

**GATRA  
Consumer Advisory Committee  
OPEN MEETING**

**Date:** January 22, 2020  
**Time:** 10:15 AM  
**Place:** Multi- Service Center, Room 118  
48 Marion Road  
Wareham, MA

**AGENDA**

1. Call to Order
2. Reading & Acceptance of Minutes: September 25, 2019
3. Consumer Comments
4. Reports from the Authority
5. Reports from the Operator
6. Unfinished or Old Business
7. New Business
8. Remarks or Announcements from the Chair
9. Date, Time, and Location of Next Meeting
10. Adjournment

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**Copies of minutes are available in alternative formats upon request.**

## **\*\*Minutes from the meeting on September 25, 2019\*\***

### **Attendees:**

Isabelle Graham, Consumer  
Mary Jo Corbin, Consumer  
Bougie La Tour, Consumer  
Ella Betancourt, Consumer

John McCain, Consumer  
Joan Bergamasco, Consumer  
Olivia R. Conpuba, Consumer  
Charlie Mills, SRPEDD

### **Call to Order:**

Mr. Mills called the meeting to order at 10:28 AM.

### **Reading and Acceptance of Minutes:**

Mr. Mills read through the minutes from the meeting on May 22, 2019.

A motion was made to accept the minutes from May 22, 2019. The motion was seconded and approved unanimously.

### **Consumer Comments:**

Ms. Isabelle Graham stated that the new buses are really nice.

Ms. Graham mentioned that she really likes the new fare boxes.

Ms. La Tour mentioned that there has been an issue with drivers not going to Shaws. Many of the drivers are going past and continuing down Route 6. They should stop on the way in and stop on the way out. The drivers have been informed that they need to stop at Shaws. Consumers were instructed that if they do not stop at Shaws they should call GATRA and make them aware of the issue.

Ms. Graham mentioned that it is very nice that the bus goes into Aldi's. It makes it much more convenient for riders when they have a ton of groceries.

Ms. La Tour mentioned that there are no signs at Walmart and it is very difficult to locate the bus when they come out of Walmart. She mentioned that luckily Steve was driving and made it a point to pick me up.

Ms. La Tour mentioned that it is an issue with these stores that they do not allow the buses to use their entrances to pick up passengers, specifically Target and Walmart.

Ms. La Tour mentioned that another issue occurred when she took the train to and from Boston. She mentioned that the train was 5 minutes late because of track issues in Boston and the bus was gone. It was clarified that the buses cannot wait, even if the train is running late.

Ms. Graham mentioned that recently the train was late but thankfully the bus waited. She wants to see GATRA try and work around the train schedule.

It was clarified that waiting could jam up the schedule. It is tricky to have the coordination between the two agencies operate successfully.

Ms. La Tour asked if they would be able to send another bus to the COA at 12:00. It was clarified that it cannot be done because the schedules were just changed to accommodate riders who had trouble finishing their lunch in time. Some people finish early and have to wait longer before the bus comes. It was explained that because the time was just changed it cannot be changed again and another bus cannot be sent.

It was asked if the drivers can leave the bus to help passengers. It was clarified that the drivers cannot leave the bus but if riders are uncomfortable using the bus they are allowed to bring an escort or a PCA on the bus to help make the trip easier and more efficient.

Ms. Graham mentioned that the Wareham to New Bedford Connection is wonderful but people are looking for the trip to run on Saturdays.

Ms. Graham mentioned that Frank is a wonderful driver and does a wonderful job.

It was mentioned that drivers talk too much on Link 1 and there is too much shouting on the trip.

All of the drivers are excellent, specifically Mike, Lee, and Sheryl.

Joan the operator is doing an excellent job.

**Reports from the Authority:**

Mr. Mills clarified any questions that the attendees had regarding the Uber program in Attleboro and the Microtransit program in the Mansfield/Foxborough area. Mr. Mills clarified that the Microtransit program is designed to help solve the first and last mile issues that face commuter rail passengers.

A question was raised about the ethics of Uber drivers in Massachusetts.

Mr. Mills clarified that Massachusetts has some of the highest standards for drivers in the state and that drivers are required to go through a background check and have a clean criminal record that does not include convictions for prior offenses specified by local law in the last 7 years.

Mr. Mills clarified the success of the program in Attleboro and Plymouth.

Mr. Mills also clarified the questions with the Microtransit program in Mansfield/Foxborough stating that Transit buses are being used and Bill's Taxi is operating the service due to their standing with Gillette Stadium.

A question was raised about potentially increasing service time on Link 1 in order to accommodate potential riders.

A discussion ensued regarding the potential but it was clarified that without increased funding it is difficult to increase service in certain areas.

**Report from the Operator:**

None

**Unfinished or Old Business:**

None

**New Business:**

Frank Gay will be retiring, a date for his official announcement has yet to be announced.

**Remarks from the Chair:**

Ms. Graham mentioned that it was an excellent meeting.

**Date, Time, Location of the Next Meeting:**

January 22, 2020 at 10:15 AM

48 Marion Road

Wareham, MA

**Adjournment:**

The meeting was adjourned at 10:57 AM

WAREHAM TOWN CLERK  
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