



R-TAG General Meeting

April 28, 2022

3:30 PM – 5:00 PM

Zoom Directions: ASL Interpreter

- Our **ASL Interpreters** are Sandy Lygren and Sharon Mendes
- **To view their video:**
 - Find the interpreter's video in the gallery
 - In the top right corner of the interpreter's video, click the ellipses.
 - Then, click the "Pin Video" option. This will keep the interpreter's video on your screen.

Zoom Directions: CART Captioning

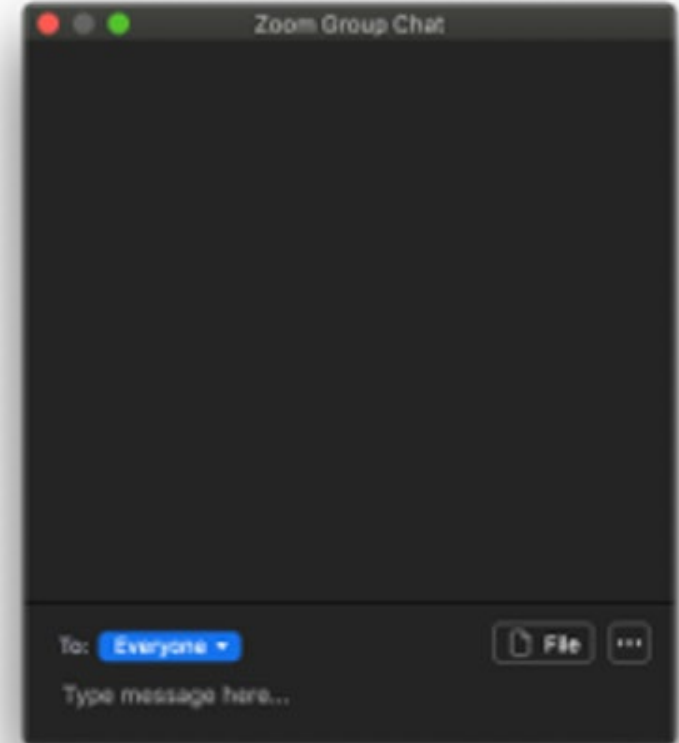
- Our CART Captioner tonight is Denise Gracia
- To start viewing closed captioning click **Closed Caption** with the **CC** icon
- **Tip:** Click and drag the closed captioning to move its positioning in the meeting window.

To adjust the caption size:

- Click the upward arrow next to **Start Video / Stop Video**
- Click **Video Settings** then **Accessibility**
- Move the slider to adjust the caption size

Zoom Directions: Use Chat for Technical Questions

- If you have a technical question about Zoom or the features of the meeting, please use the chat function.
- Our technical assistant will attempt to troubleshoot your problem and get back to you.



Agenda

- Welcome & Zoom Directions
- Co-Chair Update
- SWA Updates, Assistant General Manager, Laura Brelsford
- SWA Feedback Session
- The RIDE- Chief of Paratransit Services, Michele Stiehler
- RIDE Feedback Session
- Closing Remarks

System-Wide Accessibility Updates

- Laura Brelsford
Assistant General Manager

Update on Face Covering Requirements

- As of April 19, 2022 –
 - Face coverings for riders on fixed-route (bus, subway, rail & ferry) now optional
 - Still required on THE RIDE
 - Check MBTA.com or call 617-222-3200 for the latest



Green Line Extension

- The newly renovated **Lechmere Station** and brand new **Union Station** are now open.
- Highlights:
 - Two fully accessible paths of travel to each platform
 - Raised platforms with canopy coverage
 - New Customer Assistance Areas with seating and new emergency call boxes
 - New PA/digital signage equipment throughout stations
 - Transparent artwork included on the glass exterior of the Lechmere elevators
- Five additional stations in Somerville and Medford will be opening later this year



Digital Signage Updates

- **Customer Information Displays**
 - Now live at Government Center, Tufts Medical Center, and Maverick.
 - Eventually will be available throughout entire subway system
 - Dedicated exclusively to providing real time system-wide information including elevator outages.
- **Elevator Screens**
 - Pilot program to provide digital screens adjacent to elevators at each level served
 - Will display real time information regarding nearby elevator as well as other elevators system-wide



