WRTA
Worcester Regional Transit Authority
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Worcester Regional Transit Authority Advisory Board Meeting Minutes September 17, 2026

Hybrid WRTA Hub 60 Foster Street 3rd Floor, Worcester, MA 01608, and Zoom Webinar

1. **Chairperson Doug Belanger called the meeting to order at 8:02 a.m.**

2. **Clerk Robin Grimm called the roll**
   In-person attendance: , Stephen Rolle – Worcester, Robert Spain – Millbury, Mark Binnall – Auburn, Heather-Lyn Haley Alt – Leicester. Remote Attendance members: Doug Belanger – Leicester, Brian Bullock – Holden, Robin Grimm – Sturbridge, Suzanne Lewandowski Alt –North Brookfield, Kelly Bol Alt – Northbridge, Stephenie Abate Alt – Grafton, Hollie Lucht- Alt-Shrewsbury, Rose Russell Alt- Auburn, Mike Kennedy CDP – Millbury. Remote attendance after roll call: Robert Blair – Berlin, Nelly Medina – RCP – Worcester, John Jovan – Southbridge, Austin Cyganiewicz – Sutton, Carol Grueneich Alt – Northborough. In-person Attendance after roll call: Brian Pigeon Alt – Worcester.

   Chairperson Doug Belanger asked for a motion to accept the minutes from August 27, 2026.

3. **Approval of Minutes from August 27, 2026**
   Motion: To accept the minutes for August 27, 2026. By: Robert Spain. 2nd: Mark Binnall. Vote by Roll Call: (14 in favor, 0 opposed); vote passed.

Stephen Rolle	yes	Robin Grimm	yes	Suzanne Lewandowski	yes	Brain Bullock	yes
Robert Blair	yes	Robert Spain	yes	Stephenie Abate	yes	John Jovan	yes
Mark Binnall	yes	Mike Kennedy	yes	Kelly Bol	yes		
Doug Belanger	yes	Hollie Lucht	yes	Nelly Medina	yes		

4. **Business from the Public**
   Adam Thielker spoke about how public transportation and public health are linked. Adam Thielker's major issue is improving representation of disabled riders on the board, particularly from blind and deaf communities. This group relies entirely on public transportation, and paratransit does not always meet their needs. It was pointed out that the Braille signage is too small, and a request was made to review whether it could be larger. Adam requested details on how the board is recruiting new members from these communities. Chairperson Belanger introduced Board Member Mark Binnall, who is sight-impaired and acts as a strong advocate for the disabled as well as sight-impaired individuals. Josh Rickman added that WRTA now manages the quarterly rider forums and has held VIP task force meetings to improve the hub. Outlined were some of the recent accessibility initiatives for the hub that came from those meetings.

   - Developing an announcement system for bus arrivals on the platform and on buses.
   - Hiring staff to make announcements.
   - Completing a study to enhance facility accessibility.
   - Installing sliding lobby doors for ease of access.

   Josh Rickman stated that the WRTA also provides outreach through the Travel Trainers for any sites or agencies that would be recommended.

5. FFY 2026 TAM Plan – Nick Burnham, Director of Transit Operations & Planning

Nick Burnham presented the FFY 2026 TAM plan, a federally mandated update every four years. The plan sets performance targets for capital assets, primarily vehicles (rolling stock) and facilities. Nick gave an overview of the performance measures and targets. Performance targets for 2026:

- ✓ Buses (>30 ft): 100% of fleet meets or exceeds ULB of 12 years.
- ✓ Vans: Type A, C, E, E2 LF: 100% of fleet meets or exceeds ULB of 8 years.
- ✓ Support Vehicle: 100% of fleet meets or exceeds ULB of 7 years.
- ✓ Service Vehicle: 100% of fleet meets or exceeds ULB of 10 years.
- ✓ Admin/M&O and Passenger/Parking Facility: 0% rated under 3.0 on the TERM scale.

WRTA is meeting all performance goals, with projections indicating continued compliance for the next four years. Administration asked for a vote to endorse the FFY 2026 TAM Plan document effective October 1, 2026 – September 30, 2030.

