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CELEBRATING 50 YEARS!

Advisory Board Meeting

July 18, 2024

REGIONAL TRANSIT AUTHORITY





Worcester Regional Transit Authority

Lobby Renovation

Lobby Construction Timeline

Our intent for Lobby Renovation is Spring to the Fall of 2025 with the expectation of the project being completed prior to the extreme cold weather in the winter months of 2025.

Due to the complexities of the project surrounding the inclusion of restrooms, construction may be pushed back one year with a projected timeline of Spring – Fall 2026.

We are looking for board approval for Lobby Concept Design to move forward.



Restroom Overview

Concept:

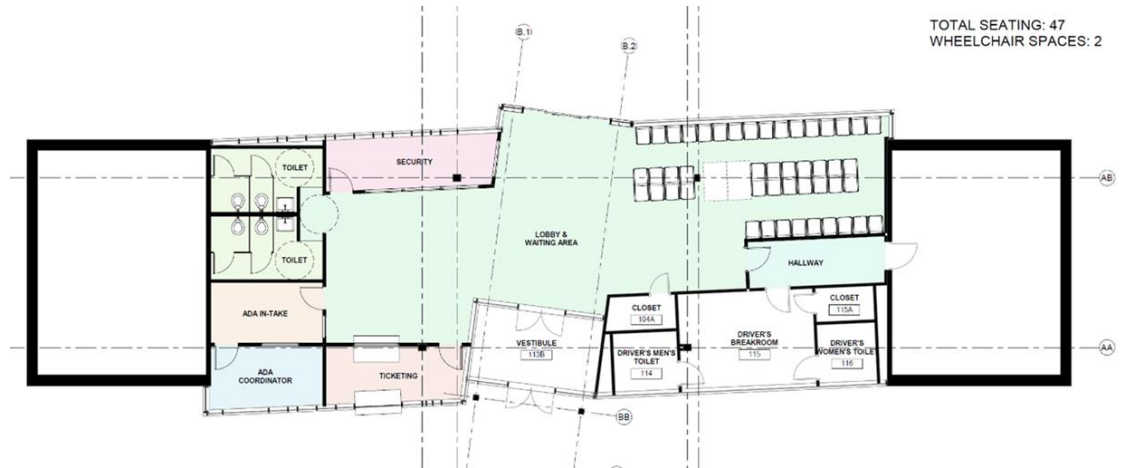
- Open entry
- Two stalls in each bathroom
- Placed near security

Pros:

- Responding to customer requests for bathroom access
- Interior provides additional “control” over facility

Challenges:

- \$160k in operating costs for cleaning
- Capital budget to handle vandalism
- May still result in misuse of the facility
- Future funding levels to support



Exterior Porta-potties

Concept:

- Rent or purchase Porta Potties
- Trailer Vs. Traditional

Pros:

- Responding to customer needs
- Program can be discontinued if misuse occurs or funding levels no longer support



Challenges:

- May not be long term solution (permitting process)
- Single stall bathroom issues
- Operational costs renting/cleaning vs. ownership/cleaning contract
- Open access
- Trailer (water/power) requirements

Exterior Construction

Concept:

- Construct external bathroom facility

Pros:

- Responding to customer needs

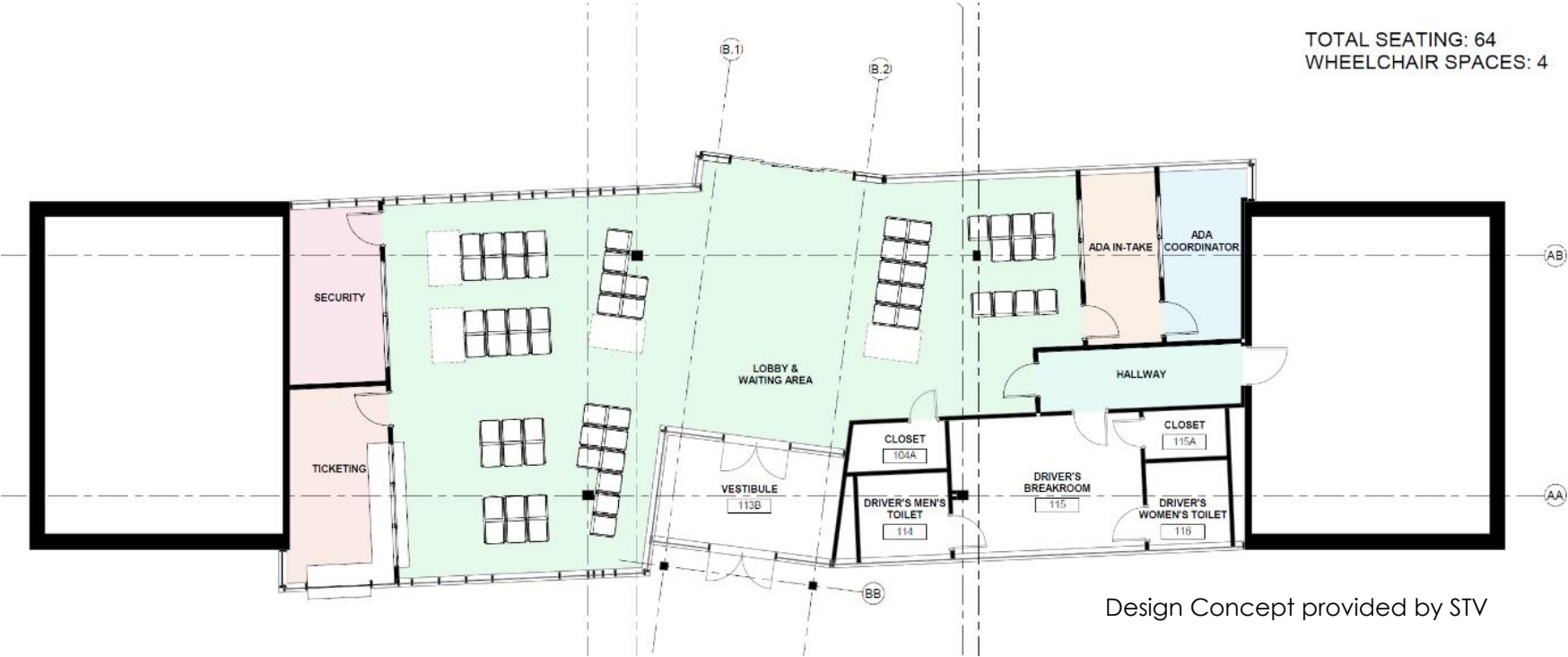
Challenges:

