



R-TAG General Meeting

August 25, 2022, -- 5:30 P.M. - 7:30 P.M.

Agenda

- **Welcome & Introductions**
- **Zoom Directions**
- **R-TAG Co-Chair Update** – Elizabeth Foster
- **SWA Updates** - Laura Brelsford: Assistant General Manager
- **SWA Feedback Session**
- **The RIDE Updates** - Michele Stiehler: Chief of Paratransit Services
- **RIDE Feedback Session**
- **Closing Remarks**
- **Please take our survey**

Zoom Directions: ASL Interpreter

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

Language Accessibility

English

- We offer interpretation during this meeting. In your meeting controls, click Interpretation (the small globe icon) and click the language that you would like to hear.
- Tonight, our Spanish Interpreter is Edwin Choriego
- Edwin, please introduce yourself & share the below

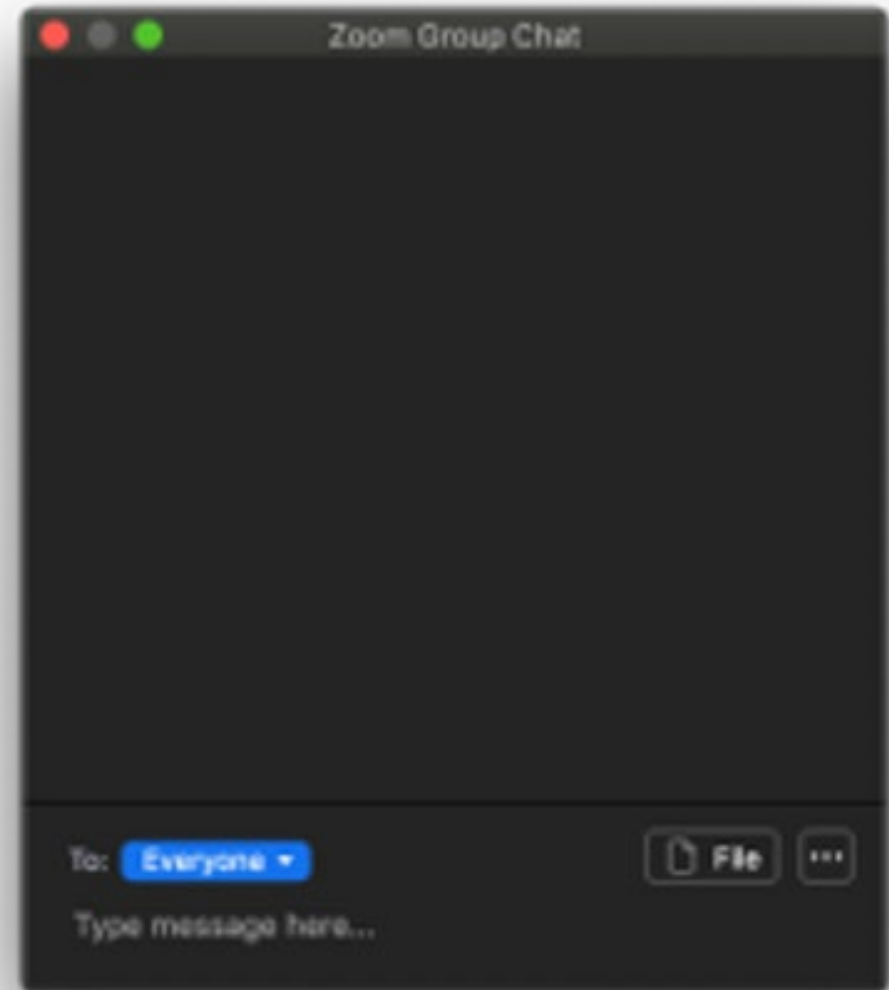
Spanish

- Ofrecemos interpretación en español durante esta junta. Para escoger el audio en Inglés o en Español tendrá que picar el botón de interpretación, el cual tiene un imagen de un mundo. Cuando le pique la interpretación por favor de escoger el idioma cual le gustaria oír



