



Access Advisory Committee

to the Massachusetts Bay Transportation Authority

10 Park Plaza, Suite 2150, Boston, MA 02116-3968 • (617) 973-7100
Fax: (617) 973-8855 • TDD: (617) 973-7089 • E-mail: AACT@ctps.org

AACT Meeting Minutes for Wednesday,

March 25, 2008

NOTABLES

- Comments and questions concerning AACT should be directed to the Chairman.
- Chairman Haynes recommends that AACT members needing information, or wanting to inquire about MBTA services, do so through the Customer Support Service Center at 617 - 222-3200 or the MBTA Web Site at www.mbta.com/customer_support/feedback/
- Please sign in at all meetings.
- Announcements are always welcome. Please be prepared to give as many details as possible; date, time, location, contact person, and phone number. A written notice would be appreciated.

ATTENDANCE

Ben Haynes, Lillian Haynes, John D. Kane, April Maselli, Reggie Clark, Williamae Pete, Raheemah Abdullah, Marilyn MacNab, Paul Barresi, Tammy Perrault, Esther R. Minar, Dorothy Carter, John S. Marshall, Ellen M. Frith, Linda Blair, Richard Nurt, Marilyn Hicks, Jim Oliver, Sears Cummings, Deanne Sisco, Alice Fonseca, Crystal Jenkins, Lois C. Newsome, Marie I. Napier, Robert Hachey, J. E. Robinson, Janice Musco, Christopher Emery, and C. Johnson,

Executive Office of Transportation and Public Works (EOT)

Joanne Champa

MBTA Representatives

Michael Hulak, Kathy Cox, Mike Festa, Jim Folk, Rick J. Leary, Frank Oglesby, Philip Balcom, Joe O'Connor, Paul Fitzgerald, Paul Strobis, Carol Joyce-Harrington, Dorothy M. Winn, Tangel Burgess, and Annette Holder Griffith

Vendor Representatives

Joint Venture of Thompson Transit Inc and YCN – JoAnne Thompson, Carlton Jones and Victor Herrera
Greater Lynn Senior Services, Inc. – Jackie J. Dunlop
Kiessling Transit, Inc. – Roger Kiessling and M. Claire Dipillo
Veteran Transportation LLC – John Tuttle and Derek Marcon

Boston Region Metropolitan Planning Organization

Walter Bennett, and Janie Guion

Chairman Haynes called the meeting to order at 1:05 PM

- He extended a welcome to all and expressed regrets for the cancellation of the January 28 and February 25 meetings
- A moment of silence was observed in honor of Mr. Robert P. “Bob” Rizzo, Jr. He was the architect of THE RIDE, as we know it today.
- Members, friends and guests introduced themselves
- The AACT Coordinator read the agenda.
 - K. Piccard challenged the additional information on the reverse side of the agenda that states, “Each attendee will be given no more than two opportunities to address each issue.” She was unaware of the membership’s approval of this additional information.
 - Chairman Haynes stated that the information was adopted by using of the Roberts Rules of Order and no prior approval was needed by the membership.
- The December 17, 2008 meeting minutes were presented

— Jim Oliver objected since he had not received a copy; he was offered a copy.

—The motion to accept the meeting minutes was approved with one objection and one abstention.

Chairman Haynes Update:

- The MBTA Board of Directors met on March 12 and received a recommendation from OTA that would reduce THE RIDE vendors from four to three. The MBTA Board of Directors has accepted the recommendation; more details concerning the MBTA decision will follow.
- He talked about the following complaints by consumers: lack of courtesy, assistance and greeting, and he discussed driver' inexcusable behavior of grabbing and tugging on passengers. He advised the vendor management staff to address these issues with better training.

He then asked for questions.

R. Clark: Drivers should be more sensitive to the consumer. When they are hired they should be made aware of what the job requires. Drivers should remember that we are human beings.

B. Hachey: I have been told that drivers pretend to be unaware that they should ring the consumer's bell and assist them.

M. Hicks: Are radios in THE RIDE vehicles there for the pleasure of the driver or the consumer?

Chairman Haynes: I recommend you meet with the vendor representative and express your concerns.

E. Minar: I continue to witness drivers using cellular phones while driving.

Chairman Haynes: No drivers of THE RIDE should ever use a cell phone while on duty. There is no law at this time regarding cell phones. I would recommend you meet with the vendor representative and express your concerns.

L. Newsome: I would like to have the driver assist me going down three steps with my motorized wheelchair.

Chairman Haynes: According to policies, the driver is only allowed to assist you with two steps or the curb. Drivers are not required to carry a motorized wheelchair or scooter. I would recommend you meet with the vendor representative and express your concerns.

D. Sisco: THE RIDE driver arrived late at my address, which resulted in my being late for an appointment. The driver was equipped with a GPS system and she still went to the wrong address. I had to call for THE RIDE to return. When the vehicle returned it was parked at a distance away from my home.

Chairman Haynes: GPS does not always work well. I recommend you meet with the vendor representative and express your concerns.

B. Hachey: The GPS should give you the address. Oftentimes with smaller streets, it will give you an inaccurate address reading. It is not perfect.

The Chair's report was accepted.

