

# **AACT MEETING**

**And The Bi-Annual Election for  
Officers and Board Members**

**THE ACCESS ADVISORY  
COMMITTEE  
to the MBTA**

***WEDNESDAY,*  
MAY 27, 2009 1:00-3:00 PM**

**2<sup>nd</sup> Fl. Conf. Rm. 2  
10 Park Plaza, Boston  
State Transportation Building**

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***For assistance or special  
accommodations contact Janie  
Guion, at 617-973-7507 or 617-973-  
7089 TTY. Materials are available in  
accessible formats.***

**Candidate Profiles for the Bi-Annual Election for  
Officers and Board Members  
2009-2011**

*Ben Haynes*

**Candidate for Chairman**

As a blind veteran, I am uniquely aware of the vital role that paratransit services afford the disability community.

Having worked for the Federal Government, my knowledge of Federal/State Laws will benefit the disability community. I'm a member of several organizations.

I respectfully request and thank you for your support.

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**Candidate for Vice-Chairman**

I am *John Kane* seeking your vote for the Vice-Chairman of the AACT. I have been involved with the AACT for about three years and have served on the Board for almost a year. I am a retired schoolteacher and an amputee as well. In my teaching career I was involved with the Teachers' Union in a number of capacities so I think that I could be an asset to the board.

Thank you,  
John D. Kane  
[kaneris@comcast.net](mailto:kaneris@comcast.net)

## Candidates for Executive Board Member

I am *April I. Maselli*; I would like your vote on May 27, to serve as a member of the Access Advisory Committee to the MBTA (AACT) Board of Directors.

I am a user of both the MBTA Fixed Route services and THE RIDE Program for 12 years. I have participated in Passenger Assistance Trainings that have been conducted by the MBTA vendors.

I hold a Bachelor's in Social Work from North Adams State College and I am presently enrolled in the Master's of Rehabilitation Counseling Program at the University of Massachusetts – Boston.

Thank you,  
April Maselli

\*\*\*\*\*

My name is *Paul Barresi*. I am a member of the AACT Executive Board. For over thirty years I worked for the Massachusetts Commission for the Blind (MCB). Among other MCB duties, I arranged a variety of transportation services including M.B.T.A. services for the blind. Since my retirement, I have worked closely with AACT. I am seeking your vote for another term to the AACT Executive Board during the 2009-2011 terms.

Sincerely,  
Paul Barresi

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My name is *Ellen M. Frith*, M. Div., A.B. Washington College, Chestertown, Maryland 1974 Majors: Psychology & English M.Div. Harvard University, The Divinity School, Cambridge, Massachusetts 1989. In 1993 I became a person with a disability and chronic illnesses, due to a road rage incident, where I was struck by an SUV as a pedestrian. Since that time, I have been a consistent advocate for persons with disabilities, through direct advocacy for resources, policy change to enforce the ADA, and creating policy to protect persons with disabilities in the community at large.  
[ellenfrith@post.harvard.edu](mailto:ellenfrith@post.harvard.edu)





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

**THE JUNE MEETING**  
**THE ACCESS ADVISORY**  
**COMMITTEE**  
**to the MBTA**

**WEDNESDAY,**  
**JUNE 24, 2009 1:00-3:00 PM**

**2<sup>nd</sup> Fl. Conf. Rm. 2**  
**10 Park Plaza, Boston**  
**State Transportation Building**

***For assistance or special accommodations contact Janie Guion, at 617-973-7507 or 617-973-7089 TTY. Materials are available in accessible formats.***

**Thursday May 28**

**U.S. Access Board**

will hold a "Town Hall" meeting in Boston and wants to hear from you!!

**9 am to 5 pm**

**Fairmont Copley Plaza**

State Suite

138 St. James Ave.

Boston, MA

[Directions](#)

**Morning** ... Promoting accessibility in design education and making it an integral part of the curriculum in higher and continuing education.

**Afternoon** ... Panel discussion on accessible museum exhibit design and presentations by the Massachusetts Architectural Access Board.

**Throughout the day** ... Open microphone opportunities so that the public can talk to members of the Access Board and share accessibility concerns.

**6:30 pm - Reception at the Institute for Human Centered Design**

200 Portland Street

Boston, MA 02114

[Directions](#)

RSVP [info@humancentereddesign.org](mailto:info@humancentereddesign.org)

For more info on the Town Meeting contact Kathy Roy Johnson at the US Access Board [johnson@access-board.gov](mailto:johnson@access-board.gov) or 202-272-0041 voice; 800-993-2822 TTY.



