



R-TAG General Meeting

June 30, 2022

5:30 - 7:30 PM

Zoom Directions: ASL Interpreter

- Our **ASL Interpreters** are Caity MacFarlane and Tom Lauterbron
- **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

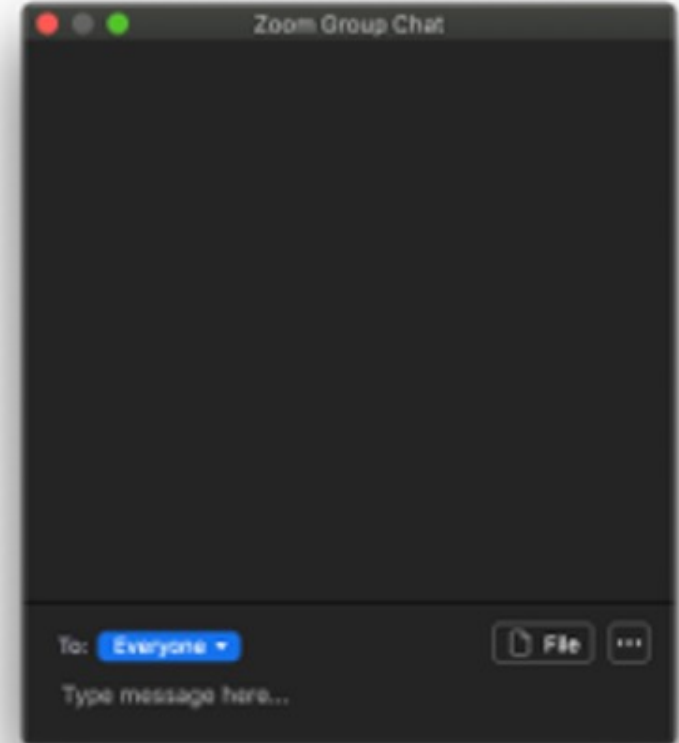
- Our CART Captioner tonight is **Denise Gracia**
- To start viewing closed captioning click **Closed Caption** with the **CC** icon
- **Tip:** Click and drag the closed captioning to move its positioning in the meeting window.

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**
- **R-TAG Co-Chair Update** – Elizabeth Foster
- **SWA Updates** - Laura Brelsford: Assistant General Manager
- **Bus Network Redesign Overview** - Doug Johnson: BNRD Project Manager
- **Forest Hills Station Accessibility Updates** - Arthur Gillis: Capital Delivery Project Manager
- **SWA Feedback Session**
- **The RIDE Updates** - Michele Stiehler: Chief of Paratransit Services
- **RIDE Feedback Session**
- **Closing Remarks**

Updates from the Department of System-Wide Accessibility: Laura Brelsford, AGM

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



**Massachusetts Bay
Transportation Authority**

Forest Hills Station Improvements Project

Virtual R-TAG Meeting

June 30, 2022

Arthur Gillis, PE, MBTA Project Manager

Agenda

- Existing Conditions
- Project Overview
- Project Schedule
- Public Engagement
- Next Steps
- Questions/Comments



Existing Station



- Current station built in 1987 as part of Southwest Corridor Project
- 2018 Casey Arborway project triggered need for full station accessibility upgrades
- 4 existing elevators and 4 existing escalators
- No direct connection between upper and lower busway