Presentation by, Joe O'Connor MBTA Transit Police Deputy Chief of Police

The MBTA's Deputy Chief of Police gave an overview of the Transit Police Department. He addressed the hot issue of illegally parked cars and the new parking legislation signed by Gov. Patrick in January 2009. Now throughout the Commonwealth those who illegally park in MBTA bus stop will be fined \$100.00. He stated that the transit officers will ticket and enforce the law.

He then asked for questions.

R. Clark: Recently, I was near Kenmore Station giving directions to passengers as a public service. The transit officers approached me and threatened to have me arrested even though I was not on MBTA property.

J. O'Connor: I am unaware of this situation. I advise calling the transit police and requesting a supervisor be called to that station if this happens. I will do research to locate the officer involved.

Chairman Haynes: Mr. Clark was led to believe that if he did not leave the station he would be arrested. Is it appropriate for the transit officers to threaten, advise or chase him from the public transit system?

J. O'Connor: I would advise him to call the station and request the supervisor at that station.

J. Oliver: Do your officers cover the Mansfield, Attleboro, and North Attleboro areas?

J. O'Connor: Yes, we do have responsibility; we are in partnership with the local police. The local police are the first responders but, if needed, we will assist.

B. Hachey: In the Waltham area I have witnessed a vehicle illegally parked at a bus stop every Tuesday. It was a repeated violator. My calls went unanswered. What will the new law do to resolve situations, which are outside the core MBTA area, and MBTA police officers are less visible?

J. O'Connor: If you have a recurring problem please contact my office as well as the local police. If it is a reoccurring problem we want to send officers to the area. We are working with the MBTA Marketing Department on campaigns to educate the public and other law enforcement agencies in the outlying communities. Sometimes the local police see this as a parking violation not an accessibility issue. Blocking the bus stop denies someone his or her civil rights.

K. Piccard: What disability issues are the most challenging for transit officers?

J. O'Connor: The gentleman who was asked to leave the station. It is not just accessibility, but also a communication issue. It is getting individual officers to communicate and to take the time to address issues. The department has taken great strides under the leadership of former Chief Carter and now Chief Macmillan.

M. Hicks: Is it mandatory that seniors or persons with disabilities be asked to relinquish the priority seating for persons in wheelchairs or scooters?

J. O'Connor: Operators will call for police assistance if someone needs that spot.

K. Cox: The operator can only ask the individual to move from the priority seating or flip-up seating. The individual can refuse to move due to a hidden disability. Many people move if they are able. The operator can ask that they accommodate the user by moving to another row on the bus. Operators training and special orders instruct that they can only request that you move. They are also instructed to call for a supervisor for assistance. Operators are not police officers. They have no authority and cannot force people to do anything.

J. O'Connor: Let me reaffirm that we are only called when the situation gets out of control. Other MBTA personnel arrive before we do. Most people will move.

P. Barresi: Have your officers been trained better to help THE RIDE passenger who may be stranded after hours when OTA is closed?

J. O'Connor: We could do a better job. We have officers aware of the appropriate "what to do" in our Control Center; we now have the correct contact numbers.

E. Frith: I am very glad to have you here. There are many problems with vehicles being illegally parked in bus stops in Cambridge, Somerville and Medford. Cambridge Police vehicles are also illegally parked in bus stops. What would be really helpful is an educational and information session from police to police. It doesn't seem to happen from citizen to police. There is a growing population of seniors, persons with disabilities, victims of car accidents and those coming from the various wars. I am looking for the full support of the transit police. I would like AACT and the MBTA Transit Police to think about how we can have a more active citizen involvement. I would like to see persons with disabilities or concerned citizens placing warning stickers on vehicles that are illegally parked at bus stops. We are the ones being impacted.

J. O'Connor: I am glad to finally put a face with the voice. I appreciate your calls. Somerville is a city we will be focusing on. We will be educating other police agencies. I would not advocate persons placing stickers on vehicles. My experience with that is it can create serious issues.

Chairman Haynes: I am not in favor of anyone attempting to enforce or alleging to enforce city, state or transit law. You should take the badge number, the vehicle or the license number, location, and time of day, and report it to the police. If you can't get through to the local or transit police call me and I will submit the information on your behalf, or on the behalf of others who need access to bus stops or THE RIDE service pickup areas.

K. Piccard: If a person with a disability or a hidden disability is sitting on the bus and someone with a wheelchair wants to get on and the person with the disability is not offered alternative seating do they have the right to stay seated? Can the police threaten them with arrest if there is not an alternative seat available?

K. Cox: When the MBTA police are called, emotions are involved. If the customers are seated, all we can do is politely ask them to move. We do not routinely call the police. The operator must advise central control to make sure another bus is on the way as well as a supervisor. We don't just abandon people. We have a proper communication protocol.

Chairman Haynes: The MBTA should make sure that adequate training is given to their operators in the area of respect and concern when dealing with persons with disabilities. Operators need to be appropriate in their approach in asking someone to give up their seat. The operator is not there to act like a police officer. If there is an issue between the operator and the person in the priority seating, the operator does not have the policing powers to remove that person. The ADA does not require passengers who have already boarded the bus to vacate their seats for someone with a disability that may be more visible than someone else's.

