

## **MBTA DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY FIXED ROUTE REPORT – June 23, 2010**

### **JUDGE KING UPDATE - MBTA/BCIL SETTLEMENT AGREEMENT**

On June 21st Judge Patrick King, the Independent Monitor overseeing the implementation of the MBTA/BCIL Settlement Agreement, held a public meeting at the State Transportation Building to review progress made toward compliance. One highlight was the presentation of a document developed by the plaintiffs and MBTA called "MBTA/BCIL Joint Initial Assessment". During the open forum plaintiffs, AACT members and other attendees shared their impressions of progress to date and identified areas for improvement.

### **BUS REAL-TIME ARRIVAL INFORMATION FOR T RIDERS**

About 1/3 of all bus customers will be able to easily find out "where's the bus?" with the expansion of a pilot program to provide real-time bus arrival information by the end of this summer. Customers on 5 routes have had access to this service since a pilot program was launched in November 2009. An additional 12 routes are being added to the program immediately and more routes over the next few months. Real-time information now is able on Routes 1, 4, 15, 22, 23, 28, 32, 39, 57, 66, 71, 73, 77, 111, 114, 116, and 117.

### **ADA 20TH ANNIVERSARY CELEBRATION (JULY 24 – 26)**

The MBTA is joining with the organizers of the ADA 20th Anniversary Celebration in Boston to ensure that both the fixed route and paratransit transportation needs of all participants are met during this historic weekend. The main event will take place at the Boston Common on the corner of Charles and Beacon streets on Monday, July 26th from 12:00 noon to 3:00 pm, preceded by a march from Tremont and Boylston streets.

## **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 for Medford/July 15, Salem/July 22, Lincoln/August 9, Belmont/August 17, Cambridge/August 26. More information about the events is available at [www.mbta.com](http://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 Wednesday, July 14, 2010. Please contact Laura Brelsford in the MBTA's System-Wide Accessibility Department at 617-222-1688 voice; 617-222-5045 TTY; [lbrelsford@mbta.com](mailto:lbrelsford@mbta.com), if you are interested in attending this or future classes.

## RIDE REPORT TO AACT COMMITTEE 6/23/10

<b>DATE:</b>	<b>ACTIVITIES:</b>
6/1/10	Staff participated in contract consultant pre-selection
6/1	Staff attended meeting regarding new voice mail technology at the MBTA
6/1, 6/15	Staff participated in Anti-Discrimination and Harassment Prevention Training
6/3	Staff participated in MassDot roundtable Meeting
6/7, 6/13	GM staff and RIDE staff met with and participated in conference call with patron regarding service issues
6/7	Staff participated in ADA 20 <sup>th</sup> Anniversary event Transportation Planning meeting at the Secretary of Transportation's Conference Room
6/8	Staff presented at Lexington Senior Center's transportation forum
6/9, 6/16	Staff attended MassDot Diversity Committee Meeting
6/11, 6/18	Staff attended the 20 Years Americans with Disabilities Act event planning Meeting at the New England ADA Center

6/15	Staff attended a meeting with the AACT Board and the General Manager
6/16	Staff participated in Operations Directorate Mentoring and Training Pilot Program Kick-off
6/18	Staff participated in recording Bus stop announcements at Bristol Studios
6/18	Staff attended internal transportation planning meeting regarding 20 Years ADA Event convened by System-wide Accessibility Dept.
6/21	Staff attended BCIL Public Meeting w/Judge King

#### **Items of Note:**

- 7.4 % ridership growth in May in comparison to May last year. The RIDE broke 99% on time service within 30 minutes mark in comparison to May last year and within 15 minutes we're a full percentage point better than last year. Complaints were down slightly despite the highest May ridership ever.

#### **SERVICE UPDATES:**

Ridership was **up 7.4 %** for the month of May 2010 compared to May 2009(from **172,242 to 185,065**), while still maintaining a **zero NA rate**.

FY10 May YTD Complaints **decreased by 5.9 %** (from 1,564 to 1,471).

FY10 May YTD Vehicular accidents **were up 38.0%** (from 741 to 1,022).

FY10 May YTD RIDE applications received totaled **10,069**. THE RIDE

presently has **68,835** registered customers.

**RIDE Contractor:** Greater Lynn Senior Service, Inc.

**Reporting Period:** May 2010

**Date:** June 21,2010

**REQUIRED INFORMATION**

	<b>Current Month (05/10)</b>	<b>Previous Month(4/10)</b>			<b>Cum FY to date</b>
# Passengers served per hour	<b>1.59%</b>	<b>1.60%</b>			<b>1.58%</b>
# RIDEs requested	<b>79,466</b>	<b>79,716</b>			<b>842,218</b>
# RIDEs scheduled	<b>79,466</b>	<b>79,716</b>			<b>842,218</b>
# RIDEs completed	<b>59,209</b>	<b>58,894</b>			<b>610,560</b>
# Trips not available	<b>0</b>	<b>0</b>			<b>0</b>
% Trips not available	<b>0%</b>	<b>0%</b>			<b>0%</b>
# Cancellations	<b>14,949</b>	<b>15,508</b>			<b>171,017</b>
% Cancellations	<b>18.81%</b>	<b>19.45%</b>			<b>19.59%</b>
# No shows	<b>5,294</b>	<b>5,274</b>			<b>54,319</b>
% No Shows	<b>6.66%</b>	<b>6.61%</b>			<b>6.62%</b>
# Pick-ups late greater 30 minutes	<b>505</b>	<b>631</b>			<b>6,411</b>
# Missed trips	<b>14</b>	<b>40</b>			<b>322</b>
# Trips greater than 60 minutes per zone	<b>885</b>	<b>869</b>			<b>8,460</b>
# Transfers completed	<b>1,394</b>	<b>1,371</b>			<b>14,080</b>