Transit Ambassador Staffing & Training

New contract currently being procured

- Emphasis on staffing levels, service expectations and training requirements

Enhanced Accessibility Training

- Currently being developed with input from Ambassadors and riders with disabilities
- New content :
 - providing reasonable requests for assistance
 - responding to emergencies
 - identifying and reporting station deficiencies
 - assisting during service diversions
 - first-person perspectives – thoughts from real riders



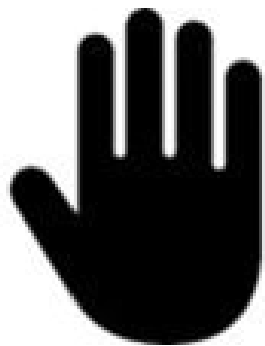
Contact Us & Learn More

- Complete Initiatives Report – mbta.com/accessibility
- Questions, Complaints or Commendations
 - 617-222-3200
 - www.mbta.com click on "Support"
 - Tweet @MBTA

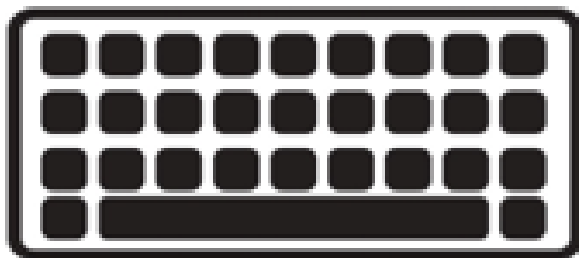


Questions

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To speak, click
"Reactions" then
"Raise hand"



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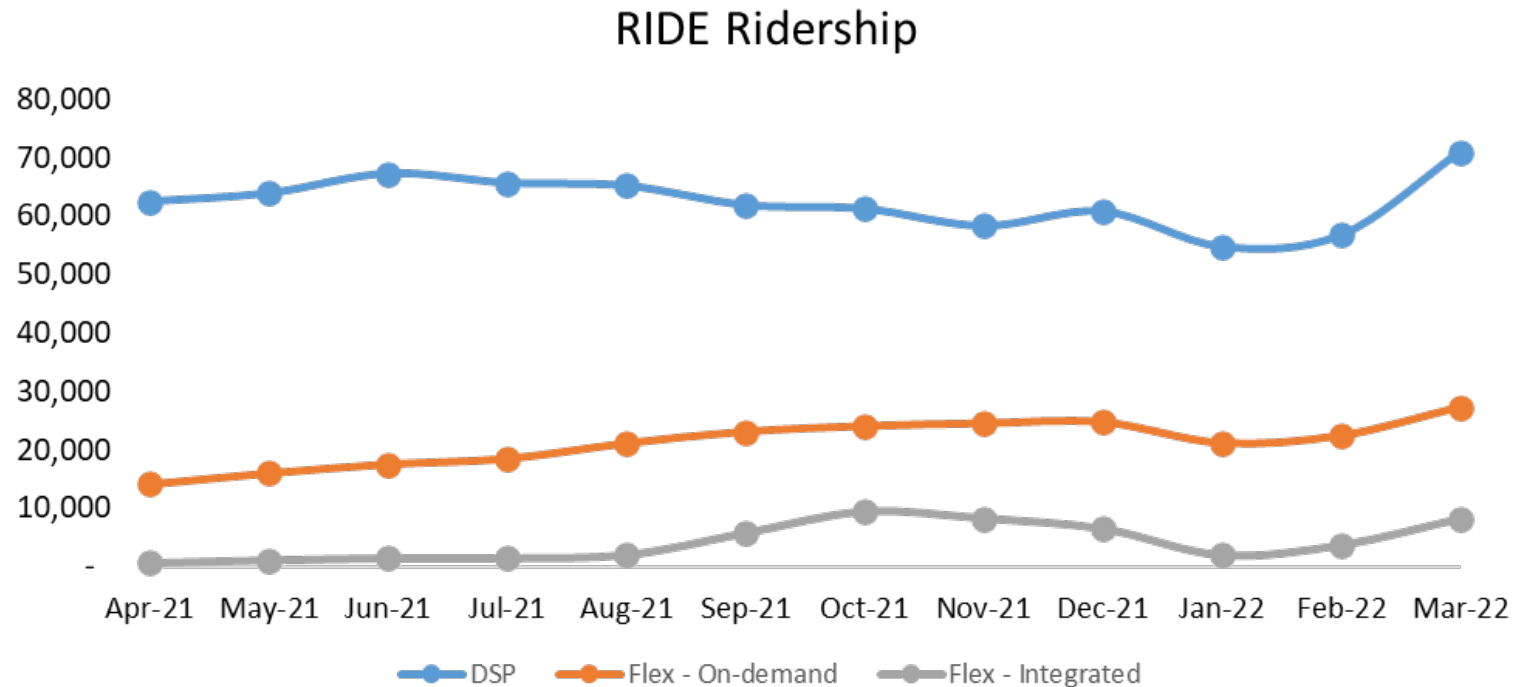
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The RIDE Updates

