



Worcester Regional Transit Authority

October 2023 Advisory Board Meeting



Worcester Regional Transit Authority

Rider Forum

WRTA Rider Forum

- Held on October 12th from 11AM - 2PM
- Conducted on platform at the Hub
- Setup (tables, suggestion box, giveaways)
- Agency, Translator and Contractor Support
- Over 180 notes taken by Staff
- Over 100 Comments in Suggestion Box



WRTA Rider Forum

- CMRPC summarized notes into 3 categories:
 - Customer Service
 - Operations
 - Routes
- Internally reviewed at Transit Advisory Group on 10/25
- Next steps





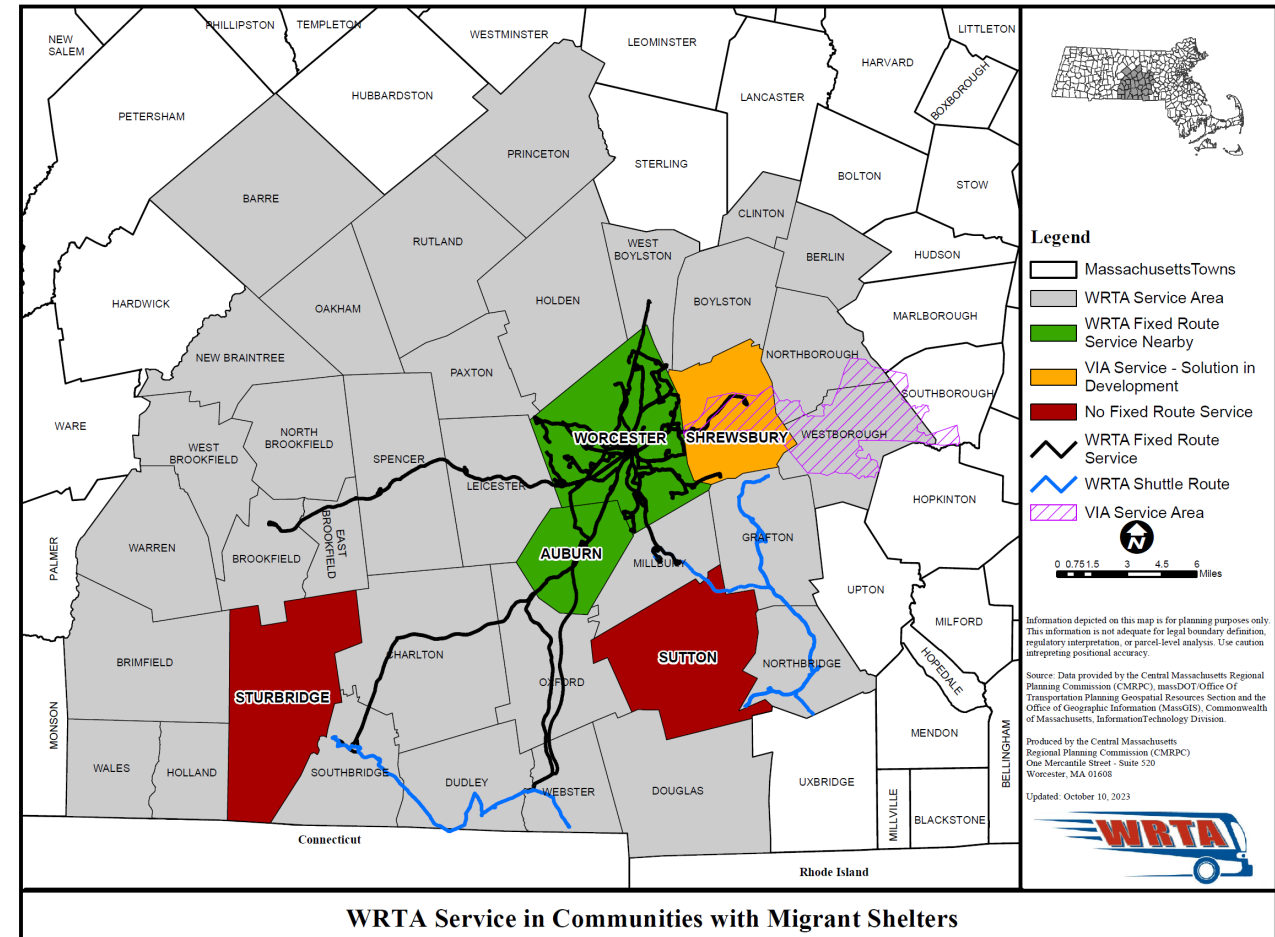
Worcester Regional Transit Authority

Migrants in WRTA Service Area

Migrant Population in WRTA Service Area

Overview

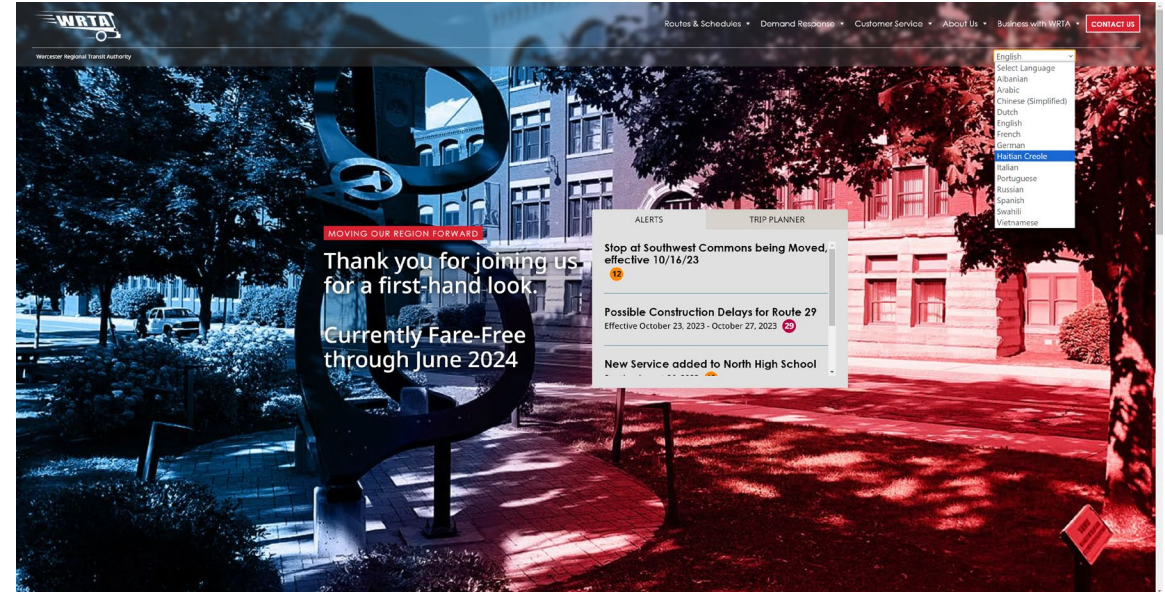
- Over 1,000 individuals in the WRTA service area
 - Green=Worcester & Auburn
 - Orange=Shrewsbury
 - Red=Sturbridge & Sutton
- Data from early October*
- Evolving situation



Migrant Population in WRTA Service Area

WRTA Response

- Participation/Listening
- Data gathering
- Travel Training
- Translation
- Communication
- Customer Service
- Discussions with MassDOT



Migrant Population in WRTA Service Area

Existing Limitations and Discussion

- Current operator availability
- Vehicle availability
- Fixed route responsiveness to need
- Process to change fixed route
- Uncertainty of timeline
- Charter Regulations/Open Door



Migrant Population in WRTA Service Area

Direction and Discussion

- Continue to travel train and provide resources to population directly connected to fixed route service, Via, and other WRTA services
- Pursue grant opportunities
- Continue to work with impacted member communities to develop approach and solutions
- November 16th Board Meeting