# Access Advisory Committee

to the Massachusetts Bay Transportation Authority

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## **Chairman's Report By Ben Haynes**

April 22, 2009

March 30, 2009, I attended the full Rider Oversight Committee (ROC) meeting where a number of MBTA subjects were discussed and the subcommittee's reports were tabled.

On April 7<sup>th</sup>, I attended and spoke at the kickoff regarding parking in bus stops. There were several speakers including the MBTA General Manager, Ms. Myra Berloff from Massachusetts Office on Disability (MOD), Mr. Bill Henning of the Boston Center for Independent Living (BCIL), and a number of dignitaries. I was able to introduce Mr. John Kane AACT board member, and Mr. Reggie Clark AACT member to the Chief of Police Paul MacMillan and others.

On April 13<sup>th</sup>, Mr. John Kane and I attended the MBTA Board of Directors meeting. I addressed a parliamentary condition that the board had overlooked at the March 12<sup>th</sup> meeting. The board indicated that it would address our concerns in executive session.

On that same day I was instrumental in assisting OTA with a safety issue regarding a passenger's use of an unsafe mobility device.

On April 14<sup>th</sup> received a phone call from a certified ride user regarding the manner in which the person had allegedly been treated by local and MBTA transit police.

I also contacted the local Federal Transit Authority (FTA) office to request the presence of a speaker on Minimum and Maximum Requirements according to the ADA.

On April 16<sup>th</sup>, I attended the Marketing Communications and Operations (MCOP) standing committee meeting of the Rider Oversight Committee (ROC). My co-chair and I reviewed previous issues regarding complaints and the services of the Customer Support Services. We also reviewed the public outreach committee's efforts to interact with consumers. The comments received from Customer Support Services raised additional questions regarding the intake and processing of complaints and information requests. The committee addressed topics for future discussion and bid our coordinator farewell.



May 8, 2009

Hello Janie:

I am honored by the nomination to the AACT Board of Directors and I am sure my experience (five years State of Connecticut Citizen's Transportation Advisory Council, ten years Connecticut Public Transportation Commission (both offices representing the Minority Leader of the Connecticut House of Representatives) and other activities involving public transportation) would be useful to AACT. However, at this point in time I am not in a position to accept this nomination. Between the two major clients of my consulting practice (one of which requires me to be out of state for one week out of every month) and occasional other clients, I do not feel I could devote the time to the office that should be given to do the job properly.

Therefore, I am compelled to respectfully decline this nomination.

Thank you for your efforts in this matter.

Linda M. Blair



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## ***AACT Meeting Minutes for Wednesday,***

***April 22, 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/](http://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.
- The Federal Transit Administration does not research local issues of parking nor the local Regional Transit Authority.

### **ATTENDANCE**

Ben Haynes, Lillian Haynes, John Kane, April Maselli, Reggie Clark, WillieMae Pete, Barbara Garlington, Marilyn MacNab, Paul Barresi, Tammy Perrault, John Marshall, Ellen Frith, Jim Oliver, Sears Cummings, Deanne Sisco, Alice Fonseca, Crystal Jenkins, Christopher Emery, Bill McCarthy, John Kneeland, and Don Summerfield

### ***MBTA Representatives***

Michael Hulak, Kathy Cox, Mike Festa, Paul Strobis, Carol Joyce-Harrington, and Annette Holder Griffith

## ***Vendor Representatives***

Joint Venture of Thompson Transit Inc and YCN – Carlton Jones  
Greater Lynn Senior Services, Inc. – Ron Airey  
Kiessling Transit, Inc. – Lars 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.
- Members, friends and guests introduced themselves.
- The motion to accept the meeting minutes was approved.

## **The nominations were opened for the AACT Board.**

### **Executive Board**

Linda Blair was nominated for the Executive Board. She was not present. Ms. Blair will be contacted concerning her nomination.

### **Vice-Chairman**

None was presented.

### **Chairman**

Ben Haynes was nominated as Chair and he accepted the nomination.

The nominations were closed and the election for new officers will take place at the May 27 meeting.

