

Riders' Transportation Access Group General Meeting

April 27, 2023

5:30 P.M. - 7:30 P.M.



Agenda

- Welcome & Introductions
- Zoom Directions
- RTAG 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/Post-Meeting with Kat

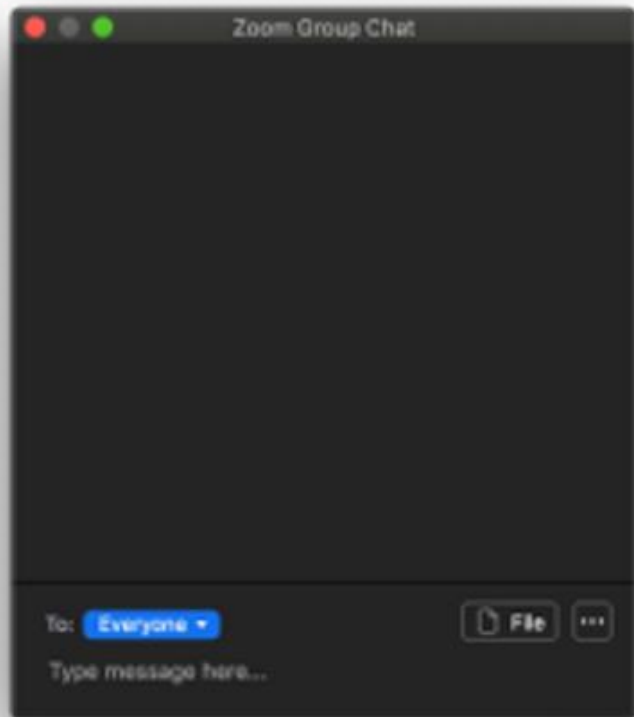
Zoom Directions: ASL Interpreter

- Our ASL Interpreters are Sandy Lygren and James Wiggins
- 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

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.

RTAG Co-Chair Update

- Elizabeth Foster - RTAG Co-chair

System-Wide Accessibility Updates

- Laura Brelsford, Assistant General Manager

New Webpage regarding Bus Stop Changes

Previously riders could find information about bus stop changes on the website by using the trip planning tool or signing up for service alerts

New page developed in March 2023

Include list of:

- Ongoing changes to bus stops (closures, relocations, etc.)
- Changes coming up in the near term
- Past changes

[mbta.com/BusStopChanges](https://www.mbta.com/BusStopChanges)

Massachusetts Bay Transportation Authority | Transit | Fares | Contact | About | English | Search for routes, info, and more

Bus Stop Changes

Filter by type

- Past Changes
- Current Changes**
- Upcoming Changes

Boston

Congress St @ Haymarket Sta

111 117 426 89/93 92 93
JUN 28 2021 04:30 — N/A

Stop Move Ongoing
The Haymarket Busway is closed due to construction. Routes 92, 93, 426 and 450 will board/alight on Congress St. Routes 111 and 117 will board/alight on Surface Road.

Dalton St @ Belvidere St

49 57
JAN 21 2023 04:30 — SEP 1 2023 02:30

Stop Move Ongoing
The stop at Dalton St @ Boylston St will be moving to Dalton St @ Belvidere St in front of the Sheraton Hotel beginning Jan 21, until further notice, due to construction.

Surface Rd @ Hanover St

111 117 426 89/93 92 93
JUN 28 2021 04:30 — N/A

Stop Move Ongoing
The Haymarket Busway is closed due to construction. Routes 92, 93, 426 and 450 will board/alight on Congress St. Routes 111 and 117 will board/alight on Surface Road.

Washington St @ Grove St

More Ways to Get Your Reduced Fare Card

In Person for Senior, Blind and TAP:

- CharlieCard Store: 7 Chauncy St, Boston, MA 02111
- Mobility Center: 1000 Massachusetts Ave, Boston, MA 20118

In Person for Youth Pass:

- Visit [mbta.com/fares/reduced/youth-pass](https://www.mbta.com/fares/reduced/youth-pass) for participating city or towns.