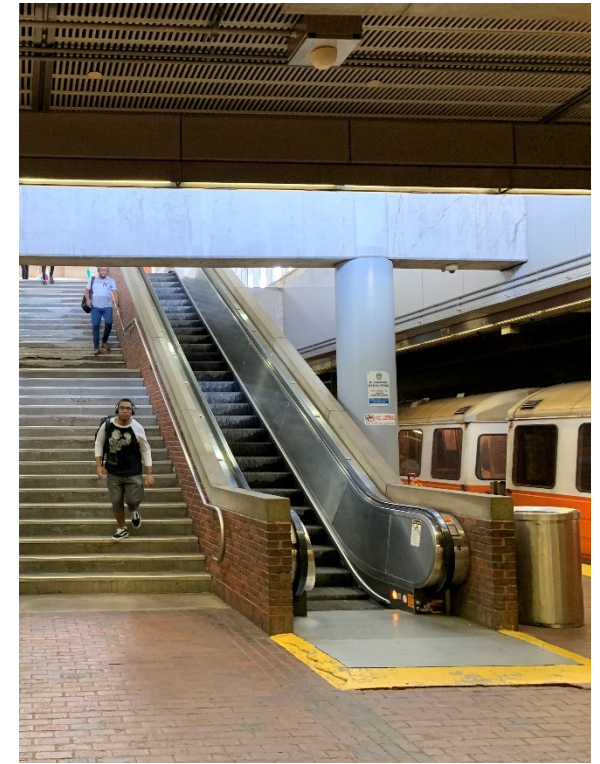
Existing Conditions



Existing platform
requires
accessibility upgrades



Existing elevators
need replacement

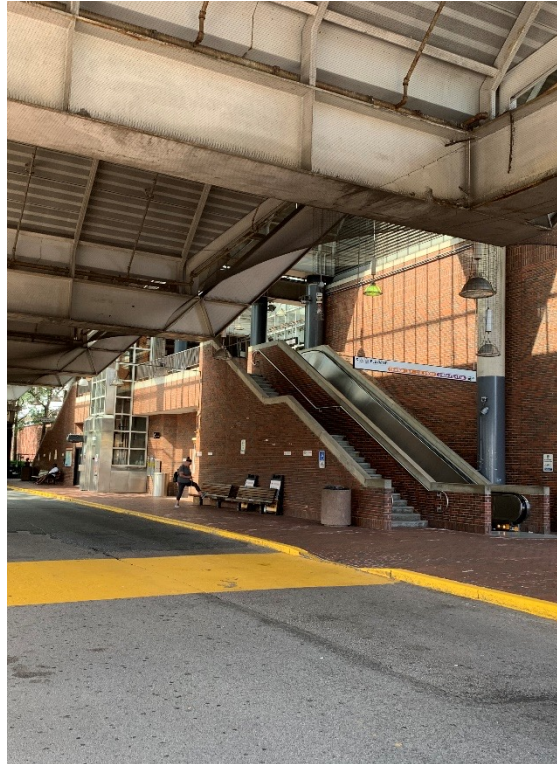


Orange Line platform
lighting and escalator
in need of upgrades

Existing Conditions (2)



Uneven steps creates potential tripping hazards

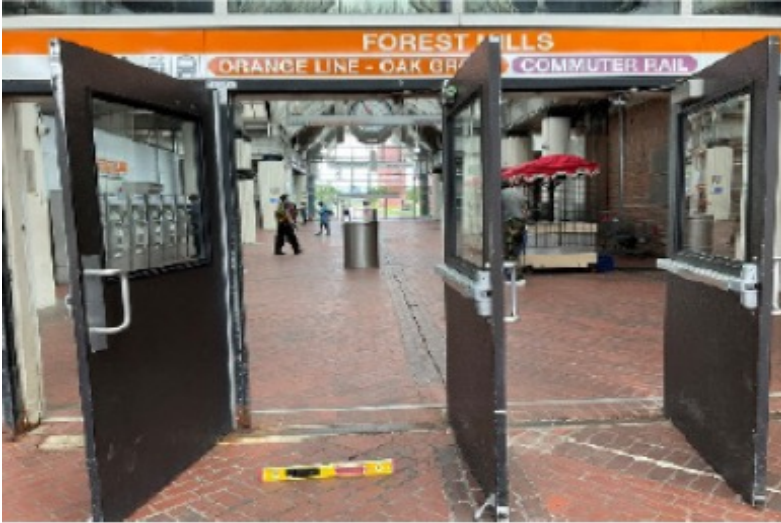


Lack of direct connection between the lower and upper busways



Exterior of building worn down due to decades of exposure

Project Overview



- New stairway and elevator connection between lower and upper busways
- Replace three (3) existing elevators
- Replace doors at station entrances and repairing non-compliant walking surfaces
- Regrade lower busway to improve accessibility
- Create a new accessible exit between SW Corridor Park to Commuter Rail platform
- Repairs to roof and station exterior
- General lighting and wayfinding improvements
- Life safety system and code compliance improvements

