

MBTA DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY FIXED ROUTE REPORT – March 24, 2010

PATRICK-MURRAY ADMINISTRATION NOMINATES NEW GM

Governor Deval Patrick and MassDOT Secretary and CEO Jeffrey Mullan have appointed Richard A. Davey as MassDOT's new Rail and Transit Administrator, where he will oversee 15 Regional Transit Authorities (RTAs) and Mass DOT's freight and passenger rail program. The Governor and Secretary are also recommending that Davey serve as the new MBTA General Manager, pending approval by the MassDOT Board at a special Board meeting this week. Davey currently serves as MBCR General Manager.

AACT REQUEST FOR UP AND DOWN ESCALATORS

At the February 24th AACT meeting Chair Ben Haynes and other AACT Board and general members requested both an up and a down escalator in all MBTA renovation and new station construction projects. Currently, most MBTA stations with escalators have an up escalator only. While System-Wide Accessibility would fully support additional escalators wherever possible, they are not required by the ADA or the MBTA/BCIL Settlement Agreement.

We consulted with our Design & Construction Directorate regarding AACT's request as the adoption of AACT's request would be a major change in our current design practices. A fully installed escalator on average costs a little over \$1 million dollars. In some cases the building footprint would have to be enlarged to accommodate the additional escalator, and each additional escalator represents additional maintenance and operating expenses.

At this time, with the MBTA's current budget crisis it appears that the MBTA would not be able to add additional escalators to current projects. Also, going forward the MBTA must focus on State of Good repair projects to keep our system running, over projects such as an additional escalator that could enhance customer convenience but are not required.

BUS OPERATOR SAFETY RECORD IMPROVES FOR 2ND YEAR

For the second year in a row the safety record of MBTA Bus Operators has improved with both the total number of accidents and the number of preventable accidents going down. The MBTA's accident rate is equal to a car driver going six years between accidents, while operating 40 - 60-foot-long vehicles that pull in and out of stops constantly on congested streets, and taking care of customers. The ongoing improvements can be credited to a number of safety related initiatives including the Operator recertification program, new training equipment that enables the Operator to "experience" the driving environment without actually being on the road (i.e. a bus simulator), and a zero-tolerance policy on possession of cell phones and electronic devices.

SWA-BACK BAY CHARLIECARD OUTREACH PROGRAM

Staff from the Department of System-Wide Accessibility 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 through June: Quincy/April 13, Wellesley/April 27, Saugus/May 12, Milton/May 24, Cohasset/June 14, Newton/June 21. More information about the events is available at www.mbta.com, or by calling the MBTA Customer Support Services Center at 617-222-3200 voice; 617-222-5146 TTY.

MBTA BUS OPERATIONS RECERTIFICATION TRAINING

Bus Operations continues to hold monthly recertification training classes at the Charlestown Bus Garage for Operators and other Bus personnel. The training classes include modules and videos illustrating the MBTA's policies on assisting customers with disabilities, service animals, use of ramps and lifts, and other accessibility-related topics. The next class will be on April 13th. Please contact Laura Brelsford in the MBTA's System-Wide Accessibility Department at 617-222-1688 voice; 617-222-5045 TTY; lbrelsford@mbta.com, if you are interested in attending this or future classes.

RIDE REPORT TO AACT COMMITTEE 3/24/10

DATE:

ACTIVITIES:

3/2/, 3/5, 3/9, 3/10,
3/22/10

Staff conducted road observations.

3/4/10

Staff participated in a Safety Meeting at Greater Lynn Senior Services Offices.

3/8, 3/23/10

Staff participated in informational interview with a Northeastern University Masters Degree Candidate regarding RIDE Operations.

3/16/10

Staff attended "Powering Up For The Future: A Conversation on Aging Issues and the Nine Principles of the Aging Agenda with Governor Patrick and Secretary Ann L. Hartstein.

3/24/10

Staff participated in an Introduction and Overview of Operations with Secretary Mullan and Richard Davey.

Items of Note:

- .59 % ridership growth in February in comparison to February last year. The RIDE broke 99% on time service within 30 minutes mark in comparison to February last year and within 15 minutes we're a full percentage point better than last year. Complaints were up slightly despite the highest February ridership ever and inclement weather.

SERVICE UPDATES:

Ridership was **up .59 %** for the month of February compared to February 2010 (from **158,235 to 159,172**), while still maintaining a **zero NA rate**.

FY10 February YTD Complaints **decreased by 10.9 %** (from 1204 to 1073).

FY10 February YTD Vehicular accidents **were up 19.3%** (from 575 to 686).

FY10 February YTD RIDE applications received totaled **7,365**. THE RIDE presently has **66,670** registered customers.

To: AACT

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

Date: March 24, 2010

Subject: THE RIDE Report for the period beginning February 1, 2010 Through February 28, 2010.

There were a total of 216 persons registered in the North during the month for a total of 2129 FY' 10 to date. There were a total of 181 persons registered in the Northwest during the month for a total of 1744 FY' 10 to date. There were a total of 70 persons registered in the South during the month for a total of 793 FY' 10 to date. There were a total of 66 persons registered in the Southwest during the month for a total of 598 FY' 10 to date. There were a total of 211 persons registered in Boston during the month for a total of 1938 FY' 10 to date. There were a total of 12 persons registered out of area during the month for a total of 163 FY' 10 to date. There were a total of 756 persons registered during the month and 7,365 persons registered FY' 10 to date.

Statistics for February 2010 (FY2010)

Veterans Transportation Services LLC (VTLLC) had 86,625 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 86,625 trips. There were 19,594 trips canceled, 6,439 trips that were no shows and 3 trips that were missed. VTLLC completed a total of 60,589 and had 198 trips late over 30 minutes during the month. VTLLC had a total of 34 complaints during the month. VTLLC had a total of 43,687.00 revenue hours and 470,662 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 71,890 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 71,890 trips. There were 16,130 trips canceled, 4,716 trips that were no shows and 22 trips that were missed. GLSS completed a total of 51,022 and had 472 trips late over 30 minutes during the month. GLSS had a total of 47 complaints during the month. GLSS had a total of 32,313.00 revenue hours and 402,471 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 64,314 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 64,314 trips. There were 12,739 trips canceled, 4,007 trips that were no shows and 7 trips that were missed. TTI completed a total of 47,561 and had a total of 55 trips late over 30 minutes during the month. TTI/YCN had a total of 31 complaints during the month. TTI/YCN had a total 30,452.00 revenue hours and 388,337 revenue miles during the month.

There were to be determined applications reviewed during the month and 756 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