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MEETING NOTICE

To: TPAG (Transportation Planning Advisory Group)
From: Constance Mellis - Staff to TPAG
RE: **November 16, 2011 TPAG Meeting**
Time: 1:00 P.M. to 2:30 P.M.
Place: **Worcester Regional Transit Authority**
Advisory Board Meeting Room, 287 Grove Street, Worcester

Agenda

1. **Action on Meeting Minutes of Sept 21 and Oct 19, 2011**
- ~~2. **Discussion of WRTA Travel Training program**~~
3. **Snow Removal PSAs and Tips**
4. **Transportation to Northborough Crossing shopping plaza**
5. **PBSI Report**
6. **Customer Service Report**
7. **New Business**

The next TPAG Meeting is scheduled for December 21, 1:00-2:30pm.

TPAG Executive Board members should plan to stay after the meeting for about 10 minutes to discuss upcoming agendas.

Elders and individuals with disabilities can receive *FREE transportation* to and from TPAG meetings.

Call Paratransit Brokerage Services, Inc. (PBSI) at (508) 752-9283.

To place an item on the TPAG agenda or TPAG questions, call (508) 459-3328.

This notice can be made available in accessible formats and can be translated upon request.

Language interpreters including ASL can be available.

TPAG Meeting Minutes
October 19, 2011

Attendees: Pamela Alvin; Robert Bermudez; Mark Binall; Dawn Clark; Mary Healey; Kathy Kulesza; Jackie Norton; Usha Paropkari; Sharon Strzalkowski; Doreen Goodrich, Senator Michael Moore's office; Anna Kosterski, MCB; Bill Clark, Worcester Yellow Cab; Jim Delage, PBSI; Wendy Steinhilber, PBSI; Constance Mellis, CMRPC

Ms. Kathy Kulesza, Chair began the meeting. There were around the room introductions.

Meeting minutes of July 20, 2011

Acceptance of the meeting minutes was tabled since the audio tape of the meeting had not been received.

Election of Officers

Election of officers was held. Officers will hold their position from Nov 2011 to Oct 2012. After the ballots were tallied, the new officers were announced.

Chair: Kathy Kulesza
Vice-Chair: Mark Binall
Executive Board: Robert Bermudez
Dawn Clark
Mary Healey
Mike Kennedy
Jackie Norton

Travel Training

WRTA began its Travel Training program in 1991. The training is to help people gain access to the bus service including attaining the skills needed to read schedules, decide where to wait for the bus, how to pay the fare, how to board the bus, what to do if you miss your bus and a multitude of other skills needed. People who enter the program are not limited to the amount of time they can stay in the program but must show steady improvement. Some people stay in the program a day or two while others stay a lot longer. Some people in the program include college students, elders and people with disabilities. The program is free and open to the public. The instructor

has gone through the American Travel Instruction program. It is important to note that this is not as extensive a training as the MCB program. Many people with cognitive disabilities have been successful in the program. People who are blind will not be travel trained by WRTA and must go through the MCB program for proper training. People with psychiatric disabilities also will not be travel trained by WRTA. Less than 40% of current paratransit users would even be eligible to enter the travel training program.

Functional Assessment

Introduction of the Functional Assessment project will be postponed until the completion of the new Transfer Station. At that time a program will be designed to incorporate many of the skills needed to use the bus. Delaying the introduction of this program will eliminate the duplication of the work involved in designing the physical route. MCB staff expressed concern about Travel Training and Functional Assessments for people who are visually impaired. WRTA alerts people with visual impairments that MCB is a resource that is available to them. WRTA does not train people who are blind.

Comments about Paratransit Eligibility

PBSI staff emphasized that the health care professional that the applicant indicates should be the person who knows you and your disability the best. This may be a specialist and may not be the primary care physician. It may not even be a current physician but one who cared for you in the past but knows you the best.

A comment was made that often doctors and other people in the health care profession do not take a city bus and therefore may not know the skills involved to use one.

Recently, PBSI updated its one paratransit eligibility application and developed 7 different applications to address many types of disabilities. Each application now allows us to ask very specific questions to get better information.

PBSI staff also stated that more than one doctor can be contacted if requested by the applicant.

When they are ready, PBSI would like to ask TPAG members for their help to review the functional assessment forms we are developing and to offer feedback. Several attendees expressed interest in participating.

PBSI staff is regularly visiting locations, taking photos and measurements to have a clear presentation on the condition of locations. This is especially useful for high frequency destinations.

When a person comes into the PBSI office to file an application, about 10-15 minutes is spent in a face-to-face meeting.

PBSI Report and Customer Service Report

Overall, the number of trips requested, trips scheduled has been steady from this year to last. The number of cancelled trips has gone up while the number of no-show trips has decreased largely due to ~~the change in policy of reducing the cancellation window to one hour~~ before the trip. Most complaints are resolved in one or two days. Additionally, staff announced that new technology will allow WRTA to know the exact location of any bus. This will help investigate many complaints.

