

Worcester Regional Transit Authority Advisory Board
Meeting Minutes September 18, 2025
Hybrid WRTA Hub 60 Foster St. 3rd floor conference room & Zoom Webinar

1. **Chairperson Belanger called the meeting to order at 8:02 a.m.**
2. **Clerk Robin Grimm called the roll**
 Stephen Rolle – Worcester, Brian Pigeon Alt – Worcester, Douglas Belanger – Leicester, Heather-Lyn Haley Alt – Leicester, Mark Binnall - Auburn, Adam Menard Alt -Auburn, Brian Bullock – Holden, Suzanne Lewandowski – Alt, North Brookfield, Robin Grimm – Sturbridge, Kelly Bol Alt, - Northbridge, Laura Wilson Alt, Oxford, Mike Kennedy – Millbury CWD, Bradford Howard Alt – Charlton.
3. **Approval of Minutes from August 21, 2025**
Motion: To accept the minutes for August 21, 2025 By: Brian Bullock. 2nd: Mark Binnall. Vote by Roll Call: (9 in favor, 1 abstained, 0 opposed) vote passed.

Steve Rolle	yes	Robin Grimm	yes	Suzanne Lewandowski	yes
Brain Bullock	yes	Laura Wilson	yes	Bradford Howard	Abstained
Douglas Belanger	yes	Kelly Bol	yes		
Mark Binnall	yes	Mike Kennedy	yes		
4. **Approval of Minutes from August 28, 2025**
Motion: To accept the minutes for August 28, 2025 By: Steve Rolle. 2nd: Brian Bullock. Vote by Roll Call: (9 in favor, 1 abstained, 0 opposed) vote passed.

Steve Rolle	yes	Robin Grimm	yes	Suzanne Lewandowski	yes
Brain Bullock	yes	Laura Wilson	yes	Bradford Howard	Abstained
Douglas Belanger	yes	Kelly Bol	yes		
Mark Binnall	yes	Mike Kennedy	yes		
5. **Business from the Public**
 There was no business from the public.
6. **VIP Task Force Update - Jamie Winters, Director of Marketing & Communications**
 Dates for the upcoming VIP Task Force meeting are September 26th and 30th from 10:00 am to 11:00 am. The purpose of the meeting is to gather feedback and discuss those issues affecting visually impaired riders, including platform challenges and bus schedules, as well as to review the current website. Mark Binnall asked if the lobby construction would be reviewed. Jamie Winters stated that the design plans are approved; however, accessories can be addressed. The WRTA Administrator reminded the board members that the seating expansion would include designated wheelchair accessible spaces. Administration will have a report for the board in November.
7. **Administrators Report - Josh Rickman, WRTA Administrator**
 1. **Project Timeline(s) update**
 1. The WRTA expects to award the lobby contract by the end of September. The WRTA is awaiting the lead time for a curtain wall, which is a necessary component for construction. Once the general timeline schedule is confirmed, the actual time for this item will be factored in. Administration will inform the board of the timeline and further details. Mark Binnall asked if the lobby would have a janitor's closet, given the expanded bathroom facilities. The WRTA Administrator confirmed that it would. Chairperson Doug Belanger explained how the majority of the board voted for the expansion of bathrooms.
 2. The Fixed Route Technology Upgrade remains on schedule for rollout on January 1, 2026. Installation of the new system is scheduled for October, with testing to follow until possibly December. During this testing phase, the Bus Tracker may experience some loss of usage. While not unusual when switching over, the WRTA apologizes for any inconvenience and will work to inform riders.
 3. The Demand Response Survey has been completed, and AECOM is now moving into the data analysis. A report is expected by the end of October and will be shared with the board members and posted online.

Communities Served:

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

Mark Binnall asked if the Administration could meet with TPAG regarding the report. WRTA Administrator replied that it could be arranged.

4. Bus Stop Study's inventory process has been completed. The development of bus stop guidelines is underway. This report will assist the WRTA in establishing best practices for Bus Stops, Bus Shelters, and Bus Stop Signage. The WRTA Administrator discussed interest from some communities in having formal bus stops/bus stop spaces, and that the best practices developed will assist with these requests.

5. Rebranding efforts will be shared with the board at the October meeting. Additionally, there will be a review of the branding's next steps.

2. CSA Survey

The survey had 150 responses, which started on September 1, 2025. This figure does not include surveys collected yesterday or today. The survey will remain open until October 10, 2025. The City of Worcester and the WRTA have been working together to spread the word about the survey. Chairperson Doug Belanger encouraged board members to forward stakeholder contact information to the WRTA.

3. Transdev updates

Transdev has shared with the WRTA that they have come to an agreement with the Union regarding a new contract. The contract will be in effect from September 1, 2025, to August 31, 2028.

4. Advisory Board members and Other(s) as directed by the Chairperson

Heather-Lyn Haley inquired about bus discontinuity on voting day, specifically at the senior center and Lake Ave. The WRTA Administrator stated that some buses were on detours so as not to pull into the driveway on voting day. This exception is at the request of the facilities and has been in practice all along. There are bus stops by the facilities for people to use. No discontinuity of service was reported on voting day, and no missed trips occurred for these locations. All detours are posted on the WRTA website. Mark Binnall inquired about a change in frequency for the use of the Yellow Cab for riders where the duration is shorter than the van schedule. The WRTA Administrator stated he would look into that and follow up with Mark. Some board members asked about the success of the electric bikes at the Hub. Metro Mobility launched its Hub location on August 5, 2025. The WRTA Administrator stated that the bikes are being used, and a recent report was sent to the State. Steve Rolle commented on Metro Mobility's report on usage and tracking data, recommending that people check it out.

8. Adjourn

Motion: To Adjourn at 8:33 a.m. By: Steve Rolle, 2nd: Mark Binnall Vote by Roll Call: All in Favor (10 in favor 0 opposed) vote passed unanimously.

Steve Rolle	yes	Robin Grimm	yes	Suzanne Lewandowski	yes
Brain Bullock	yes	Laura Wilson	yes	Bradford Howard	yes
Douglas Belanger	yes	Kelly Bol	yes		
Mark Binnall	yes	Mike Kennedy	yes		

NEXT MEETING DATE

The next WRTA Advisory Board Meeting will be on October 16, 2025, at 8:00 a.m., Hybrid: in-person at 60 Foster Street, 3rd Floor Conference Room & Zoom Webinar.

Minutes prepared by: Elizabeth R. Pokoly

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