# Direct Transfers	<b>3,798</b>	<b>3,726</b>			<b>40,077</b>
# Accidents (at fault)	<b>13</b>	<b>8</b>			<b>99</b>
# Accidents (not at fault)	<b>12</b>	<b>16</b>			<b>137</b>
Incidents	<b>26</b>	<b>13</b>			<b>231</b>
Same Day Completed	<b>3,691</b>	<b>3,408</b>			<b>33,103</b>
Same Day Requests	<b>8,995</b>	<b>8,981</b>			<b>93,271</b>
Same Day Percent	<b>41.03%</b>	<b>37.95%</b>			<b>38.77%</b>





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 72,036 requests for the month of May with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 72,036 trips. 11,830 trips were cancelled. The cancellation rate for May is 16.42 percent. There were a total of 4,980 No shows and the no show rate for May is 6.91 percent. 27 trips were missed. JV completed a total of 55,199 trips and had 274 trips over 30 minutes. JV had a total of 53 complaints for the month of May.

Passengers served per hour 1.6 percent  
Trips greater than 60 minutes per zone 934  
Transfers completed 3,754

Accidents at fault 3  
Accidents not at fault 14  
Incidents 25  
Same day requested 1815  
Same day completed 1051  
% of same day trips completed 57.91%  
% of same day trips not completed 42.09%

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/ 14	Promptness pick up/drop off explanation and apology sent.
Complaint type 5/ 7	Scheduling problem explanation and apology sent.
Complaint type 6/ 5	Dispatcher problem explanation and apology sent.
Complaint type 7/ 1	Problem with a reservationists apology sent
Complaint type 8/ 3	Problem with the telephone
Complaint type 9/ 17	Problem with a driver explanation and apology sent.
Complaint type 10/1	Other
Compliments	(1)

The Joint Venture has 1 General Manager, 3 Site Supervisors, 9 Managers, 4 Assistant Managers, 6 Safety Supervisors, 235 drivers with 4 drivers in training.

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-10  
Date: 06/23/2010

## REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.39 Previous Month 1.42  
Cumulative FY to date 1.42  
Trips Requested Current Month 99,718 Previous Month 97,488  
Cumulative FY to date 1,017,758  
Trips Scheduled Current Month 99,718 Previous Month 97,488  
Cumulative FY to date 1,017,758  
Trips Completed Current Month 70,657 Previous Month 70,788  
Cumulative FY to date 730,258  
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 21,214 Previous Month 19,630  
Cumulative FY to date 208,895  
% Cancelled Current Month 21.3% Previous Month 20.1%  
Cumulative FY to date 20.5%  
No Shows Current Month 7,822 Previous Month 7,042 Cumulative  
FY to date 78,294  
% No Shows Current Month 7.8% Previous Month 7.2%  
Cumulative FY to date 7.7%  
Late > 30 Minutes Current Month 373 Previous Month 382  
Cumulative FY to date 4,469  
Missed Trips Current Month 25 Previous Month 28 Cumulative  
FY to date 311

Trips > 60 min per zone Current Month 1,006 Previous Month 959  
Cumulative FY to date 8,724  
Transfers Completed Current Month 7,181 Previous Month 7,065  
Cumulative FY to date 75,558  
Accidents (at fault) Current Month 26 Previous Month 14  
Cumulative FY to date 130  
Accidents (not at fault) Current Month 84 Previous Month 35  
Cumulative FY to date 349  
Incidents Current Month 86 Previous Month 72 Cumulative  
FY to date 549  
Same Day Requested Current Month 16,662 Previous Month  
15,072 Cumulative FY to date 142,653  
Same Day Completed Current Month 9,381 Previous Month 8,629  
Cumulative FY to date 75,292  
% Same Day Completed Current Month 56.3% Previous Month  
57.3% Cumulative FY to date 52.8%  
Same Day Not Completed Current Month 7,281 Previous Month  
6,443 Cumulative FY to date 67,361  
% Same Day Not Completed Current Month 43.7% Previous Month  
42.7% Cumulative FY to date 47.2%

Vendor Veterans, Drivers 297\*, Site Supervisors 18, Road  
Supervisors 12, Operations Supervisors 9

\* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - May 2010

# of Complaints: 47

All complainants contacted with explanation and apology, as  
appropriate.

1. Difficulty in Getting a Ride 0

2. Condition of Vehicle 3

Letters of explanation/apology sent.

3. Comfort of Ride 1

Letter of explanation/apology sent.  
4. Promptness of Pickup or Dropoff 6  
Letters of explanation/apology sent.  
5. Scheduling Problem 1  
Letter of explanation/apology sent.  
6. Dispatcher Problem 3  
Letters of explanation/apology sent.  
7. Problem with Reservationist 0  
8. Problem with Telephone 3  
Letters of explanation/apology sent.  
9. Problem with Driver 24  
Letters of explanation/apology sent.  
12 drivers counseled.  
3 drivers retrained.  
10. Other 6  
Letters of explanation/apology sent.  
11. Compliments  
2 Driver Compliments.