Project design contract awarded to AECOM in 2020 for \$6.84 million

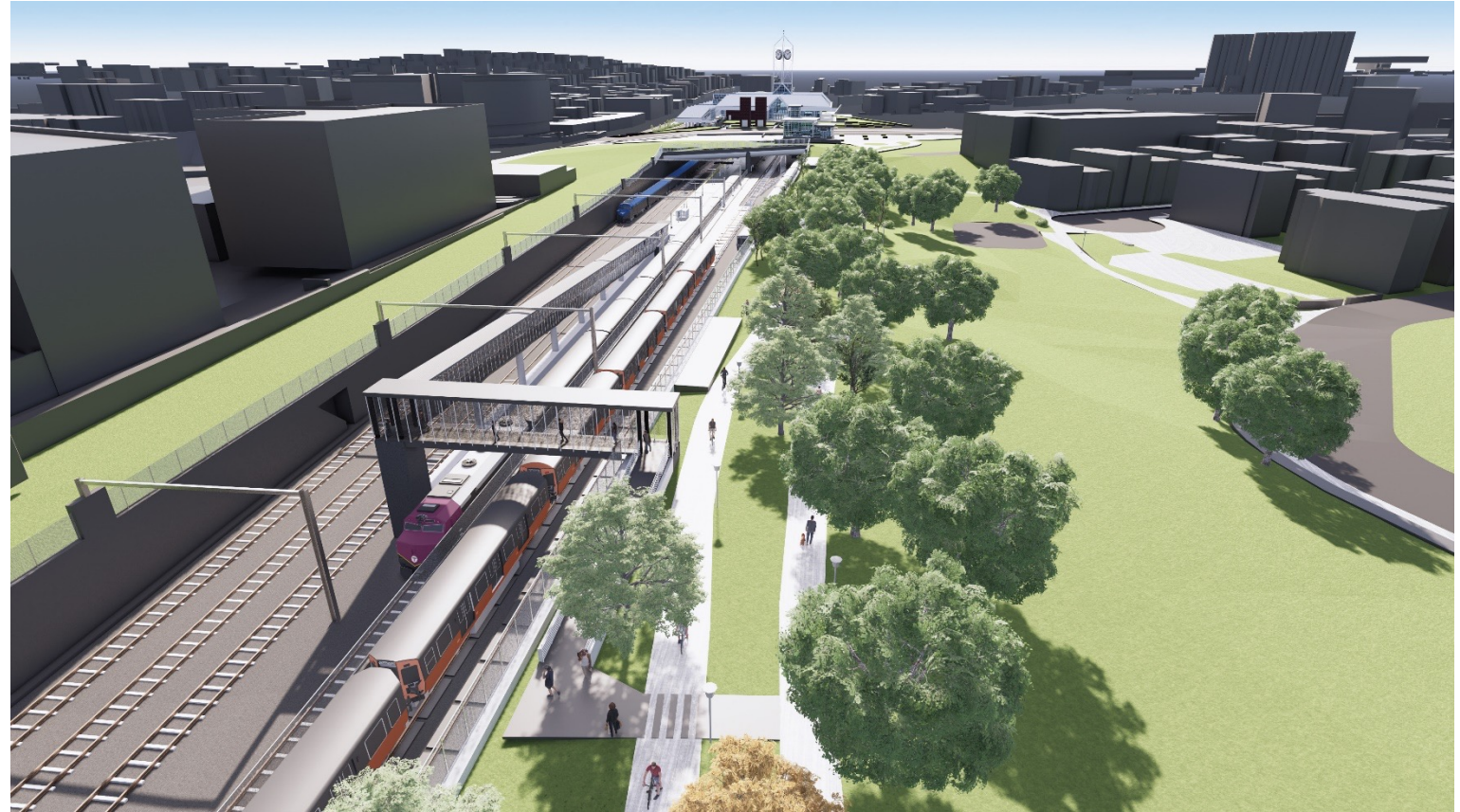
Upper To Lower Busway: Proposed Connector