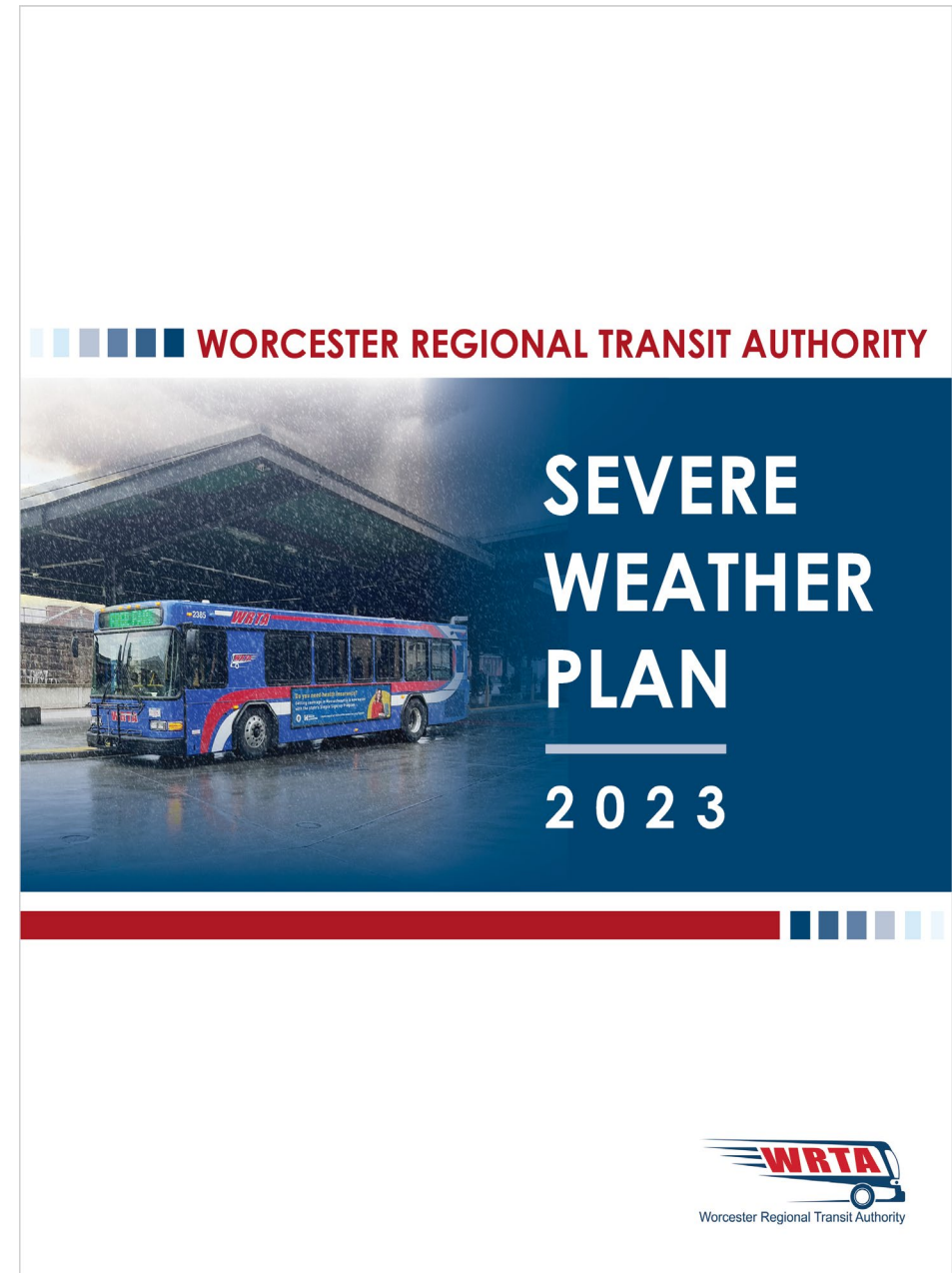


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Migrants in WRTA Service Area

Severe Weather Plan

- Built off of 2016 version of document
- Summarizes the WRTA procedures and policies during a severe weather event
- Identifies/Includes the following:
 - Roles and Responsibilities
 - Contact information
 - Procedures (Snow Routes, Severity levels, etc.)
 - Public Information procedures
 - Attachments





Worcester Regional Transit Authority

Shelter Installations

Shelter Installations

- Within the next month WRTA will be replacing 8 shelters
- Shelters will continue to be maintained and owned by the WRTA
 - Repairs
 - Snow Removal
 - Cleaning/Pressure Washing





