



Worcester Regional Transit Authority

Moving Our Region Forward  
**Union Station Hub** 60 Foster Street Worcester, MA 01608  
508.453.3403 Fax: 508.752.1676 **therta.com**

**WRTA Advisory Board Meeting Agenda**  
Zoom Webinar

January 15, 2026 8:00 a.m.

Zoom log on Information: Join from a PC, Mac, iPad, iPhone, or Android device: Please click or copy the link below to join the webinar: Public Access:

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<https://us06web.zoom.us/j/83937982830?pwd=cGe8o4PbmTFjPSaSKLaGXzKosbSeg6.1>

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**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 November 20, 2026
4. Business from the Public 1. The WRTA Advisory Board accepts questions/comments from the public via email: [admin@therta.com](mailto:admin@therta.com), phone: 508.791.9782, website via [csfeedback@therta.com](mailto: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](mailto:cfoley@therta.com). Request for accommodations needs to be placed at least 7 business days prior to the scheduled meetings. 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:**

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Barre	Brookfield	Dudley	Holden	New Braintree	Oakham	Princeton	Spencer	Warren	West Brookfield
Berlin	Charlton	East Brookfield	Holland	Northborough	Rutland	Sturbridge	Webster		
Boylston	Clinton		Leicester	Northbridge	Oxford	Shrewsbury	Sutton	Westborough	Worcester