## ***Chairman Haynes Update:***

- He and John Kane attended the MBTA implementation of the newly signed State Bus Stop Parking bill, which was held in Cambridge and offered comments. The new bill increases fines to \$100.00 for persons who illegally park at bus stops. The State, City and Transit Police officers are authorized to write tickets in any municipalities and have vehicles towed. THE RIDE vehicles are not exempt. THE RIDE drivers must find a safe area to park than escort their passenger door-to-door.
- He is concerned that drivers continue to be lackadaisical when applying their training skills towards the consumer. The vendors' management staff should address these issues with better training and driver hiring.
- Vendors were cautioned that members and other consumers would be encouraged to file complaints if they continue to be improperly assisted by driver(s).
- The ADA states in Section 37.173 that all employees in transportation including private transportation providers be trained to proficiency.

He then asked for questions.

**M. MacNab:** There seems to be some discrepancies with the nomination rule #4. Are you saying that people who have not yet arrived, or have been delayed will be eligible to be nominated up to May 8?

**Chairman Haynes:** There will be no more nominations from the floor. I will review this and return after the break with a correction.

**J. Oliver:** How will the candidates get their five signatures for the nomination? No one has asked me for my support.

**Chairman Haynes:** Nomination papers were given to those who asked for them. Many have asked for support and received signatures.

**M. MacNab:** Where are the nomination papers?

**Chairman Haynes:** The coordinator has nomination papers for anyone who wants a copy.

**J. Oliver:** Is it a requirement by the AACT Bylaws that members get five signatures?

**Chairman Haynes:** All nominees who wish to accept the nomination must get five signatures from eligible members of AACT if they wish to run for the Board, Vice-Chair or Chair.

**Presentation by Margaret Griffin, Civil Rights Officer, Region 1, Federal Transit Administration, Office of Civil Rights**

Ms. Griffin stated that she is the officer for the New England states and is in charge of three areas. The Americans with Disabilities Act (ADA) is one. She gave an overview on ADA and accessibility issues that describe compliance with the Federal and State Laws.

A copy on compact disk (CD) or hard copy of the presentation can be obtained by contacting the AACT Coordinator by phone at 617-973-7507 or by e-mail at AACT@ctps.org

She then asked for questions.

**D. Summerfield:** A bus stop is a block away from a Green Line stop. Is this considered a transfer point and is a stop announcement required? Should the Bus Operator announce, "Transfer here for the Green Line?"

**P. Griffin:** An announcement is required when two or more transit modes or two or more routes in the same transit mode actually touch or intersect.

**J. Marshall:** There have been lots of concerns about accessible space for wheelchairs and scooters on buses. How can an individual or a group of persons with disabilities bring a complaint to amend the ADA regulations that would give mandatory priority seating to persons with disabilities?

**P. Griffin:** Work with a committee like AACT, and check the signage on vehicles.

**M. MacNab:** I am concerned that the MBTA is using the public service announcements for matters other than for the reminders to the consumer. This issue has been brought to their attention on several occasions. The advertising can be very annoying and very

obnoxious to the riding public. I have asked about who makes the decision, and what are the criteria.

**P. Griffin:** I have not encountered this issue. You are welcome to file a complaint with my office.

**P. Barresi:** You mentioned your findings for booking rides with other paratransit agencies. Can you give us your findings for booking on MBTA's THE RIDE Program? Someone from the MBTA should feel free to add any comments.

**P. Griffin:** The FTA has not done a review of THE RIDE.

**Chairman Haynes:** Thank you Ms. Griffin, I would like to invite you back in the future.

**P. Griffin:** As you can see there is a lot of history here. Thank you. I'd like that.

**Chairman Haynes:** Addressing the concern raised by M. MacNab. Nominations can be made between parties at any time. The April meeting is the last day to nominate candidates at a meeting. The correct date to have papers to the Coordinator at CTPS is May 8 and not May 15.

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

Ms. Cox distributed her written report and commented on the implementation of the new Bus Stop bill that took effect on April 7. The new bill will ensure that any illegally parked vehicle at any bus stop in communities throughout the Commonwealth will pay a \$100 fine (report attached).

She then asked for questions.

**D. Summerfield:** I am concerned that the low-floor car on Green Line trains is not consistently positioned at either the front or back of the train. It used to always be the front car on the Lechmere Line. It is easier for persons with disabilities to know which of the cars entering the station is going to be the low floor car.

