

MBTA DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY (SWA)

FIXED ROUTE REPORT – June 27, 2012

T Access Guide Is Now Online!

The MBTA's T Access Guide is now available for customers to view online. The T Access Guide is an interactive manual that serves as a "How To" guide for using the MBTA's fixed-route network of buses, trains, and boats. Access Guide topics include:

- General Accessibility Facts that are in effect system-wide
- How to plan a trip on the MBTA's fixed-route system
- The customer experience and accessibility features on all transit modes
- Information on how to use the farebox and fare vending machines

To view the guide, go to www.mbta.com. The "T Access Guide is located on the Department of System-Wide Accessibility homepage.

Coming Soon: MBTA System Orientation Training

As part of an effort to encourage customers to use the MBTA's Fixed-Route system, the MBTA has begun the process of developing a System Orientation training that will familiarize customers with the MBTA's Fixed-Route network of buses and trains. The training will include both a presentation and a hands-on section. Topics of the presentation will include:

- The Benefits of Using Fixed-Route Services
- System-Wide Accessibility Facts
- Reduced Fares Information
- Information on how to read MBTA bus schedules and subway maps.
- Trip Planning
- Safety Information

Topic areas for the hands-on portion of the training will include:

- How to identify a MBTA Bus Stop
- Access Features on MBTA Bus
- Securing a Wheeled Mobility Device
- Using the Farebox
- Using Fare Vending Machines in Subway Stations
- Using the Faregates
- Using MBTA Call Boxes
- Access Features on MBTA Subway

- Boarding the Train using the Mobile Bridgeplate (Heavy Rail Trains), the Built-in Bridgeplate (Type 8 Green Line Trains), and the Mobile Lift (Type 7 Green Line Trains).

The trainings are tentatively scheduled to begin in Fall 2012. Until then, customers should consult the T Access Guide which has information on how to use the MBTA's Fixed-Route system.

MBTA Staff Learn About Travel Training

In an effort to learn more about providing travel training to seniors and people with disabilities, MBTA staff person Larry Haile spent time with representatives from Ride Connection, a nonprofit agency that provides travel training services to seniors and customers with disabilities who live in the greater Portland Oregon area. Although the MBTA is not presently seeking to create a travel training program, the information obtained during his meeting with Ride Connection representatives will help in his creation of the MBTA's System Orientation program. Ride Connection, which was founded in 2004, is viewed as one of the best agencies in the nation for training seniors and people with disabilities to independently use fixed-route services. During this year alone, Ride Connection has saved Portland's local transportation agency, Trimet, approximately \$1 million through successfully training seniors and customers with disabilities to use Trimet's buses and MAX, Portland's light rail network.

Redundant/Replacement Elevator Update

As part of the MBTA/BCIL Settlement Agreement, some stations will receive replacement elevators while other stations are receiving new or redundant elevators. Please be advised of the following elevator openings:

Porter Square Station

- The elevator leading from the commuter rail platform to the mezzanine level of Porter Square station is tentatively scheduled to reopen in summer 2012.
- The elevator leading from the mezzanine level of Porter Square station to street level is tentatively scheduled to reopen in 2013.

Park Street Station

- A new elevator leading from the street level of Park Street station to the Green Line (to Copley, Kenmore, and points west) and the Red Line's center platform is nearly completed. This new elevator is tentatively scheduled to open in fall 2012.

Construction Projects

The MBTA has been engaged in a number of projects designed to improve access for all customers. Such projects include the following

Assembly Square Station – Construction of the new Assembly Square station is tentatively scheduled to begin in fall 2012 and will last for approximately 4 years. The new Assembly Square station will be constructed between the existing Sullivan Square and Wellington stations.

Orient Heights Station – The Orient Heights Blue Line station will be closed temporarily in spring 2013. This is to allow construction crews the ability to make improvements to the station busway and to add accessibility improvements to the station (such as new elevators). The station is tentatively scheduled to be closed for approximately 6 months.

Wollaston Station – Necessary drainage work is scheduled to take place at Wollaston station in 2013. This work is necessary so that a new elevator can be installed at this Red Line station.

Wonderland Station – New additions will be available at this Blue Line terminus station in summer 2012. Such additions include a new multi-story parking garage, new station elevators, visual and tactile wayfinding signage, and a new busway located near the west end of the station.

