WRTA

WRTA Advisory Board Meeting
Thursday, November 19, 2026

WRTA Advisory Board Meeting Agenda

1. **Chairperson Doug Belanger Opens Meeting**
2. **Clerk Calls Roll**
3. **Approval of Minutes from September 17, 2026**
4. **Business from the Public**
5. **Administrators Update**
   a. **Paratransit Scheduling and Dispatching Software**
      i. Implementation Timeline
      ii. Temporary Mitigations
   b. **Quarterly Demand Response Report**
   c. **Upcoming Procurements**
      i. Central Hub Camera Upgrade
      ii. Trip Planning Kiosks
      iii. Real Time Signs
      iv. M&O Air Handling Units
   d. **CRTP Update**
6. **Advisory board members and Other(s) as directed by the Chairperson**
7. **Adjourn**

WRTA

WRTA

Administrator Update

WRTA

Paratransit Scheduling and Dispatching Software

Implementation Timeline

Discovery Phase: Nov 9th - Dec 4th

- Hold launch workshops to finalize service scopes (Completed)
- Collect all data and inputs
- Finalize the scope lock document
- Finalize app strategy for launch
- Discussion at 12/3 QPRF

Implementation Phase: Dec 7th - Jan 1st

- Configure technology
- Test technology extensively internally
- Migrate over legacy data
- Finalize training plan
- Review and finalize the migrated data
- Finalize marketing and outreach materials

Training and Testing Phase: Jan 4th - Jan 15th

- In-person training for WRTA, CMTM, PBSTM and Elderbus
- Via and WRTA-led dry runs
- Rider Testing

Launch Phase: Jan 18th - Jan 29th

- Week of Jan 18th: open bookings 7 days out from launch
- Week of Jan 25th: launch
- Soft Launch of App
    - Vehicle Tracking likely first, followed by booking on the App

Temporary Mitigations

- Temporary mitigations required while Via PSDS is in development

- All WRTA vans will be provided navigation
  - CMTM-Google Maps
  - MMM-Google Maps
  - SCM Elderbus-Garmin Units

- Communications
  - CMTM-has installed separate Radio units which connect to dispatch
  - MMM-Can use cell phones
  - SCM Elderbus-Radios





WRTA

WRTA

Quarterly Demand Response Report

Quarterly Demand Response Report

- Report Issued on 11/17
- Report Sections
  - Demand Response Service
  - WRTA Contractors for Demand Response Service
  - Ridership, Budget and Efficiencies
  - Regulatory Information and Service Quality
  - Technology and Implementation Update
  - WRTA Service Vision, Ridership Growth Response and Alternative Models
  - Follow up Reports



WRTA

WRTA

Upcoming Procurements

Upcoming Procurements

- Central Hub Camera Upgrade
  - Using Capital Grant from State
  - Project to be completed by 6/30/2027
  - Upgrade Video Quality and Angles
  - Expand Coverage
  - Update Back End Systems
  - Allow for Contractor Access
    - Implement De-escalation Enforcement Techniques

WRTA

Upcoming Procurements

Trip Planning Kiosks

- Using State Capital Grant
- Project Completion 6/30/27
- Initial Plan: 3 at the Central Hub
- Future Flexibility: procurement will have options to purchase more in the future



Real Time Signs

- Using State Capital Grant
- Project Completion 6/30/27
- Initial Plan-Install at high ridership stops
- Future Flexibility-procurement will have options to purchase more in the future



WRTA

Upcoming Procurements

M&O Air Handling Units (AHUs)

- Replacing all 6 of the M&O in FY28
- Identified in the Transit Asset Management Report discussed on 9/17/26
- Estimated Cost-$7+ million, will use Capital dollars, not impacting service levels
  - Mix of State and Federal Funds
- Timeline-November ‘26 (engineering), March ‘27 (Procurement), Fall ‘27 (install)



WRTA

CRTP Update

CRTP Service Prioritization

- Internal/Contractor Work (October-December)
  - Reviewing Reports
  - Combining & Level Setting
  - Charettes
- Public Outreach (January-Early February)
  - In Person
  - Virtual
  - Online
- Finalize Priorities and Strategies (February-March)
- Potential Ad Board Service Direction (March-Onwards)



WRTA