- Michele Stiehler
- Chief of Paratransit Services

RIDE Service Update: Ridership

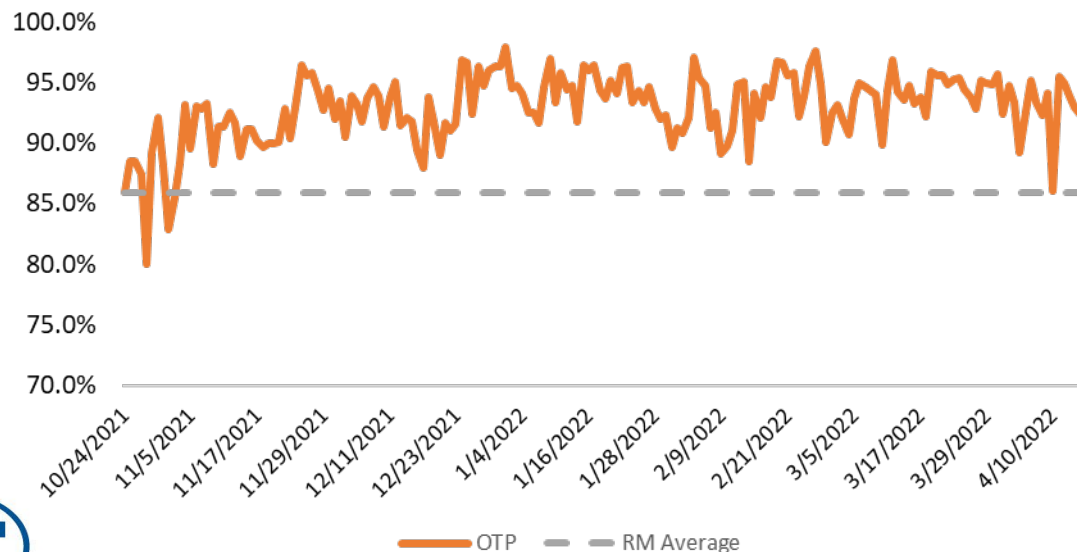
- Ridership continues to increase, up over 25% in March compared to January and February
- March at 58% of pre-COVID levels