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



Notification of Recording

- This virtual public meeting will be recorded. The MBTA may choose to retain and distribute the video, still images, audio, and/or transcript. By continuing attendance with this virtual public meeting, you consent to participate in a recorded event.
- If you are not comfortable being recorded, please turn off your camera, and keep your microphone muted, or you may choose to excuse yourself from the meeting.
- **Other Important Notes – (use this whether you record or not)**
 - Your microphone and webcam are automatically disabled upon entering this meeting.
 - The meeting will be open to questions and answers at the end of the formal presentation.
 - Please take time to respond to our survey! Your feedback is important.

Thank you for joining our meeting. We appreciate your participation!

Notice Of MBTA Policy Diversity and Civil Rights

All MBTA activities, including public meetings, are free of discrimination. MBTA complies with all federal and state civil rights requirements preventing discrimination on the basis of race, color, national origin, limited English proficiency, age, disability, and additional protected characteristics. We welcome the diversity from across our entire service area. If you have any questions or concerns, please visit <https://www.mass.gov/nondiscrimination-in-transportation-program> / www.mbta.com/titlevi to reach the Office of Diversity and Civil Rights.

All questions and comments are welcome and appreciated, however, we do request that you refrain from any disrespectful comments.

System-Wide Accessibility Updates

Laura Brelsford – Assistant General Manager

Orange Line Diversion

- All Orange Line service is suspended from Friday, August 19, until Monday, September 19
- We know that diversions of this type raise unique questions and challenges for people who depend on the accessibility of our service, particularly older adults and people with disabilities.
- **Why is this diversion happening?**
- It will enable the MBTA to accelerate track and signal upgrades throughout the line. This work will help to improve system safety and reliability by:
 - Reducing the risk of high-impact events such as derailments
 - Removing speed restrictions for faster travel times



Orange Line Diversion Commuter Rail Options

- Riders can simply show their usual CharlieCard or CharlieTickets to conductors to ride the Commuter Rail in Zone 1A, Zone 1, and Zone 2 (all Orange Line stations are in Zone 1A).
- Several Commuter Rail lines will also be making new and additional stops at Orange Line stations. Red Line connections can also be made at South Station.
- For more information about the Commuter Rail lines serving Orange Line stations visit www.mbta.com/projects/building-better-t-2022
- Forest Hills
- Ruggles
- Back Bay
- Oak Grove
- Malden Center
- North Station
- South Station

Orange Line Diversion - Accessible Shuttle Buses

- Orange Line train service will be replaced with free, accessible shuttle buses running on two separate routes—one on each end of the Orange Line
 - North: shuttle buses will run between Oak Grove and Haymarket, with an additional stop at Government Center (Green and Blue Lines)
 - South: shuttle buses will run between Forest Hills and Back Bay, with an additional stop at Copley (Green Line)
- MBTA shuttle buses will be provided by third-party bus companies led by Yankee Line and can be identified by vinyl signage on bus exterior
 - During peak service hours over 160 buses will be supporting shuttle service
 - All buses are accessible. Some consist of low-floor buses, with ramps at the front of the bus. A majority of shuttle buses are high-floor coach buses, with wheelchair lifts near the rear of the bus.
 - We know that high-floor coach buses with lifts present unique accessibility challenges, so we will also make accessible vans available for riders who prefer them.

Orange Line Diversion - Accessible Vans & Staffing

- Approximately 20 wheelchair-accessible vans (ramp and lift-equipped vehicles) will supplement alternative bus service
 - Vans will be positioned at or nearby each Orange Line station.
 - All buses and vans will have vinyl signage on their exterior identifying them as MBTA shuttle vehicles.
 - Any rider preferring to be transported via accessible van can request to do so by speaking to the MBTA personnel who will be located at each station.
- MBTA personnel are stationed outside of every Orange Line station to assist customers with directions and
 - Station staff are a combination of MBTA Transit Ambassadors and other T personnel
 - Staff are responsible for helping riders locate shuttle bus stops, request accessible vans, acquire and/or read alternative Commuter Rail schedule information, or any reasonable request for an accommodation.

