E-mails or letters

T H E

DARTMOUTH
G R O U P

Rec'd 11/6/07

November 5, 2007

Richard Glavin
Manager of Transit Authority
287 Grove Street
Worcester, MA 01605

Dear Mr. Glavin,

As the Resident Service Coordinator at Illyrian Gardens, Inc. at 545 Salisbury Street in Worcester, I attended a public hearing last week at the Worcester Public Library to speak in support of the Elder Shopper service which I had learned this was on the list of proposed cuts to WRTA service due to budget deficits. This has proven to be a valuable service to many of the elder residents of Illyrian Gardens providing them with an affordable, convenient, and reliable means of traveling to the grocery store to purchase their food. As I stated at the meeting, many residents of this apartment complex do not drive due to financial constraints or health limitations. It is also not the case for many that family members are easily available to provide this crucial aspect of daily living.

Upon arrival at the meeting I learned that fixed bus route #21 to the Salisbury Street area was also on the list of proposed cuts to WRTA transportation services. This change would prove to be a hardship for many of the people who live here. This subsidized housing site is located in an area where there are no food stores or pharmacies for the critical needs of food and prescriptions. Many of the residents use the bus to travel to their doctors' appointments. Others use the bus regularly for their volunteer jobs and to visit friends and families keeping them connected and thereby reducing isolation. Residents use the bus to take care of their other errands which again helps keep them living independently. Residents also use the fixed bus system to get to the YWCA for exercise classes which help keep them healthy and therefore utilizing the health care system less. The residents of Illyrian Gardens who use the fixed bus service and/or the paratransit service and the Elder Shopper Service would not be able to afford regular use of the private taxi services.

I am concerned also about how the elimination of the RT.21 bus would affect the paratransit (ADA and Elder Medical) system. When I asked the question of how the elimination of bus route 21 might affect the paratransit service to our area, the answers

Illyrian Gardens Management Office
545 Salisbury Street Worcester, MA 01609 508-753-7217 Fax 508-754-4304

EQUAL HOUSING OPPORTUNITY

have been unclear. It was suggested to me that the paratransit system "could change". This possibility presents many more serious concerns for the residents at Illyrian Gardens. There are approximately 25% of the residents who use the paratransit system for all their transportation needs. These again are very low income residents who are either elderly or disabled. There are also personal care attendants hired by disabled residents through the Center for Living and Working's Personal Care Management program who arrive at Illyrian Gardens for work using the WRTA buses. These residents would be forced to change their PCA's if they did not have their own transportation. This is not a simple process. These relationships are vital to people with disabilities to remain living independently.

I am submitting this letter in support of keeping the Elder Shopper service and the RT 21 fixed bus service. These services are extremely important to the residents of Illyrian Gardens and are vital to the continuation of many people remaining independent members of the Worcester community.

Sincerely,

Sandra Golden

Sandra Golden
Resident Service Coordinator

123 Holden Street
Worcester, MA 01606
November 1, 2007

Mr. Stephen F. O'Neil
Administrator
WRTA
287 Grove Street
Worcester, MA 01605

Dear Mr. O'Neil:

We, the residents of Colony Retirement Homes, along with our families, friends, and the employees of Colony Retirement Homes, are deeply concerned about the pending elimination of the Elder Shopper Service.

We understand that as of January, 2008, the WRTA will no longer offer this service to the senior citizens of Worcester. Many residents of Colony Retirement Homes are dependent upon this service for grocery shopping, as well as for accessing the pharmacy and bank located in the supermarket. These residents have physical limitations that do not allow them to walk to and from a bus stop, especially with a heavy bag of groceries. Many also have limited financial resources and cannot afford the cost of a cab ride on a regular basis. The elimination of this service would create a hardship for many people.

We are asking that you intervene on our behalf and do whatever you possibly can to continue providing this much needed Elder Shopper Service for the senior citizens of Worcester.

Sincerely,

Nancy Lawson
Site Manager

Louise K. George
Bernice Fleury
Ruth T. Helie
Mildred McDonald
Winnie Le Chasseur
Julia A. Rowe
John F Cutroni Jr
Phyllis LaMotte
Sally A. Grigaliunas
Sandy Belba
Rita A Goyette
Nancy Langon
Dina Sulkowski
Emily S Mackles
Jean Klum
Ann M. O'Malley
Catalina Bonitto
Carolyn Poirier
Hannelore Bengtson
Mary Zuzzi
Jean Cyr

Helen T Dymek
Janet Sibekis
Percy Hines
Marie Gagen
Janet Murray
Muriel Clouthier
Patsy Horrick
Ed Lamarche
Emma Laplume
Doris Bicks

Nov 1, 2007 Ltr.
From 123 Holden St
Worc, MA 01606

JANIS E. DESPIN
83 ARARAT ST.
WORCESTER, MA 01606

TO: Stephen O'Neal WRTA
administrator,

As our Conversation 3 or 4 days ago, about the Ararat Street and Halden number 9 Bus being cut.
I am very upset at this bus being cut as others I know.
We need to keep this Bus.
I have had this Bus service since I was a child. Have lived here either on Sunrise Ave. and Ararat Street all my life.
I can't believe a city as Big as Worcester can't have Bus service when this area needs it.
I have to get to work and how am I going to do this with no bus service, (Do not Drive.)
a Cab is very expensive $10.00 each way can't afford this.
I have a part time job.
Monday - Friday at Good-will 25 Park Ave. Been their for 3 years.
I also have a disabled Son who I have to be home at a Certain

Time for. The bus has helped me with both my job and my disabled Son's program to be home on time.

In the newspaper on Oct. 23rd. it stated meeting for people on bus was on Nov. 1st. 2007 at 7:00 p.m. how do you expect people to get then to voice their views when Ararat Street bus stops at 6:00 p.m.

they don't call this City Tax-Achusetts for nothing

What is going on? I dont believe you are so much in debt and your hands are tied as you said on the phone when I called you.

Untie them and do something about this.

If I can't have this bus I want the elder van or cab service for $2.00.

My legs can't walk to Greendale for a bus which I would have to do. I am 60 years old. In the winter it would be very hard.

I have to work. I am sure you can get to work. think if you were me.
Lets get your hands untied get to work and keep number 9 Bus (Holden + Ararat st.)

Sincerely yours,
Janis Despin

Janis Despin
83 Ararat St.
Worc. MA. 01606

(508) 853-0827

P.S. would like an answer back. (Either Bus service or (Cab) (Van).

101 Chadwick St.
Worcester, MA 01605
November 1, 2007

Stephen F. O'Neil
Administrator, WRTA
287 Grove St.
Worcester, MA 01605

Dear Stephen F. O'Neil,

We, the residents of Colony Retirement Homes, along with our families, friends and the employees of Colony Retirement Homes, are deeply concerned about the pending elimination of the Elder Shopper Service. We understand that as of January 2008 the WRTA will no longer offer this service to the senior citizens of Worcester. Many residents of Colony Retirement Homes are dependent upon this service for grocery shopping, as well as for accessing the pharmacy and bank located in the supermarket. These resident have physical limitations that do not allow them to walk to and from a bus stop, especially with a heavy bag of groceries. Many also have limited financial resources and cannot afford the cost of a cab ride on a regular basis. The elimination of this service would create a hardship for many people. We are asking that you intervene on our behalf and do whatever you possibly can to continue providing this much needed Elder Shopper Service for the senior citizens of Worcester.