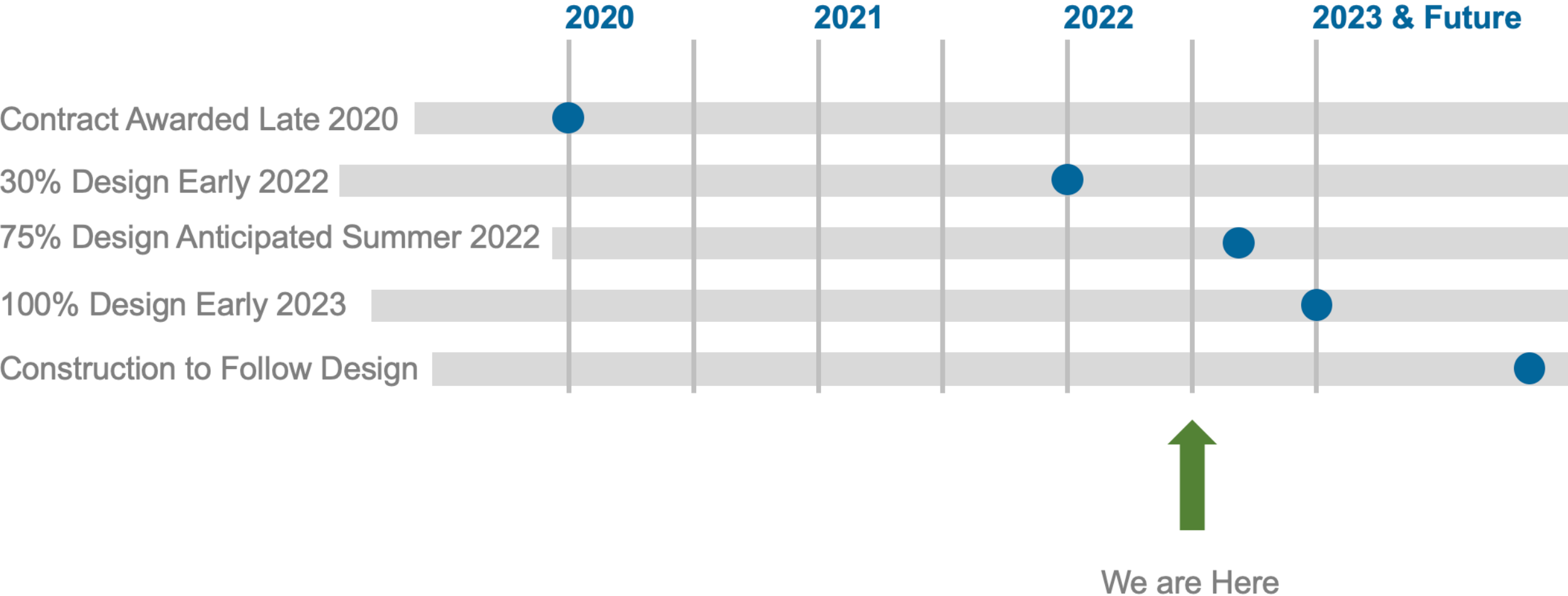
- **Located in the southeast corner of the station between the Upper and Lower Busway**
- **A new staircase and elevator**
 - The staircase is 9 feet wide and will be able to accommodate two-way travel
- **Decreased distance between Upper and Lower Busway**
 - From approximately 450 feet to approximately 130 feet of travel
 - A direct connection between the upper and lower busways without having to walk through the station

Commuter Rail: Exit Only Platform Ramp

- New ramp connecting Commuter Rail platform to SW Corridor Park
- Ramp will meet accessibility and safety standards
- Provides secondary exit from commuter rail platform



Project Timeline



Public Engagement Activities

- Project Kick-Off
 - Project Posters placed in Forest Hills Station in September 2021
 - In-person survey and engagement sessions: Fall 2021
- Updated project posters added to Forest Hills Station and Green Street Station
- Multilingual informational mailer sent to all addresses within ½ mile radius of station
- Meeting ads in local newspapers
- MBTA Digital Ad spaces along the Orange Line and Needham Commuter Rail Line
- Car cards placed in all MBTA Orange Line trains



FOREST HILLS STATION IMPROVEMENTS PROJECT VIRTUAL PUBLIC MEETING – DESIGN UPDATE, JUNE 9, 2022, AT 6:00 PM

REUNIÓN PÚBLICA VIRTUAL DEL PROYECTO DE MEJORA DE FOREST HILLS STATION – ACTUALIZACIÓN DE DISEÑO, 9 DE JUNIO, 2022, A LAS 6:00 PM

Next Steps

Upcoming Outreach

- Stakeholder briefings with local organizations and community groups
- Next public meeting anticipated in late 2022

Project email address:
ForestHills@MBTA.com

Project website:
www.mbta.com/ForestHillsImprovements

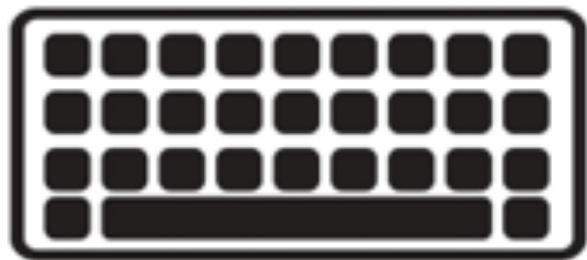


Questions

- To indicate that you have a question, please use Zoom's "Raise Hand" feature located at the bottom of the screen.
 - When you raise your hand, it alerts the moderator that you'd like to speak. The moderator will unmute attendees to ask questions in the order that they raised their hands.