Orange Line Diversion – Shuttle Stop Locations

- Shuttle bus stop locations will vary from station to station.
- Most shuttle bus stops are located in the station busway (if available) or on the street just outside the station.
- Shuttle bus stops will be located within 1–2 blocks of the station at a small number of stations.
- Wayfinding signs will be placed along the path of travel between station entrances and shuttle bus stops to help guide riders.
- Details regarding the specific location of shuttle stops will be available on the project webpage (www.mbta.com/projects/building-better-t-2022)

SCAN ME



A Riders' Guide to Planning Ahead

Orange Line Diversion – Reporting Concerns

- We want to hear about any problems you experience during this diversion.
- To ask questions or report complaints about this diversion, or to request a reasonable accommodation, you can contact our Customer Support Center by calling 617-222-3200 (MA Relay 711) or by submitting an online customer complaint form at www.mbta.com/customer-support
- If you have questions specific to any of the accessibility considerations, you can also contact the Department of System-Wide Accessibility directly at swa@mbta.com.

All Stations Accessibility Program (ASAP)

- Part of Bipartisan Infrastructure Law
 - Grant details released in July
 - \$343 million available in competitive grant funding
 - will be available each year for 5 years
 - Key considerations for projects:
 - addresses inaccessible station(s)
 - located at major interchange
 - serves major cultural or activity centers
 - is a transfer points
 - high ridership
 - would encourage mode shift from paratransit
 - ready to move into construction

We Want to Hear From You

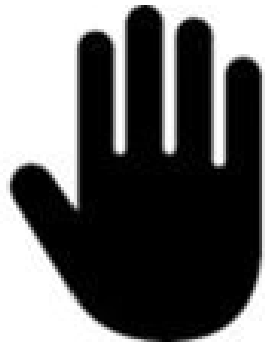
- Complete Initiatives Report – [mbta.com/accessibility](https://www.mbta.com/accessibility)
- Questions, Complaints or Commendations
 - 617-222-3200
 - www.mbta.com click on "Support"
 - Tweet @MBTA



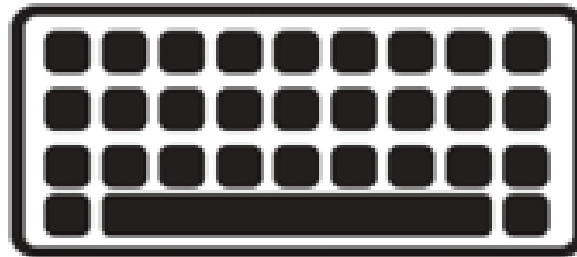
Sign up to receive Accessibility Updates
www.mbta.com/SWAsignup

