

**THE ACCESS ADVISORY
COMMITTEE TO THE MBTA (AACT)**

Executive Board Meeting

Wednesday, June 27, 2012

10:00 AM-12:00 Noon

The Full AACT Meeting

Wednesday, June 27, 2012

1:00-3:00 PM

**Both meetings will be at
10 PARK PLAZA, BOSTON
STATE TRANSPORTATION
BUILDING, 2nd Floor, Conference Rooms 2 and 3**

- ***AACT provides advice to the MBTA on matters relating to the accessibility and transit needs of seniors and persons with disabilities.***
- ***Agendas for the meetings can be found at the Boston Region Metropolitan Planning Organization's website at www.bostonmpo.org click on the link AACT.***
- ***For assistance or special meeting accommodations contact Janie Guion, at 617-973-7507/voice or 617-973-7089/TTY.***
- ***Materials are available in accessible formats.***
- ***Information regarding MBTA services, complaints, and commendations should be directed to the Marketing and Communications Department at 617-222-3200/voice; 617-222-5146/TTY or www.mbta.com.***



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

Meeting Agenda – June 27, 2012
1:00 PM – 3:00 PM

Interim Chairman James F. White

Meeting called to Order

A Moment of Silence for the
late AACT Chairman Philip Beaulieu

Introductions

Chairman's Report
1:00 – 1:20 PM

Approval of the AACT Meeting Minutes
May 23, 2012
1:20 – 1:25 PM

Speaker
Judge Patrick King
1:25 – 2:00 PM

BREAK 2:00 – 2:10 PM

Office for Transportation Access/ Paratransit/THE RIDE
2:10 – 2:20 PM

THE RIDE Vendor Representatives
2:20 – 2:30 PM

System-Wide Accessibility/Fixed Route Services
2:30 – 2:40 PM

Open Discussion, Comments, and
Announcements
2:40 – 2:55 PM

Adjourn – 3:00 PM

In order for all meetings to run smoothly, please cooperate by adhering to the following standing rules:

- Please be on time for all meetings.
- No outbursts, interruptions, or cross talking when someone is speaking.
- If you have any questions, please wait to be recognized by the coordinator or a member of the board, and identify yourself before speaking. Please, one question or comment at a time. Each attendee will be given no more than two opportunities to address each issue.
- Place all cellular phones and or paging systems on “off” or “silent mode” **BEFORE** the meeting.
- No eating allowed during the regular AACT meeting.
- Remember to take all your belongings with you (**bottles, cups, tissues, and bags**).
- All meetings will be recorded.
- Please help make this a fragrance-free meeting.

Assistive Listening Devices are available upon request.

For assistance or reasonable accommodations contact Ms. Janie Guion at least one week prior to the meeting at (617) 973-7507 or TTY (617) 973-7089.

The next AACT Meeting will be June 27, 2012



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Wednesday, May 23, 2012

AACT Meeting Minutes

NOTABLES

- Comments and questions concerning AACT should be directed to Interim Chairman James White by contacting the AACT Coordinator, Ms. Janie Guion, at 617-973-7507 (voice); 617-973-7089 (TTY); 617-973-8855 (fax); or at AACT@ctps.org (e-mail).
- Interim Chairman James White recommends that members needing service information or wanting to inquire about MBTA services do so through the MBTA Marketing and Communications Department at 617-222-3200 or 800-392-6100, TTY 617-222-5146, Monday through Friday 6:30 AM to 8:00 PM and Sat/Sun from 7:30 AM to 6:00 PM, or the MBTA website at www.mbta.com/customer_support/feedback/.
- AACT has a page on the Boston Region Metropolitan Planning Organization's website at www.bostonmpo.org, click on AACT. Links can be found there for the following items: agendas, upcoming meetings, past meeting minutes, the Memorandum of Understanding (MOU) between the MBTA and AACT, and the AACT bylaws, the AACT brochure, and ADA regulations. There are also links to the MPO's newsletter, TRANSREPORT, the

MBTA's Office for Transportation Access, and the AACT Coordinator.