On-Line (fully accessible):

- Senior: [mbta.com/senior/apply](https://www.mbta.com/senior/apply)
- Blind: [mbta.com/blindaccess/apply](https://www.mbta.com/blindaccess/apply)
- TAP: [mbta.com/tap/apply](https://www.mbta.com/tap/apply)
- Youth: [mbta.com/youthpass/apply](https://www.mbta.com/youthpass/apply)



Upcoming Path of Travel Improvements

- Priorities identified as part of overarching Plan for Accessible Transit Infrastructure (PATI)
- First round of stations include:
 - Malden Center
 - Fields Corner
 - JFK/UMASS
 - Savin Hill
- Work expected to be complete by Summer 2023
- Next round of stations currently under review

Stony Brook Station

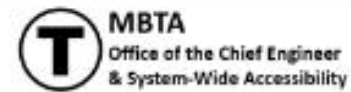


EXISTING



PROPOSED

Stony Brook Station (STB-1)
Boylston St at Station Headhouse



Jacobs

Stony Brook Station




EXISTING



PROPOSED

Stony Brook Station (STB-1)
Boylston St at Station Headhouse

 **MBTA**
Office of the Chief Engineer
& System-Wide Accessibility

Jacobs

Back Bay Station

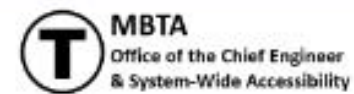


EXISTING



PROPOSED

Back Bay Station (BCK-1)
Dartmouth St



Jacobs

Back Bay Station

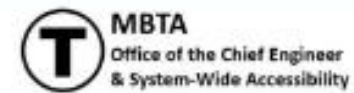


EXISTING



PROPOSED

Back Bay Station (BCK-3)
Clarendon St at Columbus Ave



Jacobs

To Learn More

- **Upcoming Meetings**

- May 25th, 5:30-7PM (Virtual)
- June 7th, 1-3 PM (Virtual)

- [Mbta.com/accessibility](https://mbta.com/accessibility)

- **Complete Initiatives Report:** [MBTA.com/swa-initiatives](https://mbta.com/swa-initiatives)

- **Questions, Complaints or Commendations**

- 617-222-3200
- www.mbta.com click on "Support"
- Tweet @MBTA

Stay Informed on Accessibility Updates

Sign up for SWA Newsletters

www.mbta.com/SWAsignup



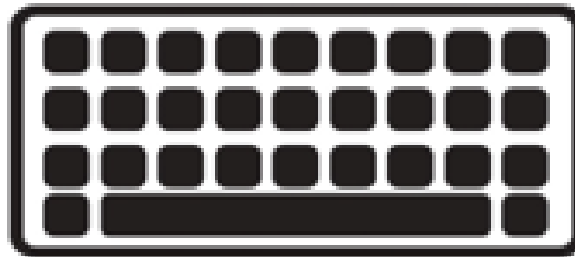
Sign up to receive Accessibility Updates
www.mbta.com/SWAsignup