Questions or Comments for SWA

- 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
*6 to Unmute

The RIDE Updates

Michele Stiehler- Chief of Paratransit Operations

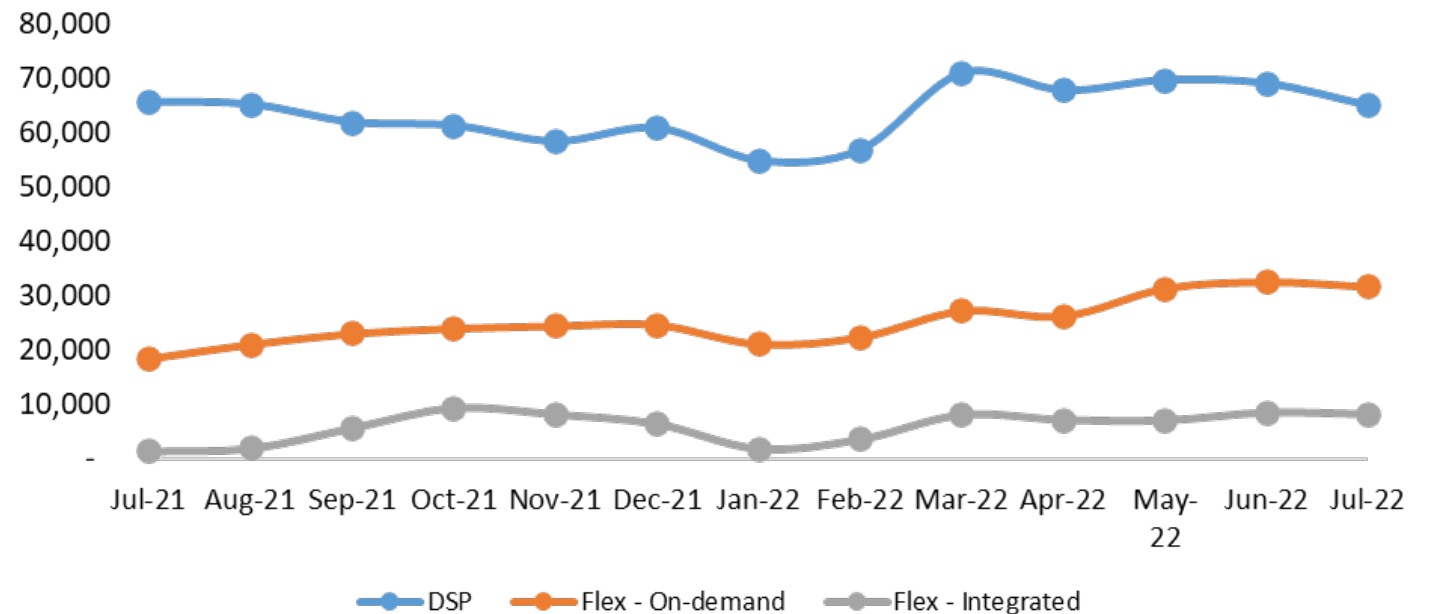
Taking The RIDE During the Orange Line Shutdown

- Due to the free shuttle bus service, RIDE trips that **begin and end** within $\frac{3}{4}$ mile of the Orange Line will be free for RIDE users during the 30-day shutdown.
- Wait times could be longer for Uber and Lyft so factor in some extra time for a pickup.
- More traffic is expected during the Orange Line shutdown, so trips may take a bit longer than usual.

RIDE Service Update- Ridership

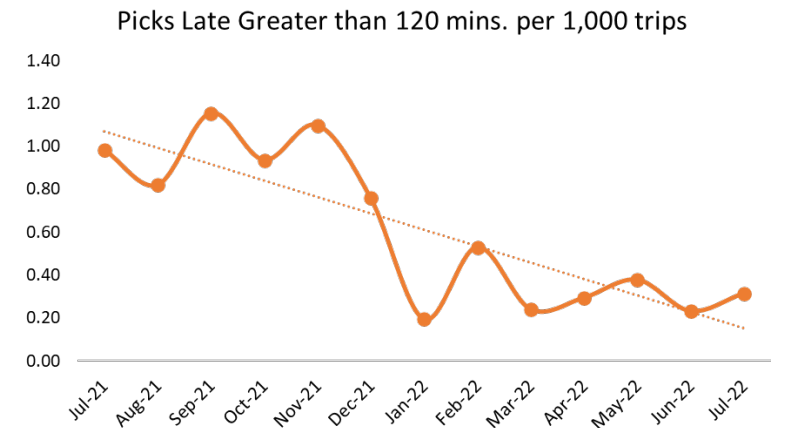
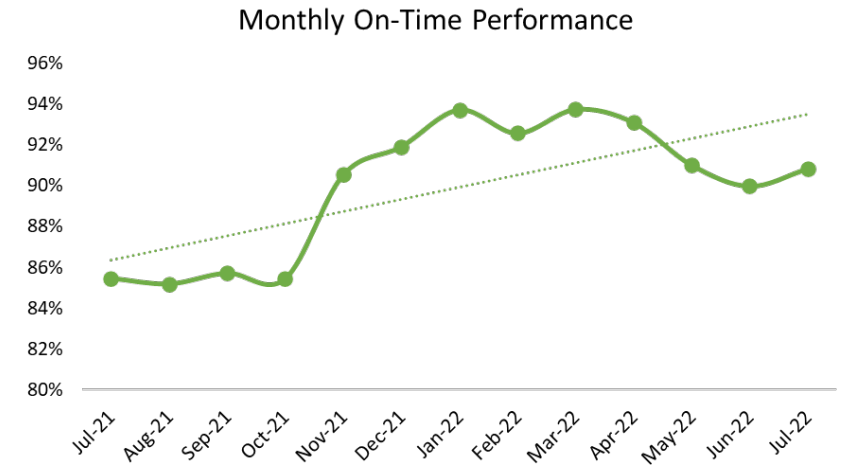
- Total ridership continues to trend upwards
- FY22 ridership was up 35% compared to FY2021
- July ridership at 56% of pre-Covid levels

