPPER SERVICE ON WEEKDAYS**

### **VIRTUAL PUBLIC MEETING SCHEDULE**

DATE	TIME	MEETING LINK and PHONE
Thursday June 3 *	2:00 PM – 3:00 PM  *ASL interpreter	Join Zoom meeting <a href="https://zoom.us/j/98653745804?pwd=Vk1yR2VqaU9nQnBocW54bitkUExhUT09">https://zoom.us/j/98653745804?pwd=Vk1yR2VqaU9nQnBocW54bitkUExhUT09</a> Meeting ID: 986 5374 5804    Passcode: 251591  Dial +1 646 558 8656 US (New York) or +1 301 715 8592 US (Washington DC)
Thursday June 3 **	6:00 PM – 7:00 PM  **Spanish interpreter	Join Zoom Meeting <a href="https://zoom.us/j/97307953987?pwd=SE96UGZBRHIWN2V6N25BcHErZWYzQT09">https://zoom.us/j/97307953987?pwd=SE96UGZBRHIWN2V6N25BcHErZWYzQT09</a> Meeting ID: 973 0795 3987    Passcode: 022799  Dial +1 646 558 8656 US (New York) or +1 301 715 8592 US (Washington DC)
Friday June 4	10:00 AM – 11:00 AM	Join Zoom Meeting <a href="https://zoom.us/j/96220054614?pwd=SDFrY2RrWDBTZ0h0Y3RwSG4yOUUs5QT09">https://zoom.us/j/96220054614?pwd=SDFrY2RrWDBTZ0h0Y3RwSG4yOUUs5QT09</a> Meeting ID: 962 2005 4614    Passcode: 635042  Dial +1 646 558 8656 US (New York) or +1 301 715 8592 US (Washington DC)

#### Translation

- English:** If this information is needed in another language, please visit [www.therta.com](http://www.therta.com) and use the Google Translate feature.
- Portuguese:** Se esta informação é necessária em outro idioma, por favor visite [www.therta.com](http://www.therta.com) e use o Google Translate.
- Spanish:** Si necesita esta información en otro idioma, por favor visite [www.therta.com](http://www.therta.com) y utilice Google Translate.
- French:** Si vous désirez ces renseignements dans une autre langue, prière de vous servir de Google Translate qui se trouve à l'adresse suivante: [www.therta.com](http://www.therta.com).
- Polish:** Jeśli ta informacja jest potrzebna w innym języku, proszę odwiedzić [www.therta.com](http://www.therta.com) i korzystać z Google Translate funkcji.
- Vietnamese:** Nếu thông tin này là cần thiết trong một ngôn ngữ khác, vui lòng truy cập [www.therta.com](http://www.therta.com) và sử dụng các tính năng của Google Translate.
- Chinese (Traditional):** 如果此信息需要以另一種語言，請訪問[www.therta.com](http://www.therta.com)並使用谷歌翻譯功能。
- Swahili:** Kama unahitaji habari hii katika nyingine lugha, unaweza kubonyeza mahali panaandikwa "Google Translate" hapa juu.

WRTA Advisory Board Report

FY '21/Paratransit Brokerage Services

	March-21	February-21	March-20
Application Trips Requested	0	0	48
Trips Requested	6204	4979	6927
Capacity Denials	2	0	0
Total Trips Scheduled	6204	4979	6927
Cancellations	1061 (16.1% of scheduled trips)	1142 (21.6% of scheduled trips)	2077 (29.0% of scheduled trips)
No Shows	106 (1.6% of scheduled trips)	105 (2.0% of scheduled trips)	118 (1.6% of scheduled trips)
Missed Trips	3	1	0
Trips Completed	5037	3732	4732
Companion(s)	0	0	103
PCA(s)	538	455	499
<b>Total Trips Scheduled (including Companions)</b>	<b>5575</b>	<b>4187</b>	<b>5334</b>
Elder Shopper	0	0	238
Applications Requested	17 *	43	93
Applications Completed	8	20	47
Incomplete Applications	9	23	46
Total New Eligible	26	48	42
Total ADA Eligible	2238	2253	2417
Total ADA Conditional Eligibility	136	136	145
No Longer Eligible	48	54	84
Total In-eligible	1	1	3
No-Shows Excused	19	22	24
No-Show Suspensions	3	0	1

\*\*Does not include PCA's and Companions

\* Number of applications requested, completed, and incomplete not update for the month