Sincerely,

Howard Munroe
Edward R. Shagowski
Priscilla Clark
Kleon J. Maloney
Lucy Kontos
Nancy Nelson
Sally Hafner
Peg Demers
Mary S. Morello
Constance Tremblay
Gloria L. Bell
Betty Quiles
Alice M. Canty
Robert Quigley
Tim O'Brien
Dorothy Pope
Catherine Sullivan
Dorothy McInnes
Helen Oesterg
Marie Leonard
Catherine R. Shaughnessy
Carrie Broyles
Julie Mulcahey
Ring Ren
Beatrice White

Arthur E. Graves
Joyce Stubbendieck
Donna Meaoir
Anne Supanna
Irene Hager
Blanche Poole
Mary C. Tojo
Shirley Cantillon
Ruth Hultgren
Millie Hansen
Alice Mateika
Barbara Stewart
Arlette Dery
Marguerite Donovan
Gertrude Setterlund
Angela Stabich
Catherine D Clarke
Irene Siedleski
Mary Pat Burke
Josephine Lacyoris
Cindy Reilly
Patricia Pissateri
Carol K. Ericson
Rose Hickey

Page 2
101 Chadwick St
Worc, MA 01TV
11/1/07

Margaret M. Wild
Suzanne Dec
Leon Blanchard
Joseph Capurso
Ruth Celce
Eric Patch
Helen Blakeslee
Irene Capurso
Dorothy J. Granger
Ethel Hanscomb
Gay Travis
M. Erickson
Joan Zinnevil
Conan E. Mullaney
Minnie Adams
Gertrude Tengstrom
Marcella Szczyrba
Aina W. Johannessen
Lillian Voytek
Roy Barger
Peggy Mara
Debra Fadang

Jim McNamara
Julie Wiedner
Cathy Hotzel
M Belber
Ray Hopkins

Page 3
101 Chadwick St
Worc. MA 01610
11/1/07

THE

DARTMOUTH

GROUP

October 30, 2007

Richard Glavin
Manager of Transit Services
Worcester Regional Transit Authority
287 Grove Street
Worcester, MA 01605

Dear Mr. Glavin,

It has been brought to our attention that the Worcester Regional Transit Authority is currently holding Public Hearings on proposed changes to the Authority. Elimination of the Elder Shopper service is reported to be one of the changes being considered at this time.

As residents of Illyrian Gardens, Inc. at 545 Salisbury Street many of us are regular users of this valuable service. The Elder Shopper van allows its users to remain independent by providing an affordable, convenient, and reliable means of traveling to the grocery store weekly to purchase our food. We count on this service because for many of us, driving is no longer an option, either because of health or expense reasons. For those of us who may not currently be using the service, it helps to know that if our situation changes and we should need it, the service is there for us.

We are very concerned that the Elder Shopper is being considered for elimination and strongly request that this service continue for the elder residents in Worcester who depend on it. We are submitting this letter to you in support of the Elder Shopper service and thank you for your consideration in this important matter.

Sincerely,

Mary Rotolo
Dolores Stevens
Olga Rogani
Madeline Dolambakis
Blanche Moran
Dorothy Matthews
Rose Wolochowicz
Eleanor Rudolph
Iwanna Raptis
Agnes Meehan
Laura E Pease
Audrey Hughes
Magdalena Forrager
Ellen Millones
Lisa McCoy

ILLYRIAN GARDENS MANAGEMENT OFFICE
545 SALISBURY STREET WORCESTER, MA 01609 508-753-7217 FAX 508-754-4304

EQUAL HOUSING OPPORTUNITY

Page 2
Dzieczsk LTr

running even If if It it has two too to Raise the pay amont of Money two too to take It it. It it use two too to be a Dollar Twenty Five $1.25 ,or, a Dollar Fifty$1.50. Now It it must be a Dollar Seventy Five $1.75. So Now you Should Raise it two too to Like two Dollars ,or, something Like that ok.

MORAN DZICZEK
1 Mulberry Dr.
Clinton, MA 01510-4214

The Commonwealth of Massachusetts

HOUSE OF REPRESENTATIVES
STATE HOUSE, BOSTON 02133-1020

HAROLD P. NAUGHTON, JR.
REPRESENTATIVE
12TH WORCESTER DISTRICT
200 HIGH STREET
CLINTON, MA 01510
TEL. (978) 365-1955

STATE HOUSE, ROOM 472
TEL. (617) 722-2013
FAX. (617) 722 2239

E-mail:
Rep.HaroldNaughton@hou.state.ma.us

Committees on:
Public Safety and Homeland Security - Vice-Chairman
Ways and Means
Judiciary

October 31, 2007

Worcester Regional Transit Authority
287 Grove Street
Worcester, MA 01605

VIA FACSIMILE

Dear Advisory Board Members,

I would like to take this opportunity to apologize for my absence during this important meeting as my schedule does not permit my attendance.

, I currently have the privilege and honor of representing the Town of Clinton in the Massachusetts Legislature and I feel strongly that the Clinton route should remain intact. The proposed recommendation to cut the route would clearly be detrimental to those citizens who rely on public transportation to travel to and from work as well as appointments in the Worcester area.

I clearly understand your organization's needs to regain and sustain financial stability; however, it is critical and imperative for the residents of Clinton to have some form of public transportation since cab service is so minimal.

It is my hope that the WRTA Board may find some alternative to this proposed cut. If my office may be of any assistance in finding resolution to this issue please do not hesitate to contact me. I thank you for your time and consideration

Sincerely,

Harold P. Naughton Jr.

HAROLD P. NAUGHTON Jr.
State Representative
Twelfth Worcester District

HPN/sct

MASSACHUSETTS HOUSE OF REPRESENTATIVES
REPRESENTATIVE HAROLD P. NAUGHTON JR.

Tel: (617) 722-2013 • Fax: (617) 722-2239E-Mail: Rep.HaroldNaughton@hou.state.ma.us
State House, Room 472, Boston, MA 02133

FAX COVER SHEET

To: Worcester Regional Transit Authority

From: State Representative Harold Naughton

No. of Pages 2 (including cover)

Please find the attached letter which I wish to submit as testimony in this evenings public hearing in Clinton.

Thank You

Nashoba field hockey back in playoffs, **Page 11**

Times & Courier

Voted 2006 Newspaper of the Year by the New England Newspaper Association

Serving **Clinton** *and* **Lancaster**

WWW.WICKEDLOCAL.COM • **THURSDAY, NOVEMBER 1, 2007** • EST. 1996: VOLUME 12, NUMBER 40 • 75¢

achers
te yes

ratifies contract raise in 3 years

ay

iblic school
a contract
a half-year
abor union
ittee nego-

ify "wasn't
was over-

that class may have 30 kids in it, you are talking about a significant amount of planning, a significant amount of work," said Lynch. He said teachers had formerly taken on extra classes on a volunteer basis, but "under the expectation that it would be a one-time thing to help out the district. If teach-

al-Mart site eyed commercial uses

al-Mart
to Old
ome of
l during
look at
eless be

gy Park
s filed a
he Con-
to fill in
pond on
tice was
nen con-
cation to

serious
s on the
rth Lan-
definitely
; "it's log-
the engi-
ther than
ll, a gen-

eral partner with Lancaster Technology Park.

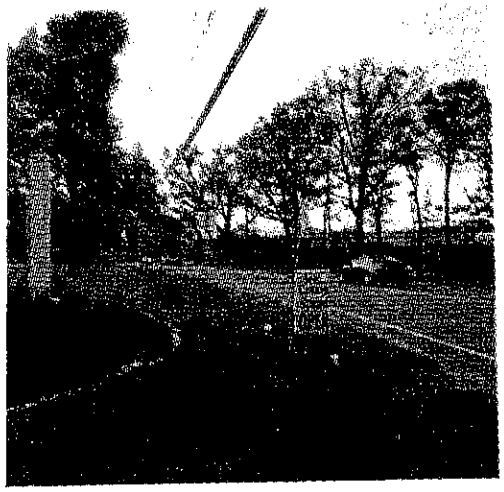
Filling in the pond would not affect the operations of Lancaster Golf Center, which is currently the parcel's major tenant, Gurall said.