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

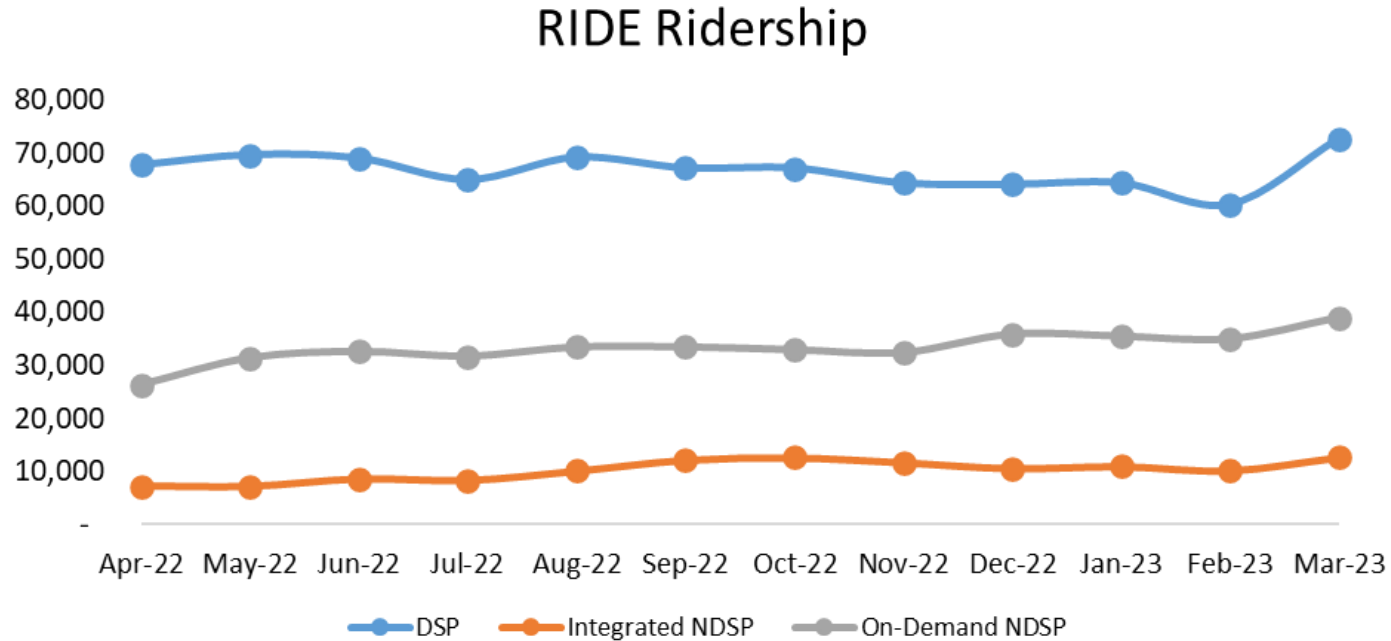


*9 Raise Hand
*6 to Unmute

The RIDE Updates

- Michele Stiehler: Chief of Paratransit Services

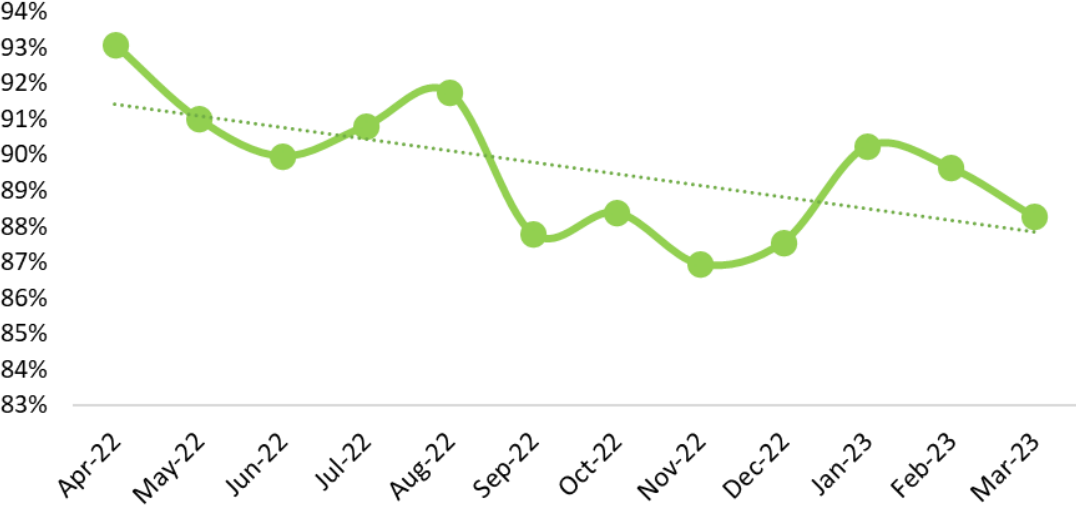
RIDE Service Update – Ridership



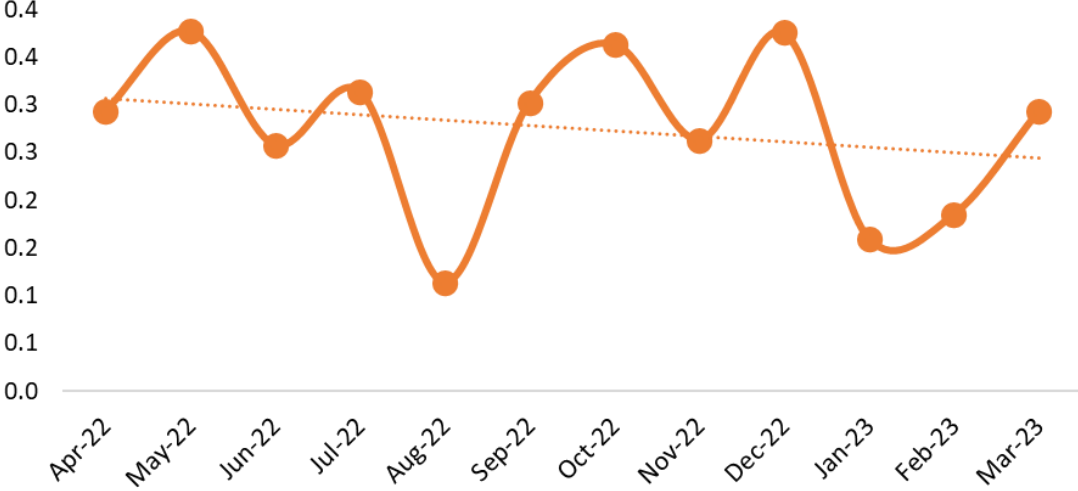
- March ridership increased dramatically from the previous 12 months
