



Worcester Regional Transit Authority

Moving Our Region Forward

Union Station Hub 60 Foster Street Worcester, MA 01608

508.453.3403 Fax: 508.752.1676 therta.com

WRTA ADVISORY BOARD MEETING
MARCH 15, 2018
MINUTES

WRTA ADVISORY BOARD MEETING

Chairperson Lehtola called the meeting to order at 8:32 a.m.

ATTENDANCE

Advisory Board Member present: Mark Binnall-Auburn, Kristen Las – Shrewsbury, Judith O’Connor – Millbury, Jacob Sanders -Worcester, Robin Craver – Charlton, Robert Howard – Charlton, Doug Belanger – Leicester, William Lehtola – Spencer.

ACCEPTANCE OF MINUTES

Chairperson Lehtola asked for a motion to accept the minutes for February 15, 2018. On motion by Doug Belanger, seconded by Mark Binnall the vote was carried unanimously the Advisory Board accepted the minutes of February 15, 2018.

Chairperson Lehtola announced Robert Howard as a new board member for Charlton. Robin Craver introduced Robert Howard. Robin Craver will serve as the alternate member.

BUSINESS FROM THE BOARD

Jacob Sanders asked for a hold on discussions regarding the talks with the City of Worcester for police substation at Union Station. Board members debated the boundaries of privilege in regards to holding items. The board’s by-laws were requested and reviewed by Chairperson Lehtola. Chairperson Lehtola reviewed January’s minutes and concluded that the topic had been opened to the board. Doug Belanger specified how the board is accountable in approving final budgeting items and has a responsibility to advise the Administration when deemed appropriate. Jacob Sanders stated that the details regarding the substation are still being worked out and the meeting is forth coming. Chairperson Lehtola requested that Doug Belanger be invited to participate in upcoming meetings on behalf of the WRTA Board. Jacob Sanders commented on the need to get the necessary approval. There were no further discussions or updates regarding the talks with City of Worcester for Police Substation at Union Station. The item was held until the April 26, 2018 board meeting.

Chairperson Lehtola asked for a motion to approve the requested hold on agenda item (e) by Jacob Sanders.

Motion: I move that: The WRTA Advisory Board votes to hold the agenda item (e) Update on Talks with City of Worcester for Police Substation at Union Station until the April 26, 2018 Advisory Board meeting.

Communities Served:

Auburn	Brimfield	Douglas	Grafton	Millbury	North	Paxton	Southbridge	Wales	West Boylston
Barre	Brookfield	Dudley	Holden	New Braintree	Brookfield	Princeton	Spencer	Warren	West
Berlin	Charlton	East	Holland	Northborough	Oakham	Rutland	Sturbridge	Webster	Brookfield
Boylston	Clinton	Brookfield	Leicester	Northbridge	Oxford	Shrewsbury	Sutton	Westborough	Worcester

On motion by Jacob Sanders, seconded by Doug Belanger, and carried unanimously, the Advisory Board voted to hold the agenda item (e) Update on Talks with City of Worcester for Police Substation at Union Station until the April 26, 2018 Advisory Board meeting.

Mark Binnall asked if testimonies could be taken from people not able to attend the public meetings. Mr. Church replied he would work out a format for that purpose. Judith O'Connor commented on the number of emails she receives regarding service changes. Doug Belanger suggested contacting both Senator Moore and Representative Frost with the feedback. Judith O'Connor emphasized the importance of public transportation services for seniors and the disabled throughout the communities.

ADMINISTRATOR REPORT

REPORTS

- a. *Update on Public Meetings held to date Potential Service Modification Scenarios based on Governor's FY'19 Budget*

The Southbridge meeting had about 30 persons in attendance and many were Spanish speaking. An interpreter was on-site and the general opinion was for no level of service to be cut. People testified that the WRTA service is the only public transportation to and from the City of Worcester. The public meeting scheduled at the Worcester Public Library for March 13, 2018 was rescheduled due to the snow storm. The new date is April 4, 2018.

- b. *Update/Summary of MARTA Legislative Luncheon*

There was nothing to report as the luncheon was rescheduled due to the snow storm. The new date is March 28, 2018.

OTHER

- c. *Review and Discuss Remote Access Participation of WRTA Advisory Board Members*
Administration recommended not adopting remote participation for WRTA Advisory Board members. WRTA's counsel advised against adoption due to the weighted vote calculation. Board members discussed how the use of alternative members is also a factor. Board members deliberated adding specific rules but no conclusions were drawn and no vote was taken.
- d. *Update on TSA EXIS Tabletop*
Mr. Parker gave a brief description of the hands-on training that employees received at the TSA EXIS tabletop. Mr. Parker commented on being given access to a website that provides best practices for dealing with issues of safety and security.
- e. *Update on talks with City of Worcester for Police Substation at Union Station*
This item was held until the April 26, 2018 board meeting.

MARKETING/EVENTS

- f. *Update on advertising and potential new clients*
Three (3) new advertising contracts have been added and pricing is being set for possible paratransit van advertising.
- g. *Update on recent events (TAC and RAC meetings, WSU Career Fair)*

Comments and additional feedback were collected. CMTM recent Customer Service job opening was promoted at the WSU career fair.

h. Annual Report

The WRTA Annual Report is being worked on.

i. Testimony of riders and how the WRTA will use them

Testimony taken from recent events will be added to the Annual Report.

FIRST TRANSIT, PBSTM, CMRPC AND others

• CMRPC – Operations Report for FY`18 YTD.

Nick Burnham gave a brief presentation of the FY`18 YTD Operations Report. Mr. Burnham informed the board members that this data reflects the recent service changes and fare increases. The report covered the totals for the first and second quarters of FY`18 and compared them to the same quarters in FY`17. Total revenues when compared to FY`17 were down by 2.5%. Ridership when compared was down by 12.7% and paratransit by 1%. Mr. Burnham stated how service changes and fare increases decreased ridership, revenue, and fixed route performance numbers. Figures were reported down by just over 5% for RTA's both nationally and in New England. Mr. Burnham explained the criteria for selecting compatible national RTA's for comparison. Trip levels for the WRTA range about one million over six (6) months but it is the size of the system that is mainly considered.

Board members discussed the wide variance in funding levels for each RTA and how fare increases dramatically affect revenue and ridership. Doug Belanger asked for clarification regarding preventable accidents and unpreventable accidents. Mr. Parker explained that a committee reviews all accidents (with the driver) to make a determination. That determination goes to the Assistant General Manager. Mr. Parker stated any necessary disciplinary measures and/or further training is also part of this process. Robert Howard asked if the company presently has any programs geared towards safety. Mr. Parker responded that the company's safety and training manager handles the award and training programs.

Robin Craver commented on alternative service delivery systems within the present WRTA system. Board members discussed ride sharing services and other options. Board members acknowledged that cost for ride sharing is contingent on time, date, weather and service type. Doug Belanger indicated the importance of considering and trying pilot type programs.

ADJOURNMENT

Chairperson Lehtola asked for a motion to adjourn. On motion by Doug Belanger, seconded by Mark Binnall and carried unanimously, the Advisory Board meeting adjourned at 9:45 a.m.

NEXT MEETING DATE

The next WRTA Advisory Board Meeting will be on April 26, 2018 at 8:30 a.m., located at the hub 60 Foster Street, Worcester, MA 01608 3rd floor.