J. Marshall: I am very happy that you are addressing this issue. I think that one of the mysteries that has confused the ridership, bus operators, and the transit police officers is what the law really is. When people hear from a person of your rank, they expect to get information of what the law actually is. The mystery of whether people must give up their seat is that the MBTA is reluctant to say that there is no law that protects a disabled person in terms of their ability to be seated on a bus under the conditions of the original question. You should be straightforward and tell people what the law is, if there are no other seats on the bus. In relation to parking in a bus stop, the issue is the law and whether the MBTA Marketing Department will make it clear to everyone that only vehicle that can be parked in an MBTA bus stop is an MBTA bus; not just any bus, not a transit police car, not a city car, not a university police car, not a city police car, not THE RIDE, not a commercial vehicle, no vehicle except for the MBTA bus is allowed. (No matter what is blocking the ability of the bus to get to the curb.) When the bus cannot deploy the ramp for boarding or exiting, this is a violation of the rights of people who need that access. What is the law? What is the training? What will operators be doing to notify city or transit police departments? What action will the police take when notified when the bus stop is blocked by anything other than another MBTA bus?

J. Folk: All buses are equipped with GPS systems. There is a button that the operator can press for Operations if the stop is blocked. Transit Police are alerted automatically and will go directly to that location. The bus operators are trained that they should go to a location where they can deploy the ramp at the curb.

J. O'Connor: The information will go to the Operations Control Center and they will send an officer to the area.

J. Marshall: What else will you do?

J. O'Connor: The way the legislation was written we have to follow the guidelines of each town. It will vary from town to town and city to city.

J. Marshall: What is the law regarding any vehicle blocking a bus stop?

J. O'Connor: We will issue a \$100.00 citation for persons who violate the law.

Chairman Haynes: Thank you very much for your time, effort, patience and the explanations that you gave. We would like to invite you back for an update on the Transit Officers education and training with regards to bus stop violations and dealing with passengers with disabilities.

J. O'Connor: Thank you. You can reach me at my office at 617-222-1131.

Report presented by Frank Oglesby, Deputy Director, Customer Services, Interim Manager of THE RIDE

He gave highlights of the attached report and encouraged consumers to phone in any and all complaints. He advised members that you are the “eyes and ears” of THE RIDE. Contact us at 617 222-5123, 1-800-533-6282 or TTY 617-222-5415 with your complaints or comments.

He then asked for questions.

B. Hachey: The Framingham, Concord, and Natick areas will no longer be serviced by the MBTA THE RIDE Program. The MetroWest Regional Transit Authority will provide service to those areas. Should the people in those areas expect to have the same level of service that they receive from the MBTA?

F. Oglesby: Concord will remain in the MBTA service area. Yes they should expect to have the same level of service.

P. Barresi: I am not familiar with you. Would you please tell us about yourself?

F. Oglesby: I began my career with the MBTA in February 1985 this is where I have worked.

1. In the General Manager's Office as Editorial Assistant to the General Manager, James F. O'Leary
2. In the Communications and Development Department as a Customer Service Representative
3. In the Marketing and Ridership Department as Commuter Rail Pass and Corporate Pass sales Representative
4. In the Revenue Management Department as Coordinator for Passenger Correspondence and Training
5. In the General Manager office as Special Assistant to, Robert Prince, in writing the Status of Civil Rights at the MBTA Book
6. In the Human Resources Department as Manager of Policies and Procedures
7. In the Office of Organizational Diversity and Civil Rights as Deputy Director
8. In the Operations Directorate as Deputy Director of Customer Service

Chairman Haynes: Thank you Mr. Oglesby for your Report.

F. Oglesby: Thank you, Mr. Chairman.

Kathy Cox, Manager, MBTA System-Wide Access (SWA) and Fixed Route Services Report

Ms. Cox stated that there would be a Bus Stop Bill signing event within a couple of weeks and that she would be notifying AACT shortly. She also mentioned that the MBTA Marketing Director would be meeting on March 31st with the Massachusetts Association of Regional Transit Authorities (MARTA) to discuss a statewide marketing campaign regarding the Bus Stop Bill. (report attached).

She then asked for questions. There were none.

Americans with Disabilities Fixed Route Access Complaint Processing by *Kathy Cox, Manager, MBTA System-Wide Access (SWA)*

Ms. Cox presented an overview of how complaints are processed. A written report is attached.

She then asked for questions.

Chairman Haynes: Are you saying that the Office of Diversity is trained to handle these types of complaints? I would like a copy of the training material in 10 days.

K. Cox: Yes.

E. Minar: This winter the bus stops were not cleared. Everyone is passing the buck. If you call the City of Boston they tell you it's the MBTA's problem and visa versa.

K. Cox: The MBTA clears snow at bus stops on our property such as at Subway stations. Also, the MBTA has an arrangement with the City of Boston, which, in turn, has an arrangement with a couple of Bus Stop Shelter companies that clear snow in and in front of bus shelters. However, the majority of the 9,000+ bus stops are the responsibility of the cities and towns. One idea, that is only in the idea stage, is the development of a master list of all bus stops indicating whether snow clearance is the responsibility of the MBTA, a shelter company, or a city or town (with a contact number for an appropriate department within that city or town, for example the Department of Public Works).

K. Piccard: You have just described the investigative process with customer complaints; I know that some complaints reveal a violation of ones Civil Rights whether they are based on disability or some other protected class or category. Some complaints are verified as a complaint but not on that basis. When you respond to customers do you say we have determined your complaint to be valid and it reveals a Civil Rights violation or it reveals a violation of the rules? Do you mention that their CR have been violated? Do you use that type of language?

