



DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY UPDATES

AACT MEETING – September 28, 2016

NOTEWORTHY NEWS

New CharlieCard Store Hours & Transaction Policy

On September 1, 2016, new hours of operation for the CharlieCard Store took effect. The store is now open Monday through Friday, 8:30 a.m. to 5:00 p.m (closed on holidays).

In addition, the CharlieCard Store will no longer process transactions that can be completed at a fare vending machine, such as adding stored value or a purchasing monthly passes.

Re-opening of Downtown Crossing Franklin Street Entrance

The Franklin Street entrance at Downtown Crossing Station re-opened on Monday, September 12. The renovated entrance, which consists of

a new elevator and escalator, was part of the Filene's / Millennium Tower project. Final landscaping and reconstruction of Franklin St. between Washington and Hawley Streets will be completed by the end of the year.

BlindWays App Launched

Transportation Secretary Pollack and several SWA staff members joined the Perkins School for the Blind on Tuesday, September 21, for the official launch BlindWays, an app designed to make it easier for customers who are blind or have low vision to find bus stops.

How the App Works: BlindWays was developed to "pick up where the GPS leaves off" (within 30 feet of the destination) by providing the user with clues contributed by volunteers that describe permanent landmarks near the bus stop – a tree, a fire hydrant, a mailbox. The crowd-sourced clues bring users to within four or five feet (the average length of a white cane) of their bus stop so they can touch the signpost and verify they are in the right spot. What is really neat is that community members can also use the app to submit clues about their bus stops. Everyone is encouraged to check out this website to see if their bus stop still needs clues! Website address:

<http://www.perkins.org/solutions/featured-products/blindways/volunteer>

The app can now be downloaded free of charge in apple's app store!

OVERVIEW OF MONITORING AND COMPLAINTS

SWA's Internal Access Monitoring Data – August 2016

In August, the Internal Access Monitoring (IAM) Program completed a total of 34 Ambulatory bus trips and 38 Wheeled Mobility Device bus trips.

In addition, monitors conducted 14 Heavy Rail trips (Red, Orange, and Blue Lines) to monitor station stop announcements and 6 trips to test the deployment of bridgeplates for testers using wheeled mobility devices when boarding and alighting trains.

A total of 4 Light Rail (Green Line and Mattapan Trolley) trips were conducted to monitor stop announcements. Stop announcements on Commuter Rail trains were also monitored during 5 observations.

Fixed-Route Accessibility Complaints – August 2016

The following data is comprised solely of complaints submitted to MBTA Customer Communications. The aggregate complaints are divided into complaints by transportation mode and complaint type for bus and subway service.

Complaint Mode:

- Bus: 58
- Subway: 18
- Commuter Rail: 15

- Other: 16
 - Design & Construction: 1
 - Engineering & Maintenance: 2
 - Service Planning: 6
 - Operations Technology: 1
 - Parking: 1
 - RIDE: 1
 - SWA: 4

Total: 107

Bus Complaint Type:

- Failure to Provide Reasonable Accommodation Request: 7
 - Use of ramp/lift/kneeler – ambulatory: 1
 - Verbally announcing the bus's arrival at the customer's destination: 1
 - Other: 5
- Pass-by/Failure to Board: 18
 - Ambulatory: 13
 - Wheeled mobility device: 3
 - Service animal: 1
 - Type of disability is unknown: 1
- Pulling to the curb: 5
- Securements: 3
- Pre-boarding: 0

- Bus failed to service customer's intended bus stop: 1
- Rude or offensive behavior: 11
- Signage: 3
- Vehicle Engineering & Maintenance: 2
- Multiple: 5
- Other: 3

Subway Complaint Type:

- Failure to Provide Reasonable Accommodation Request: 2
 - Opening rear doors for boarding and/or alighting: 1
 - Other: 1
- Stop announcements: 6
- Rude or offensive behavior: 1
- Elevators/Escalators: 2
- Station staffing: 2
- Rear door boarding/alighting issue: 2
- Other: 3

Commuter Rail Complaint Type:

- Stop announcements: 5
- Train overshoots mini-high platform: 1
- Priority seating: 1
- Elevators or escalators: 1
- Other: 7

August 2016 Elevator Uptime: 99.8%

UPCOMING TRAINING OPPORTUNITIES

MBTA System Orientation Training

The System Orientation training program is a course designed to familiarize seniors and customers with disabilities with the accessible services offered by the MBTA. The roughly three-hour course consists of a classroom portion and a hands-on portion. Topics covered in the classroom portion may include:

- Benefits of using transit
- Trip planning
- Reduced fare information
- General accessibility facts
- Safety
- Contacting customer service

The hands-on portion of the training focuses on such topics as:

- Identifying bus stops or train stations
- Finding the right bus or train to board
- Boarding and exiting procedures
- Paying your fare

- Access features on buses and trains including:
 - Automated stop announcement equipment
 - Priority seating
 - Securement area

Availability: First and third Thursday each month

Approximate time: 9:00 a.m. – 1:00 p.m.