Worcester Regional Transit Authority

2023 Audit Report Results

Relative Roles & Responsibilities

- **Management** is responsible for preparing the Financial Statements and establishing a system of internal controls
- **Auditor** is responsible for auditing the Financial Statements
 - Considering risks of material misstatements in the Financial Statements
 - Considering internal controls relevant to Financial Statements
 - Performing tests of year-end balances based on risk assessment
 - Evaluating adequacy of disclosures



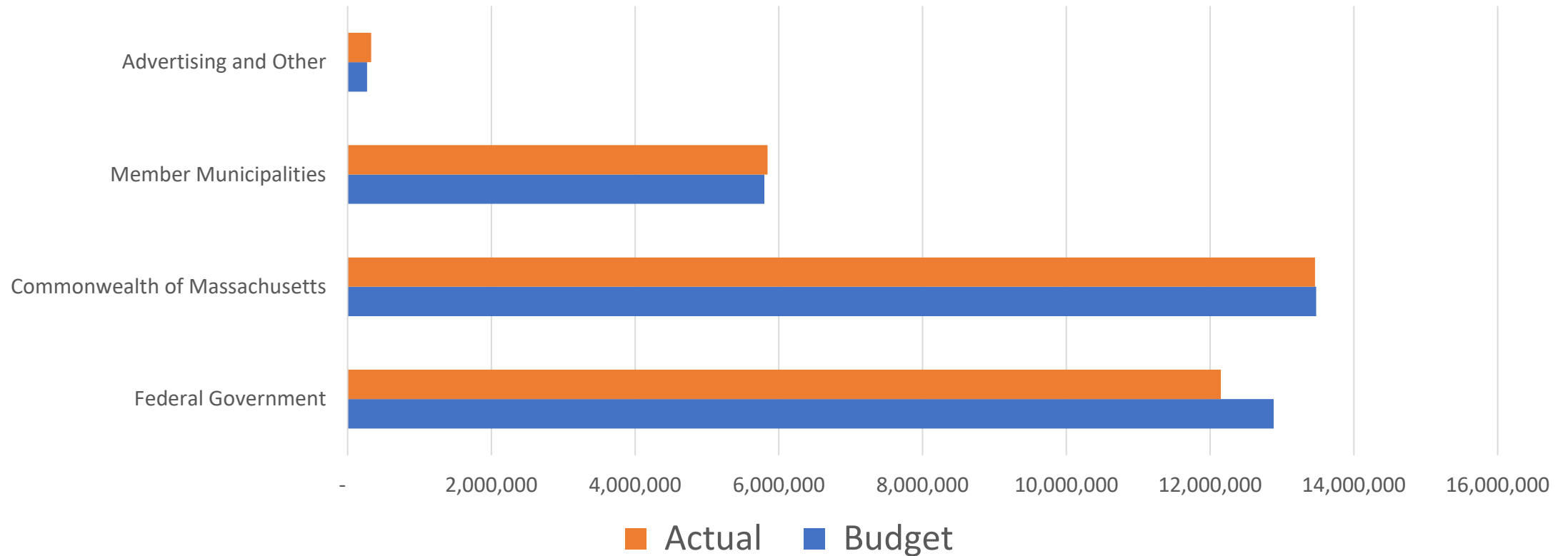
Results of Audit

- Audit completed September 25, 2023. WRTA's Auditor Roselli, Clark & Associates report the following:
 - Unmodified (i.e., "clean") opinion. Based on their audit, the financial statements are materially accurate
 - Unmodified opinion on compliance as related to Authority's "major" federal awards program
 - No significant deficiencies in internal controls have been noted