The pond has been classified as an "isolated land subject to flooding," which is a term used under the Wetlands Protection Act, according to Noreen Piazza, Lancaster's planning director.

"Basically, it's not a wetland," she said. "As such, they want to drain it and fill it in."

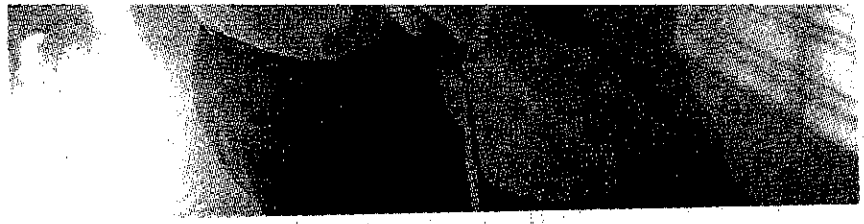
A public hearing with the Conservation Commission to address the notice will be held Nov. 27, but Piazza said since it has been determined that the pond is not a wetland area, the notice appears to be more of a courtesy than a request for permission.

Golf, Page 10



Staff photo by Michael Ballway

ond behind the Lancaster Golf Center rt to market the land for development.



p.m., will feature Nils Fredland calling with Brendan Taafe (fiddle, guitar and feet) and Colin Lindsay (fiddle) playing; admission is $8, or $5 for students. For more information, visit songsailor.com/contra.html.

Bus cut hearing tonight

Route 110 at risk; senior van held as model

By Michael Ballway
Staff Writer

CLINTON — The Senior Center van is seen as a model of success, but the town's only public transit bus — run by the same company — has the lowest ridership in the system.

At a public hearing at 7 p.m. today, Nov. 1, in selectmen's chambers on the second floor at Clinton Town Hall, officials from the Worcester Regional Transit Authority will lay out the case for ending the Route 110 bus, which connects Clinton Hospital and High Street with the Wal-Mart in West Boylston. A separate WRTA bus runs from Wal-Mart to downtown Worcester. Officials will also take questions from anyone who attends the meeting.

'People who do use the bus really need it.'

Michael Ward
Clinton town administrator

Clinton Town Administrator Michael Ward, a member of the WRTA Board of Directors, said the WRTA is looking to eliminate two unprofitable suburban routes and combine other routes within the city as a way to bridge a $1.2 million deficit. The agency has already streamlined its office operations, Ward said.

According to WRTA figures, about four people per day take the Route 110 bus, or 1,449 per year, in three daily round-trips. The other bus targeted for elimination, Route 32 to Holden, has 8,023 riders per year, with only four round-trips daily. The agency's top routes log upwards of 250,000 riders per year, albeit with more daily trips.

"I know ridership is low, but there are complaints that the hours are not conducive," Ward said. "People who do use the bus really need it."

The bus runs one round-trip

Bus, Page 6

HERGET ON HIS WAY OUT?

Building inspector tapped for Groton

By Michael Ballway and Stephen Vittorioso
Staff Writers

CLINTON — Building Inspector Bentley Herget is reportedly leaving Clinton to work as building inspector for the town of Groton.

tunity to go back."

Reached at his home Tuesday evening, Herget said he had no comment and did not confirm that he is leaving. A call to Elizabeth Courier, personnel manager for the town of Groton, was not returned in time for the Times & Courier's Tuesday

anced place-
who have to
cher-training
ceive the full
er how many
the class, Eb-

also restruc-
ave buyback
ing it harder
ithout a long
strict to claim
upon retire-

rent school
laries will in-
nt over last
with 3.5 per-
lue in 2008-09
e entry-level
for a teacher
's degree and
was $36,413,
Lynch; that
37,141 — the
active to the
s school year
$39,787 for
egin work in

salary level
, reserved for
e taught for
doctorate de-
degrees with

are excellent conditions — two brand-new facilities" and a well-maintained middle school, Ebstein said. "Our salaries are at least mid-pack salaries."

After half a year of contention, which surfaced Oct. 4 in a teacher picket of a negotiation meeting, both Lynch and Ebstein said they were relieved finally to have the contract behind them.

"I'm definitely pleased we've gotten closure," said Lynch. "It's a fair and equitable deal for both sides. There are still some areas where I hope, as a union, we can improve in the future, but overall, I feel we made some significant progress."

Ebstein credited the union with being a "constructive" negotiator, but said "I think we're all happy it's done."

The contract must still be signed before it officially takes effect. Ebstein said the signing is slated for the Nov. 6 School Committee meeting.

(Michael Ballway can be reached at 978-375-8040 or mballway@cnc.com.)

how to stage them." Asked whether he communicated his concerns about the pace of legislative progress, Patrick said that was a "regular" topic. "The House and Senate are focused on much of our agenda," he said. "We've gotten a lot done. It's just that I want more of it to move, and I think they're hearing us."

Secretary of Administration and Finance Leslie Kirwan, Senate Ways and Means Chairman Steven Panagiotakos and Lt. Gov. Tim Murray also attended the meeting. Both branches met in brief informal sessions Monday. The Senate planned a formal session Tuesday. A formal House session is tentatively set for Thursday.

we've got."

House approves volunteer corps legislation

The House last week approved a bill establishing a state volunteer corps, one of Gov. Deval Patrick's first-filed initiatives.

Dubbed "Commonwealth Corps," the organization would be made up of a "limited number of carefully selected men and women of all ages to be made available for a limited time for projects directed toward satisfying unmet community needs," according to a draft of the bill, which has gone through a number of changes in the House and Senate. Patrick filed a bill setting up the

ing, prevention and information sharing activities, common operating procedures and standards, digital forensic evidence processing requirements, program funding, and amendments to "jurisdictional and substantive" law. Coakley's office, working with Microsoft, will host a daylong training program on Halloween for law enforcement officers statewide.

According to the attorney general's office, law enforcement officers in Massachusetts will also be the first in the nation to participate in a pilot of Microsoft's Law Enforcement LiveMeeting Technology Briefing, which is designed to help keep officials informed about the latest technology, techniques and cyber crime-fighting issues.

Bus route cut on Town Hall hearing's agenda

Bus, from Page 1

at 9 a.m. and two in the early afternoon, at 1 and 1:40 p.m. There is no service on Saturday and Sunday. The trips to and from West Boylston take 20 minutes each.

Ward noted that if the WRTA cuts are approved, it would be Clinton's second bus lost in recent memory. The town lost direct service to Worcester two years ago, when WRTA deficits and low ridership combined for similar cuts in the bus company's services.

Selectman Anthony Fiorentino said it may be time for the WRTA to consider a different tactic.

"It seems to me that cutting out bus routes doesn't improve ridership," Fiorentino said.

Senior van still rolling

While the fixed-route bus travels West Boylston Road empty, the WRTA points to Clinton's senior van as a model of success, Senior Center Director Kathi Bailey said last month.

The free senior van, which ferries seniors by request around town, and on select trips to medical facilities in Worcester, handles 10,000 trips per year, Bailey said.

The WRTA "looks upon Clinton very favorably for this program," she said. "We are running so many seniors all over the place."

Ward confirmed last week that the senior van would not be affected by the current proposal for WRTA cuts.

Bus hearings tonight, Saturday

WORCESTER — The WRTA last week announced it would hold two additional public hearings in Worcester following the Clinton hearing, giving transit riders extra chances to offer their comments regarding proposed cuts to fixed-route bus service. The remaining public hearings are:

Thursday, Nov. 1: Clinton Town Hall, 242 Church St., Clinton, 7 p.m. in the selectmen's chambers.