- The Boston Region Metropolitan Planning Organization (MPO) meetings are conducted in accessible locations, and materials can be provided in accessible formats and in languages other than English. If you would like accessibility or language accommodation, please contact the MPO at 617-973-7100 (voice), 617-973-8855 (fax), 617-973-7089 (TTY), or publicinformation@bostonmpo.org (email).
- The MPO fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. The MPO does not discriminate on the basis of race, color, national origin, English proficiency, income, religious creed, ancestry, disability, age, gender, sexual orientation, gender identity or expression, or military service. Any person who believes herself/himself or any specific class of persons has been subjected to discrimination prohibited by Title VI or related statutes or regulations may herself/himself, or via a representative, file a written complaint with the MPO. A complaint must be filed no later than 180 calendar days after the date on which the person believes the discrimination occurred.
- 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 is appreciated.

ATTENDANCE

Ian Perrault, Mary Ann Murray, Jim White, Rick Morin, Nancy Miller, Eleanor Albasini, Tammy Perrault, Don Summerfield, Reggie Clark, Katherine Johnson, Angela Manerson, Kathryn Piccard, Mary Dennesen, Thomas Gilbert, Margaret Crowdis, Viola Thacker, Mildred Kline, Deanne Sisco, Bob Carr and George Pehlgrim

Boston Region Metropolitan Planning Organization (MPO)

Central Transportation Planning Staff (CTPS)

Daniel Amstutz and Janie Guion

MassDOT - MBTA Representatives

Frank Oglesby, Mike Hulak, Larry Haile, and Carla Howze

Vendor Representatives

Kevin MacDonald – Veterans Transportation, LLC

John Soucy – Greater Lynn Senior Services

Victor Herrera and Peter Settles – The Joint Venture of Thompson Transit and YCN, LLC

MEETING

- Vice-Chair James White called the meeting to order at 1:07 pm
- Members, friends and guests introduced themselves

Meeting Minutes for the AACT meeting on March 28 and April 15 were presented and unanimously approved

Chairman's Report

In the absence of Chairman Philip Beaulieu, the Chairman's report was given by Vice-Chairman James White, who reported the following:

- Ex-Officio Board member Ben Haynes has passed away. Mr. White had these comments to share:
 - This is a tremendous loss to the disability community
 - He served almost four decades helping shape THE RIDE Program
 - He helped pioneer paratransit in the United States
 - He was one of the founding members of AACT

Mr. White concluded by saying that there were not enough accolades that would describe what Ben meant to AACT, the MBTA and the disability community.

He then asked for questions. None were presented.

Carla Howze, MBTA Director of Customer Service Center (CSC)

Ms. Howze gave a quarterly review and an overview of the customer service activities.

These include the following:

- In the first quarter of 2012 Customer Service received 127,000 calls:
 - This was a twenty percent decrease from first quarter of 2011
 - Ninety-three percent were about trip planning, schedules, directions and general information
 - Seven percent were customer complaints
 - Complaints are answered in five days, some may require further investigation
 - Most complaints were about THE RIDE, followed by the Automated Fare Collection machines and then subway issues

- Staff are also involved in:
 - Daily contact with MBTA Operations
 - Research of new technology
 - Quarterly meetings

She then asked for questions.

D. Summerfield stated that his concern when he contacts customer services is that he is routinely turned over to a supervisor, to which he objects.

C. Howze stated that his calls should not be given to a supervisor.

T. Gilbert questioned if he reports a complaint of rude operators, will the complaint be directed to someone in authority.

C. Howze recommended that he ask to speak with a supervisor who will contact the appropriate people.

K. Piccard asked how complaints were compared to modes per rate of usage.

C. Howze stated she did not have that kind of comparison.

M. Crowdis said she called customer service for bus route information and was given a schedule that was incorrect. She also mentioned that the fare vending machines do not give the consumer the option of knowing what you get for your money. She said you are immediately asked how much you want to spend.

C. Howze stated she would check into programming; but unsure if changes could be made.

K. Johnson stated that it is impossible to synchronize THE RIDE and the commuter rail for a pickup.

C. Howze stated that it is not easy to have commuter rail trains watch for THE RIDE to arrive. She said that the commuter rail can only be held for one minute due to shared tracks.

M. Dennesen expressed her concern about THE RIDE transfer station at Ruggles Street. She said it was in desperate need of repair, the sign is missing, and other vehicles are parking in the area; it is unsafe to walk or use a mobility device.