K. Cox: The investigative team from the Organization of Diversity and Civil Rights Department meet in person with the customers. A formal report is issued based on the interview and the investigation. The customer will receive the findings of whether their complaint verifies a Civil Rights violation.

K. Piccard: We don't get that kind of service when we complain to OTA about certain aspects of THE RIDE! I think it would be very informative for both customers and vendors to get that feedback. There are indeed Civil Rights violations on THE RIDE in a number of cases.

K. Cox: I will indeed pass along your comment.

E. Frith: I am also concerned about the snow removal from bus stops, sidewalks, and wheelchair ramps. I would like to see networking between cities and towns so that this can happen. When the driver reports to Operations that vehicles are illegally parked, are repeat offenders investigated? How is this processed?

K. Cox: Unfortunately, Deputy Chief O'Connor is the person to speak with; I will pass on the questions.

Chairman Haynes: Ms. Cox, at the April meeting will you update us on the steps to clear shelters or sidewalks if the city or town will not?

K. Cox: Yes.

New Business: None presented.

Announcements:

Frank Olgesby, Interim Manager for the Office Transportation Access:

He thanked all RIDE Contractors for their combined efforts to serve customers wishing to attend the Services for Bob Rizzo. He thanked the AACT members who took time to call or email our office and those who sent cards. All these remembrances have been sent to Bob's family.

On March 12, 2009 the MBTA Board of Directors approved the Fiscal Years 2010-2014 Service Contracts for THE RIDE. The contracts were awarded to the North Service Area – Greater Lynn Senior Services (GLSS), to the Northwest – Veterans Transportation (VT LLC), and the newly designed South Service Area to First Transit, Inc. Service will begin on July 1, 2009 with reservations being accepted on June 17, 2009. The newly formed South area will be comprised of the City of Boston, and the communities of Braintree, Canton, Cohasset, Dedham, Dover, Hingham, Holbrook, Hull, Medfield, Milton, Needham, Norwood, Quincy, Randolph, Sharon, Walpole, Wellesley, Westwood and Weymouth.

A mailing to all RIDE customers is planned in the month of May. The mailing will address all pertinent customer related aspects of the new Fiscal Year 2010-2014 RIDE service contracts.

Carol Joyce-Harrington:

There is a meeting going now at the State House at which two Transportation Reform bills are being debated. They are the Legislatures' and the Governor's bills. The Authority is supporting the Governor's bill. She appealed to everyone to contact his or her legislative representatives to support the Governor's bill.

R. Clark:

On Monday, March 30, there will be a meeting on the state budget. If you are concerned about service cuts please come to the meeting

P. Strobis:

A letter will be sent to residents of Framingham and Natick requesting them to allow the MBTA to release their paratransit eligibility records to the new Metro West Regional Transit Authority (RTA). You are asked to sign the release form and return it to the MBTA. The release form is being issued due to the MBTA's privacy policy. This will also reduce the impact on the Metro West staff. Signing this release will give information of your address, eligibility and end dates, as well as ensure a smooth transition on July 1.

Chairman Haynes: You are asking people to have their records shared with the new Metro West RTA. Is this to provide services or recertify people?

P. Strobis: We want to minimize the impact.

P. Barresi: Will JoAnne Thompson of the Joint Venture be running the new paratransit for MetroWest Framingham?

J. Thompson: Yes, I have been working with Ed Carr, Administrator for the MetroWest RTA. We have begun the transition plan. It will only be Thompson Transit.

Meeting was adjourned at 3:15 PM.

MARCH 25, 2009

AACT Elections 2009-2011 Nominations are now open:

The Chairman advised members on the eligibility process for voting and or running for office. Anyone who has attended meetings on a regular basis is aware that no meetings were held in January or February, therefore the timeframe will roll back to December. Anyone who attended the December and today's meeting is eligible to vote and or run for office. If you attend today's meeting and you attend next month's meeting, April 22, you will also be eligible to vote and or run for office. The attendance at the May 27 meeting when the elections are conducted will not count towards your eligibility.

Board Members

Nominations

Paul Barresi - Accepted
April Maselli - Accepted
Reggie Clark - Accepted
John Kane - Declined due to the nomination for Vice Chairman

Vice-Chairman

Nomination

Jim Oliver - Declined
John Kane - Accepted

Chairman

B. Haynes - Abstained

Chairman Haynes closed the nominations until April 22, 2009.



Access Advisory Committee

to the Massachusetts Bay Transportation Authority

10 Park Plaza, Suite 2150, Boston, MA 02116-3968 • (617) 973-7100
Fax: (617) 973-8855 • TDD: (617) 973-7089 • E-mail: AACT@ctps.org

Chairman's Report By Ben Haynes

March 25, 2009

The February 25th AACT meeting was cancelled due to the demise of the OTA Manager. The cancellation was to pay honor to the passing of Mr. Robert Rizzo.

On that same day, I spoke with Chief Paul MacMillan of the Transit Police regarding his speaking at the March 25th AACT meeting. The Chief and I discussed the subject of his presentation, which is to address the role of the MBTA Police and T customers when on or near T facilities.