Saturday, Nov. 5: Martin Luther King Jr. Business Empowerment Center, 237 Chandler St., Worcester, noon in the Foundation Room.

Saturday, Nov. 5: Mount Carmel Recreation Center, 28 Mulberry St., Worcester, 7 p.m. in the gymnasium.

— WRTA

gal Notices Legal Notices

MAN RD
NOTICE
ARD OF HEALTH
HEARING

MGL c.111, s.151
n that the Lancaster
ll conduct a Public
t to occupy or use a
Brockelman Rd.,
carrying on the busi-
animals.

00 pm on Thursday,
07 in the Thayer
Main St., Lancaster,
estions to James
lashoba Associated
978)772-3335.

aster Board of Health

Schmidt land two hundred (200) feet to a point on the watery side of the aforesaid George Hill Road;

THENCE South 1° 20' 18" East by the westerly side of George Hill Road one hundred twenty-five (125.00) feet to the drill hole first mentioned.

Said premises contain 37,849 square feet of land and are shown on Plan No. S-2230 entitled "Land in Lancaster, Mass., surveyed for Dr. Lawrence F. Burke", by Charles A. Perkins Co., Inc., Civil Engineers & Surveyors, Clinton, Mass.

For title reference see deed of John W. McManus and Sharon A. McManus to me dated July 14, 1995, and recorded with the Worcester District Registry of Deeds in Book 17172, Page 374.

all existing encumbrances of record created prior to this Mortgage, and the right of redemption of the United States of America, if any. It shall be the bidders sole responsibility to ascertain all items described in this paragraph and no representations are made concerning compliance with applicable zoning regulations.

This sale may be postponed or adjourned from time to time, if necessary, by the Attorney for the Mortgagee at the scheduled time and place of sale. The description of the premises contained in said Mortgage shall control in the event of a typographical error in this publication.

Other terms, if any, to be announced at the sale.

If the highest bidder fails to complete the purchase of the premises on the terms

PRE-HOLIDAY SALE

Steven O' Neil
Administrator of the WRTA.

287 Grove St.

Worcester, Mass. 01602.

Dear Mr. O'Neil and the WRTA advisory board,

I represent the Massachusetts Rehabilitation Commission the Worcester area Office, and also the TPAG(transportation planning advisory group). I have been a member of TPAG for over 20 years. I work for Massachusetts Rehabilitation Commission as a vocational rehabilitation counselor. Our office serves over in 1600 individuals with various disabilities, our office serves Worcester, Auburn, Holden, Leicester, Cherry Valley, Boylston, West Boylston, Rochdale, Shrewsbury and Paxton.

Approximately 90% of our consumers, utilize the fix route and para transit ADA service. The proposed bus routes that would be eliminated would highly impact our consumers to participate in college training, vocational training and employment. Also, the proposed hours of operation would seriously impact individuals to get to medical appointments, and employment. The majority of our consumers are in entry-level positions and are required to work weekends and nights. If public transportation is reduced it also affects people that are currently looking for employment, most of the individuals that we work with rely on public transportation. This would affect their ability to be independent and to be self-sufficient and return to the workforce. Some of the individuals that we work with attend college classes, in the evenings and on weekends. If we had to provide private transportation for our consumers , it would have a dramatic impact on our current client service budget.

A few years ago, when the fixed route system was on strike, it negatively affected our consumers to get to appointments at our office, school, training and work. It definitely affected their ability to be independent and their productivity, since they were not able to get to and from these activities.

I understand that you're faced with a very difficult situation, but I think reducing the hours of operation of the fix route, would have a negative impact on individuals with disabilities their being productive, and to get to and from work.

The RTA van service had provided me with transportation when I was a student at Assumption College in order to get to and from my field placement. Without this service I would not have been able to complete my internships, get my degree or go on to be a productive member of the workforce. I commend the WRTA for providing a quality public transportation system. Thank you for your consideration.

Sincerely,

Deborah Sayles

November 5, 2007

to Steve O'Neil, all WRTA advisors and the general public:

I'VE STILL HAD NO ANSWER TO MY BASIC QUESTION, SO PLEASE EVERYONE DEMAND AN ANSWER from Steve today: What happened after the Rider Advocate meeting was scheduled for October 9, 2007 and then canceled? What financial loss occurred/was discovered as a projected loss at that time?

We have a right to know why we are being wiped off the map entirely with no time to fight it and to figure out ways to overcome such shortsighted officials.

Any competent transportation planner could, for the same amount of money projected, refigure routes and schedules to provide looping coverage so no one neighborhood is eliminated. Is it not fairytale arrogance to deny an entire neighborhood access to public transportation and force them to buy or use cars and further pollute an already polluted city?

The American Antiquarian Society is a world-class institution and Elm Park a local treasure. Why should the city of Worcester deny everyone who chooses public transportation access to them?

To deny weekends and holidays to the same everyones is gall beyond gall. Let's organize to force this entire administration out and for the city to secure a competent transportation body to refigure schedules, cut frequency, but still run nights and weekends. This can be done by a competent transportation planner.

Demand that Mike O'Brien work with the City Council to select a new competent staff that understands how not to savage its public.

If it is necessary to go to Boston in a body to fight this after November 15, write to me and I'll charter a bus in this public effort to stop this barbaric discrimination.

Thanks for your help.

Jo Hart
P.O. Box 16001
Worcester, MA 01601

October 30, 2007

to all City Councilors, Lukes and O'Brien:

Attached is a sheet of questions for Steve O'Neil to answer. He refused to answer the main question last week and last night he refused to answer anything at all.

Could you please see that we get answers to these questions, very important to all bus riders.

We have been ambushed in broad daylight on a crowded street, sold down the river, sent up the river and railroaded off the plank.

Will someone get answers for us and give them out loud to us at the noon WRTA meeting tomorrow at the library.

The outrageous arrogance of this administrator with scant transportation experience to cancel a meeting with bus riders who could have come up with a workable schedule to select these changes all by himself, and he said he did it all by himself, is breathtaking.

I think it's past time to go back to the other two applicants, both much more qualified than Steve, and restart everything to create a decent bus system in Worcester. The discrimination the city is showing us, aside from showing us the door, has to be addressed immediately. Just take the first step to start restoring our civil rights you have allowed the WRTA to take away from us for too long a time.

Jo Hart

October 29, 2007

For Steve O'Neil to answer before anyone else starts to speak:

Since you refused to answer this question last week (what was the precipitating factor in having to cancel a meeting with no notice and cutting service in two months' time?), let's now break it down: what did you know October 15 that you didn't know September 1? How was this knowledge made known to you? Who was responsible for relating this knowledge to you? You didn't notify the Advisory Council at the September meeting that problems were imminent. Why not?

Please tell everyone here what role Mike O'Brien played in these shenanigans. He is responsible for your being in this untenable position. And don't forget what you said in your final interview; "I don't need this job. I want this job." Why would you have said that this spring and put yourself in this ridiculous position, having to take responsibility for other people's decisions?

No one here seems to know that Mike O'Brien is really responsible for these conditions. He has physically been the chairman of the Advisory Board of the WRTA. You were originally his proxy. Even though you took over as administrator in March (according to the Telegram), he has legally and physically been the chairman for the past year. And in spite of the blatant inaccuracies of the Telegram, which was not at the final three-interview voting but wrote about it anyway, it was Mike's weighted vote that elected you, so he should certainly help you out now and take responsibility for this comedy.

Please have him appear at the Wednesday meeting and all other meetings to answer these questions.