L. Haile said he would report the complaint.

Larry Haile, Coordinator for the MBTA System-Wide Accessibility Department (SWA)/Fixed Route Services (see attached)

He distributed his report and stated that no other information had been reported since the report was prepared.

He then asked for questions.

A. Manerson stated that there were parking issues on many of the commuter rail lines.

L. Haile stated that he was unaware of any parking issues.

T. Gilbert/R. Clark are both concerned that the yellow buttons on the bottom of the priority seating area on MBTA buses are missing and not being reported for replacement. They believe not enough is being done to check buses for maintenance issues.

L. Haile stated that he would report the problem.

D. Summerfield complained that the yellow buttons are missing on many buses.

L. Haile stated that he would pass on his concerns to maintenance.

K. Piccard thanked Mr. Haile for his update of questions in his report from the April 18 meeting.

J. White reported to Mr. Haile the concern of persons who have weak immune systems regarding the biological testing on the Red Line. He asked if there was any data that could help ease the concerns of the public.

L. Haile stated that the testing will be done during non-revenue hours. He stated he would do some research.

M. Crowdis stated that while waiting for her bus at the Salem Depot to Boston she observed the bus schedule. She stated that the first bus leaves at 7:26 A.M. and the next bus is not until 8:12 A. M. She would like to see more frequency in buses suggesting every 15 minutes during rush hour. She also suggested that a better style of bus or the old bus series with the single row of seats be used. She stated that this style would accommodate more people, more mobility devices and luggage.

L. Haile stated that luggage may also be stored under the priority seating area.

J. White thanked Mr. Haile for his report.

Frank Oglesby, MBTA Deputy Director of Paratransit Operations – The Office of Transportation Access (OTA), THE RIDE (reports attached)

He reported the following

- The April 2012 reports for THE RIDE have been distributed
- The new owner of the Joint Venture is the National Express Bus Company (NEBC). He introduced Chief Executive Officer Peter Settles to AACT members and friends

He then asked for questions.

T. Gilbert asked for the location of NEBC.

P. Settles stated that the NEBC transit operation is located in Cincinnati.

C. J. Harrington stated that NEBC is a nationally established company with locations globally and that their presence here locally could be of great service.

P. Settles explained that NEBC is a very accomplished rail and bus operator in Europe and Toronto. He also stated that they are the second largest school bus operator in the United States and are now growing in the area of paratransit.

R. Clark questioned the CEO on what he is looking to accomplish and what ideas he brings.

P. Settles explained that he wants to make sure that everything is right and correct. He is looking to bring shared experiences they have learned in other projects and other locations and to be used here. He would also like to learn things here and share them with other locations.

K. Piccard questioned the CEO on what he has made better and what does he see for the future of JV.

P. Settles stated that he is here to listen and learn about comments and issues people have about the service. He also mentioned that he is new to paratransit.

M. Kline is concerned that good drivers fear dismissal by management and that they are not being heard. She believes that there should be better driver and management communication.

J. White thanked Mr. Oglesby for his report.

Vendor Reports

Greater Lynn Senior Services (GLSS)

John Soucy, Operations Manager, distributed his report with the following updates.

- On Thursday, May 24 and Wednesday, June 13 a passenger assistance training (PAT) class will be held at their Lynn location. See report for complete details
- New drivers' classes will begin on June 12

He then asked for questions.

K. Piccard asked if GLSS management contacted persons who are considered no-shows after their first ride of the day to see if they would like to cancel the return trip. She wanted to know if there was a policy to make an effort to call no-shows.

J. Soucy he stated that passengers are contacted regarding no-call or no-show but he could not say how frequent it is. He explained that GLSS does not cancel any trips. He stated that there was no written policy.

A consumer has observed in the past that some people are no-shows on a weekly basis. She asked if people who are no-shows constantly are warned how they inconvenience others on THE RIDE.

J. Soucy stated that no-shows occur daily, but explained that there are not as many as one would think.

J. White asked if passengers would be given a thirty day notice regarding the fare increase. He also wanted to know what the process will be to notify passengers.

C. J. Harrington stated that there is a plan.

A consumer said he would like better communication between his transfer vendors so the exchange can go smoothly.

J. Soucy stated that there has been communication with VTS and they are working together. He also explained it is not always the scheduling--it could be vehicle problems, traffic or weather.