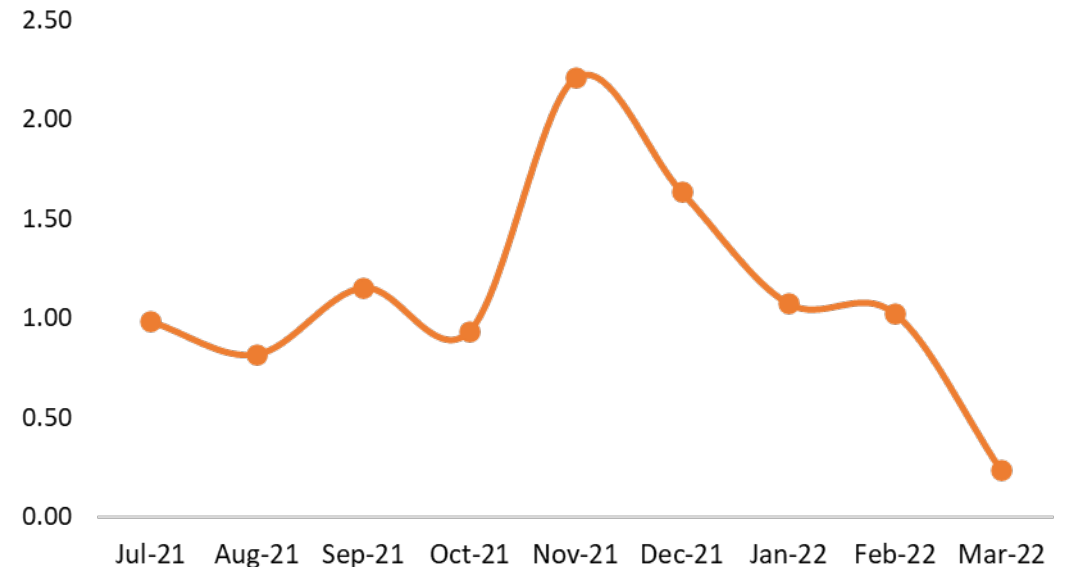
RIDE Service Update: On-Time Performance

- The 1Q22 saw huge improvements in the stabilization of the system as a result of the transition back to Adept.
- The rate of trips late greater than 120 minutes has dropped 90% since November 2021

On-time Performance (OTP)