Let's not allow you this blank slate:

What grants have you applied for to alleviate if not eliminate this sudden situation? Don't forget at that interview you touted several times your expertise in grantsmanship.

What ideas/suggestions/pipe dreams have you and your staff come up with and what name/body have you written to, spoken to or presented them to? City/state/feds? I trust all three.

Please answer these questions now off the top of your head and bring copies of everything for us to read Wednesday and at all other meetings.

Also, no small matter since you were acting chairman for lots of years, please have Mike explain how and why the WRTA has 350 (THREE-HUNDRED AND FIFTY) missing bus-stop signs. Everyone here has a right to this answer since you went on record in City Council last week, saying you don't know why more people don't take the bus. I have given you chapter and verse in lots of pages about exactly what is wrong with the bus system here.

I look forward to a full report Wednesday. And so do all other bus riders.

Jo Hart

Jo Hart

P.O. Box 16001
Worcester, MA 01601

Rich Glavin

From: michelle652@verizon.net
Sent: Monday, November 05, 2007 7:15 PM
To: Rich Glavin
Cc: michelle652@verizon.net
Subject: the upcomming schedule changes

I am sending this e-mail because of recent bus schedule changes. It seems to that ther has been quite a few changes to the bus service since the time of the bus strike. It is now being said that there will be entire routes cut from the schedule, and there will be no Sunday service. I have also read in the paper that there is a possibility of there being no service at all in five years. I do understand that money is tight for your company, but there must be a better way to go about reaching your finacial needs other thatn continuing to cut service. Have you tried to write a grant, or, ask the city or state for any money? How about offering to be apart of the city square project. A majority of the people that you service take the bus because they have to not because they want to. Most people are using the bus to go to school, work or doctor appointments. The cuts or discontinuation of the bus service will cause hardship for the people in Worcester County.

GalloCars.com
70 Gold Star Blvd. Worcester
SATURN mazda VOLVO
508-791-8188 508-791-3678
2001 Jeep Wrangler 4X4
Stock Number: 3929UA
Mileage: 71,619
Engine: 4.0L Straight 6
$12,995

Friday, October 26, 2007

Under the bus

WRTA predicament reason for concern

Worcester city councilors and the city administration are right to be alarmed at the looming financial meltdown at the Worcester Regional Transit Authority. Bus service in Worcester and area towns, which has been struggling for years, now appears to be on a downward spiral that, absent corrective action, could well end in no service at all.

The situation is dire. Despite vigorous cost-cutting efforts, in collaboration with the transit union local, state-federal subsidies, fare collections and revenue from other sources have been inadequate to maintain the current, barely adequate level of service.

WRTA Administrator Stephen F. O'Neil this month announced plans for service cuts designed to cut operating costs by $1.2 million.

The seeming indifference on Beacon Hill to the plight of regional transit authorities is hard to fathom. Although the transit authorities may be subsidized up to 75 percent, Mr. O'Neil said the funding dropped to 69.8 percent, leading to a $2 million deficit.

You're a local business.

The prospects are equally grim. Further service cuts would be unavoidable, Mr. O'Neil said, if the Legislature adopts the 1.5 percent increase — half the rate of inflation — recommended by the state Executive Office of Transportation for the next fiscal year.

It is curious indeed that members of the state Legislature — including members representing Central Massachusetts communities in which residents depend on WRTA bus service — blithely pocketed a fiscal 2007 $520 million surplus to be disbursed in "supplemental spending" bills while displaying almost universal indifference to the plight of constituents who depend on bus service here and in other parts of the state.

Mr. O'Neil's assessment is sobering: Absent adequate funding, fixed-route bus service in the Worcester area could be extinct in five to seven years.

To be sure, solutions are elusive. Shifting demographics, rising operating costs, negotiated work rules and shifting state-federal funding formulas are a few of the factors at play.

When the WRTA finalized its five-year plan in January 2006, it properly rejected its consultant's recommendations to slash vital routes to communities such as Holden, Brookfield and Clinton. That decision reaffirmed the agency's mandate to provide affordable, reliable transportation for people who depend on bus service to get to their jobs, while also offering service to shoppers and other casual bus users.

Streamlining service to minimize waste is a good thing. But there comes a point, already passed in the Worcester area, at which a shrink-to-survive strategy becomes self-defeating.


Click here
to subscribe to the Telegram & Gazette

Reader Comments -- This article has 5 comments

» **Add your comments to this article..**

Rich Glavin

From: Steve Fischer [steve.fischer@gmail.com]
Sent: Monday, November 05, 2007 3:04 PM
To: Rich Glavin
Subject: Proposed Service Cuts

Stephen F. O'Neil, Administrator
WRTA
287 Grove Street
Worcester, MA 01605

Dear Mr. O'Neil:

I am writing to express my strenuous opposition to the proposed service cuts and modifications to the WRTA's fixed-route service. As a resident of Worcester for the past sixteen years (the last ten of which I have been without a private automobile), I--like so many residents of Worcester and surrounding towns--have relied on the WRTAs bus service to make my way around the city and region.

The proposed cuts are the wrong decision and the wrong direction for public transportation in Worcester. Expanding, rather than reducing, available bus service is essential for the health of the city's economy and environment. Expanding, rather than reducing service is necessary to make public transportation an attractive and convenient option for city residents like myself who have the resources to add the burden of another automobile to our city's already overextended infrastructure and environment but choose instead to use other transportation methods--including WRTA buses. That said, as you know, these cuts will have the greatest detrimental impact on the lives of those citizens for whom the city bus is the *only* option--the poor, the elderly, the disabled--we must retain and expand services to provide transportation options for all our citizens, and especially the more vulnerable among them.

Rather than undertake another round of route cuts and modifications, the WRTA should work actively with the Worcester legislative delegation, the city manager, councilors and area citizens to seek additional federal and state funding. In future, we should be holding public meetings to discuss *expanding* WRTA service rather than shrinking it.

I look forward to your reply.

Sincerely,

Steven Fischer
19 Florence St, #2
Worcester, MA 01610

Rich Glavin

From: Lorraine Sherman [cross-jordan@hotmail.com]
Sent: Saturday, November 03, 2007 6:56 PM
To: Rich Glavin
Subject: bus schedule

am i going to have a bus that i can catch at 5:30 a.m. in january? doyou care that people will not be able to get to work?

Windows Live Hotmail and Microsoft Office Outlook – together at last. Get it now!

Phone 11/5/07

Pam Remilard

Person works Holidays, Saturdays and Sundays, she is a single mom who NEEDS the bus transportation.
She lives in the Providence Street area and works on Lincoln Street and does not own a automobile,

She relies heavily on the buses; even now the bus service is not the best because on Sundays she has to get a ride back home since the bus doesn't run that late.

"Board members please do not cut back the service".

Rich Glavin

From: Jenna Balestrini [jenna.balestrini@gmail.com]
Sent: Monday, November 05, 2007 1:44 PM
To: Rich Glavin
Subject: WRTA

To whom it may concern,

I find the proposed bus schedule cuts totally unnerving and unacceptable. It's an atrocity to the working class, and will directly affect the Worcester economy. I know plenty of people that this will affect directly, and the proposed coverage of financial deficit does not justify these cuts.

Best,
Jenna Balestrini

Graduate Student
Billiar Lab
Worcester Polytechnic Institute

Rich Glavin

From: tiffiniy cheng` [tycheng@gmail.com]
Sent: Monday, November 05, 2007 1:35 PM
To: Rich Glavin
Subject: bus routes

I think that the bus can help revive Worcester. More routes means more people will take them. The less routes we have the less new people will think of taking them. Perhaps there is a way to consolidate routes or be more strategic about them, but it seems we should always try to grow in some way.