**K. Cox:** I checked with the Deputy Director for Subway Operations. I was informed that it is not possible to always have the low-floor car in one consistent position due to the way the trains operate. Often the train does not loop around when it gets to the end station; instead the operator gets out of what was the front car and operates the train from what was the rear car. So while the low-floor car may have been the front car on an inbound trip; it is now the rear car on an outbound trip. However, I will check on this again for you.

**Paul Strobis, Assistant Manager for the Office for Transportation Access (OTA) THE RIDE**

He reported that OTA staff made service observations of THE RIDE drivers for several days. When drivers are not performing to training standards complaints are filed against them. He also appealed to the AACT Board and members to call his office at 617-222-5123 if they witness drivers not performing to the level expected. His office will file a service complaint on individual's behalf. He commented that consumer complaints are the best record of problems and first step to fixing them.

He requested the help of the AACT members to get the word out to those persons in the Natick-Framingham area to contact THE RIDE concerning their eligibility records. The new Metro West Regional Transit Authority (MWRTA) has agreed to accept the records from the MBTA. The MBTA would like to have a smooth transition of the records to the new MWRTA. Due to the privacy laws authorization to transfer records requires the signature of the consumer.

He stated that a few years ago OTA had an access study done by an outside consultant using the "on-hold times" as one criterion for evaluation. THE RIDE vendors generally have an "on-hold time" of less than two minutes. There has never been a standard before; this is now added to THE RIDE's new contract. There is now a two minute "on-hold time" applied and there are now penalties involved for non-compliance.

He then asked for questions.

**J. Oliver:** Will you be requesting individuals to sign-off on turning over records to the new vendor.

**P. Strobis:** This request is only for the Natick and Framingham area people. There will be no more MBTA service in that area.

**E. Frith:** I have witnessed THE RIDE vehicles illegally parked in bus stops especially if the driver is new. Would you clarify this issue? If we wanted to report this, whom should we call?

**P. Strobis:** You are correct. THE RIDE vehicles are not to park at any bus stop. Please contact OTA at 617-222-5123 with the property number from the vehicle, date and time of day and we will file a service complaint on your behalf.

**D. Sisco:** Is there a maximum time that you should be on THE RIDE vehicle once you have been picked up?

**P. Strobis:** In the manual we state that you may be on the vehicle one-hour per service zone. We would not ask you be on a vehicle more than one-hour per zone.

**D. Sisco:** What should I do if a violation of this occurs again?

**Chairman Haynes:** Are you clear on the term “per zone”?

**D. Sisco:** No, I am not.

**Chairman Haynes:** You are in the Joint Venture zone. The sixty minutes would apply coming to Boston. If you were going to Waltham this would be two zones.

**C. J-Harrington:** Consumers may also file complaints with the MBTA Customer Support Services Center (CSSC) at 617-222-3200.

**E. Frith:** I have called the 222-3200 number and have been on hold for a long time. Many times the people are not clear. Maybe this office can have the 2 minutes wait limit. When you speak with the people at CSSC they are not very clear.

**P. Strobis:** OTA does not have any jurisdiction over CSSC. I will pass on the information to the director.

**B. Haynes:** If I recall, all THE RIDE complaints are to be called into OTA and the vendor only.



**C. J-Harrington:** This not a requirement for anyone, but an option. Complaints may also be filed online at [THERIDE@mbta.com](mailto:THERIDE@mbta.com).

## **Open Discussion**

**E. Frith:** I would like some feedback on how to deal with merchants, mostly in Cambridge and Somerville but other communities as well who refuse to see that the bus stop in front of their business is not personal parking for their customers. I am attacked, harassed and the police are called.

**R. Clark:** I think you should take your case to the legislators on Beacon Hill.

**Chairman Haynes:** I do not expect persons with disabilities or seniors to confront anyone who parks illegally. If someone who is operating a business confronts you aggressively, approaches you, or assaults, you have every right to file charges and have them respond in court. I am willing to forward the photos, plate numbers, time/date, and physical descriptions of the violators to the Governor's office.

***New Business:*** None was presented.

### ***Announcements:***

**J. Oliver:** On Monday, May 11, 2009 at 4 PM the MetroWest Regional Transit Authority will be holding a meeting at 150 Waverly in Framingham.