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



Alt + Y



*9 Raise Hand

Office for Transportation Access

The RIDE Updates

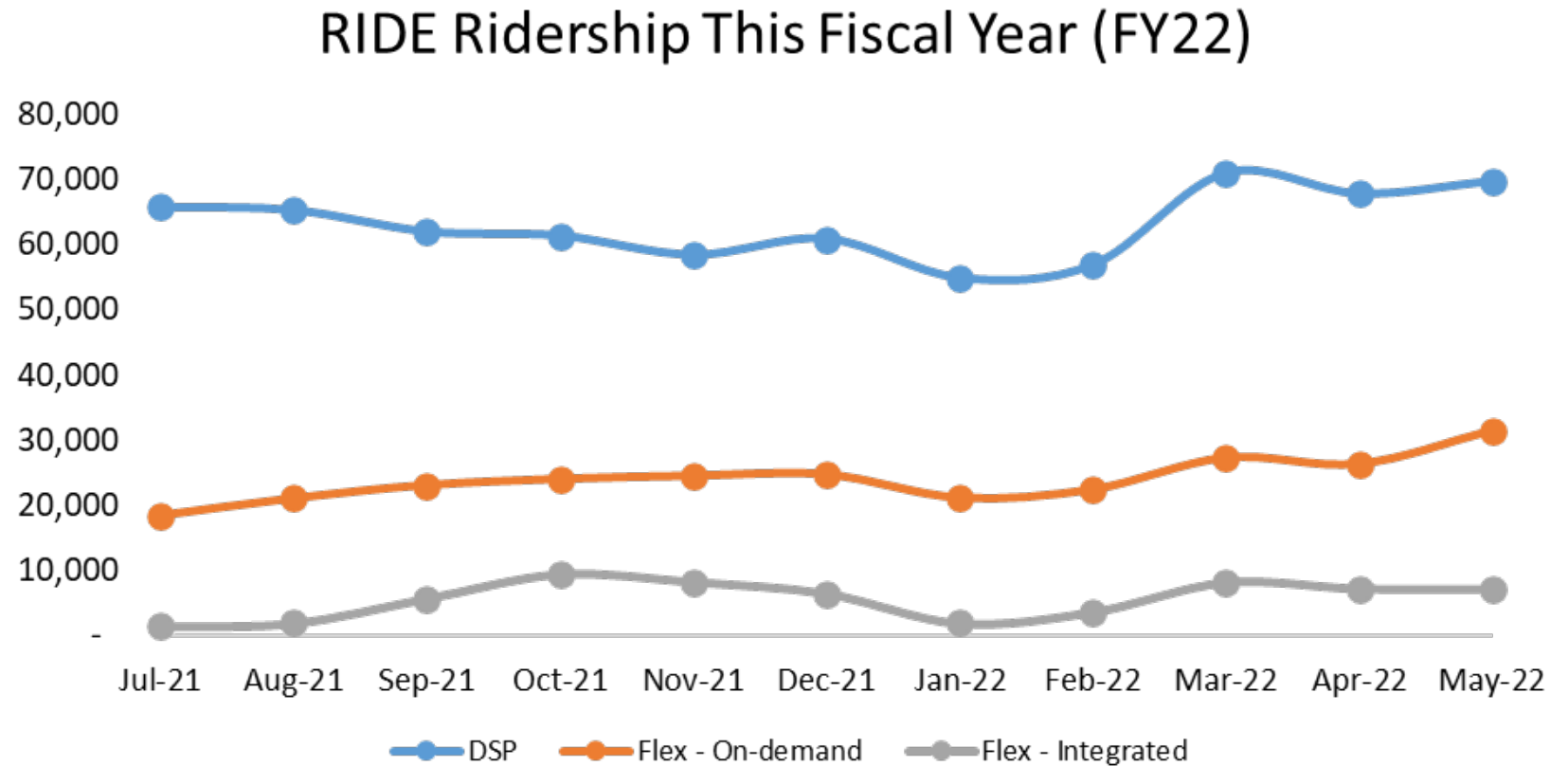
Offered by Michele Stiehler
Chief Paratransit Officer



June 30, 2022

RIDE Service Update: Ridership

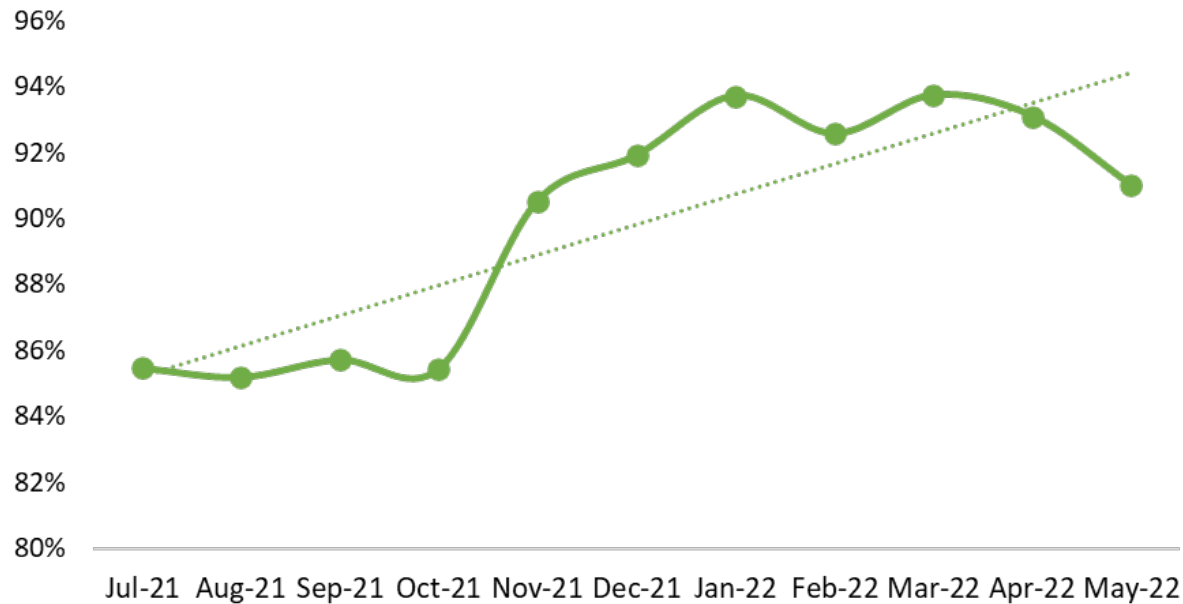
- Ridership continues to trend upwards
- Year to date ridership is 20% higher than same period in FY2021
- May at 54% of pre-Covid levels