--
Tiffiniy Cheng

Rich Glavin

From: adamidh@verizon.net
Sent: Friday, November 02, 2007 1:24 PM
To: Rich Glavin
Subject: Bus route's cuts

I can't imagine what I can to do without elder shoper service. It is a shame because all this continous cuts damage only us old and disabled people. I am 81 and I can't ride now; I depend altogether on buses. The today reductet bus service has restricted our mobility and freedom and you wont more restriction. When is going to stop? How it is possible that you can't find a way to resolve your problems. I Hope you will show willing to resolve this problems and avoid more restrictions and eliminations.

D.Adami

November 1, 2007, 1:15pm

Shirley Plume
27 Mount Vernon Street
Apt. 507
Worcester, MA 01605

Phoned in the following message:

Relies on the Elder Shopper Service and needs to shopper to get her groceries every week.

Wants to go on the record asking that the Elder Shopper Service be kept in place.

Linda Morin
9 Elm St.
Webster, Ma. 01570

November 1, 2007

Richard Glavin
Worcester Regional Transit Authority
287 Grove St.
Worcester, Ma 01605

Dear Richard Glavin,

I recently spoke to you about the bus article that was in the Worcester Telegram and Gazette newspaper, on how buses could stop running in about 5 years.

As you likely may know this could hurt a lot of citizens including myself that take the bus to work. I wish I could drive but I have Epilepsy that prevents me from driving. I've been taking bus 42 from Webster to Worcester for 8 years. The 8am and 10am bus has a good amount of riders as well as the 3:45pm bus. I've worked at the Glavin Regional Center in Shrewsbury for 10 years, as well as Sevenhills on Hope Ave. We definitely want Bus 42 to stay in Webster which our town helps to pay for. This is true for other towns as well.

I am contacting Congressman McGovern, Senator Harriett Chandler, Governor Duval Patrick, and Senator Moore, for their support on this issue.

Sincerely,

Linda Morin

Rich Glavin

From: Johnson, Ruby [Ruby.Johnson3@AIG.com]
Sent: Tuesday, October 30, 2007 9:29 AM
To: Rich Glavin
Subject: MODIFICATION FOR ROUTE 18 (HAMILTON AVENUE / EAST VIEW APARTMENTS)

Good Morning,

I'm currently a new resident of Worcester. I just moved here a few month ago, I do not drive, and is devastated that this new change is going into affect on January 2008. I need this bus to get me to the Union Train Station in order to get me to work. I'm currently working in Boston, and solely depend on this to get me to the train. If possible I'm pleading that this change does not happen.

Ruby Johnson

Rich Glavin

From: Megan Corrales [mcorrales@cornerstonecorporation.net]
Sent: Thursday, November 29, 2007 12:11 PM
To: Rich Glavin
Subject: elder shopper

Hello,

I am writing to you regarding the proposal to stop the Elder Shopper bus. I think this is a poor decision. We have many elders in the community who are aging in place. Without services there will be a higher number of Elders at Risk. Without transportation services many elder will not be able to pick up food, prescriptions, etc. This will cause a major problem for many agencies such as Elder Services. Many elders are able to maintain a good quality of life and remain living independently longer due to services such as the Elder Shopper. I currently work at Lincoln Village and service many elders. I would hate to see this program eliminated.

Thank you,

Megan Corrales
Resident Service Coordinator

Rich Glavin

From: Rich Glavin
Sent: Monday, October 29, 2007 4:32 PM
To: Stephen O'Neil
Subject: FW: Shoppers Bus

FYI

Richard J. Glavin
Manager of Transit Services
Worcester Regional Transit Authority
287 Grove Street
Worcester, MA 01605
Ph 508-791-2389, ext 3032
Fax 508-751-1676
rglavin@therta.com

-----Original Message-----
From: Lincoln Village [mailto:lvrsc@yahoo.com]
Sent: Monday, October 29, 2007 4:10 PM
To: Rich Glavin
Subject: Shoppers Bus

Joanne there is discussion afoot to suspend the Shoppers Bus due to financial issues with the WRTA.
FYI. I have also alerted Florence Gaudett !

Dear Mr Glavin & Mr. O'Neil, I have been a Service Coordinator in the housing industry for over 10 years and I have seen what a critical service the Shoppers Bus is. I am very concerned about the consideration to cancel the Shoppers Bus program. I understand these are trying financial times but the service represents so much to the seniors that utilize it. This population for the most part, no longer drives.
Perhaps they have never had a license, or no longer drive due to physical issues. Some do not have the financial means to support a car. Many are too frail to carry groceries from a bus stop that may not be very close to their home. They depend upon the Senior Shoppers bus. Many do not have available family or friends who can drive them to the grocery – others want to maintain their dignity and choice and be able to care for their own shopping needs. Truly canceling this service would be impacting a population that has the least amount of options and recovery potential.
Please do whatever you can to save this extremely critical service. Sincerely Judy Jakubiak, Lincoln Village Resident Services.

Do You Yahoo!?
Tired of spam? Yahoo! Mail has the best spam protection around http://mail.yahoo.com

Rich Glavin

From: lori & Brian [lnbcarroll@verizon.net]
Sent: Wednesday, October 31, 2007 5:46 PM
To: Rich Glavin
Subject: 21 assumption collage /highland st

My name is Luke Carroll i need the number 21 bus to get downtown to other buses.I already walk 1 mile to get to the bus stop which is at Assumption Collage I live on Barrows Rd off of Salisbury st.I have a mental illness so if they decide to eliminate the number 21 bus.I will have no way to get to the Genesis club they help me manage my illness.I would have no way to make it to my psychiatrists office an get my medication.I also would not be able to make it to my therapist..There are other passengers who are elderly ,disabled as well.I would suggest that you turn the bus to a little bus and limit the amount of runs during the week .I would like to know what states men i could call,write or e-mail to rectify this situation .I would like to thank you for your time.

Mr Luke Carroll

Dear SelectMan
I am Julie gemme.
I am a conserned
passenger, is there
anything you can
do to save the
Clinton bus. people
do take it, if they
cut that bus then
How will people
get around please
try to save that
bus. please write
me back.

Thank You
Julie gemme

Julie gemme
58 Pleasant St.
Leicester, MA
01524

MIDDLESEX-ESSEX
MA 018 5 L
20 OCT 2007 PM

Board of Selectmen

TOWN HALL
242 Church St.
CLINTON, MA
01510
ATTN Selectmen

Clinton

Nov. 1, 2007

To Worcester Transit M.R.T
and to the Board of Selectmen
of the Town of Clinton:

Perhaps the Clinton bus route could be subsidized, esp. if the morning pick-up time at Wal Mart could be altered, e.g. to 9:45.

Persons visiting A.U.C. etc. from points south and arriving on the Greyhound at 9:15 could then make the connection.

Perhaps one of the runs ought to be scheduled for the noon hour rather than for 1 p.m/ 1:40. Try it; you'll get ridership.

Julianna M. Dinson

CLINTON

Rich Glavin

From: Stephen O'Neil
Sent: Tuesday, November 06, 2007 4:46 PM
To: Rich Glavin
Subject: FW: Today's Clinton Item article

Add to board package.

From: Karen Droogan [mailto:kdroogan@pentamarketing.com]
Sent: Tuesday, November 06, 2007 10:48 AM
To: Stephen O'Neil
Subject: Today's Clinton Item article

Hi Stephen,

Attached is today's Clinton Item article, in case you hadn't seen it yet.