**Meeting was adjourned at 3:15 PM.**

## **DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY FIXED ROUTE REPORT – April 22, 2009**

### **BUS STOP LAW IMPLEMENTED**

On Tuesday, April 7, MBTA General Manager Grabauskas joined state and local officials and representatives from AACT and BCIL at a press conference in front of the Cambridge Senior Center on Massachusetts Avenue to mark the implementation of the new bus stop access law, which will improve access to the bus for thousands of Massachusetts citizens.

Under the new law owners of vehicles who illegally park in bus stops across the state may be fined \$100.00. Posters announcing the new fine have been installed in Regional Transportation Authorities across the state; police chiefs throughout Massachusetts have been notified and ticket books reflecting the increased fine are being updated.

### **MBTA/BCIL MOBILITY SUMMIT HELD**

On Wednesday, April 15, the MBTA met with the signed plaintiffs of the MBTA/BCIL Settlement Agreement to provide an update on progress made toward implementing Agreement items. Among the presentations by MBTA staff were: Employee Training, Internal Monitoring Program, Replacement/Redundant Elevators, Wayfinding, Automatic Fare Collection, Rail Vehicle/Platform Gaps, Rail Vehicle Design, Emergency Preparedness, Design and Construction Projects, Marketing Initiatives, Customer Complaint Process, and Snow/Ice Removal Initiative. The Settlement Agreement was signed three years ago this month on April 10.

### **BUS GPS TECHNOLOGY – CUSTOMER SERVICE ENHANCEMENTS**

Customers with wireless hand-held devices such as iPhones or BlackBerrys will soon have access to real-time bus arrival information in a pilot program announced by MBTA General Manager Grabauskas last week. The T will be able to offer this service in the coming months due to the completion of the as the installation of GPS technology on all 1,000 buses earlier this year. Bus officials in the T's Operations Control Center can now monitor bus location, and use real-time information gathered to make schedule adjustments to more accurately reflect actual trip times.

## **BOSTON NEIGHBORHOOD NETWORK NEWS**

On Tuesday, April 21, Department of System-Wide Accessibility staff appeared on “T-Times” a monthly cable news show hosted by the MBTA on the Boston Neighborhood Network News cable channel. Among the topics discussed were: implementation of the Bus Stop Law; use of the bridgeplate in MBTA stations; and the introduction of all-gate access to reduced-fare CharlieCard holders.

## **UPDATE ON PARK STREET STATION MAIN STAIRWELL**

The staircase at the westbound entrance to Park Street Station reopened on Friday, April 17<sup>th</sup> after completion of a 6-week rehabilitation project. The corroded and cracked stairwell and risers were replaced. Some finishing work remains on a stairwell from the Green Line to the Red Line, which will not impact the customer path of travel.

## **THE RIDE CHARLIECARD PILOT PROGRAM**

As of April 12, 436 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 72,405 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, Somerville, Lexington and Cohasset in April and May.

## **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](mailto: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 train line 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.** 90 of the 94 Blue Line cars manufactured by Siemens Transportation System are on MBTA property. 72 cars in service; 18 cars in testing.

**Green Line Low-Floor Cars.** 95 #8 cars have been delivered to the MBTA; 94 are available for revenue service. The 95<sup>th</sup> car is expected to be ready for service later this month.

## 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.

5/22/2009

## **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: April 22, 2009

Subject: THE RIDE Report for the period beginning March 1<sup>st</sup> Through March 31, 2009.

There were a total of 301 persons registered in the North during the month for a total of 2653 FY'09 to date. There were a total of 231 persons registered in the Northwest during the month for a total of 2013 FY'09 to date. There were a total of 128 persons registered in the South during the month for a total of 926 FY'09 to date. There were a total of 94 persons registered in the Southwest during the month for a total of 784 FY'09 to date. There were a total of 295 persons registered in Boston during the month for a total of 2284 FY'09 to date. There were a total of 17 persons registered out of area during the month for a total of 175 FY'09 to date. There were a total of 1075 persons registered during the month and 8835 persons registered FY'09 to date.