I also spoke with Assistant General Manager of System-Wide Accessibility, Mr. Gary Talbot, regarding accessibility locations at the transportation building. He indicated that there would be one parking space for Ride vehicles on Charles St. in front of the Charles St. MBTA bus stop. He further identified two parking spaces for Ride vehicles on Stuart St., located behind the MBTA bus stop. Mr. Talbot also informed me, that he spoke with building management about updating the automatic doors on both Stuart and Charles St. These actions are in complete accord with the Ride's policy of door-to-door service.

On March 12th, Mr. John Kane, a board member and I, attended the MBTA Board of Director's meeting and I spoke during the public comment period.

Later on that afternoon, we attended the Marketing Communications and Operations (MCOP) standing committee meeting of the Rider Oversight Committee. Ms. Carla Howze, Director of the Customer Support Services attended the meeting at our request, to respond to questions regarding the dispositions of complaints. The members of the committee also reviewed its plans to conduct a public survey on the quality of transportation services.

On March 16th, I attended a meeting at One Ashburton Place conducted by the Executive Office of Elder Affairs (EOEA). The meeting was the first of future meetings to address the issues of transportation. Various organizations across the state participated in the discussions. Two of the key respondents to questions were representatives from OTA and EOEA.

Chairman's Report – 2
March 25, 2009

Members of the AACT Board have been attending Passenger Assistance Training at vendor's sites. I am told that hands-on assistance is hardly addressed at the training. I am aware that there is a significant difference in vendor employee behavior when picking up and delivering consumers. Drivers almost never introduce themselves and are hesitant to offer assistance. Some even wait for the consumer to come to them instead of meeting the consumer at the door, and offering assistance.

Some vendors offer different portions of the PAT training on different days. However, they fail to give notice of the additional training. I expect from this day forward to receive notice of each and every facet of training, two weeks prior to the training is conducted.

RIDE CONTRACTOR: GLSS TRANSPORTATION

Reporting Period: February 2009

The North Service Area is served by Greater Lynn Senior Services, Inc. The service area is comprised of the City of Boston and the communities of Beverly, Chelsea, Danvers, Everett, Lynn, Lynnfield, Malden, Marblehead, Melrose, Middleton, Nahant, Peabody, Reading, Revere, Salem, Saugus, Stoneham, Swampscott, Topsfield, Wakefield, Wenham and Winthrop.

Greater Lynn Senior Services (GLSS) had 65,872 trip requests and 0 not availables. The not available rate for GLSS was 0.00 percent. GLSS scheduled 65,872. There were 12,264 trips cancelled, for a cancellation percentage of 18.62% percent. GLSS had 3,612 trips that were no shows for a percentage of 5.48%. GLSS had 18 trips that were missed trips. GLSS completed a total of 46,554 trips with 554 being late greater than 30 minutes. A total of 714 trips were more than 60 minutes long. GLSS had a total of 21 complaints in February 2009 from 14 people. GLSS had 30,878 service hours and 402,774 revenue service miles for the month.

Passengers served per hour -	1.51
Total RIDES requested -	65,872
RIDES Scheduled -	65,872
RIDES Completed -	46,554
Trips not available -	0
Not available rate -	0.00%
Requests cancelled -	12,264
Percent of requests cancelled -	18.62%
No shows-	3,612
Percent of no-shows -	5.48%
Pick-ups late greater than 30 minutes	554
Missed trips -	18
Same Day Requests	6,743
Same Day Completed	2,781
% Same Day Requests	41.24%
Vehicle to Vehicle transfers -	962
Accidents at fault-	6
Accidents not at fault-	12

February 2009 Complaint Summary
Total complaints received: 21

Type	# received
1 <u>Difficulty getting a ride</u>	<u>2</u>
2 <u>Vehicle condition</u>	<u>0</u>
3 <u>Comfort of RIDE</u>	<u>0</u>
4 <u>Promptness of pick-up/drop off</u>	<u>4</u>
5 <u>Scheduling problem</u>	<u>5</u>
6 <u>Dispatcher problem</u>	<u>2</u>
7 <u>Problem with reservationist</u>	<u>1</u>
8 <u>Problem with telephone</u>	<u>2</u>
9 <u>Problem with a driver</u>	<u>4</u>
10 <u>Other</u>	<u>1</u>
<u>Compliments</u>	<u>0</u>

All complaints for the month of February 2009 have been investigated and responses sent to complainants.

Drivers	213.6	FTE
Operations Supervisor	8.0	
Road Superviors	0	
Site Supervisors	0	

The Southwest Service Area is served by The Joint Venture of TTY/YCN, LLC. The service area is comprised of the City of Boston and communities of Canton, Dedham, Dover, Framingham, Medfield, Natick, Needham, Norwood, Sharon, Walpole, Wellesley, and Westwood.

The Joint Venture of TTI/YCN, LLC had 33,020 requests for the month of February with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 33,020 trips. 6,350 trips were cancelled. The cancellation rate for February is 19.23 percent. There were a total of 2,015 no shows and the no show rate for February is 6.10 percent. 1 trip was missed. JV completed a total of 24,654 trips and had 164 trips over 30 minutes. JV had a total of 23 complaints for the month of February.