Veterans Transportation (VT)

Kevin MacDonald, Project Manager, distributed his report and said that no new information was available since the report had been printed.

- On Wednesday, June 6th and Saturday, June 23rd, a passenger assistance training (PAT) class will be held at VT. See report for complete details

He then asked for questions.

K. Piccard asked if a passenger analysis had been done on the first no-shows of the day to see if they could save money. She indicated that seven to eight percent of trips are no-shows.

K. MacDonald stated that they do have a practice of calling no-shows. He stated that no-show reports are generated by each driver and reported. He stated that someone calls the passenger; if they succeed it is noted and the trip is canceled by contact. He explained the success rate is not always great. He noted that often times people travel by other means and will need that return trip.

K. MacDonald addressed the issue of drivers not being heard by management. He stated that driver opinions are valuable.

J. White thanked Mr. MacDonald for his report.

The Joint Venture of Thompson Transit and YCN Transportation

Victor Herrera, General Manager for the Joint Venture, distributed his report and said that no new information was available since the report had been printed.

He then asked for questions.

A consumer asked if transportation to the PAT classes are free.

V. Herrera stated that a special code is given for this class.

V. Thatcher complimented the JV staff. She also asked why so many vehicles are sent for persons going to the same location.

V. Herrera thanked her for the compliment. He answered her by explaining that would be a matter of scheduling.

J. White stated that during a recent meeting with the Acting General Manager Jonathan Davis the issue was discussed. He stated he spoke with Mike Hulak and was informed that the issue is now being addressed.

B. Carr asked if he could get a copy of the Joint Venture PAT training schedule.

V. Herrera informed him that the schedule was attached to his report which was distributed earlier.

V. Herrera shared with the members that the Joint Venture is in tune with the drivers. He stated JV knows first-hand the importance of the drivers; they are the backbone of the company.

J. White thanked Mr. Herrera for his report.

Open Discussion Part One:

T. Gilbert stated that there are issues on the Red Line with improperly working speakers.

L. Haile stated that he will pass on this information. He asked that in the future complaints be telephoned into the customer service with the line, day, time, and coach number.

J. White asked whether there was a smartphone application so that consumers could report maintenance issues.

L. Haile stated he would do research and report back.

C. Howze stated that there is a smartphone application called "*Commuter Connect*." She stated that the application is for any type of customer complaint that will come into customer service.

D. Summerfield stated that operators don't give passengers time to take a seat and be safely secured before they take off from a stop. He also mentioned that since the Red Line trains are now operated with a single operator stop announcements are not as good as they were before the change.

G. Phlegrim stated that he has problems getting his information regarding his trip confirmation with THE RIDE. He states that this frustrates him that he can't get the information.

K. Piccard suggested that THE RIDE information come in on a TTY as one option or it could be checked electronically.

M. Dennesen said she suggested to a driver at the Malden transfer site to contact dispatch to inform the vendor that two people waiting were all going to the same location. The driver refused to do so.

K. MacDonald suggested that he would need to research both trips.

G. Phlegrim indicated that more people who are hearing impaired are using the latest technology, the Video Phone System (VPS). He wanted people to be aware that TTY machines are obsolete and no longer being used. He stated that the VPS connects with an interpreter and is more direct.

A consumer expressed concern over the lack of communication between him and his carrier. He is baffled as to why the MBTA has now added the second carrier for his trip. He said that his trip was once considered as direct service. He stated that he is not receiving any answers.

M. Hulak informed the consumer that they have responded to all his emails.

J. White stated that the AACT Executive Board today discussed the subject of consumer balances not being relayed to customers by vendor staff after booking a trip. He asked if someone from the MBTA would state what the policy is. He stated that he is aware that Joint Venture will give that information when you are booking a trip.

M. Hulak acknowledged that the issue was just recently brought to his attention. He stated that it is now being implemented with each vendor and that all consumers will be reminded of their balance at the end of the call.

M. Kline is concerned about the fares doubling and cannot understand the process.

M. Hulak stated that if you live within three-quarters of a mile of fixed route service it will be four dollars each-way and if you live farther away than three-quarters of a mile your fare will be five dollars each-way.