Statistics for March, 2009 (FY2009)

Veterans Transportation Services LLC (VTLLC) had 85,315 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 85,315 trips. There were 16,394 trips canceled, 6,419 trips that were no shows and 27 trips that were missed. VTLLC completed a total of 62,475 and had 553 trips late over 30 minutes during the month. VTLLC had a total of 47 complaints during the month. VTLLC had a total of 42,259 revenue hours and 448,530 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 72,744 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 72,744 trips. There were 15,081 trips canceled, 4,291 trips that were no shows and 10 trips that were missed. GLSS completed a total of 53,362 and had 471 trips late over 30 minutes during the month. GLSS had a total of 20 complaints during the month. GLSS had a total of 34,110 revenue hours and 438,506 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 36,200 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 36,200 trips. There were 6,946 trips canceled, 2,082 trips that were no shows and 16 trips that were missed. TTI completed a total of 27,156 and had a total of 128 trips late over 30 minutes during the month. TTI/YCN had a total of 16 complaints during the month. TTI/YCN had a total 16,485 revenue hours and 232,506 revenue miles during the month.

Kiessling Transit Inc. (KTI) had 41,112 trips requests and 0 not availables. The not available rate for KTI was .00% percent. KTI scheduled 41,112 trips. There were 7,556

trips canceled, 2,641 trips that were no shows and 51 trips that were missed. KTI completed a total of 30,864 trips and had 198 trips late over 30 minutes during the month. KTI had a total of 31 complaints during the month. KTI had a total of 18,567 revenue hours and 211,316 revenue miles during the month.

There were to be determined applications reviewed during the month and 1075 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



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.

## RIDE CONTRACTOR: GLSS TRANSPORTATION

Reporting Period: March 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 72,744 trip requests and 0 not availables. The not available rate for GLSS was 0.00 percent. GLSS scheduled 72,744. There were 15,081 trips cancelled, for a cancellation percentage of 20.73% percent. GLSS had 4,291 trips that were no shows for a percentage of 5.90%. GLSS had 10 trips that were missed trips. GLSS completed a total of 53,362 trips with 471 being late greater than 30 minutes. A total of 645 trips were more than 60 minutes long. GLSS had a total of 20 complaints in March 2009 from 16 people. GLSS had 34,110 service hours and 438,506 revenue service miles for the month.

Passengers served per hour -	1.56
Total RIDES requested -	72,744
RIDES Scheduled -	72,744
RIDES Completed -	53,362
Trips not available -	0
Not available rate -	0.00%
Requests cancelled -	15,081
Percent of requests cancelled –	20.73%
No shows-	4,291
Percent of no-shows -	5.90%
Pick-ups late greater than 30 minutes	471
Missed trips -	10
Same Day Requests	7,627
Same Day Completed	2,962
% Same Day Requests	38.83%
Vehicle to Vehicle transfers -	1,108
Accidents at fault-	3
Accidents not at fault-	12

**March 2009 Complaint Summary**  
**Total complaints received: 20**

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

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

<b>Drivers</b>	<b>192.2</b>	<b>FTE</b>
<b>Operations Supervisor</b>	<b>8.0</b>	
<b>Road Superviors</b>	<b>0</b>	
<b>Site Supervisors</b>	<b>0</b>	

**Next PAT Training is scheduled for : 4/29/2009**

## Kiessling Transit Report

\*The South Service Area is served by Kiessling Transit, Inc. The service area is comprised of the City of Boston and communities of Braintree, Cohasset, Hingham, Holbrook, Hull, Milton, Quincy, Randolph and Weymouth.

Kiessling Transit, Inc. (KTI) had 41,112 requests and 0 not availables. The not available rate for KTI for the month was .00 percent. KTI scheduled 41,112 trips. There were 7,556 trips cancelled. The cancellation rate for the month was 18.38 percent. There were 2,640 trips that were no shows for the month. The no show rate for the month was 6.43 percent. KTI had 52 trips that were missed. KTI completed a total 30,864 trips and had 198 trips late over 30 minutes during the month. KTI had a total of 31 complaints during the month. KTI had a total of 18,567 revenue hours and 211,316 revenue miles during the month.

Passengers served per hour 1.66.

Trips greater than 60 minutes per zone 1,033.

Transfers completed 916.

Direct transfers completed 907.

Accidents at fault 11

Accidents not at fault 5.

Incidents 16.

Same Day Requested 2,727

Same Day Completed 1,251.

% of Same Day Trips Completed 45.88%

% of Same Day Trips Not Completed 54.12%

Complaint type 1-no show issue. explanation and apology sent.

Complaint type 1,4,8-no show issue. letter of explanation and apology sent.

Complaint type 1,6,7,9-reservation and dispatcher problems. employees reprimanded. letter of apology sent.