Passengers served per hour 1.3 percent
Trips greater than 60 minutes per zone 474
Transfers completed 3,058

Accidents at fault 1
Accidents not at fault 4
Incidents 4
Same day requested 688
Same day completed 454
% of same day trips completed 65.99%
% of same day trips not completed 34.01%

Complaint type 1/ 0	Difficulty in getting a ride
Complaint type 2/ 0	Condition of vehicle
Complaint type 3 /0	Comfort of ride
Complaint type 4 /4	Promptness pick up/drop off explanation and apology sent.
Complaint type 5/1	Scheduling problem explanation and apology sent.
Complaint type 6/1	Dispatcher problem explanation and apology sent.
Complaint type 7/ 0	Problem with a reservationists apology sent
Complaint type 8/ 0	Problem with the telephone
Complaint type 9/14	Problem with a driver explanation and apology sent.
Complaint type 10/0	Other
Compliments (3)	Thank you letter

The Joint Venture currently has 1 General Manager, 3 Site Supervisor, 2 Operations Manager, 1 Assistant Operations Manager, 2 Safety Supervisor, 87 drivers with 7 drivers in training.

MBTA Accessibility-Related Complaint Process

- Winter 2007: Customer Support Services Center (CSSC) launched in an effort to centralize all customer communications regarding MBTA fixed route services.
 - Hires staff of about 30 people that can communicate to customers in 9 languages
 - Installs new database to track all communications with software package known as “HEAT”
- Customer communication comes into CSSC; is entered by agent into HEAT database; assigned a ticket number; and forwarded to correct Area (Bus, Subway, Commuter Rail, etc.) for investigation and resolution; with resolution transmitted by Area back to CSSC for inclusion in data base
- Beginning in Summer 2008 the Department of System-Wide Accessibility (SWA) is connected to the HEAT database and assumes a complaint oversight role, reviewing complaints and forwarding to
 - Office of Diversity/Civil Rights (ODCR) and/or
 - 7 Bus and Subway officials named to be on an Accessibility-Related Complaint Oversight Team
- Summer 2008 ODCR begins investigating major complaints such as pass-bys, failure to secure, failure to assist upon request, etc., submitted by Internal Access Monitors or customers
- Summer 2008 Operations Accessibility-Related Complaint Oversight Team begins oversight role, working with front line Bus and Subway supervisors in investigating other accessibility related complaints, and assisting in ODCR investigations
 - Investigations aided by the advent of videotape from cameras in stations and onboard some buses
- Winter/Spring 2009: CSSC in process of upgrading reporting capabilities of HEAT system with procurement of additional software; 3 ITD specialists assigned to assist with upgrade
- Summer 2009: Implementation of routine follow up monitoring anticipated by monitors in SWA Internal Access Monitoring Program

RIDE REPORT TO AACT COMMITTEE 3/25/09

DATE:

ACTIVITIES:

March 6, 2009

Staff attended a meeting regarding the use of funds available in the Federal Economic Stimulus Package.

March 12, 2009

Staff presented to the MBTA BOD two RIDE agenda items which were approved; First, FY05-09 Contract Amendments for 3 contracts. Second, FY10 – 14 Service contracts.

February 4, 9
March 10, 13,
17, 19, 2009

Staff performed road observation/ safety checks throughout THE RIDE Service Area.

March 16, 2009

Staff participated in a conference hosted by the Executive Office of Elder Affairs.

Staff met with MWRTA to continue discussing plans for a smooth transition of Paratransit Service in Framingham and Natick.

Staff attended a bid opening for a new telephone system to be installed in OTA.

March 18,24

Staff participated in 'Operation Life Saver' sessions along with Quincy Police, and the Norfolk Sheriff's dept. This is a speaking series geared toward Quincy's seniors

March 19, 2009

Staff met with Eugene Wu, Director of, Taipei Economic and Cultural Office in the Taiwanese Consulate of Boston to assist him in understanding the scope of service provided by THE RIDE Program. Mr. Wu has been charged to research how we provide Paratransit here in preparation of implementing a similar program in Taipei.

5/8/2009

ANNOUNCEMENTS:

I want to thank all RIDE Contractors for their combined efforts to serve customers wishing to attend the Services for Bob Rizzo. I would also like to thank the AACT members who took time to call or email our office and those who sent cards. All these remembrances have been sent to Bob's family.

On March 12, 2009 the MBTA Board of Directors approved the FY10-14 Service Contracts for THE RIDE. Awarded the North Service Area – Greater Lynn Senior Services (GLSS), Northwest – Veterans Transportation (VT LLC), and in the newly designed South Service Area – First Transit, Inc. Service will begin on July 1, 2009 with reservations being accepted on June 17, 2009. The newly formed South area will be comprised of the City of Boston, and the communities of Braintree, Canton, Cohasset, Dedham, Dover, Hingham, Holbrook, Hull, Medfield, Milton, Needham, Norwood, Quincy, Randolph, Sharon, Walpole, Wellesley, Westwood and Weymouth.

A mailing to all RIDE customers is planned in the month of May. The mailing will address all pertinent customer related aspects of the awarded FY10-14 RIDE service contracts.

SERVICE UPDATES:

Ridership was **up 13.80%** for the month of February compared to February 2008 (from 139,050 to 158,235), and YTD Ridership is **up 14.05%** (from 1,129,854 to 1,288,639), while still maintaining a **zero NA rate**. Also, YTD FY09 on-time performance (within 30 minutes of scheduled pick-up time) was at **98.7% / 92.2%** (within 15 minutes of scheduled pick-up time).