Accessibility at the T Public Meeting Recap

MBTA officials, including acting General Manager Jonathan Davis, officials from the Operations Department, and staff from the Department of System-Wide

Accessibility, were present to hear concerns voiced by members of the disability community, disability advocates, and other stakeholders during the June 11 Accessibility at the T Public Meeting. The meeting was facilitated by Judge Patrick King, Independent Monitor of the MBTA/BCIL Settlement Agreement. During the meeting, internal and external bus monitoring reports (which both suggested improvement in the provision of services to customers with disabilities), platform mitigation efforts, and the launching of the T Access Guide were discussed. Although the MBTA has made some improvement as it relates to providing services to customers with disabilities, transit officials agreed that more work needs to be done to ensure that the MBTA is the global benchmark in accessible public transportation. The next Accessibility at the T Public Meeting will be held on December 3, 2012.

CharlieCard Store Set to Open Summer 2012

Customers are reminded that the new CharlieCard store will open in summer 2012. This new store will serve as a one stop location for all things related to the CharlieCard. This includes obtaining, renewing, and replacing reduced fare CharlieCards. Until the new Charlie Store opens, customers who need to renew or replace their reduced fare CharlieCards may do so at the Reduced Fare CharlieCard office located at Back Bay station.

SWA Report in Audio Upon Request

Please be advised that a copy of the SWA Fixed-Route Report is available in audio upon request. The audio version of the report is made possible thanks to software designed to make audio recordings of printed text. If you would like a copy of the report in audio, please notify Larry Haile prior to the beginning of AACT meetings, during the break, or at the end of AACT meetings.

MBTA Operations Training Programs – Bus

The Bus Training School has two ongoing classes for operators and other bus personnel at the Charlestown Garage training facility. Contact Robin Howard in the MBTA's System-Wide Accessibility Department, at least one week in advance, to attend either program at 617-222-5254 voice; 617-222-5045 TTY; rhoward@mbta.com

Phase 1 Bus Recertification: 8-hour monthly class with modules and videos on assisting customers with disabilities, service animals, use of ramps and lifts, and

other accessibility-related topics. Classroom and hands-on instruction onboard the bus.

Next Class: Tuesday, July 10.

Phase 2 Bus Recertification Training: 2-hour ADA Refresher Training Module with both classroom and hands-on instruction onboard the bus. Includes state-of-the-art bus simulator. Due to space restrictions maximum class size 6 students; 1 observer (and Personal Care Assistant, if applicable).

Mon – Fri (days vary; no holidays), approx. 12:30 pm – 2:30 pm.

RIDE REPORT TO AACT COMMITTEE

June 27, 2012

DATE:

ACTIVITIES:

- 5/29 Staff met with GM's Office regarding Premium Fare Logistics
- 6/6 Staff attended the MBTA Board of Directors meeting when the BOD approved a contract with Innovative Paradigms to conduct In-Person Assessments. Mobilization will begin once contracts have been signed and we are aiming for a fall (new applicants) and winter (recertifications) implementation.
- 6/14 Staff attended OTA Dept. Meeting
- Week of
6/11 Staff began distribution of informational flyers regarding RIDE Program/Fare changes (effective 7/1) to customers via seat drops, to agency and advocacy groups and over 40,000 mailings to customer homes (in various alternate formats). Announcements were also loaded on RIDE reservation lines.
- 6/20 Staff participated with AACT Acting-Chairman in RIDE Suspension Appeal Hearing at OTA offices.
- June Staff participated in Tall Ships and July 4th logistics planning

SERVICE UPDATES:

Ridership was up **7.85%** for the month of **May 2012** compared to **May 2011** (213,049 to 229,774), while still maintaining a **zero NA rate**.

FY12 **May** YTD Complaints **increased by 8.48%** (from 2150 to 2332).

FY12 **May** YTD Vehicular accidents **were down 9.78%** (from 1,864 to 1,682).

FY12 **May** YTD RIDE applications received totaled **15,709**. THE RIDE presently has **60,637** registered/active customers.

