

CITY OF WORCESTER
PUBLIC SERVICE AND TRANSPORTATION COMMITTEE

Thursday, March 26, 2026
Levi Lincoln (North) Chamber
Convened: 5:38 P.M.
Adjourned: 7:09 P.M.

MAYOR

Joseph M. Petty

COMMITTEE MEMBERS

Chairperson Robert A Bilotta

Vice Chairperson John P Fresolo

Councilor Luis A Ojeda



CLERK OF THE CITY COUNCIL

Nikolin Vangjeli

www.worcesterma.gov

City Hall - 455 Main Street Worcester, Massachusetts

Present Were:

Chairperson Councilor Robert A. Bilotta

Councilor John P. Fresolo

Councilor Luis A. Ojeda, who arrived at 5:42 P.M.

Also:

Commissioner of Transportation and Mobility Stephen Rolle

WRTA Board Chairman Doug Belanger

WRTA Administrator Joshua Rickman

Deputy City Clerk Clare Robbins, clerk

1. Virtual Attendee Call-In Information

- a. Pursuant to Chapter 20 of the Acts of 2021 and in order to ensure active, public engagement, the City of Worcester currently allows for both in-person and remote participation at all City Council and Standing Committee meetings. To partake in the meeting, you may attend the meeting in-person within the meeting location, follow the below link to join via Zoom or dial the direct line as indicated. If you join a Zoom meeting by dialing in with a phone number, you can raise your hand by dialing *9.

Public Service and Transportation Committee Zoom Link:

<https://worcesterma.zoomgov.com/j/1613790984>

Public Service and Transportation Committee Zoom Phone Number: +1 646 828 7666

Public Service and Transportation Committee Zoom Access Code: 161 379 0984

2. Approval of the Minutes

- a. Order - That the City Council Standing Committee of Public Service and Transportation hereby approves the minutes of the Public Service and Transportation Committee meeting on January 22, 2026.

**Chairperson Councilor Bilotta read the item and moved for a roll call vote to adopt the item.
Order adopted on a roll call vote of 2 Yeas and 0 Nays (Ojeda absent)**

3. Miscellaneous Item

- a. Order of Councilor Gary Rosen, Councilor Robert A. Bilotta, Councilor Morris A. Bergman and Councilor Khrystian E. King - Request Standing Committee on Public Service and Transportation hold public hearings, and later make recommendations, encouraging the Worcester Regional Transit Authority (WRTA) to improve bus service to the city's residents and businesses. Potential considerations for improvements should include, but not be limited to, the implementation of rapid transit, route changes, a same day paratransit pilot program, improved service times, a review of the desirability of their hub and spoke operations and improved metrics. Participants invited to said hearings should include, but not be limited to, local bus transit riders, the WRTA Administrator and the Chairman of their advisory Board, representatives from the Zero Fare Worcester Coalition, the local Riders Action Council, faculty and students in the Department of Urban and Environmental Policy and Planning at Tufts University, the city's Department of Transportation and Mobility, the city's Commission on Accessibility, the Worcester Department of Public Health, the statewide Transportation for Massachusetts (T4MA) agency, MassDOT and the State Delegation.

13b CC January 13, 2026

Chairperson Councilor Bilotta read the item and recognized the following speakers:

1. Fred Nathan, Worcester resident, spoke neither in favor nor opposed to the item
2. Kiara Munz, Worcester resident, spoke neither in favor nor opposed to the item
3. Adam Filker, Worcester resident, spoke neither in favor nor opposed to the item
4. Asa Saltzberg, Worcester resident, spoke neither in favor nor opposed to the item
5. MA State Representative Jim O'Day, Worcester resident, spoke neither in favor nor opposed to the item
6. Francesco Pavona, Worcester resident, spoke neither in favor nor opposed to the item
7. Pete Wilson, Worcester resident, spoke neither in favor nor opposed to the item
8. Kit (No last name given), Worcester resident, spoke neither in favor nor opposed to the item
9. Sharon Strzalkowski, Worcester resident, spoke neither in favor nor opposed to the item
10. Mary Haroyan, Worcester resident, spoke neither in favor nor opposed to the item
11. Benji Kemper, Worcester resident, spoke neither in favor nor opposed to the item
12. Jackson Henry, Worcester resident, spoke neither in favor nor opposed to the item
13. No name given, No resident given, spoke neither in favor nor opposed to the item

Chairperson Councilor Bilotta recognized the Commissioner of Transportation and Mobility, who provided an overview of the Mobility Action Plan and the Vision Zero Safety Action Plan.

Chairperson Councilor Bilotta recognized Councilor Ojeda, who discussed the timeline relative to the proposed initiatives in the Mobility Action Plan and the Vision Zero Safety Action Plan, as well as how the public can track the progress relative to said plans with the Commissioner of Transportation and Mobility.