Complaint type 3,9,10-driver issue. letter of explanation and apology sent.

Complaint type 4-no show issue. letter of explanation and apology sent.

Complaint type 4-scheduling issue. letter of explanation and apology sent.

Complaint type 4,5-no show issue. letter of explanation and apology sent.

Complaint type 4,6-late pick ups issue. letter of explanation and apology sent.

Complaint type 4,6,9-no show issue. letter of explanation and apology sent.

Complaint type 4,9-dispatcher issue. letter of explanation and apology sent.

Complaint type 8-telephone issue. letter of explanation and apology sent.

Complaint type 9-driver issue. driver reprimanded. letter of explanation and apology sent.

Complaint type 9-driver issue. letter of explanation and apology sent.

Complaint type 9-driver issue. driver reprimanded. letter of explanation and apology sent.

Complaint type 9-driver issue. driver reprimanded. letter of explanation and apology sent.

Complaint type 9-driver issue. letter of explanation and apology sent.

Complaint type 9-driver issue. driver reprimanded. letter of explanation and apology sent.

Complaint type 9-driver issue. driver reprimanded. letter of explanation and apology sent.

Complaint type 9-driver issue. letter of explanation and apology sent.

Kiessling Transit, Inc. currently has 134 drivers and 6 road supervisors. The road supervisors are occasionally on a run but always have their eyes open on other drivers.

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:Mar-09  
Date:04/22/2009

## REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.48 Previous Month 1.49  
Cum FY to date 1.45

Trips Requested Current Month 85,315 Previous Month 75,019  
Cum FY to date 703,444

Trips Scheduled Current Month 85,315 Previous Month 75,019  
Cum FY to date 703,444

Trips Completed Current Month 62,475 Previous Month 56,262  
Cum FY to date 518,841

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 16,394 Previous Month 13,254 Cum  
FY to date 131,768

% Cancelled Current Month 19.2% Previous Month 17.7% Cum FY  
to date 18.7%

No Shows Current Month 6,419 Previous Month 5,454 Cum FY to  
date 52,221

% No Shows Current Month 7.5% Previous Month 7.3% Cum FY to  
date 7.4%

Late > 30 Minutes Current Month 553 Previous Month 796 Cum FY  
to date 8,172

Missed Trips Current Month 27 Previous Month 49 Cum FY to date  
614

Trips > 60 min per zone Current Month 889 Previous Month 845  
Cum FY to date 8,012

Transfers Completed Current Month 5,623 Previous Month 5,266  
Cum FY to date 50,520

Accidents (at fault) Current Month 6 Previous Month 11 Cum FY to date 122

Accidents (not at fault) Current Month 18 Previous Month 19 Cum FY to date 220

Incidents Current Month 30 Previous Month 30 Cum FY to date 293

Same Day Requested Current Month 8,451 Previous Month 7,221 Cum FY to date 71,177

Same Day Completed Current Month 3,982 Previous Month 3,346 Cum FY to date 32,605

% Same Day Completed Current Month 47.1% Previous Month 46.3% Cum FY to date 45.8%

Same Day Not Completed Current Month 4,469 Previous Month 3,875 Cum FY to date 38,572

% Same Day Not Completed Current Month 52.9% Previous Month 53.7% Cum FY to date 54.2%

Vendor Veterans, Drivers 252\*, Site Supervisors 8, Road Supervisors 8, Operations Supervisors 7

\* 25 Additional Taxi-RIDE Drivers (FTE)

VTLLC

Complaint Summary - March 2009

# of Complaints: 45

All complainants contacted with explanation and apology, as appropriate.

1. Difficulty in Getting a Ride 0

2. Condition of Vehicle 1

Letter of explanation/apology sent.

3. Comfort of Ride 1

Letter of explanation/apology sent.

4. Promptness of Pickup or Dropoff 8

Letters of explanation/apology sent.

5. Scheduling Problem 4

Letters of explanation/apology sent.

6. Dispatcher Problem 1

Letter of explanation/apology sent.

7. Problem with Reservationist 1

Letter of explanation/apology sent.

8. Problem with Telephone 0

9. Problem with Driver 25

Letters of explanation/apology sent.

3 drivers given verbal warnings.

2 drivers given written warnings.

10. Other 4

Letters of explanation/apology sent.

11. Compliments

2 Driver Compliments.

1 Dispatcher Compliment.