Bus Stop Locations

The determination of the location of a bus stop is done by Worcester City Council. The WRTA can only request or suggest the location of a bus stop but WRTA cannot assign the location. The location is determined by a vote of City Council. WRTA should be contacted only if a sign which used to be there is missing or broken. The City can also move a bus stop from one location to another.

New Business

A concern was raised about the literacy of some of the taxi drivers. This sometimes poses a communication issue with a passenger, especially a person with a disability. Yellow Cab representative stated that all drivers are required to speak English but noted that English may not be the first language. All drivers are CORI checked by the police department every year when they have their license renewed. They are also CORI checked when they are first hired.

After the meeting was adjourned, there was a brief description and demonstration of the sign proposed for the new transfer station. The sign displays up to five lines of information including date, time, temperature, the bus routes arriving and the number of minutes until the next bus for each route. It also has an audio feature which will read aloud the information displayed.

**The next meeting will be on Wed, November 16, 2011,
1:00-2:30pm in the WRTA Advisory Board Room.**

WRTA Advisory Board Report

FY '12/Paratransit Brokerage Services

	August-11	July-11	August-10
Application Trips Requested	99	96	53
Trips Requested	8625	8081	8803
Capacity Denials	0	0	0
Total Trips Scheduled	8625	8080	8803
Cancellations	1009 (11.7% of scheduled trips)	905 (11.2% of scheduled trips)	1025 (11.6% of scheduled trips)
No Shows	113 (1.3% of scheduled trips)	104 (1.3% of schedule trips)	127 (1.4% of schedule trips)
Trips Completed*	7503	7072	7651
Elder Shopper	692	566	578
Complaint(s)	325	278	254
PCA(s)	683	590	543
Total Trips Scheduled (including Complaints & PCAs)	8202	8496	9066
Applications Requested	104	96	63
Applications Completed	76	66	52
Incomplete Applications	28	30	28
Total New Eligible	142	49	42
Total ADA Eligible	4886	4837	4532
No Longer Eligible	51	87	71
Total In-eligible	53	6	2
No-Shows Excused	51	41	44
No-Show Suspensions	2	8	2

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Customer Complaint Monthly Statistics - August 2011

Total Number of Complaints		Method Received					Type of Complaint				
		Telephone Message	Letter	Email	Walk In	Customer Service	Late	Rude	Unsafe	Missed	Other
July 11-22	21	0	0	1	0	1	3	2	7	9	
August 11-33	22	9	9	2	0	2	3	3	9	16	
Driver Rollup - Driver Identified in Complaint											
Month	Late	Rude	Unsafe	Missed	Other	Total					
Jul-11	1	3	2	7	9	22					
Aug-11	2	3	3	9	16	33					
Background Statistics	# of Trips	# of Passengers	# of Drivers	# of Complaints	% of Complaints per Trip	% of Complaints per Passenger	% of Drivers Complained About				
	22,179	262,481	93	22	0.10%	0.01%	17.20%				
Aug-11	23,269	307,254	93	33	0.14%	0.01%	23.66%				

Customer Complaints Tracking Sheet - WRTA-August 11

Issue #	Date Received	Initial Response	Final response
81101	8/3/2011	8/3/2011	8/25/2011
81102	8/5/2011	8/5/2011	8/23/2011
81103	8/8/2011	8/8/2011	8/30/2011
81104	8/8/2011	8/8/2011	8/22/2011
81105	8/9/2011	8/9/2011	8/10/2011
81106	8/13/2011	8/15/2011	8/17/2011
81107	8/13/2011	8/15/2011	8/30/2011
81108	8/20/2011	8/23/2011	8/30/2011
81109	8/22/2011	8/22/2011	8/22/2011
81110	8/22/2011	8/22/2011	8/22/2011
81111	8/19/2011	8/19/2011	8/30/2011
81112	8/19/2011	8/23/2011	8/23/2011
81113	8/18/2011	8/18/2011	8/23/2011
81114	8/18/2011	8/18/2011	8/19/2011
81115	8/25/2011	8/25/2011	8/25/2011
81116	8/24/2011	8/23/2011	8/25/2011
81117	8/23/2011	8/25/2011	8/25/2011
81118	8/25/2011	8/25/2011	08/25/11
81119	8/25/2011	8/25/2011	08/25/11
81120	8/25/2011	8/25/2011	08/30/11
81121	8/23/2011	8/23/2011	08/23/11
81122	8/29/2011	8/29/2011	08/29/11
81123	8/29/2011	8/29/2011	08/29/11
81124	8/30/2011	8/30/2011	08/30/11
81125	8/16/2011	8/16/2011	8/16/2011
81126	8/15/2011	8/15/2011	8/15/2011
81127	8/12/2011	8/12/2011	8/12/2011
81128	8/9/2011	8/9/2011	8/9/2011
81129	8/5/2011	8/5/2011	8/5/2011
81130	8/4/2011	8/4/2011	8/4/2011
81131	8/3/2011	8/3/2011	8/3/2011