Thanks,

Karen

Tuesday, November 6, 2007

The wheels on the bus could stop, stop, stopÉ

By John Weeks
ITEM STAFF

CLINTON— Facing a $1.2 million deficit, the Worcester Regional Transit Authority (RTA) will most likely eliminate bus service on Route 110, which connects Clinton to West Boylston. RTA officials held a public meeting at Town Hall Thursday night to explain that while the Route 110 bus is the most expensive to maintain in the system, it is also the least used.

"We are averaging only four people a day on that bus," said Stephen O'Neil, administrator-executive director of the RTA. Meanwhile, the cost of fuel and health insurance have gone up while state funding has not. Public transit in Massachusetts is funded 75 percent by the state and 25 percent by municipalities. RTA officials said the only options are to pass new legislation to increase state funding, cut service to reduce the deficit or continue to operate as is, go bankrupt and have to close.

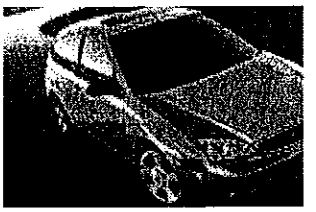
"I take the (number) 17 bus to Wal-Mart," said a Clinton man, who asked that he only be identified as Dennis. "Then I transfer and take the 30 bus to Worcester. I go to Worcester five days a week, Monday through Friday. If they cut the service, I guess I'll have to find a ride somehow. I really don't know what I'll do."

RTA officials, who said they were shocked to learn a round trip cab ride to Worcester can cost more than $40, said the agency would try to "beef up" the current Senior Center vans to accommodate people who rely on public transit. While this was met with enthusiasm by Dennis, the logistics of such a move may prove more

trouble than they are worth.

"To increase the service provided by the Senior Center would require a commitment from the RTA, the state or the federal government," said Kathi Bailey, director of the Senior Center. "They would need to purchase new vans for one thing. At least once a week, one of the vans needs to be sent to Worcester to deal with a maintenance issue."

Bailey said the Senior Center operates two vans. The vans and funding for the program comes from the RTA, which allocated $35,000 for the center last year. One van brings transports seniors within town on Monday through Friday from 8 a.m. to 3 p.m. The other van makes trips to Worcester on Wednesday and Friday. Seniors are required to book a spot on the vans, which can occupy up to eight people at a time, at least 24 hours in advance.

HARR Ford
2007 Focus ZX3
Pay only $149/mo.
A/C, alloy wheels, AM-FM, CD, 5 spd. transmission

Purchase 72 months @ 6.99 APR, Tags, Taxes, Fees not included, requires $3000 down payment or trade-in.

Bailey said the vans allow seniors to go shopping, pick up prescriptions at local pharmacies and obtain medical treatment. There is no charge for in town service and a round trip to Worcester is only $3.

"Without the RTA, we could not provide this service and I respect the people there," Bailey said. "But if they want to open it up to everybody, I want to know how they would manage it."

Bailey said seniors are often the most vulnerable members in society. As such, she is required to run a CORI (criminal history) check people who get involved with them, such as people who deliver Meals on Wheels. If anyone could get on the senior van, there would be no way of knowing who the seniors were mixing with.

"I would never say that people who ride public transportation are bad people," Bailey said. "You just have to be concerned about people you don't know getting on the van. The vans go to the seniors' houses. They don't walk to a bus stop. So, people can find out where they live and get other personal information from them just by talking to them."

Bailey pointed out that the Wachusett Health Education Action Team (WHEAT) had to get out of the transportation business. WHEAT, much like the RTA, could not afford to maintain it. Bailey said the senior center is good at serving seniors, but could not serve all residents at is current staffing levels.

"The RTA is a good partner of ours, but I would not blindly sign on to solve all of the town's social problems at the Senior Center," Bailey said.

Karen Droogan
Public Relations Manager
PENTA Communications, Inc.
182 Turnpike Road | Westborough, MA 01581
508.616.9900 x 112 phone
508.616.0770 fax
kdroogan@pentamarketing.com
www.pentamarketing.com
Providing World-Class Marketing Solutions to Accelerate Clients' Success.

Rich Glavin

From: Kim McCoy [mcbstone@yahoo.com]
Sent: Wednesday, November 07, 2007 8:13 AM
To: Rich Glavin
Cc: Barbara Haller; HARRIETTE L CHANDLER; slepage@cmrpc.org
Subject: save the WRTA

P.S. Why eliminate route 16? I took it yesterday in the rain to Fallon Plantation St and the minibus was nearly full outbound at 7:30 am and back at 9 am. Also route 9 at 2:30 on Monday had about 10 riders, perhaps missing any rush hour counts by your counters, but a minbus would work better, and at least one route 9 driver would be glad to drive minibuses. Also, how about schedules that allow for heavier traffic at busy hours, so buses are on time, so riders don't get frustrated and leave the system? How about at least saving most routes during the busiest or most needed months of the year (December and January?)?

--- Kim McCoy <mcbstone@yahoo.com> wrote:

485 Grove Street
Worcester, MA 01605
November 1, 2007

Mr. Stephen F. O'Neil
Administrator
WRTA
287 Grove Street
Worcester, MA 01605

Dear Mr. O'Neil:

We, the residents of Colony Retirement Homes, along with our families, friends, and the employees of Colony Retirement Homes, are deeply concerned about the pending elimination of the Elder Shopper Service.

We understand that as of January, 2008, the WRTA will no longer offer this service to the senior citizens of Worcester. Many residents of Colony Retirement Homes are dependent upon this service for grocery shopping, as well as for accessing the pharmacy and bank located in the supermarket. These residents have physical limitations that do not allow them to walk to and from a bus stop, especially with a heavy bag of groceries. Many also have limited financial resources and cannot afford the cost of a cab ride on a regular basis. The elimination of this service would create a hardship for many people.

We are asking that you intervene on our behalf and do whatever you possibly can to continue providing this much needed Elder Shopper Service for the senior citizens of Worcester.

Sincerely,

1 Irene MacQuarrie
2 Marcia Banfill
3 Rose Sands
4 Carol Cook
5 Shirley Gaffney
6 Earl Bailey
7 Gerry Wentzell
8 Helen Campos
9 Ray Brown
10 Rob Hampson
11 Paul Turgette
12 Yvonne Hilyard
13 Barbara Hastings
14 Leonora T Dyara
15 Pat Reardon
16 Jeannette Hastings
17 Louise Gallagher
18 Irene Howard
19 Theresa Lopez
20 Beatrice Connor
21 [illegible]

21 Doris Harling
22 Marie Foley
23 Barbara Mylnicz
24 Lucille Shepard
25 Ellen B. Kondrotes
26 Shirley Parsons
27 [illegible]
28 T. Gannari
29 Madeline Carelli
30 Juliette Bellaire
31 Estelle Rathay
32 Martina S. Bjorn
33 Carol L. Raflemore
34 Dolores V. Klink
35 Cynthia Carey
36 Virginia O'Connell
Barbara A. Gizgries
37 Lorraine O'Connor
38 Edward J. McCarthy
39 Rita McCarthy
40 Virginia Russell

41 Janet Prowant
42
43
44
45

485 Grove St.
Worc. MA 01605

485 Grove Street
Worcester, MA 01605
November 1, 2007

Mr. Stephen F. O'Neil
Administrator
WRTA
287 Grove Street
Worcester, MA 01605

Dear Mr. O'Neil:

We, the residents of Colony Retirement Homes, along with our families, friends, and the employees of Colony Retirement Homes, are deeply concerned about the pending elimination of the Elder Shopper Service.

We understand that as of January, 2008, the WRTA will no longer offer this service to the senior citizens of Worcester. Many residents of Colony Retirement Homes are dependent upon this service for grocery shopping, as well as for accessing the pharmacy and bank located in the supermarket. These residents have physical limitations that do not allow them to walk to and from a bus stop, especially with a heavy bag of groceries. Many also have limited financial resources and cannot afford the cost of a cab ride on a regular basis. The elimination of this service would create a hardship for many people.