RIDE Ridership This Fiscal Year (FY22)



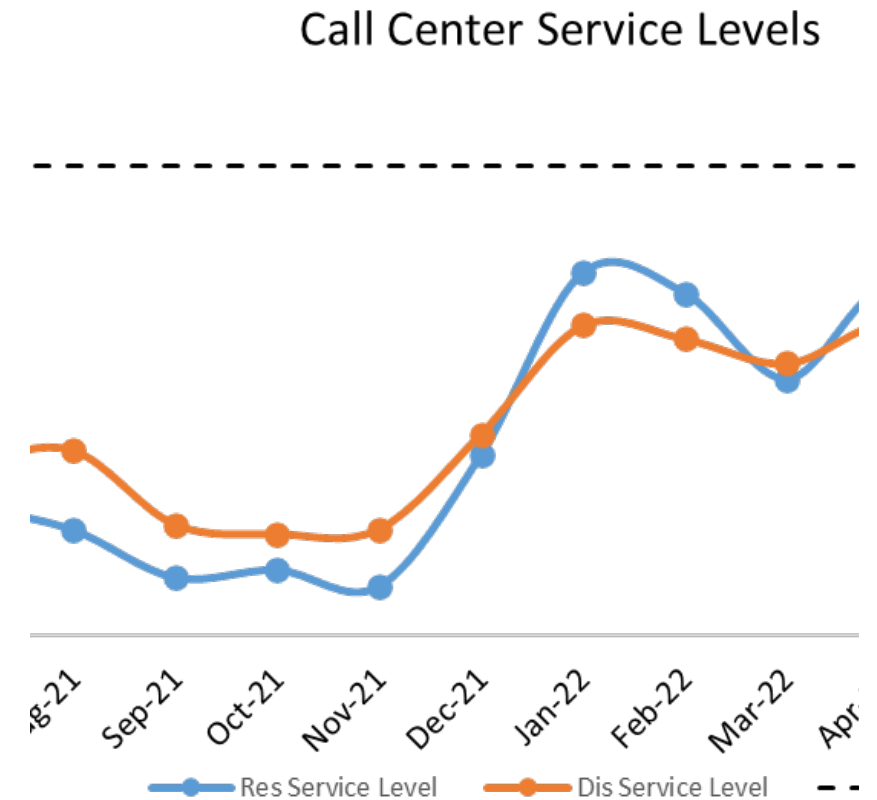
RIDE Service Update- On-Time Performance

- OTP remains around 90% and the rate of trips late greater than 120 minutes has stabilized