K. Johnson stated she lives in Whitman, MA and asked what THE RIDE would cost her.

M. Hulak stated that THE RIDE does not service her area. He stated that traveling to the South Weymouth area will cost five-dollars each way.

R. Morin questioned if Premium Service (PS) would be enforced on July 1. He also asked how people would know if they were in the PS area and how people would know that the change is effective. He challenged the MBTA to provide a street-by-street map that indicates what streets are in the core service area.

M. Hulak stated that he could not be sure a street-by-street map could be produced but would look into the possibility.

He did mention that a map is being developed to identify the PS area.

J. White questioned if there is a tool for the individual consumer to figure out if they live in the PS area.

M. Hulak stated that consumers should call the Office for Transportation Access for information.

M. Kline said that she observed information displayed at the Back Bay facility that stated something totally different from what was being discussed.

E. Albasini stated that she has not had good service from THE RIDE staff. Drivers arrive late and have bad communications skills.

A consumer welcomed the representative from National Express Bus Company and hoped that Joint Venture could do more service in the South Shore.

Open Discussion Part Two

K. Piccard stated that she disapproves of a letter addressed to the MBTA Board of Directors Committee from AACT. She disagrees with Chairman Beaulieu who wrote a letter of support regarding the MBTA's In-Person Assessment Program. Chairman Beaulieu stated in the letter the reasons AACT supported the program. She stated that the application is too long, too complex, and was inadequately proofread. She went on to say that Chairman Beaulieu must have been speaking for himself and did not solicit opinions or input of AACT members.

J. White stated he had not seen the letter and would reserve comment until he spoke with the Chairman. He also stated that the Board knew nothing about the letter or the position that was taken by Chairman Beaulieu. He stated that he will

need to speak with Chairman Beaulieu regarding this issue. He tabled the issue until the June 27 meeting.

T. Gilbert is concerned about better MBTA scheduling of buses from Lynn to the Liberty Tree Mall. He asked if there was any way to reschedule that bus service.

A consumer stated that she is concerned about the overcrowding in vehicles. She said that some vehicles were not made for multiple people especially when some have varying physical conditions. She noted that some people may do best in vans and others in sedans. She asked that someone explain the policy on when to send a van or sedan.

K. MacDonald explained that the Crown Victoria is listed in the system as a five passenger vehicle. He recommended that she have her personal profile with THE RIDE updated to list that she needs extra space for her travel.

M. Murray explained that at the May MBTA Board of Directors meeting an MBTA employee was recognized with a citation. The employee had the courage to step into action to save a life. She stated that a collapsed passenger on a bus was given CPR; the employee asked that someone call 911. She stated the employee used a Defibrillator to save the passenger. EMT's credited that MBTA employee with saving the man's life and the employee credits her training from the MBTA.

R. Clark stated that he also disapproves of how the letter for the in-house assessment was done without communicating to the membership.

A. Manerson questioned if there would be a new THE RIDE guide with the new fare increases listed.

F. Oglesby stated yes a new guide would be issued.

The meeting ended at 3:00 pm.

MBTA DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY (SWA)

FIXED ROUTE REPORT – May 23, 2012

Accessibility at the T Public Meeting to be Held on June 11

On Monday, June 11, Judge Patrick King will be hosting a public meeting to discuss his assessment of the MBTA's progress towards compliance with the MBTA/BCIL settlement agreement. Please come to share your questions and comments regarding accessibility at the T. The meeting will be held from 1:00pm to 3:00pm at the State Transportation Building (10 Park Plaza) in the 2nd floor conference room (rooms 2 and 3).

This meeting space is accessible to people with disabilities. American Sign Language interpreters and assistive listening devices will be on-site. If you need an accommodation in order to fully participate in the meeting, please contact Robin Howard at RHoward@mbta.com or 617-222-1666 at least one week before the meeting.

Customer Assistance Area Pilot Debuts at South Station

On Monday, April 30, and on Friday, May 18, members from the disability community, AACT committee members, and transit officials were invited to check out the Customer Assistance Area (CAA), a pilot program designed to improve the way customers obtain assistance from MBTA members of staff. To seek assistance from a member of staff, customers may use the call box (located inside of the CAA).

Access features that may be found at the CAA may include benches, improved lighting, signage directing customers to the CAA, mobile bridgeplates, call boxes, and tactile surfacing that may be used by customers with visual impairments to locate the CAA.

