

Worcester Regional Transit Authority Advisory Board Meeting **November 20, 2025**
Hybrid 60 Foster Street 3rd Floor Conference Room & via Zoom Webinar **8:00 A.M.**

Please Post Open Meeting Notice - Attention: City and Town Clerks: Communities: 37 Cities and Towns
 Auburn, Barre, Berlin, Boylston, Brimfield, Brookfield, Charlton, Clinton, Douglas, Dudley, East Brookfield, Grafton, Holden, Holland, Leicester, Millbury, New Braintree, Northbridge, North Brookfield, Northborough, Oakham, Oxford, Paxton, Princeton, Rutland, Shrewsbury, Southbridge, Spencer, Sturbridge, Sutton, Wales, Warren, Webster, Westborough, West Boylston, West Brookfield and Worcester. **In accordance with G.L. c. 39 §§ 23A-23C and 24, the Massachusetts Open Meeting Law, the Worcester Regional Transit Authority has scheduled an Advisory Board meeting for Thursday, November 20, 2025 at 8:00 a.m. to be held at 60 Foster Street 3rd Floor Conference Room and via Zoom Webinar.** Due to the Governor's extension of Pandemic-Era policies, remote public meetings. <https://malegislature.gov/Laws/SessionLaws/Acts/2025/Chapter2>.
 Join via Zoom from a PC, Mac, iPad, iPhone or Android device: Click or copy the link to join the webinar:
<https://us06web.zoom.us/j/84030103221?pwd=SQkvL9jNjX1eFtAPHW3k14ncHbtEFZ.1>
 Passcode:536016 Join via audio:+1 312 626 6799 +1 646 558 8656 +1 646 931 3860 +1 301 715 8592 +1 305 224 1968 +1 309 205 3325 +1 346 248 7799 Webinar ID: 840 3010 3221 Passcode: 536016 International numbers available: <https://us06web.zoom.us/j/84030103221>
 Agenda

1. Chairperson Doug Belanger Opens Meeting
 Chairperson Doug Belanger reminds all remote board members with cameras to have them on.
2. Clerk Calls Roll
3. Approval of Minutes from October 23, 2025
4. Business from the Public 1. The WRTA Advisory Board accepts questions/comments from the public via email: admin@therta.com, phone: 508.791.9782, website via csfeedback@therta.com. To request participation while in Zoom, please use the "raised hand" icon in your settings. The board will address inquiries during the "Business from the Public" portion of the meeting. Replies allotted time at the Chairperson's discretion.
5. Demand Response Customer Satisfaction Survey-Nick Burnham, Director of Operations and Planning
6. VIP Task Force Update-Jamie Winters, Director of Marketing and Communications
7. Administrators Report – Joshua Rickman, WRTA Administrator
 1. Lobby Renovation Update
 2. Technology Update
 3. Other Administration Item(s)
8. Advisory board members and Other(s) as directed by the Chairperson
9. Adjourn

The WRTA meetings are conducted in accessible locations. If you need accommodations, please contact Carolyn Foley at 508.453.3463 or email cfoley@therta.com. Request for accommodations needs to be placed at least 7 business days prior to the scheduled meetings, if an in-person meeting space. The WRTA fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all activities. The WRTA does not discriminate on the basis of race, color, national origin, English Proficiency, income, religious creed, ancestry, disability, age, gender, sexual orientation, military service or gender identity or expression. Any person who believes he/she or any specific class of persons have been subjected to discrimination prohibited by Title VI or related statutes may, himself/herself via a representative, file a written complaint with the WRTA. A complaint must be filed no later than 30 calendar days after the date which the person believes the discrimination occurred.

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	