- March ridership was up 18% compared to February and 12% over November - January levels.
- DSP ridership increased 20% while NDSPs increased 14% over February levels

RIDE Service Update- On-Time Performance

Monthly On-Time Performance

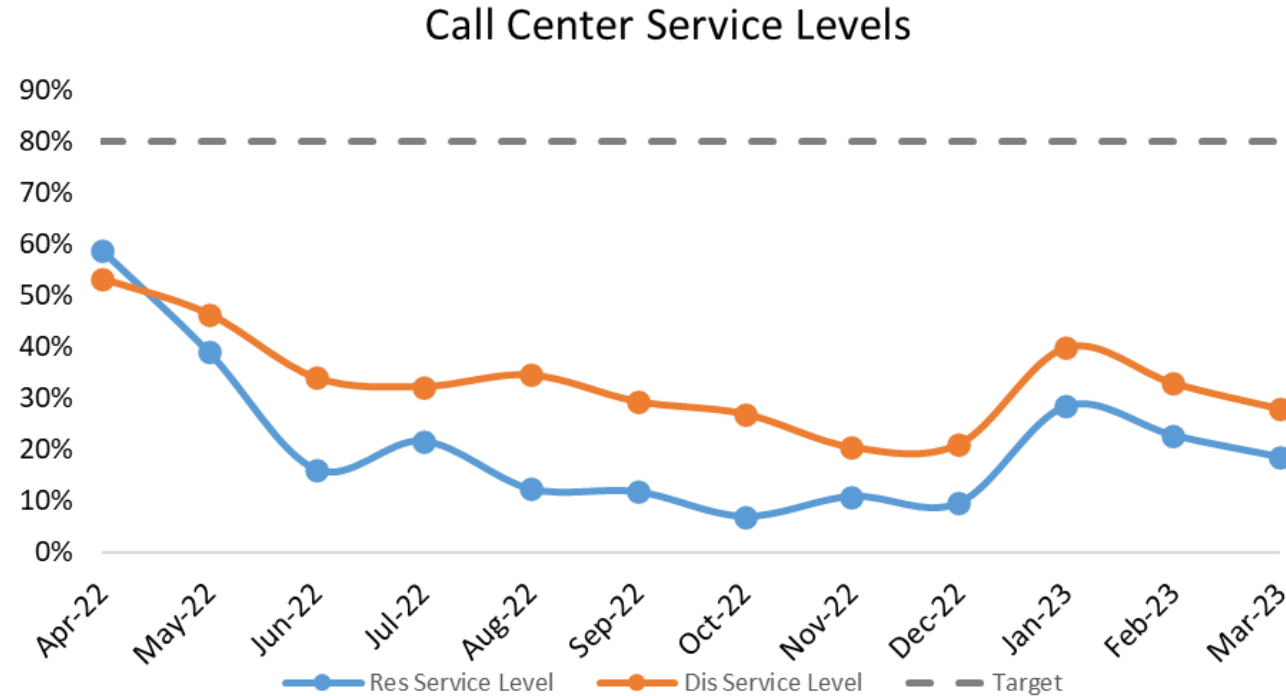


Picks Late Greater than 120 mins. per 1,000 trips



- Higher ridership in March resulted in a lower OTP and more trips late greater than 120 minutes than in February

