





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

TOTAL SEATING: 47 WHEELCHAIR SPACES: 2 **CORT | SECURITY | SECURI

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

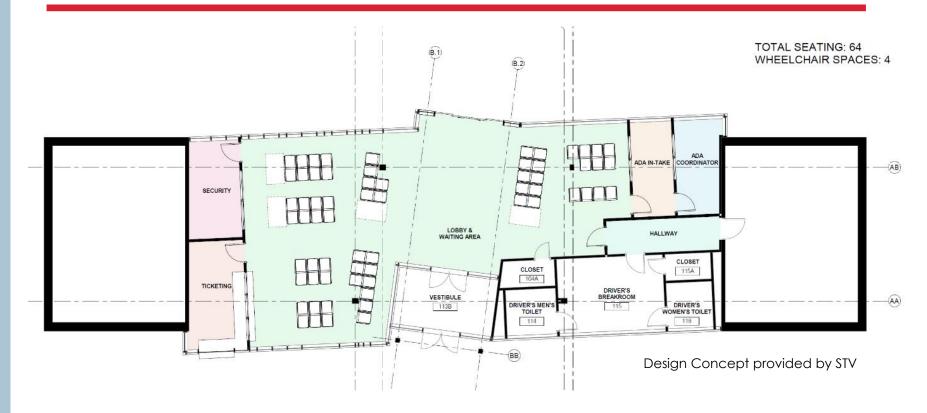
Challenges:

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



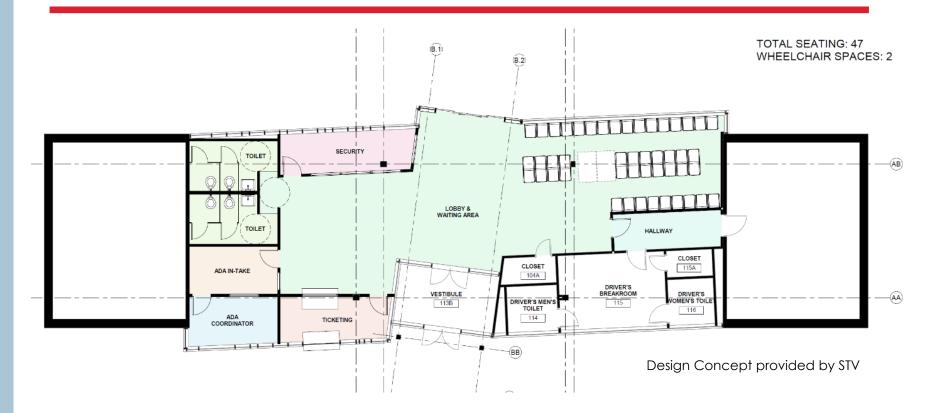


Lobby Re-Design Concept – Option #1





Lobby Re-Design Concept – Option #2





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





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 transitindustry best practices.

Worcester Regional Transit Authority Public Transportation Agency Safety Plan

Worcester Regional Transit Authority Public Transportation Agency Safety Plan



Introduction

The following Public Transportation Agency Safety Plan (PTASF) details the safety processes and procedures for the Worcester Regional Transit Authority (WRTA). This plan utilizes existing agency safety practices and best practices to be implemented to meet the new regulation set in 49 CFR Part 673 of the federal guidelines.

The FIASP includes formal documentation to guide the agency in preactive safety management policy, safety risk management, safety assurance, and safety promotion. The goal is to provide management and labor a comprehensive, collaborative approach to managing safety. The plan includes the process and schedule for an annual review of the plan to review the safety performance measures and update processes that may be needed to improve the organizations safety practices.

Agency Background

The Worcester Regional Transil Authority is a political subdivision of the Massachusetts Department of Transportation and is the second largest regional transic authority in Massachusetts with 55 transit buses and 59 demand response vans. The WRTA was created in September 1974 pursuant to Massachusetts General Laws, Chapter 161B and is funded with Federal, State, and local subsidies, as well as farebox revenue. The WRTA is not a transit operator, however, it is responsible for the planning, funding, and oversight of public transportation in the City of Worcester and the thirty-six (56) surrounding communities in its service delivery area. The area comprises of over 500,000 in population and can be characterized as having an urban core over 200,000 population in birty-cipils square miles surrounded by submean and transl area.

The day-to-day affairs of the WRTA are conducted by an Administrator, who is appointed by the Advisory Board. The Advisory Board is made up of representatives from the 37-member communities of the WRTA.

It is the goal of the WRTA, through its Operators, to provide the best, efficient and maximum amount of transportation possible to its service area with its limited revenues from the Federal Transit Administration, the Commonwealth of Massachusetts, and its Member Communities.

Public Transportation Asency Safety Plan





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	2022	0	0	6	1.2	8	1.3	125,000
Response	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