The CAA pilot is located on the southbound (to Ashmont/Braintree) platform at South Station. Pending the success of the CAA pilot program, CAAs will begin to show up in other stations. The next station to receive the CAA will be Back Bay. Customers requiring further information on the CAA may visit the “Accessibility at the T” section of the MBTA website and click on the “Department of System-Wide Accessibility” link.

Private Carrier Bus Schedules to be Made Accessible

In an effort to ensure all information presented on the MBTA’s website is accessible to all, the MBTA is seeking to recreate the schedules for its private carrier routes (Rts 712, 713, 714, and 716) in an accessible format so that customers using screen readers have the ability to access the schedules. Presently, schedules for the MBTA’s private carrier routes are in PDF format. Documents in PDF format typically are not accessible for customers who use screen readers. The schedules for the MBTA’s private carrier routes are tentatively scheduled to be accessible by summer 2012.

Q and A at Previous AACT Meeting

During the previous AACT meeting held on April 18, several questions were asked. Below are the answers to those questions.

Q: Is there a possibility of including more detailed information on how to reach customer services on the buses?

A: At this time, the answer is no. Presently, there are occasional messages that are announced on the bus via the automated stop announcement equipment that inform the customer that “For complaints, concerns or commendations, call 617-222-3200”. This information is also displayed via a display screen located in the front of the bus.

Q: Is there any way to include an option where customers would be able to receive automated schedule information on the MBTA's telephone information line?

A: This is presently being explored. Cost would appear to be a factor in including automated schedules onto the MBTA's customer information line. Other transit agencies that have such technology have paid over \$1.2 million to create the system and as much as \$500,000 to maintain the system.

Q: Is there a way to include information on how to use the faregates in large print on the faregates?

A: Including information on how to use the faregates in large print on the faregates themselves is not an option. Customers who need assistance on how to use the faregates may seek assistance from a MBTA member of staff inside the station.

T Stations Sponsored by Corporate Sponsors

The MBTA is considering developing a program in which corporate sponsors would sponsor specific subway stations. As a result, "Park Street" station could be named "Fidelity Park Street" under the proposed program. Transit agencies in Chicago and Washington DC are considering similar proposals. With the money from the sponsorship, the T would be able to improve signage, be ADA compliant, and have cleaner stations that are better maintained.

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: Wednesday, June 6.

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.

**Office for Transportation Access
RIDE REPORT TO AACT COMMITTEE May 23, 2012**

DATE: ACTIVITIES:

4/17 Staff attended internal meetings regarding FTA Triennial Review

4/20 Staff met with ITD to discuss internal security

4/23 Staff met with ITD staff to discuss infrastructure for StrataGen hardware/software upgrade.

4/23 Staff attended meeting conducted by Customer Care Center on complaint processing

4/24 Staff attended MBTA BOD Finance Committee Meeting.

4/26 Management Staff attended mandatory Anti-Discrimination and Harassment Prevention training.

4/29, 4/30 Staff attended wake and funeral of former AACT Chair Ben Haynes.

5/1 Staff participated in internal FTA Teleconference with FTA consultants

5/2 Staff participated in conference call with StrataGen on software upgrade.

5/3 Staff attended MassDot Roundtable

5/9 Staff attended meeting with Legal and GM's Offices regarding EOHHS service models.

5/10 Staff attended OTA Dept. meeting.

5/10 Staff participated in telephone interview with the GAO, Wash D.C

5/14 Staff attended internal mtg regarding FTA Triennial Review.

5/17 Staff met with MBTA AFC contractor Edened. Edened is replacing Cubic for all MBTA eCommerce Fare/Pass transactions on 6/1/12*

*For RIDE Phone deposits, starting June 1st the new hours will be 7am-8pm weekdays and 9am-5pm weekends and all holidays. The contact number remains the same at 1-888-844-0355.

SERVICE UPDATES:

Ridership was up 5.47% for the month of April 2012 compared to April 2011 (207,826 to 219,193), while still maintaining a zero NA rate.

FY12 April YTD Complaints increased by 5.79% (from 1937 to 2056).

FY12 April YTD Vehicular accidents were down 13.27% (from 1,711 to 1,484).