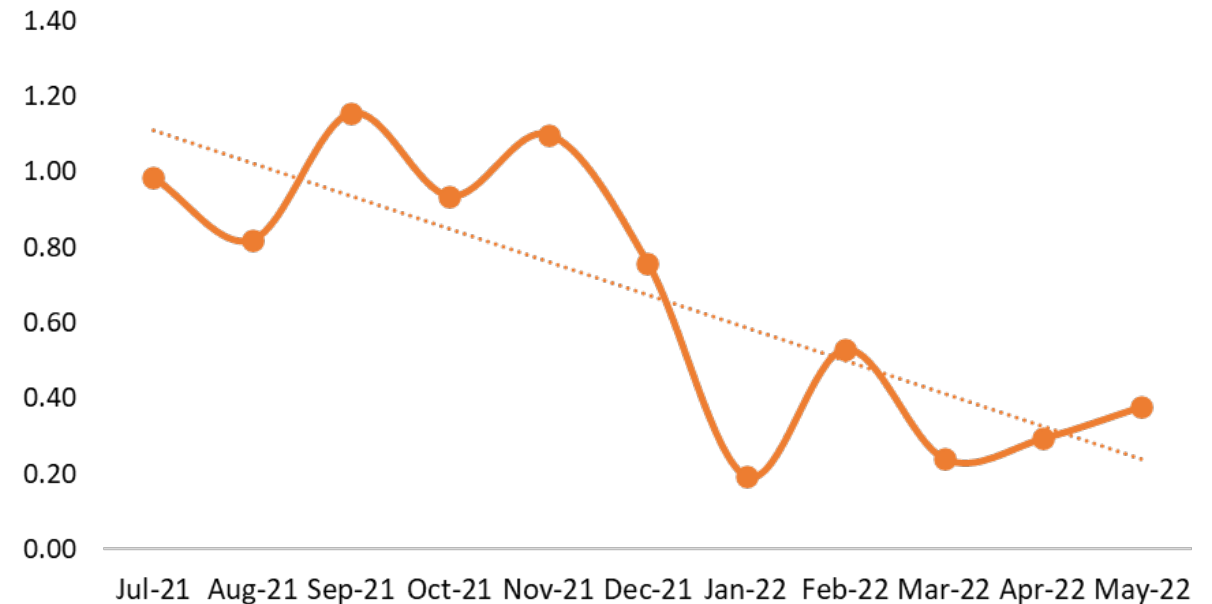
RIDE Service Update: On-Time Performance

- OTP has dropped and the rate of trips late greater than 120 minutes has moved up as ridership has increased