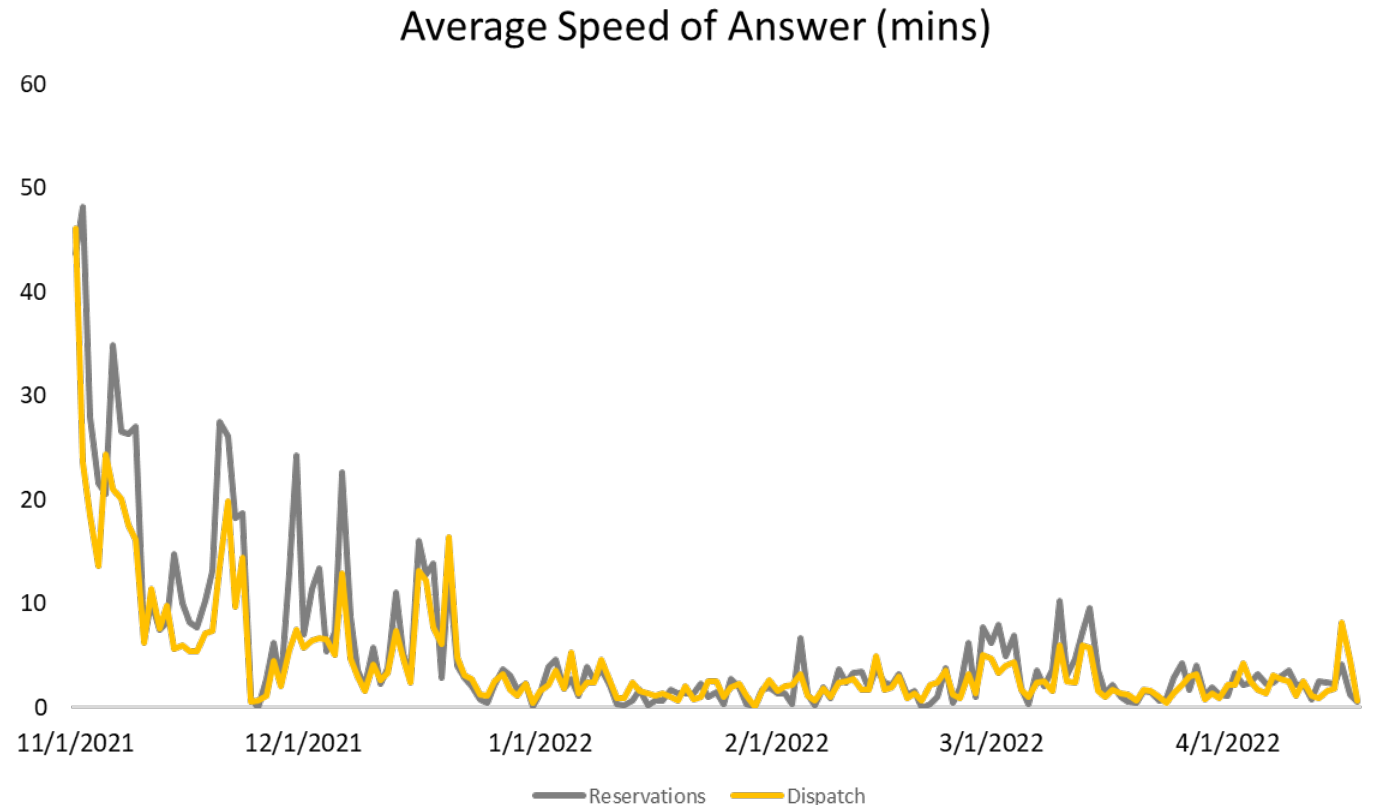


Picks Late Greater than 120 mins. per 1,000 trips



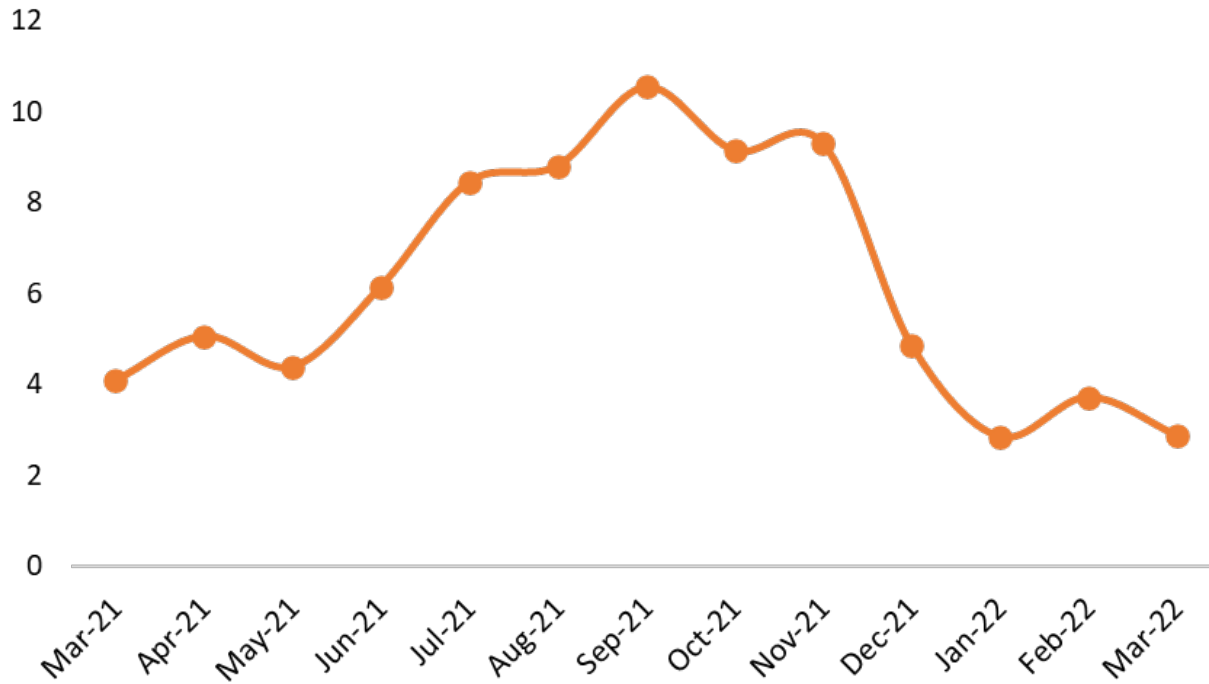
RIDE Service Update: Call Center Performance