- Requires additional study by STV
- Single stall bathroom issues
- Operational cleaning costs will likely be around \$160,000
- Open access



Lobby Re-Design Concept – Option #1

TOTAL SEATING: 64
WHEELCHAIR SPACES: 4

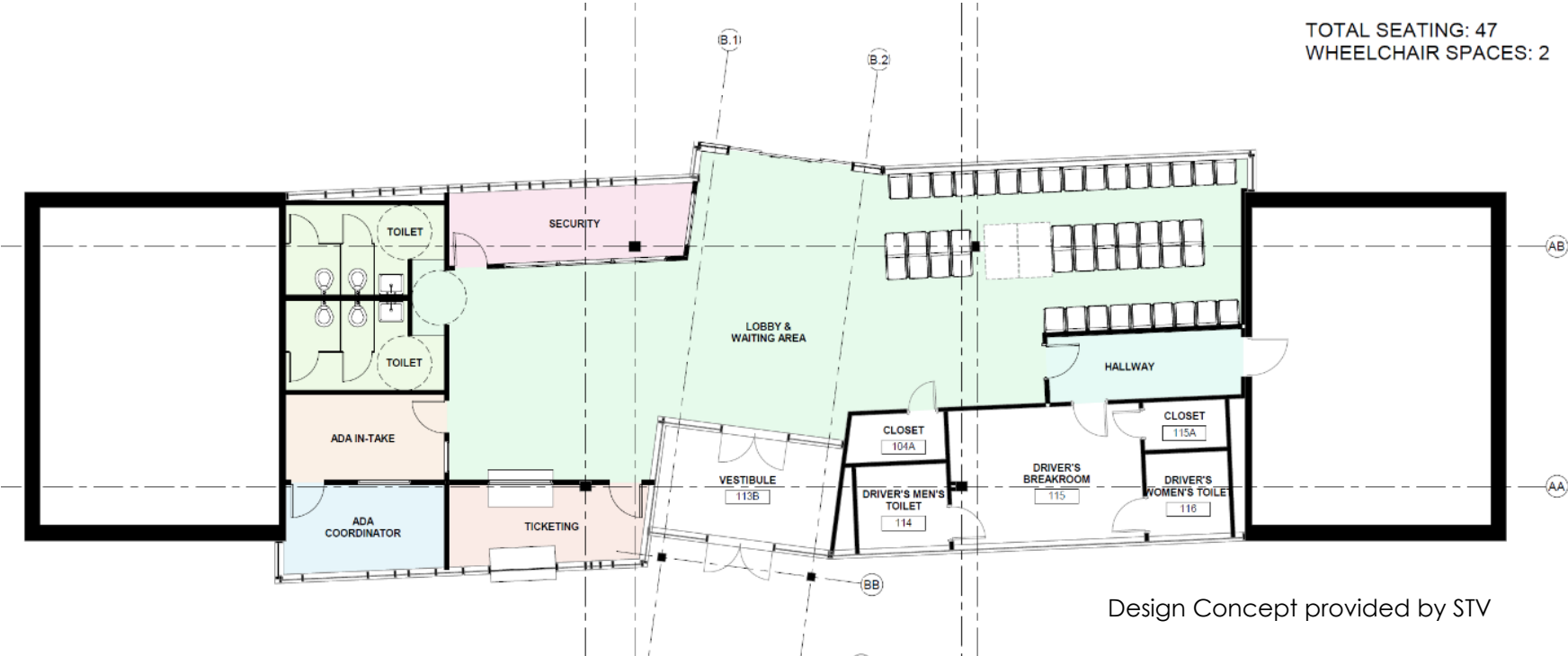


Design Concept provided by STV



Lobby Re-Design Concept – Option #2

TOTAL SEATING: 47
WHEELCHAIR SPACES: 2



Design Concept provided by STV



Follow Up

Self Cleaning Toilets:

- Can investigate further based off of preferred solution
- Requires single stall bathroom

Narcan:

- Security firm can administer Narcan
- Existing process security follows when administering Narcan
 - Clear and secure area due to individual response to Narcan
 - Bio Hazard
 - Violent/confrontational
 - Observe and wait for emergency official

Challenges

- Clear and Secure area
 - Extremely challenging at the hub platform or onboard bus



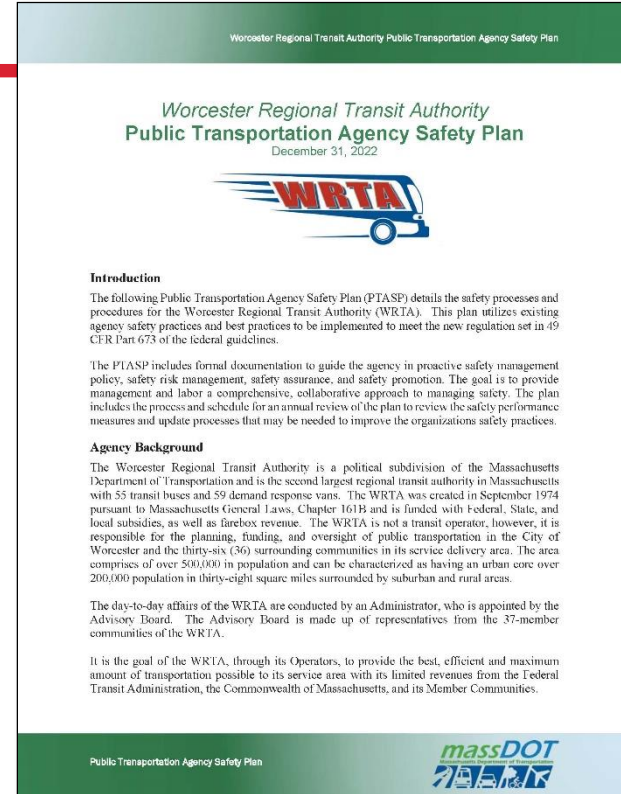


Worcester Regional Transit Authority

Approval of PTASP Targets

What is the WRTA PTASP?

- PTASP – Public Transportation Agency Safety Plan
 - FTA regulation for transit agencies to implement a comprehensive, and collaborative approach to managing safety
 - First WRTA PTASP endorsed by WRTA Advisory Board in November 2020, updated in 2022
- PTASP details safety processes and procedures for WRTA, and utilizes existing safety practices and includes transit-industry best practices.



Framework of PTASP

- **Development of Safety Performance Targets**
- **Safety Management Policy**
 - Risk Management Process
 - Performance Monitoring and Measurement
 - Promotion and Communication
- **Implementation of Safety Committee**
 - Established WRTA Employee Safety Committee in July 2022
 - Equal representation between frontline employees (ATU Local 22) and management (CMTM)
 - Responsible for carrying out PTASP, relevant updates, and approval of plan and subsequent safety target updates



Safety Performance Measures (2022)

Mode of Transit Service	Fatalities (Total)	Fatalities (Rate)	Injuries (Total)	Injuries (Rate)	Safety Events (Total)	Safety Events (Rate)	System Reliability (Miles btwn Failures)
Fixed Route	0	0	26	2.8	14	1.5	9,500
Demand Response	0	0	6	1.2	8	1.6	125,000

- Metrics based on previous five calendar years of data (2018 – 2022)
- Demand Response consists of all paratransit modes combined
- Rates are per 1,000,000 vehicle revenue miles



Updated Safety Performance Measures (2023)

Mode of Transit Service	Fatalities (Total)	Fatalities (Rate)	Injuries (Total)	Injuries (Rate)	Safety Events (Total)	Safety Events (Rate)	System Reliability (Miles btwn Failures)
Fixed Route	0	0	20	2.1	14	1.5	9,500
Demand Response	0	0	4	0.8	8	1.5	125,000

- Metrics based on previous five calendar years of data (2019 – 2023)
- Demand Response consists of all paratransit modes combined
- Rates are per 1,000,000 vehicle revenue miles



Safety Performance (2022 vs. 2023)

Mode of Transit Service	PTASP Plan Year	Fatalities (Total)	Fatalities (Rate)	Injuries (Total)	Injuries (Rate)	Safety Events (Total)	Safety Events (Rate)	System Reliability (Miles btwn Failures)
Fixed Route	2022	0	0	26	2.8	14	1.5	9,500
	2023	0	0	20	2.1	14	1.5	9,500
Demand Response	2022	0	0	6	1.2	8	1.3	125,000
	2023	0	0	4	0.8	8	1.5	125,000

- **Red** = increases between 2022 and 2023 performance metrics
- **Green** = decreases between 2022 and 2023 performance metrics