Monthly On-Time Performance

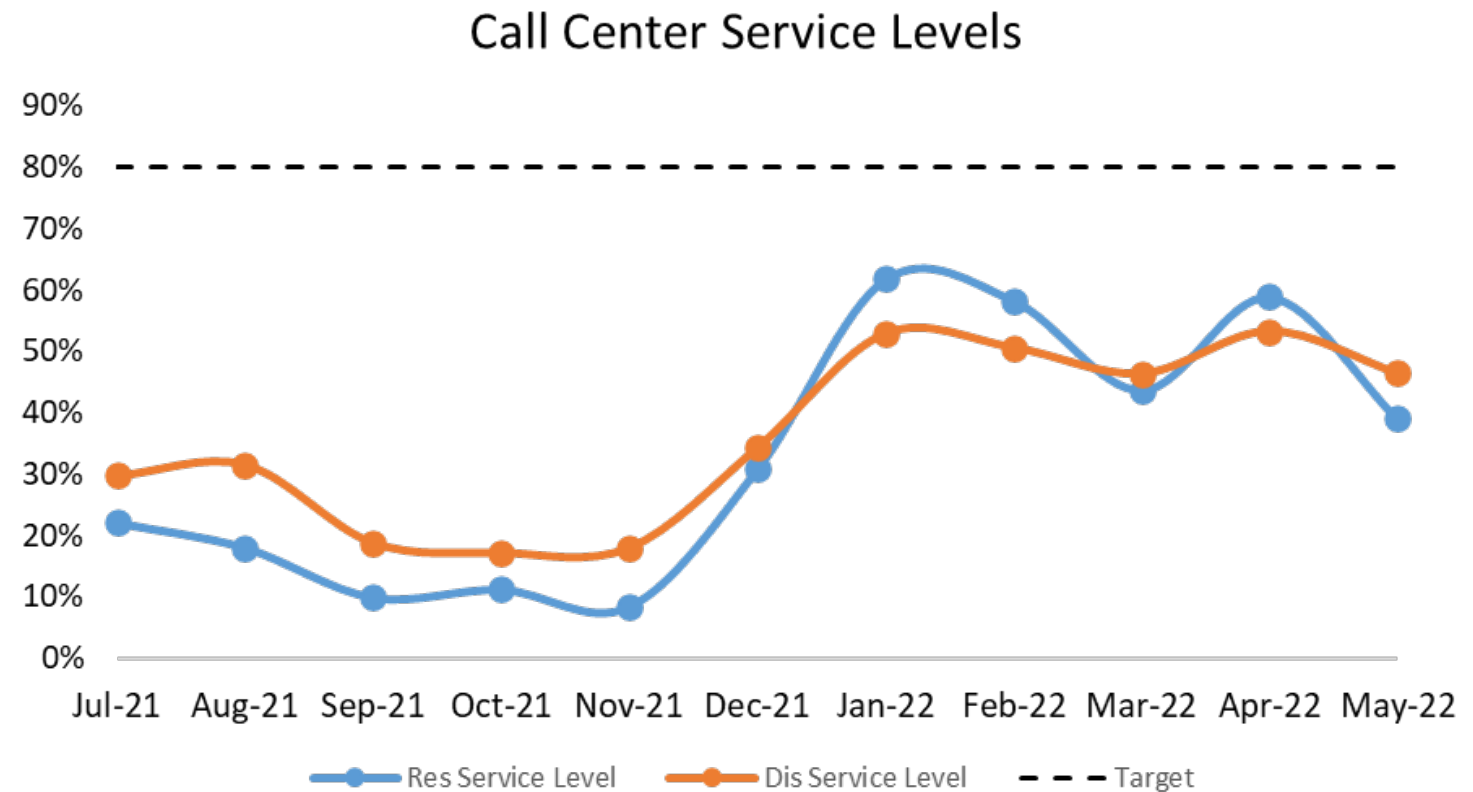


Picks Late Greater than 120 mins. per 1,000 trips



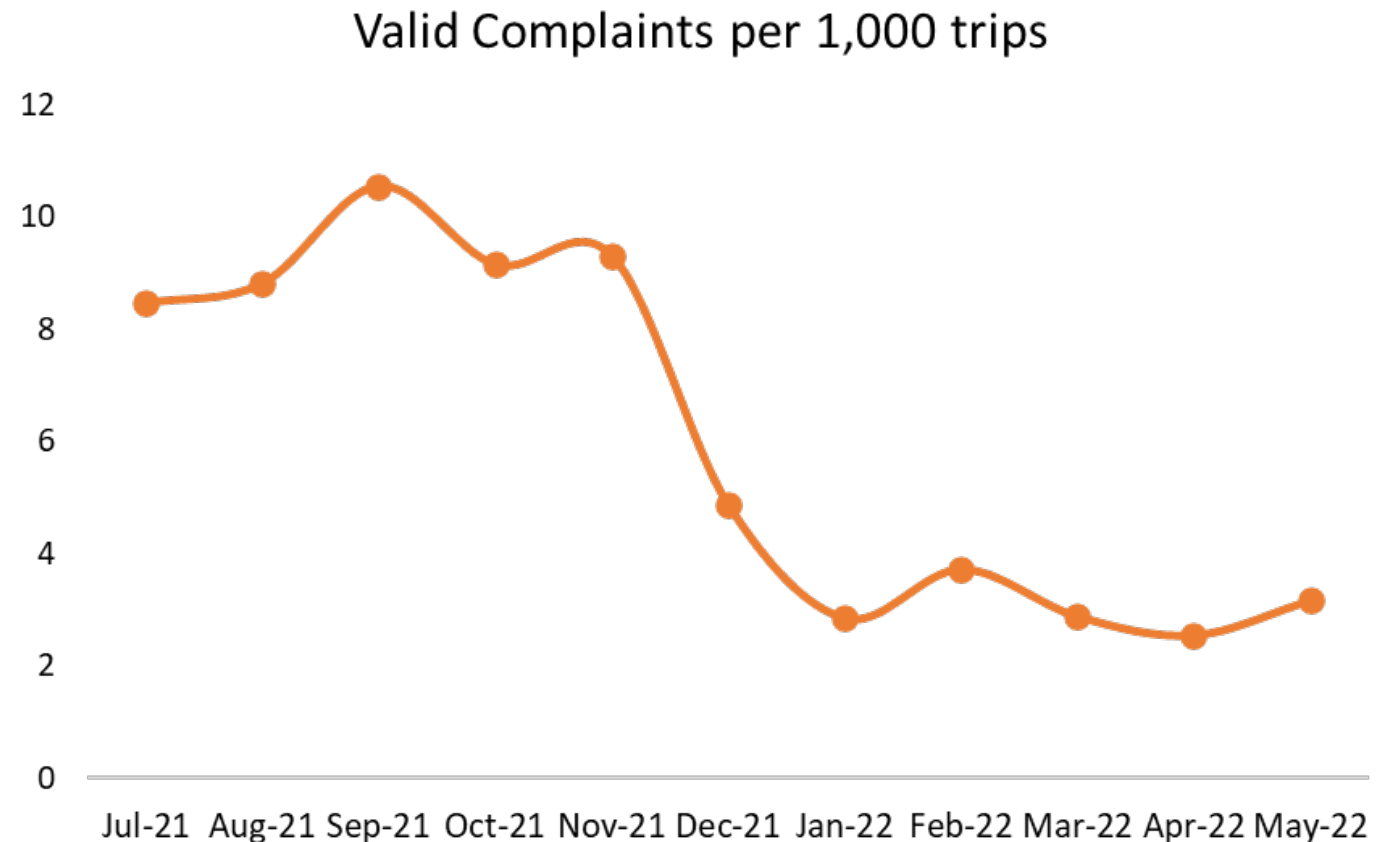
RIDE Service Update: Call Center Performance

- Call center performance has improved this year but remains below target levels
- In May, ASA for reservations was 3.3 minutes and 2.4 minutes for dispatch



RIDE Service Update: Complaints

- The rate of complaints remains low compared to start of the fiscal year
- Slight uptick in complaints is likely due to increased ridership levels and recent on-time performance



The RIDE Flex - Update

- The RIDE recently completed a reassessment of monthly trips for all RIDE Flex customers
 - 1,148 customers received an increase in monthly trips due to increased usage of The RIDE
- The RIDE does **not** decrease monthly trips for any customers, regardless of changes in trip taking behavior.
- The next reassessment of monthly trips will be in the fall.
- Customers can sign up for The RIDE Flex by visiting:

www.mbta.com/TheRIDEFlex



RIDE and RTAG Governance Meetings

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

- RIDE performance updates
- RIDE Flex
- Development of a Work Plan