- Call center performance has stabilized
- In March, ASA for reservations was 3.3 minutes and 2.4 minutes for dispatch

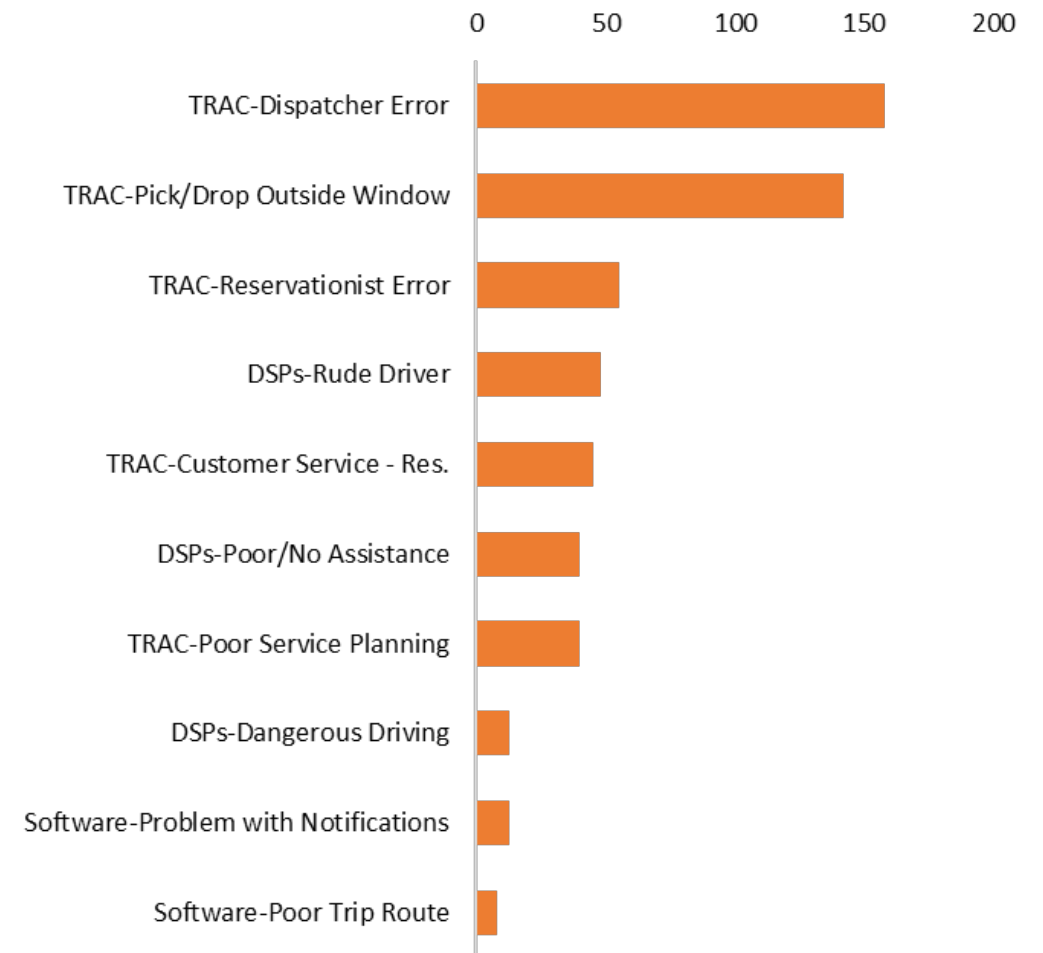


RIDE Service Update: Complaints

Valid Complaints per 1,000 trips



Top 10 Valid Complaint Sub Categories



The RIDE Flex - Update

- **RIDE Flex** usage has been consistent, with nearly 3,000 customers taking over 70,000 on-demand trips in the last 3 months
- The DOJ found that RIDE Flex WAV availability is in line with ADA
 - Currently WAV reliability is 90% with a 17.5 minute wait time
 - The RIDE will continue to monitor these numbers
- Customers in The RIDE Flex are now able to opt out of having trips booked through TRAC shifted to Uber and Lyft
- Customers can sign up for The RIDE Flex by visiting:
www.mbta.com/TheRIDEFlex