For more information about the training program or to participate, please contact Linda Shepard Salzer, Ways2Go Travel Trainer Door2Door Transportation by SCM.

E-mail: lsalzer@scmtransportation.org

Phone: 857-756-5893

Please leave your name, a phone number, the best time to be contacted, and the purpose of the call. Reasonable accommodations for training may be arranged upon request.

MBTA Operations Training Programs – Bus

The Bus Training School has two ongoing classes for operators and bus personnel at the Charlestown Garage training facility.

Phase 1 Bus Recertification Training

An eight-hour monthly class that utilizes modules and videos on customers with disabilities, service animals, use of ramps and lifts, and other accessibility-related topics. Classroom and hands-on instruction conducted on board the bus.

Next scheduled training:

Thursday, September 29, 8:00 a.m. – 4:00 p.m.

Thursday, October 27, 8:00 a.m. – 4:00 p.m.

Charlestown Bus Garage, Building #6

Phase 2 Bus Recertification Training

An ADA Refresher Training Module with classroom and hands-on instruction on board the bus. Also includes state-of-the-art bus simulator. Due to space restrictions, classes are limited to one observer (and Personal Care Assistant, if applicable).

Availability: Varying weekdays, excluding holidays

Approximate time: 12:30 p.m. – 2:30 p.m.

To learn more about scheduling and attendance at either program, please contact:

Kurt Echols, System-Wide Accessibility

Voice: 617-222-5254

TTY: 617-222-5045

kechols@mbta.com

Please allow at least one week advance notice from the date of the scheduled training you wish to attend.

HOW TO FILE A COMPLAINT OR COMMENDATION

Whether you had a great experience on the MBTA or encountered obstacles, we want to know about it. Contact the Customer Communication Department by calling 617-222-3200 or 617-222-5146 (for TTY users).

Office hours:

Monday - Friday 6:30am - 8:00pm

Saturdays and Sundays 7:30am - 6:00pm

You may also voice your comments and concerns online at http://www.mbta.com/customer_support/feedback/.

If your concern is in reference to a bus operator, train personnel, or other MBTA staff, please try to document the following information:

- Date, time and location of the issue
- Bus route number or train line
- Destination of bus route or train line
- Vehicle number of the bus or train (if possible)
- Badge number of the employee(s) involved (if possible)

- Physical description of the MBTA employee (if possible)
- Boarding and exiting location of the bus or train
- Descriptive summary of the issue or concern

REQUESTING THIS REPORT IN ALTERNATE FORMATS

Upon request, this report will be available in alternate languages or formats (Braille, audio, etc.). To make a request, please contact Kurt Echols in SWA at kechols@mbta.com or 617-222-5254.

RIDE REPORT TO AACT COMMITTEE
Office for Transportation Access
September 28, 2016

DATE	Activity
Aug/Sept various	Staff participated in Eligibility Appeals hearings and visited TREC observing eligibility determinations.
Aug/Sept various	Staff met internally and with Global Contact Services on The RIDE Access Center (TRAC) mobilization efforts.
Aug/Sept various	Staff conducted Site Visits and Road Observations at all 3 RIDE contractors
Aug/Sept various	Staff participated in RIDE Performance Reviews.
Aug/Sept various	Staff continued discussions with consultants from Nelson/Nygaard and Regina Villa to form communications plans for TRAC to be presented to FMCB and AACT
9/16	Staff attended Gov. Charlie Baker's public announcement of the MBTA's On-Demand Paratransit Pilot Program with Uber/Lyft held at the Perkins School campus.
9/19	Deputy Chief Administrator Michael Lambert updated the Fiscal Management and Control Board on the Community Task Force efforts.
9/22	Staff conducted RIDE Safety meeting w/ MBTA Safety and RIDE contractors
9/25	A new RIDE web page enhancement was uploaded to www.mbta.com/theride Click on Related Links: "News and Updates for RIDE" . This webpage will provide the latest The RIDE happenings.

TREC Stats: August 2016 **YTD= current**
1307 Mailings sent YTD 11773

8881 Incoming calls YTD 73355

2135 calls for interview appointments YTD 17292

5 Walk-in appointments YTD 49

1357 interviews conducted of which 768 were recerts

43% new applicants, 57% recertifying applicants

1347 determinations completed or 11902 YTD

76% Unconditional, 8% Conditional, 12% Temporary Unconditional,
0% Temporary Conditional, 5% Not Eligible

334 Other determinations completed YTD 2370

7% Visitors, 61% Medical Necessity, 32% Deceased

1681 Total all determinations completed YTD 14272

Average days between call for appointment and appointment: 12

Average days from appointment to determination to be processed: 1

No. of Determinations within 5 days 1215 or 90%

Referrals to System Orientation: 14 YTD 31

Ridership Stats: August 2016 FY16

FY17 **August** compared to FY16 **August**

-Ridership increased 2.76% (from 175843 to 180689), while still maintaining a zero NA rate.