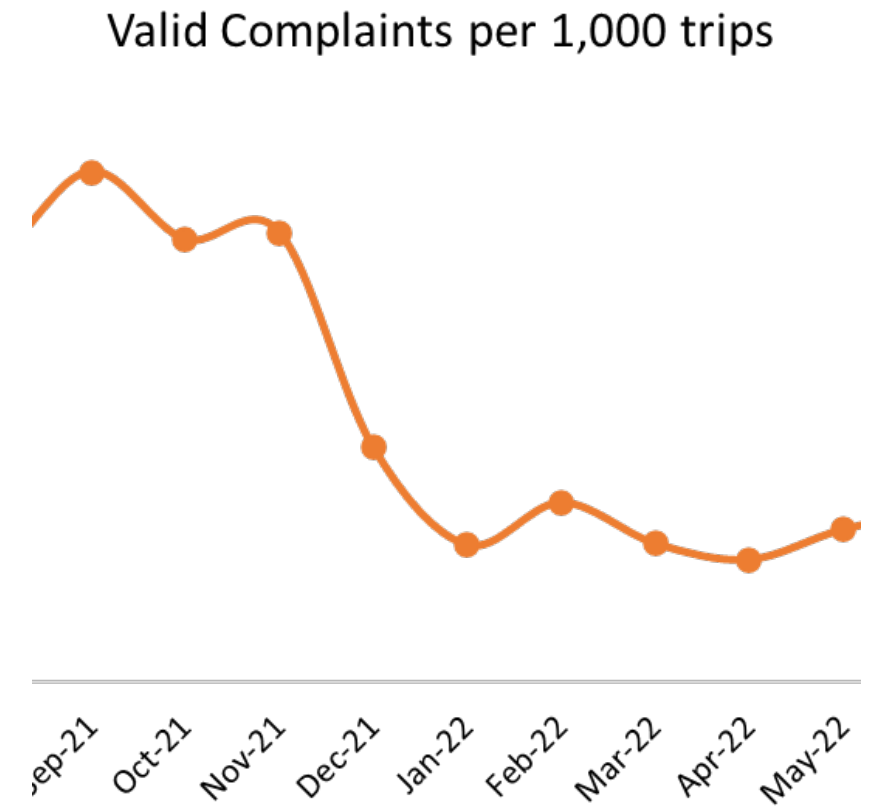
RIDE Service Update- Call Center Performance

- Call center performance has dropped this summer amid continued difficulty in staffing
- In July, ASA for reservations was 8.3 minutes and 5.3 minutes for dispatch



RIDE Service Update-Complaints

- The rate of complaints has stabilized in the second half of the fiscal year
- In July there were:
 - 189 valid complaints
 - 36 commendations
 - 232 inquiries



RIDE and R-TAG 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
 - Develop a work plan
 - Mobility Center Tour

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 websites
- Call the RIDE employment hotline to be directed to the 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 Quincy, Massachusetts.

[Apply with National Express Transit](#)

The RIDE



The RIDE is a paratransit service for people who are unable to use the MBTA's other modes some or all of the time.

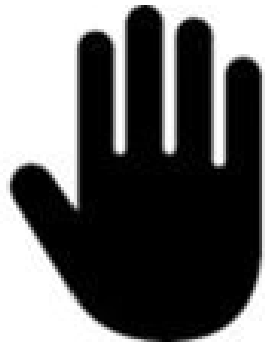
[Learn about The RIDE](#)

Key Contact Information

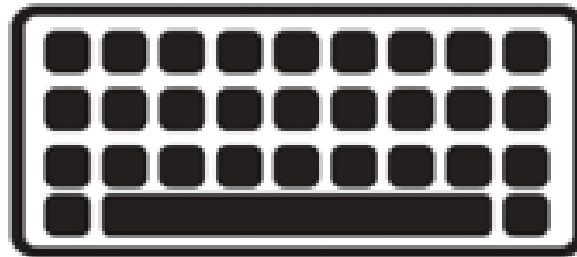
- **TRAC:** To book trips, change/cancel trips, check where your ride is, access account information, call 844-427-7433.
- You can also book, change or cancel trips and access account balances online at www.mbta.com/booktheride.
- **TREC:** To update your profile information or to check on eligibility information, call 617-337-2727.
- **MBTA Call Center:** For general RIDE questions, 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#.

Questions or Comments for the RIDE

- 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
*6 to Unmute

Thank You for Attending

**R-TAG
General
Meeting**

August 25, 2022, -- 5:30 P.M. - 7:30 P.M.