RIDE and RTAG Governance Meetings

Bi-weekly governance meetings with RTAG co-chairs and RTAG RIDE sub-committee members to discuss:

- RIDE performance updates
- RIDE Flex
- Revisiting critical issues discussed during RTAG meetings
- Upcoming technology enhancements



RIDE: Mask Update

- As part of the continuing effort to protect the health and safety of its RIDE customers and RIDE drivers, and to preserve the continuity of essential travel services, **The RIDE will continue to require face masks be worn by all RIDE customers, their PCAs, guests and drivers when traveling in our paratransit vehicles** until further notice.
- **RIDE Flex** customers should note that our RIDE Flex partners, **Uber and Lyft, have lifted their mask mandates for drivers and passengers.** If you are a Flex customer and would feel more comfortable with masked drivers and fellow passengers, we recommend either using The RIDE in place of The RIDE Flex or requesting to opt out of RIDE trips being shifted to Uber or Lyft when you schedule with TRAC

www.uber.com/safety

www.lyft.com/safety



RIDE Staffing Update



- **Meghann Ackerman** has joined The RIDE as our **Deputy Director of Paratransit Communications**. She comes to the MBTA from the City of Somerville.
- While at Somerville, Meghann held several key positions including Public Information Officer and most recently as the Mayor's Deputy Director of Communications and Community Engagement. Prior to Somerville she worked for the City of Salem as their Director of Constituent Services.
- Meghann holds a Bachelor of Science degree from Emerson College.
- **Carol Joyce-Harrington** our **Deputy Director of Paratransit Administration** will be retiring from her position after 20 years with The RIDE program.



All RIDE Contractors are Hiring!

- RIDE contractors are hiring for many different positions, including drivers and operations staff, call center, and mobility center positions
- Visit mbta.com/ridehiring for direct links to contractor web sites
- Call RIDE employment hotline to be directed to contractor's hiring phone lines (857-206-6545)

Work for The RIDE



The MBTA operates its paratransit service, The RIDE, through a number of current contractors. You may apply directly with these private companies for a variety of job positions.

Call Center Positions

Transdev North America operates our call center in Medford, Massachusetts.

[Apply with Transdev](#)

Driving and Operations Positions

National Express Transit operates out of locations in Hyde Park (Boston) and



Key Contacts

TRAC: To book trips, change/cancel trips, check where your ride is, access account information, call 844-427-7433.

You can also book, change or cancel trips and access account balances online at www.mbta.com/booktheride.

TREC: To update your profile information or to check on eligibility information, call 617-337-2727.

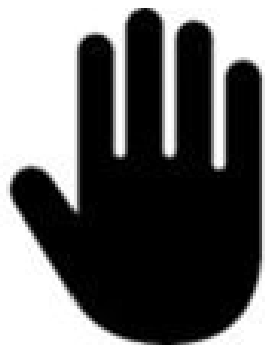
MBTA Call Center: For general RIDE questions, inquire, request trip/fare histories, compliment and complaints, call 617-222-3200 or visit <https://www.mbta.com/customer-support>.

RIDE Deposits: To add to your RIDE account, call 888-844-0355, select option 2 or visit <https://commerce.mbta.com/TheRide/>. Checks or money orders can also be mailed to MBTA RIDE PO Box 845097-2284 be sure to add your RIDE ID#.

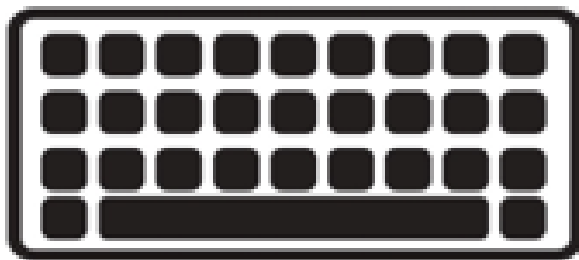


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