-Complaints were down -18.66% (from 268 to 218).

-Vehicular accidents were up 9.09% (from 176 to 192).

-On-time performance for August 2016 averaged 98.74%

Points of Interest:

On-Demand Paratransit Pilot Program-Uber/Lyft: www.mbta.com/paratransitpilot

The On-Demand Paratransit Pilot Program announced by Gov. Baker on September 16th with Uber and Lyft will allow the MBTA to learn and understand the opportunities and challenges of incorporating on-demand paratransit options into public transit, and follows the Taxi-Subsidy pilot program launched in January with multiple Boston-area taxi providers to subsidize trips for RIDE users via taxis.

These pilots are part of the MBTA's efforts to deliver more efficient and cost-effective service. Current RIDE service comes at a variable cost of \$31 to the MBTA, a \$3.15 set fare for customers and a minimum of one day advance notice required. Ride-share pilot participants will have on-demand service available and pay the first \$2.00 of the trip. The MBTA will pick up the next \$13.00 of the trip, with the customer picking up any remaining trip costs.

As these are opt-in pilot on-demand programs it is important to note only non-ADA service is provided, in other words there is no door to door driver assistance. Customers may travel with a PCA and service hours are currently the same as The RIDE which is generally from 5am to 1am, 7 days a week. Uber/Lyft driver-partners will undergo third-party safety screenings, vehicle and criminal background record checks and receive educational materials on providing service for RIDE customers with accessibility needs. Uber and Lyft will also offer sessions to train their driver-partners to better serve pilot customers.

RIDE customers will need a valid email address, mobile number, and form of payment (Credit Card, Debit Card, Prepaid Card, Apple Pay, PayPal, Google Wallet/Android Pay) to sign up.

Lyft will be offering service in the current RIDE service area. Uber service is limited to the following cities and towns: Boston, Cambridge, Somerville, Brookline, Chelsea, Everett, Revere, Medford, Watertown, Newton and Quincy with partial coverage in Malden, Arlington, Belmont, and Waltham. Logan Airport is currently not serviceable by either provider and all trips must start and end in these areas. Additionally, customers in the on-demand pilot who are unable to use a smart phone or without access to one can book rides by using a phone-in option from Lyft or obtain a smart phone from Uber on a limited basis.

Participants chosen for the pilot will be notified by Uber or Lyft. All additional questions or concerns regarding the On-Demand Paratransit Pilot program must be directed to Uber at www.uber.com/info/mbta/ or Lyft at get.lyft.com/mbta/. RIDE customers are encouraged to sign up for both pilots to maximize their chance at getting into the pilot. **The MBTA reserves the right to limit or cancel this pilot program at anytime.**

To: AACT

From: Carol Joyce-Harrington – Manager: Paratransit Contract Administration

Date: September 28, 2016

Subject: THE RIDE Report for the period of August 2016

Veterans Transportation Services LLC (VTLLC) had 78525 trip requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 78525 trips. There were 14383 trips canceled, 3785 trips that were no shows and 66 trips that were missed. VTLLC completed an on-time total of 59618 trips and had 673 trips late over 30 minutes during the month. VTLLC had a total of 112 complaints during the month. VTLLC had a total of 41544 revenue hours and 457278 revenue miles during the month. On-time performance was 98.88%.

Greater Lynn Senior Services (GLSS) had 85948 trip requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 85948 trips. There were 16153 trips canceled, 4606 trips that were no shows and 214 trips that were missed. GLSS completed an on-time total of 64020 trips and had 955 trips late over 30 minutes during the month. GLSS had a total of 64 complaints during the month. GLSS had a total of 46453 revenue hours and 605730 revenue miles during the month. On-time performance was 98.53%.

National Express Transit, Inc (NEXT) had 72167 trip requests and 0 not availables. The not available rate for NEXT was .00% percent. NEXT scheduled 72167 trips. There were 12337 trips canceled, 4352 trips that were no shows and 55 trips that were missed. NEXT completed an on-time total of 54820 trips and had 603 trips late over 30 minutes during the month. NEXT had a total of 42 complaints during the month. NEXT had a total of 41466 revenue hours and 478409 revenue miles during the month. On-time performance was 98.91%

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END OF OTA REPORT.

cc: Mike Hulak, Janie Guion