FY12 April YTD RIDE applications received totaled 14,328. THE RIDE presently has 61,481 registered/active customers.

To: AACT

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

Date: May 23, 2012

***Subject: THE RIDE Report for the period beginning April 1, 2012
Through April 30, 2012.***

There were a total of 470 persons registered in the North during the month for a total of 4216 FY'12 to date. There were a total of 349 persons registered in the Northwest during the month for a total of 3308 FY'12 to date. There were a total of 211 persons registered in the South during the month for a total of 1644 FY'12 to date. There were a total of 121 persons registered in the Southwest during the month for a total of 1110 FY'12 to date. There were a total of 444 persons registered in Boston during the month for a total of 3707 FY'12 to date. There were a total of 50 persons registered out of area during the month for a total of 343 FY'12 to date. There were a total of 1,645 persons registered during the month and 14,328 persons registered FY'12 to date.

Statistics for April 2012 (FY2012)

Veterans Transportation Services LLC (VTLLC) had 115,996 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 115,996 trips. There were 22,839 trips canceled, 8,969 trips that were no shows and 46 trips that were missed. VTLLC completed a total of 84,152 and had 756 trips late over 30 minutes during the month. VTLLC had a total of 109 complaints during the month. VTLLC had a total of 58,385.00 revenue hours and 662,820 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 98,110 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS

scheduled 98,110 trips. There were 17,652 trips canceled, 7,930 trips that were no shows and 30 trips that were missed. GLSS completed a total of 72,498 and had 842 trips late over 30 minutes during the month. GLSS had a total of 78 complaints during the month. GLSS had a total of 40,949.00 revenue hours and 522,665 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 82,775 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 82,775 trips. There were 14,225 trips canceled, 5,992 trips that were no shows and 15 trips that were missed. TTI completed a total of 62,543 and had a total of 154 trips late over 30 minutes during the month. TTI/YCN had a total of 41 complaints during the month. TTI/YCN had a total 40,443.00 revenue hours and 522,041 revenue miles during the month.

There were 1276 people registered for THE RIDE during the month.

END OF OTA REPORT.

Cc: Mike Hulak
Janie Guion

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: Apr-12
Date: 05/23/2012

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.44 Previous Month 1.47
Cumulative FY to date 1.40

Trips Requested Current Month 115,996 Previous Month 122,897
Cumulative FY to date 1,123,923

Trips Scheduled Current Month 115,996 Previous Month 122,897
Cumulative FY to date 1,123,923

Trips Completed Current Month 84,152 Previous Month 89,097
Cumulative FY to date 813,274

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 22,839 Previous Month 24,313
Cumulative FY to date 224,881

% Cancelled Current Month 19.7% Previous Month 19.8%
Cumulative FY to date 20.0%

No Shows Current Month 8,959 Previous Month 9,437 Cumulative
FY to date 85,259

% No Shows Current Month 7.7% Previous Month 7.7%
Cumulative FY to date 7.6%

Late > 30 Minutes Current Month 756 Previous Month 817
Cumulative FY to date 6,991

Missed Trips Current Month 46 Previous Month 50 Cumulative
FY to date 509

Trips > 60 min per zone Current Month 1245 Previous Month 1256
Cumulative FY to date 8,923
Transfers Completed Current Month 8,753 Previous Month 9,136
Cumulative FY to date 84,504
Accidents (at fault) Current Month 10 Previous Month 10
Cumulative FY to date 115
Accidents (not at fault) Current Month 44 Previous Month 68
Cumulative FY to date 690
Incidents Current Month 46 Previous Month 57 Cumulative
FY to date 579
Same Day Requested Current Month 19,906 Previous Month
20,325 Cumulative FY to date 186,561
Same Day Completed Current Month 11,461 Previous Month
11,832 Cumulative FY to date 110,117
% Same Day Completed Current Month 57.6% Previous Month
58.2% Cumulative FY to date 59.0%
Same Day Not Completed Current Month 8,445 Previous Month
8,493 Cumulative FY to date 76,444
% Same Day Not Completed Current Month 42.4% Previous Month
41.8% Cumulative FY to date 41.0%

Vendor Veterans, Drivers 332*, Site Supervisors 21, Road
Supervisors 11, Operations Supervisors 8
* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - April 2012

of Complaints: 109

All complainants contacted with explanation and apology, as appropriate.