February FY09 Complaints **decreased by 19.52%** (from 123 to 99). FY09 YTD Complaints decreased by 9.9% (from 1336 to 1204) The FY09 YTD average is **6.93 complaints per 10,000 trips requested, or 0.93 complaints per thousand trips delivered**.

February FY09 Vehicular accidents **were up 11.32% (from 59 to 53)** YTD FY09 Vehicular accidents **were up 30.4%** (from 441 to 575).

February FY09 RIDE Applications received totaled 1413 THE RIDE presently has 61,307 registered customers.

To: AACT

From: Paul Strobis Jr., Assistant Manager of Paratransit Contract Operations, Office for Transportation Access

Date: March 25, 2009

Subject: THE RIDE Report for the period beginning February 1st Through February 28, 2009.

There were a total of 238 persons registered in the North during the month for a total of 2343 FY'09 to date. There were a total of 184 persons registered in the Northwest during the month for a total of 1782 FY'09 to date. There were a total of 87 persons registered in the South during the month for a total of 798 FY'09 to date. There were a total of 71 persons registered in the Southwest during the month for a total of 690 FY'09 to date. There were a total of 195 persons registered in Boston during the month for a total of 1989 FY'09 to date. There were a total of 21 persons registered out of area during the month for a total of 158 FY'09 to date. There were a total of 796 persons registered during the month and 7760 persons registered FY'09 to date.

Statistics for February, 2009 (FY2009)

Veterans Transportation Services LLC (VTLLC) had 75,019 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 75,019 trips. There were 13,254 trips canceled, 5,454 trips that were no shows and 49 trips that were missed. VTLLC completed a total of 56,262 and had 796 trips late over 30 minutes during the month. VTLLC had a total of 32 complaints during the month. VTLLC had a total of 37,748 revenue hours and 403,162 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 65,872 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 65,872 trips. There were 12,264 trips canceled, 3,612 trips that were no shows and 18 trips that were missed. GLSS completed a total of 49,978 and had 554 trips late over 30 minutes during the month. GLSS had a total of 20 complaints during the month. GLSS had a total of 30,878 revenue hours and 402,774 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 33,020 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 33,020 trips. There were 6,350 trips canceled, 2,015 trips that were no shows and 1 trips that were missed. TTI completed a total of 24,654 and had a total of 164 trips late over 30 minutes during the month. TTI/YCN had a total of 18 complaints during the month. TTI/YCN had a total 14,844 revenue hours and 209,084 revenue miles during the month.

Kiessling Transit Inc. (KTI) had 36,050 trips requests and 0 not availables. The not available rate for KTI was .00% percent. KTI scheduled 36,050 trips. There were 6,314

trips canceled, 2,364 trips that were no shows and 31 trips that were missed. KTI completed a total of 27,341 trips and had 242 trips late over 30 minutes during the month. KTI had a total of 29 complaints during the month. KTI had a total of 16,321 revenue hours and 184,436 revenue miles during the month.

There were to be determined applications reviewed during the month and 796 people registered for THE RIDE during the month.

Note: Due to the reconfiguration of THE RIDE service area beginning July 1, 1999, some trips that were recorded as two trips in the past, are now recorded as one trip. i.e. prior to July 1, 1999 a trip from Boston to Quincy was recorded as two trips, after July 1, 1999, the same trip from Boston to Quincy is recorded as one trip as a result of the reconfigured service area.

END OF OTA REPORT.

Cc: Mike Hulak
Janie Guion

DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY FIXED ROUTE REPORT – March 25, 2009

PA ANNOUNCEMENT IMPROVEMENTS ON COMMUTER RAIL

New public address announcement equipment is being tested on the Commuter Rail Line that will provide automatic station-approaching and station-arrival announcements onboard the train, and real-time information on train status at station platforms. Once testing has been completed installation of the new equipment is anticipated throughout the summer.

PARK STREET STATION MAIN STAIRWELL UNDER REPAIR

Work continues on a 6-week rehabilitation project, which began earlier this month, to replace the corroded and cracked stairwell and risers at the westbound entrance to Park Street Station. Customers are being diverted to the eastbound and Boston Common entrance during construction.

MBTA representatives met with Meg Robertson, MA Commission for the Blind Director of Orientation and Mobility, to ensure that the needs of customers who are blind or who have low vision are met during the project. Topics addressed included signage, path of travel and the availability of customer assistance at the work site.

THE RIDE CHARLIECARD PILOT PROGRAM

As of March 22nd, 428 RIDE customers have been issued the new RIDE CharlieCard for unlimited use on MBTA buses, subway, trolleys, bus/rapid transit and commuter rail/zones 1 – 5. Pilot program participants pay a \$5.00 one-time enrollment fee and may choose to provide feedback about their experiences using the fixed route system. Since the program began in January 2008, the pilot cards have been used 66,912 times at MBTA bus/trolley fare box and station fare gates.

SWA-BACK BAY CHARLIECARD OUTREACH PROGRAM

Staff from the Department of System-Wide Accessibility (SWA) at Back Bay are visiting area Senior Centers and other facilities an average of twice per month to issue Senior, Transportation Access Pass (TAP) and Blind Access CharlieCards to eligible MBTA customers. Outreach events are scheduled for Marshfield and Brighton in April.