We are asking that you intervene on our behalf and do whatever you possibly can to continue providing this much needed Elder Shopper Service for the senior citizens of Worcester.

Sincerely,

Margaret Kent
Carol Wade
Don Osterholm
Maureen Dunn
Frances Jones

Rich Glavin

From: Sarah Chiasson [shaetaeska@gmail.com]
Sent: Wednesday, November 07, 2007 3:50 PM
To: Rich Glavin
Subject: Response to the proposed route cuts

Dear Stephen,

I've been riding the bus for the last thirteen years and I've seen service become less and less efficient over that time period. Cutting off Sunday service and cutting back weekend service isn't going to help the city. One of the reasons why many people don't ride the bus on weekends is because of the limited service. It takes about an hour to *walk* across the city for most people, and with buses running every hour or so on weekend, some routes not even running, it's more efficient to not take the bus on Sunday. Making Saturday and Sunday service more efficient would bring more ridership on those days. Cutting back on service again will only make more people frustrated, and force them to find other ways of transportation. If Sunday service is eliminated, how will all the people who have to work on Sundays and have to rely on the bus get to and from work? How about holidays? Title IV riders aren't the only ones!

Another issue is schools. Doherty is losing service. Quinsig already doesn't have service until classes end. Schools need service! Most students who commute to school, (of any level) spend about 45 minutes already, taking one bus, waiting, then transferring. If service is cut again, the commute for students will be even longer. There are high school students who commute from out of district and college students who commute from all over the city. The consortium bus doesn't serve all the colleges and all the areas and isn't a good alternative.

One more suggestion: a route addition. There is no bus going down Park Ave, and there should be. There are so many college students that hang out in that area, and there are many restaurants and businesses there. There are a couple routes that intersect Park Ave, but one of those is going to be eliminated. Park Ave is a busy area with two college campuses (WPI and Clark) on it.

Thank you for your time,
~Sarah Chiasson

November 2, 2007

Stephen O'Neil, Administrator
WRTA
287 Grove St.
Worcester, MA 01605

Dear Mr. O'Neil:

I am writing regarding the deletion of Route 32 Bus and Route 9.

I feel they should not be deleted because:

1. #32 only has five buses a day and we pay the same amount of money as other buses that are run every 20-30 minutes.

2. You hold the meetings regarding this **WHEN WE HAVE NO BUSES TO GET THERE OR BACK**.

3. You take the counts during the summer when everyone is on vacation.

When you changed the times on the bus Route #9 you lost a lot of riders.

I feel you should be increasing the bus lines **NOT DELETING THEM**.

If you fixed your collection boxes you would get more money.

If your buses were on time and not half an hour late in the good weather – people would use them more.

Cut back on some other lines – put smaller buses – and you could keep the lines and Not stop them

GO BACK TO THE GOOD OLD DAYS – GIVE TIMELY SERVICE AND PEOPLE WOULD BE HAPPIER!!!!!!!!!!

Sincerely,

Carol B. Fisher
1 Jewett Terrace
Worcester, MA

Rich Glavin

From: Victoria Powers [vpowers@bancroftschool.org]
Sent: Wednesday, November 07, 2007 5:08 PM
To: Rich Glavin
Cc: annaj567@yahoo.com

Sir, My sympathies to you on what must be a very difficult job - trying to decide what routes will stay and what routes will be altered or done away with completely. I have read recently that cities that have made successful revitalizations are usually the ones with strong public transportation systems. If Worcester is on the cusp of a new future the way a good many people seem to think, slashing our public transit at this time is totally self-defeating. Keeping neighborhoods connected to the downtown area seems very important in that light.

Over the years and including this year, Bancroft School has had quite a few students who rely on the city bus. The timing of our sports programs necessitates that students must be here until after the regular school buses depart. Without the city bus they would not be able to take part in any of the many extra activities that take place here at Bancroft School.

Having said all this I must add that I am aware that fiscal responsibility is a sometimes unpleasant fact of life. Thank you for any consideration you might give this letter.

Vickie Powers

Rich Glavin

From: Anna Jaworska [annaj567@yahoo.com]
Sent: Wednesday, November 07, 2007 6:52 PM
To: Rich Glavin
Subject: Bus 9

Stephen E. O'Neil
Administrator
WRTA, Worcester

Dear Sir,

I am writing this request on behalf of my daughter.
She attends Bancroft School in Worcester. The only way she can get to school is by city buses.
She uses bus 11 and bus 9, from Vernon St. to 110 Shore Drive. The school has applied to the School Department in Worcester to provide my daughter with transportation. We are waiting for their decision. I do not know when it will happen. Recently I was told that they have a hundred applications to consider. She uses the buses to and from school and we are paying the regular bus fare without any student discount. If the School Department provides transportation it will only be in the mornings. My daughter actively participates in after school sports and does not leave school when classes end. Because of that, she will not be provided with transportation from school.
Keeping bus 9 in service is very crucial for my daughter to attend school. I do not have any other ways for my daughter to get to Bancroft School at 110 Shore Drive from Vernon St. Bus 9 stops very close to her school, by the intersection of Shore Drive with Holden St. It is a safe and very accessible bus stop for her. I strongly ask you to reconsider your decision regarding bus 9. If you eliminate this bus my daughter will be left without any means to attend school. Reliable transportation is extremely important for my daughter.
She is a 10-th grade student with High Honors.
She is passionate about sports at her school.
Eliminating bus 9 will create an enormous obstacle for us and wiil take her away from the afternoon programs which this school provides for students during the school year and during the summer.
I also use bus 9 to attend the school events, to go to school in case of an emergency regarding my daughter's health. Also she will be able to take bus 9 home in case of an early dismissal or any other circumstances.
I greatly appreciate your understanding. It is necessary for my daughter to have reliable access to school. Please keep bus 9 in service.

Sincerely
Anna Jaworska
170 Vernon St., Worcester

Do You Yahoo!?
Tired of spam? Yahoo! Mail has the best spam protection around http://mail.yahoo.com

Rich Glavin

From: Swartz, Jack [jswartz@imperialdistributors.com]
Sent: Friday, November 09, 2007 7:42 AM
To: Rich Glavin
Subject: Expressed Concerns

11/07/2007

Dear Mr. Glavin:

We understand that you are accepting written expressions of concern and comments regarding the discontinuance/modification of Route 10 Bus Service. Please accept this e-mail as a written expression of our concern.

While we are sympathetic to the financial drivers that are at play regarding this decision, we are concerned of what the impact will be for our business and our valued Team Members who are totally dependent upon the existing Route 10 schedule to get to and from work. If the schedule is reduced on Saturday they will not be able to get to work. If Route 10 does not pass 33 Sword St or 60 Webster Place they will not be able to get to work.

The magnitude of the impact of these proposed changes would be highly detrimental to our business as no less than 10 of our valuable Team Members are currently totally dependent upon this bus and its existing schedule to get to and from work. There is a high degree of likelihood that they would all need to terminate their employment with Imperial as a result of implementation of the proposed changes. The Route 10 bus also has been a great asset to Imperial when it comes to recruitment of new Team Members as it stops in front of our building and makes it easy for potential Team Members to apply for employment here and then easily get to work when employed.

While we speak primarily for ourselves, we are aware that there are at least two other business in this industrial complex who have employees who are dependent on the bus route as it exists and will be similarly negatively impacted by the proposed changes.

Therefore, we respectfully ask that the service currently available to our team members remain intact.

Sincerely,

Jack F. Swartz
Director of Human Resources
Imperial Distributors