1. Difficulty in Getting a Ride 1

Letter 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 28

Letters of explanation/apology sent.

5. Scheduling Problem 12

Letters of explanation/apology sent.

6. Dispatcher Problem 9

Letters of explanation/apology sent.

7. Problem with Reservationist 5

Letters of explanation/apology sent.

8. Problem with Telephone 3

Letters of explanation/apology sent.

9. Problem with Driver 39

Letters of explanation/apology sent.

3 verbal warnings.

1 written warning.

1 termination.

10. Other 10

Letters of explanation/apology sent.

11. Compliments 10

3 Dispatch Compliments.

4 Driver Compliments.

2 Reservationist Compliments.

1 General Compliment.

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 82,775 requests for the month of April with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 82,775 trips. 14,225 trips were cancelled. The cancellation rate for April is 17.19 percent. There were a total of 5,992 no shows and the no show rate for April is 7.24 percent. 15 trips were missed trips. JV completed a total of 62,543 trips and had 154 trips over 30 minutes. JV had a total of 47 complaints for the month of April.

Passengers served per hour 1.5 percent
Trips greater than 60 minutes per zone 1,082
Transfers completed 3,742

Accidents at fault 5
Accidents not at fault 9
Incidents 34
Same day requested 1,847
Same day completed 1,094
% of same day trips completed 59.23%
% of same day trips not completed 40.77%

Complaint type 1 / 5	Difficulty in getting a ride
Complaint type 2 / 0	Condition of vehicle
Complaint type 3 / 1	Comfort of ride
Complaint type 4 / 9	Promptness pick up/drop off explanation and apology sent.

Complaint type 5 /12 Scheduling problem explanation and apology sent.
Complaint type 6 / 4 Dispatcher problem explanation and apology sent.

Complaint type 7 / 1 Problem with a reservationist
Complaint type 8 / 0 Problem with the telephone
Complaint type 9/ 11 Problem with a driver explanation and apology sent.

Complaint type 10/ 4 Other
Compliments (2)

The Joint Venture currently has 1 General Manager, 1 Operations Manager 6 Site Supervisors, 7 Managers, 5 Assistant Managers, 6 Safety Supervisors, 272 drivers
JV has 10 drivers in training for the month of April.

RIDE CONTRACTOR: GLSS TRANSPORTATION

Reporting Period: April 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 98,110 trip requests and 0 not availables. The not available rate for GLSS was 0.00 percent. GLSS scheduled 98,110. There were 17,652 trips cancelled, for a cancellation percentage of 17.99% percent. GLSS had 7,930 trips that were no shows for a percentage of 8.08%. GLSS had 30 trips that were missed trips. GLSS completed a total of 72,498 trips with 842 being late greater than 30 minutes. A total of 1,111 trips were more than 60 minutes long. GLSS had a total of 79 complaints in April

2012 from 44 people. GLSS had 40,949 service hours and 609,791 revenue service miles for the month.

Passengers served per hour -	1.77%
Total RIDES requested -	98,110
RIDES Scheduled -	98,110
RIDES Completed -	72,498
Trips not available -	0
Not available rate -	0.00%
Requests cancelled -	17,652
Percent of requests cancelled –	17.99%
No shows-	7,930
Percent of no-shows -	8.08%
Pick-ups late greater than 30 minutes	842
Missed trips -	30
Same Day Requests	11,167
Same Day Completed	5,503
% Same Day Requests	49.28%
Vehicle to Vehicle transfers -	1,537
Accidents at fault-	13
Accidents not at fault-	39

April 2012 Complaint Summary

Total complaints received: 79

Type	# received
1 <u>Comfort of RIDE</u>	3
2 <u>Vehicle condition</u>	1
3 <u>Difficulty getting a ride</u>	3
4 <u>DISPATCH PROBLEM</u>	6
5 <u>OTHER</u>	5

6	Problem with a driver	17
7	Problem with telephone	9
8	Promptness of pick-up/drop off	18
9	Scheduling problem	12
10	Problem with reservationists	5
	Compliments	6

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

Drivers	317.5	FTE
Operations Supervisor	10.0	
Road Supervisors	0	
Site Supervisors	3.0	