Chairperson Councilor Bilotta recognized the WRTA Board Chairman, who discussed funding and budget challenges relative to expanding WRTA services and maintaining fare-free policy.

Chairperson Councilor Bilotta recognized the WRTA Administrator, who discussed efforts to engage with ridership through surveys and public meetings, data from surveys done by WRTA ridership, plans concerning technical upgrades, the Comprehensive Regional Transit Plan, plans and progress relative to the Mobility Action Plan strategies and central hub enhancements.

Chairperson Councilor Bilotta then discussed plans concerning improving audio cues for incoming bus announcement and route numbers for visually impaired bus users at the hub and information concerning crosstown routes with the WRTA Administrator.

Chairperson Councilor Bilotta recognized Councilor Fresolo, who discussed how bus stop locations are determined and the locations of various bus stops on Grafton St. with the Commissioner of Transportation and Mobility and the WRTA Administrator.

Chairperson Councilor Bilotta recognized the WRTA Administrator, who discussed the Paratransit Riders Forum initiative.

Chairperson Councilor Bilotta recognized Councilor Ojeda, who discussed the demographics of people who participated in the WRTA surveys, the types of demographic questions that were included in the surveys, whether they were offered in multiple languages, how the new WRTA improvements offer multilingual support, the needs to increase reliability for the bus services for school students who take the buses to schools, snow removal efforts at the bus stops and reviewing bus stop signage in the city with the WRTA Administrator.

Chairperson Councilor Bilotta recognized Councilor Fresolo, who discussed how driver shifts are determined, whether Sunday shifts are considered overtime shifts and public feedback concerning the need to increase Sunday service with the WRTA Administrator.

Chairperson Councilor Bilotta brought forth the following two (2) Chairman's Resolutions: 1) Request City Clerk work with the City Council Staffing Office to prepare a letter of support related to the Worcester Regional Transit Authority (WRTA) continuing to offer fare free services throughout the city; and 2) Request City Clerk work with the City Council Staffing Office to prepare a letter of support related to the Worcester Regional Transit Authority (WRTA) prioritizing the review of implementing crosstown services and on-demand paratransit services in the city.

Chairperson Councilor Bilotta recognized Councilor Fresolo, who discussed removal of a bus stop with the Commissioner of Transportation and Mobility.

Chairperson Councilor Bilotta brought forth the following two (2) Chairman's Order: Request City Clerk work with the City Council Staff to organize and schedule public hearings throughout the community to discuss Worcester Regional Transit Authority (WRTA) improving bus service to the city's residents and businesses. Potential considerations for improvements should include, but not be limited to, the implementation of rapid transit, route changes, a same day paratransit pilot program, improved service times, a review of the desirability of their hub and spoke operations and improved metrics. Participants invited to said hearings should include, but not be limited to, local bus transit riders, the WRTA Administrator and the Chairman of their advisory Board, representatives from the Zero Fare Worcester Coalition, the local Riders Action Council, faculty and students in the Department of Urban and Environmental Policy and Planning at Tufts University, the city's Department of Transportation and Mobility, the city's Commission on Accessibility, the Worcester Department of Public Health, the statewide Transportation for Massachusetts (T4MA) agency, MassDOT and the State Delegation; and 2) Request City Manager request Commissioner of Transportation and Mobility review the feasibility of conducting a public survey related to the services provided by the Worcester Regional Transit Authority (WRTA).

Chairperson Councilor Bilotta moved for a roll call vote to recommend the item be held.

Recommend Hold on a roll call vote of 3 Yeas and 0 Nays

Chairman's Orders

Request City Clerk work with the City Council Staff to prepare a letter of support related to the Worcester Regional Transit Authority (WRTA) continuing to offer fare free services throughout the city.

Request City Clerk work with the City Council Staffing Office to prepare a letter of support related to the Worcester Regional Transit Authority (WRTA) prioritizing the review of implementing crosstown services and on-demand paratransit services in the city.

Request City Clerk work with the City Council Staff to organize and schedule public hearings throughout the community to discuss Worcester Regional Transit Authority (WRTA) improving bus service to the city's residents and businesses. Potential considerations for improvements should include, but not be limited to, the implementation of rapid transit, route changes, a same day paratransit pilot program, improved service times, a review of the desirability of their hub and spoke operations and improved metrics. Participants invited to said hearings should include, but not be limited to, local bus transit riders, the WRTA Administrator and the Chairman of their advisory Board, representatives from the Zero Fare Worcester Coalition, the local Riders Action Council, faculty and students in the Department of Urban and Environmental Policy and Planning at Tufts University, the city's Department of Transportation and Mobility, the city's Commission on Accessibility, the Worcester Department of Public Health, the statewide Transportation for Massachusetts (T4MA) agency, MassDOT and the State Delegation.

Request City Manager request Commissioner of Transportation and Mobility review the feasibility of conducting a public survey related to the services provided by the Worcester Regional Transit Authority (WRTA).