



Central Massachusetts Regional Planning Commission
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To: TPAG (Transportation Planning Advisory Group)
From: Constance Mellis - Staff to TPAG
Re: **February 17, 2021 TPAG Meeting**
Time: 1:00 PM to 2:30 PM
Place: This meeting will be held virtually

Join from your computer, tablet or smartphone using
<https://us02web.zoom.us/j/82534208166?pwd=aWEzaHpwSjA4ZUIFMWFrN2Rra2c1dz09>

Meeting ID: 825 3420 8166
Passcode: 340248

OR

Dial (646) 558-8656
Meeting ID: 825 3420 8166

1. Welcome and Introductions
2. Action on meeting minutes of Dec 16, 2020
3. WRTA Paratransit Report
4. WRTA Customer Service Report
5. On-Demand Transportation Update
6. Briefs on transportation related meetings including
 - Riders Action Council
 - Transportation Advocacy Coalition
 - Other related transportation meetings
7. WRTA Advisory Board
8. New Business

This meeting is open to the public. To place an item on the TPAG agenda or TPAG questions, call (508) 459-3328. Information for this meeting and all related materials can be made available to individuals with disabilities and individuals with limited English proficiency by contacting (508) 459-3328.

Transportation Planning Advisory Group

WRTA Advisory Board Report

FY '21/Paratransit Brokerage Services

	November-20	October-20	November-19
Application Trips Requested	0	0	85
Trips Requested	5056	5707	9728
Capacity Denials	0	0	0
Total Trips Scheduled	5056	5707	9728
Cancellations	947 (17.5% of scheduled trips)	1082 (17.8% of scheduled trips)	2040 (20.5% of scheduled trips)
No Shows	87 (1.6% of schedule trips)	100 (1.6% of scheduled trips)	172 (1.7% of schedule trips)
Missed Trips	0	1	1
Trips Completed	4022	4525	7516
Companion(s)	0	0	113
PCA(s)	386	497	973
Total Trips Scheduled (including Companions)	4408	5022	8602
Elder Shopper	0	0	256
Applications Requested	20	44	54
Applications Completed	23	24	36
Incomplete Applications	0	20	18
Total New Eligible	34	59	59
Total ADA Eligible	2262	2270	2437
Total ADA Conditional Eligibility	139	139	145
No Longer Eligible	44	44	43
Total In-eligible	0	1	2
No-Shows Excused	19	24	41
No-Show Suspensions	0	2	0

**Does not include PCA's and Companions