To: AACT

**From: Frank Oglesby, Deputy Director of Paratransit Contract Operations,
Office for Transportation Access**

Date: June 27, 2012

**Subject: THE RIDE Report for the period beginning May 1, 2012
Through May 31, 2012.**

There were a total of 419 persons registered in the North during the month for a total of 4635 FY'12 to date. There were a total of 311 persons registered in the Northwest during the month for a total of 3619 FY'12 to date. There were a total of 154 persons registered in the South during the month for a total of 1798 FY'12 to date. There were a total of 96 persons registered in the Southwest during the month for a total of 1206 FY'12 to date. There were a total of 373 persons registered in Boston during the month for a total of 4080 FY'12 to date. There were a total of 28 persons registered out of area during the month for a total of 371 FY'12 to date. There were a total of 1,381 persons registered during the month and 15,709 persons registered FY'12 to date.

Statistics for May 2012 (FY2012)

Veterans Transportation Services LLC (VTLLC) had 122,248 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 122,248 trips. There were 22,516 trips canceled, 9,431 trips that were no shows and 61 trips that were missed. VTLLC completed a total of 88,240 and had 998 trips late over 30 minutes during the month. VTLLC had a total of 121 complaints during the month. VTLLC had a total of 61,437.00 revenue hours and 695,064 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 102,489 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 102,489 trips. There were 19,540 trips canceled, 8,319 trips that were no shows and 47 trips that were missed. GLSS completed a total of 74,583 and had 1100 trips late over 30 minutes during the month. GLSS had a total of 98 complaints during the month. GLSS had a total of 43,085.00 revenue hours and 539,175 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 88,241 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 88,241 trips. There were 14,883 trips canceled, 6,375 trips that were no shows and 22 trips that were missed. TTI completed a total of 66,951 and had a total of 341 trips late over 30 minutes during the month. TTI/YCN had a total of 57 complaints during the

month. TTI/YCN had a total 42,430.00 revenue hours and 553,756 revenue miles during the month.

There were 1381 people registered for THE RIDE during the month.

END OF OTA REPORT.

Cc: Mike Hulak
Janie Guion

RIDE CONTRACTOR: GLSS TRANSPORTATION

Reporting Period: May 2012

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 102,489 trip requests and 0 not availables. The not available rate for GLSS was 0.00 percent. GLSS scheduled 102,489. There were 19,540 trips cancelled, for a cancellation percentage of 16.14 % percent. GLSS had 8,319 trips that were no shows for a percentage of 8.12 %. GLSS had 47 trips that were missed trips. GLSS completed a total of 74,583 trips with 1,100 being late greater than 30 minutes. A total of 1,297 trips were more than 60 minutes long. GLSS had a total of 101 complaints in May 2012 from 72 people. GLSS had 43,085 service hours and 539,175 revenue service miles for the month.

Passengers served per hour -	1.73%
Total RIDES requested -	102,489
RIDES Scheduled -	102,489
RIDES Completed -	74,583
Trips not available -	0
Not available rate -	0.00%
Requests cancelled -	19,540
Percent of requests cancelled –	16.14%
No shows-	8,319
Percent of no-shows -	8.12%
Pick-ups late greater than 30 minutes	1,100
Missed trips -	47
Same Day Requests	16,135
Same Day Completed	4,516
%Same Day Requests	27.99%
Vehicle to Vehicle transfers -	2,359
Accidents at fault-	8
Accidents not at fault-	69

May 2012 Complaint Summary
Total complaints received: 101

Type **# received**

1	Comfort of RIDE	_____	3
2	Vehicle condition		1
3	Difficulty getting a ride	_____	5
4	DISPATCH PROBLEM		7
5	OTHER_____		13
6	Problem with a driver	_____	38
7	Problem with telephone	_____	4
8	Promptness of pick-up/drop off		16
9	Scheduling problem_____		12
10	Problem with reservationists		2
Compliments			0

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

Drivers	308.7	FTE
Operations Supervisor	10.0	
Road Supervisors	0	
Site Supervisors	3.0	

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 Braintree, Canton, Cohasset, Dedham, Dover, Hingham, Holbrook, Hull, Medfield, Milton, Needham, Norwood, Quincy, Randolph, Sharon, Walpole, Wellesley, Westwood and Weymouth.

The Joint Venture of TTI/YCN, LLC had 88,241 requests for the month of May with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 88,241 trips. 14,893 trips were cancelled. The cancellation rate for May is 16.88 percent. There were a total of 6,375 no shows and the no show rate for May is 7.22 percent. 22 trips were missed trips. JV completed a total of 66,951 trips and had 341 trips over 30 minutes. JV had a total of 55 complaints for the month of May.