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

All RIDE Contractors are Hiring!

- RIDE contractors are hiring for a number of positions, including drivers and operations staff, call center, and mobility center positions
- Visit [mbta.com/ridehiring](https://www.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 Contact Information

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, inquiries, request trip/fare histories, compliment and complaints, call 617-222-3200 or visit <https://www.mbta.com/customer-support>.

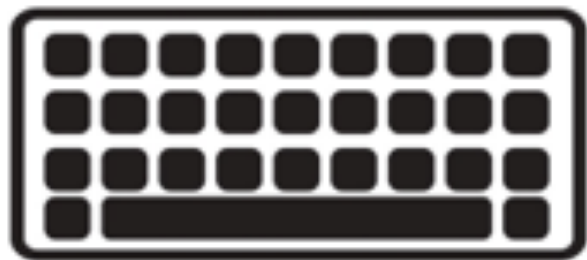
RIDE Deposits: To add to your RIDE account, call 888-844-0355, select option 2 or visit <https://commerce.mbta.com/TheRide/>. Checks or money orders can also be mailed to MBTA RIDE PO Box 845097-2284 be sure to add your RIDE ID#.

Questions

- To indicate that you have a question, please use Zoom's "Raise Hand" feature located at the bottom of the screen.
 - When you raise your hand, it alerts the moderator that you'd like to speak. The moderator will unmute attendees to ask questions in the order that they raised their hands.



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



Alt + Y



*9 Raise Hand