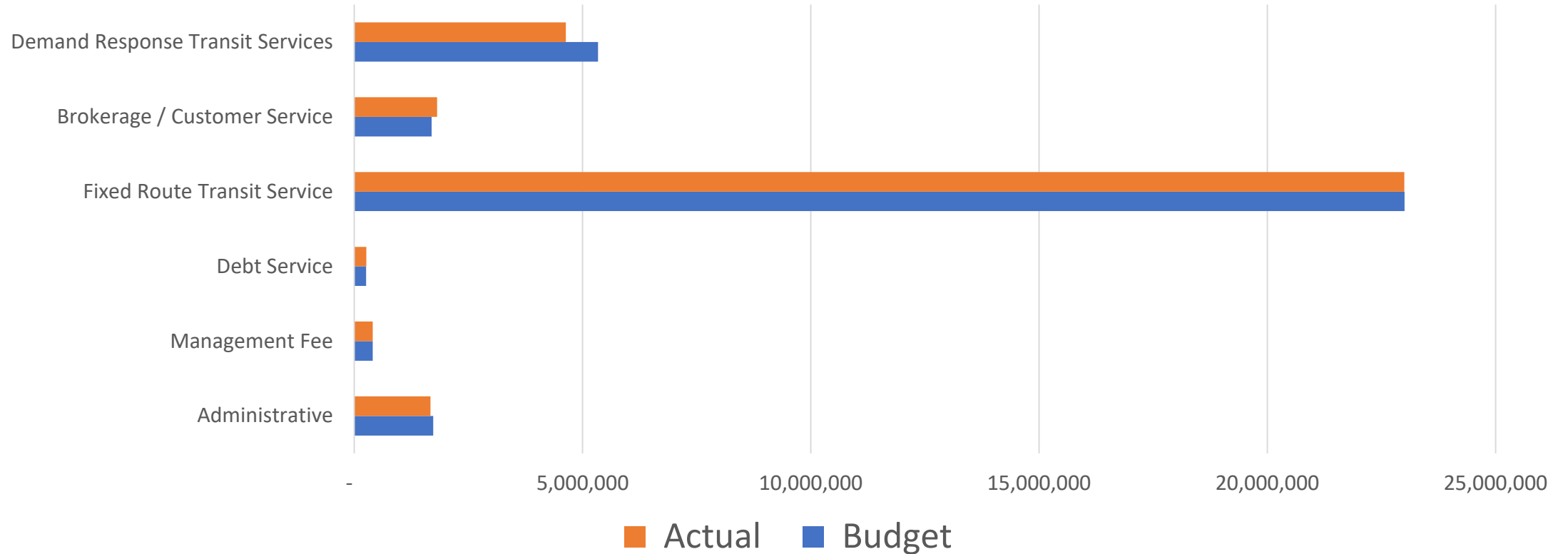
Budget v Actual

Revenues

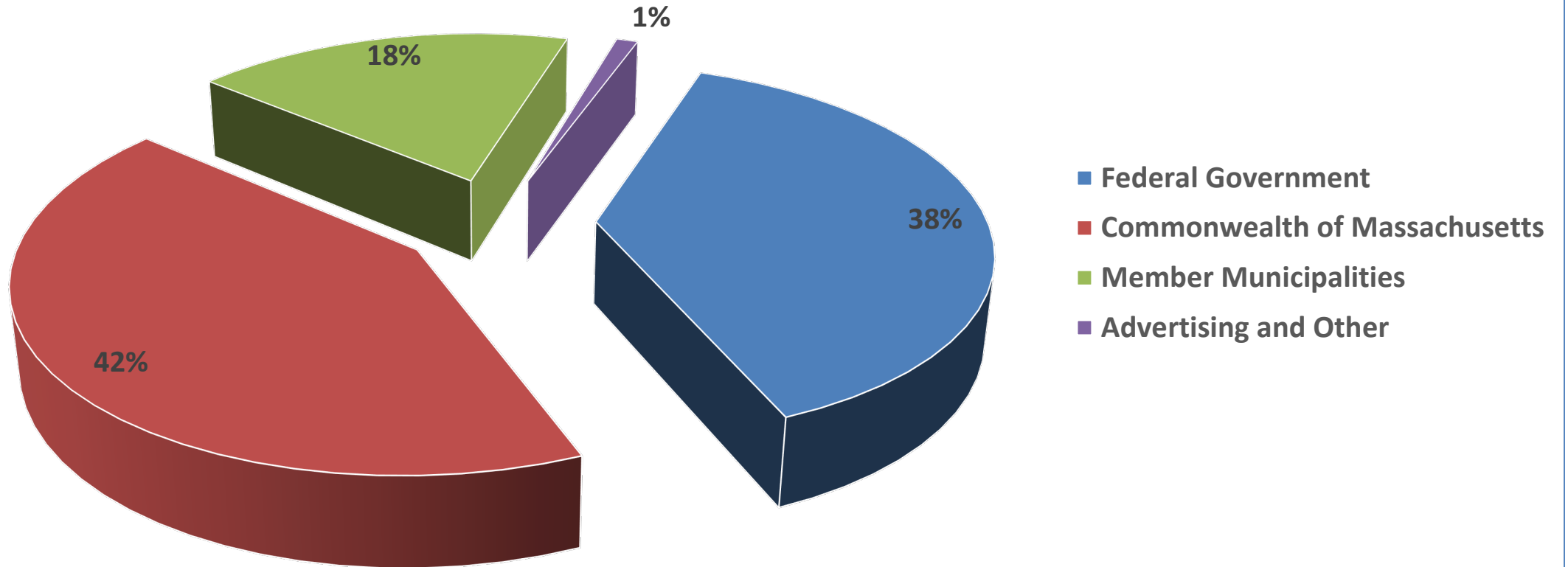


Budget v Actual

