



Central Massachusetts Regional Planning Commission  
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## **MEETING NOTICE**

**To:** TPAG (Transportation Planning Advisory Group)  
**From:** Connie Mellis - Staff to TPAG  
**RE:** **April 20, 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 February 16, 2011**
- 2. Snow Removal**
- 3. New WRTA Hub**
- 4. Stop Announcements New Technology**
- 5. Bus Stop Access at Greendale Mall**
- 6. Functional Assessments for ADA Paratransit Service**
- 7. WRTA Advisory Board**
- 8. PBSI and Customer Service Reports**
- 9. Presentation of new Customer Service Complaint Form**
- 10. Questions from TPAG members**  
**Clarification of Subscription Service**
- 11. New Business**

**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, call (508) 459-3328.  
This notice is available in accessible format upon request.

The next TPAG Meeting is scheduled for May 18, 2011, 1:00-2:30pm.