MBTA OPERATIONS RECERTIFICATION TRAINING

Operations and System-Wide Accessibility have collaborated to develop recertification training classes for Customer Service Agents (CSAs) and other Subway personnel, and for Bus Operators. The training classes include modules and videos illustrating the MBTA's policies on assisting customers with disabilities, AFC accessibility features, service animals, use of bridgeplates, and other accessibility-related topics.

Please contact Sandy Belhaimer at 617-222-1666 voice; 617-222-5045 TTY; sbelhaimer@mbta.com in the MBTA's System-Wide Accessibility Department if you are interested in attending a Bus or Subway class.

NEW VEHICLE PURCHASE STATUS

75 Bi-Level Commuter Rail Coaches by Hyundai-Rotem USA Corporation, Inc. Planned for the fleet: accessible restrooms, defibrillators, a video surveillance system and a digital trainline communication package. Delivery of pilot coaches is expected in 2010. The project team continues to review preliminary design review packages for all of the major systems on the coaches as required by the contract deliverable schedule.

Blue Line Cars. 82 of the 94 Blue Line cars manufactured by Siemens Transportation System are on MBTA property. 64 cars in service; 2 more cars should be accepted by end of March 2009; 16 cars in testing including 2 that remain on the Orange Line.

Green Line Low-Floor Cars. 95 #8 cars have been delivered to the MBTA; 93 are available for revenue service. The 94th and 95th cars are expected to be ready for service in April.

Dear Interested Parties:

EOT would like to extend its thanks to all of the participants in the recent series of Green Line Extension public meetings. The turnout at the meetings topped 600, and is a testament to the level of public interest in this project. Since the meetings, a number of new materials have been added to the project website, along with all the materials presented at the meetings. To view these materials, please visit www.mass.gov/greenlineextension and check under Current Materials. (The direct link is here: <http://greenlineextension.eot.state.ma.us/currentmaterials.asp?area=mls>)

As always, if you have any questions, please contact Regan Checchio at 617-357-5772 x 14 or rcheccchio@reginavilla.com. Many thanks. The Green Line Extension Project Team

RIDE Contractor: VETERANS TRANSPORTATION LLC
RIDE Service Area: Arlington, Bedford, Belmont, Boston, Brookline,
Burlington, Cambridge, Concord, Lexington, Lincoln, Medford,
Newton, Somerville, Waltham, Watertown, Weston,
Wilmington, Winchester, and Woburn

Reporting Period:Feb-09
Date:03/25/2009

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.49 Previous Month 1.40
Cum FY to date 1.45

Trips Requested Current Month 75,019 Previous Month 78,035
Cum FY to date 618,129

Trips Scheduled Current Month 75,019 Previous Month 78,035
Cum FY to date 618,129

Trips Completed Current Month 56,262 Previous Month 54,981
Cum FY to date 456,366

Trips Not Available Current Month 0 Previous Month 0 Cum FY to
date 0

% Trips Not Available Current Month 0.0% Previous Month 0.0%
Cum FY to date 0.0%

Trips Cancelled Current Month 13,254 Previous Month 16,720 Cum
FY to date 115,374

% Cancelled Current Month 17.7% Previous Month 21.4% Cum FY
to date 18.7%

No Shows Current Month 5,454 Previous Month 6,239 Cum FY to
date 45,802

% No Shows Current Month 7.3% Previous Month 8.0% Cum FY to
date 7.4%

Late > 30 Minutes Current Month 796 Previous Month 1,367 Cum
FY to date 7,619

Missed Trips Current Month 49 Previous Month 95 Cum FY to date
587

Trips > 60 min per zone Current Month 845 Previous Month 877
Cum FY to date 7,123

Transfers Completed Current Month 5,266 Previous Month 5,163
Cum FY to date 44,897

Accidents (at fault) Current Month 11 Previous Month 13 Cum FY to date 116

Accidents (not at fault) Current Month 19 Previous Month 24 Cum FY to date 202

Incidents Current Month 30 Previous Month 35 Cum FY to date 263

Same Day Requested Current Month 7,221 Previous Month 8,385 Cum FY to date 62,726

Same Day Completed Current Month 3,346 Previous Month 3,677 Cum FY to date 28,623

% Same Day Completed Current Month 46.3% Previous Month 43.9% Cum FY to date 45.6%

Same Day Not Completed Current Month 3,875 Previous Month 4,708 Cum FY to date 34,103

% Same Day Not Completed Current Month 53.7% Previous Month 56.1% Cum FY to date 54.4%

Vendor Veterans, Drivers 251*, Site Supervisors 8, Road Supervisors 8, Operations Supervisors 7

* 25 Additional Taxi-RIDE Drivers (FTE)

VTLLC

Complaint Summary - February 2009

of Complaints: 36

All complainants contacted with explanation and apology, as appropriate.

1. Difficulty in Getting a Ride 0

2. Condition of Vehicle 2

Letters of explanation/apology sent.

3. Comfort of Ride 0

4. Promptness of Pickup or Dropoff 6

Letters of explanation/apology sent.

5. Scheduling Problem 4

Letters of explanation/apology sent.

6. Dispatcher Problem 7

Letters of explanation/apology sent.

7. Problem with Reservationist 0

8. Problem with Telephone 0

9. Problem with Driver 15

Letters of explanation/apology sent.

2 drivers given warnings.

1 driver terminated.

10. Other 2

Letters of explanation/apology sent.

11. Compliments

3 Driver Compliments.