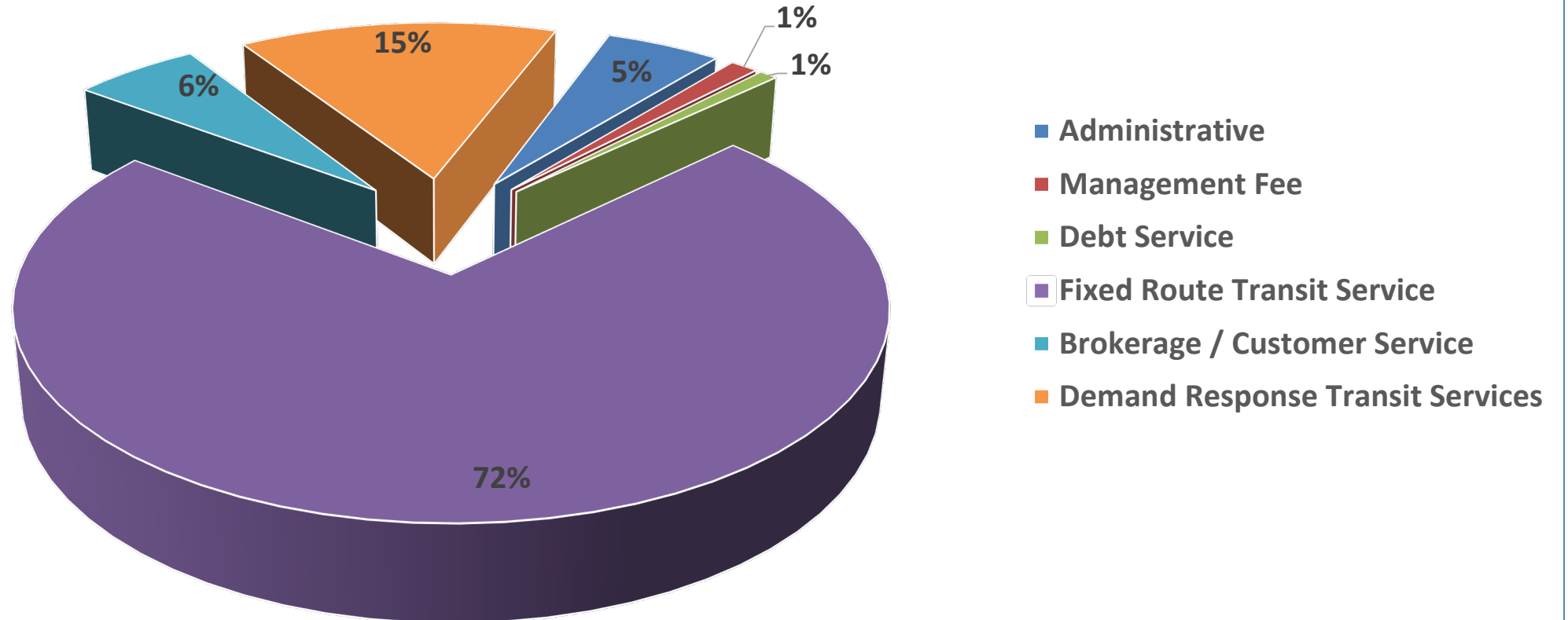
Expenses



Revenue by Source



Expenses by Source





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