Motion: The WRTA Advisory Board votes to endorse the FFY 2026 TAM Plan. By: Robert Spain. 2nd: Brian Bullock. Vote by Roll Call: (14 in favor, 0 opposed); vote passed unanimously.

Stephen Rolle	yes	Robin Grimm	yes	Suzanne Lewandowski	yes	Brian Bullock	yes
Robert Spain	yes	Stephenie Abate	yes	John Jovan	yes	Carol Grueneich	yes
Mark Binnall	yes	Mike Kennedy	yes	Kelly Bol	yes		
Doug Belanger	yes	Hollie Lucht	yes	Nelly Medina	yes		

The WRTA Advisory Board voted to endorse the FYY 2026 TAM Plan.

6. FY27 Administrator Goals – Josh Rickman, Administrator

The Administrator presented updated FY27 administrator goals, now including paratransit goals based on the prior month's board meeting feedback. Plan to issue four quarterly memos to the board regarding the paratransit program:

- Q1: 11/16/26: Program overview, regulations, and baseline statistics, CAD/AVL implementation update, Service Vision Study.
- Q2 2/15/27: Update on new paratransit software system (CAD/AVL), Service Vision Feedback, Possible future Programs and Related Asset needs, Statistics Update.
- Q3 5/17/27: Paratransit Program Changes based on FY28 Budget, Service Vision next steps, Statistics Updates.
- Q4 8/16/27: Program update on implemented changes, Expected FY28 grant opportunities, statistics update.

Stephen Rolle suggested discussing grant opportunities earlier than August; this was accepted.

Motion: The WRTA Advisory Board votes to approve FY27 Administrator's goals. By: Robert Spain. 2nd: Mark Binnall. Vote by Roll Call: (16 in favor, 0 opposed) vote passed unanimously.

Stephen Rolle	yes	Robin Grimm	yes	Suzanne Lewandowski	yes	Brian Bullock	yes
Robert Spain	yes	Stephenie Abate	yes	John Jovan	yes	Carol Grueneich	yes
Mark Binnall	yes	Mike Kennedy	yes	Kelly Bol	yes	Austin Cyganiewicz	yes
Doug Belanger	yes	Hollie Lucht	yes	Nelly Medina	yes	Robert Blair	yes

7. Administrator's Update - Administrator

1. Facility condition Assessments/ FY27/28 Capital Projects
   WRTA conducted facility condition assessments (FCA) for the central hub and maintenance & operations facility. The most significant challenge identified is the HVAC system at both locations. This is anticipated as a capital project for FY27/28. A plan is in progress to replace air handling units at the maintenance facility, while the Hub will also have extensive repairs, upgrades, or replacements. The WRTA is looking into state funds to cover some of the units.

2. Other Administration Items
   An RFP was issued for a facility management service contractor to handle maintenance, vendor coordination, and 24/7 response at the hub. The contractor will provide monthly reports on activities and issues. These reports can be shared with the board as well.

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

Nelly Medina complimented the Administration on the look of the lobby. Nelly Medina had concerns about the seating arrangement as it faces away from the bus view. A trash receptacle was requested for the bathrooms, and the condition of the HVAC in the lobby was noted. The Administrator confirmed ongoing work on the HVAC issue, agreed to re-evaluate placing a trash receptacle closer to the restroom, and will review the request for larger Braille signage.

Adjourn

Motion: To Adjourn at 8:44 a.m. By: Robert Spain, 2nd: Nelly Medina by Roll Call: All in Favor (14 in favor 0 opposed) vote passed unanimously.

Stephen Rolle	yes	Robin Grimm	yes	Suzanne Lewandowski	yes	Brian Bullock	yes
Robert Spain	yes	John Jovan	yes	Carol Grueneich	yes	Austin Cyganiewicz	yes
Mark Binnall	yes	Mike Kennedy	yes	Kelly Bol	yes		
Doug Belanger	yes	Nelly Medina	yes	Robert Blair	yes		

NEXT MEETING DATE

The next WRTA Advisory Board Meeting will be on October 15, 2026, at 8:00 a.m., via Hybrid & Zoom Webinar.

Minutes prepared by: Elizabeth R. Pokoly