Passengers served per hour 1.6 percent
Trips greater than 60 minutes per zone 1,330
Transfers completed 4,037

Accidents at fault 9
Accidents not at fault 9
Incidents 88
Same day requested 1,924
Same day completed 1,092
% of same day trips completed 56.76%
% of same day trips not completed 43.24%

Complaint type 1 / 5 Difficulty in getting a ride
Complaint type 2 / 0 Condition of vehicle
Complaint type 3 / 0 Comfort of ride
Complaint type 4 / 11 Promptness pick up/drop off explanation and apology sent.
Complaint type 5 / 16 Scheduling problem explanation and apology sent.
Complaint type 6 / 3 Dispatcher problem explanation and apology sent.

Complaint type 7 / 1 Problem with a reservationist
Complaint type 8 / 1 Problem with the telephone
Complaint type 9 / 12 Problem with a driver explanation and apology sent.

Complaint type 10 / 5 Other
Compliments (6)

The Joint Venture currently has 1 General Manager, 6 Site Supervisors, 9 Managers, 5 Assistant Managers, 6 Safety Supervisors, 265 drivers JV has 19 drivers in training for the month of May.

RIDE Contractor: VETERANS TRANSPORTATION SERVICES

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:May-12
Date:06/27/2012

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.44 Previous Month 1.44 Cumulative FY to date 1.41
Trips Requested Current Month 122,248 Previous Month 115,996 Cumulative FY to date 1,246,171
Trips Scheduled Current Month 122,248 Previous Month 115,996 Cumulative FY to date 1,246,171
Trips Completed Current Month 88,240 Previous Month 84,152 Cumulative FY to date 901,514
Trips Not Available Current Month 0 Previous Month 0 Cumulative FY to date 0
% Trips Not Available Current Month 0.0% Previous Month 0.0% Cumulative FY to date 0.0%
Trips Cancelled Current Month 24,516 Previous Month 22,839 Cumulative FY to date 249,397

% Cancelled Current Month 20.1% Previous Month 19.7% Cumulative FY
 to date 20.0%
 No Shows Current Month 9,431 Previous Month 8,959 Cumulative FY to
 date 94,690
 % No Shows Current Month 7.7% Previous Month 7.7% Cumulative FY to
 date 7.6%
 Late > 30 Minutes Current Month 998 Previous Month 756 Cumulative FY
 to date 7,989
 Missed Trips Current Month 61 Previous Month 46 Cumulative FY to date
 570
 Trips > 60 min per zone Current Month 1478 Previous Month 1245 Cumulative
 FY to date 10,401
 Transfers Completed Current Month 9,780 Previous Month 8,753 Cumulative
 FY to date 94,284
 Accidents (at fault) Current Month 13 Previous Month 10 Cumulative FY to
 date 128
 Accidents (not at fault) Current Month 71 Previous Month 44 Cumulative FY
 to date 761
 Incidents Current Month 52 Previous Month 46 Cumulative FY to date 631
 Same Day Requested Current Month 20,783 Previous Month 19,906 Cumulative
 FY to date 207,344
 Same Day Completed Current Month 11,965 Previous Month 11,461 Cumulative
 FY to date 122,082
 % Same Day Completed Current Month 57.6% Previous Month 57.6%
 Cumulative FY to date 58.9%
 Same Day Not Completed Current Month 8,818 Previous Month 8,445
 Cumulative FY to date 85,262
 % Same Day Not Completed Current Month 42.4% Previous Month 42.4%
 Cumulative FY to date 41.1%

Vendor Veterans, Drivers 326*, Site Supervisors 21, Road Supervisors 11,
 Operations Supervisors 8

* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - May 2012

of Complaints: 121

All complainants contacted with explanation and apology, as appropriate.

1. Difficulty in Getting a Ride 4
Letters of explanation/apology sent.
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 40

Letters of explanation/apology sent.

5. Scheduling Problem 15

Letters of explanation/apology sent.

6. Dispatcher Problem 8

Letters of explanation/apology sent.

7. Problem with Reservationist 4

Letters of explanation/apology sent.

8. Problem with Telephone 6

Letters of explanation/apology sent.

9. Problem with Driver 34

Letters of explanation/apology sent.

1 written warning.

2 drivers sent for retraining.

10. Other 8

Letters of explanation/apology sent.

11. Compliments 23

7 Dispatch Compliments.

10 Driver Compliments.

3 Reservationist Compliments.

3 General Compliment.