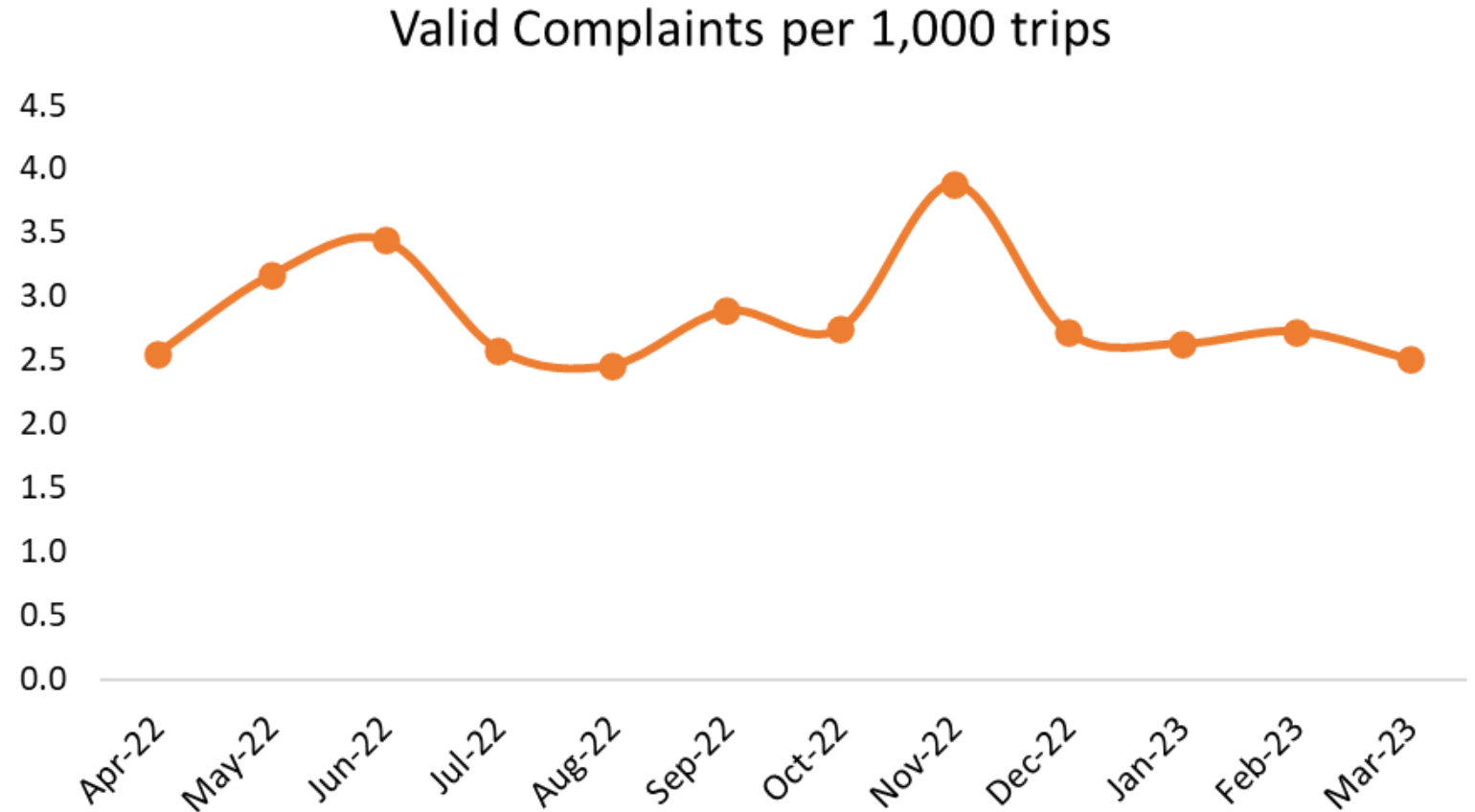
RIDE Service Update - Call Center Performance



- Call center performance dropped slightly in March
- In March, ASA for reservations was 7.5 minutes and 4.9 minutes for dispatch

RIDE Service Update - Complaints

- The rate of complaints has stabilized since July
- In March there were:
 - 214 valid complaints
 - 44 commendations
 - 232 inquiries



Transportation Management Software RFP

- Diverse Technical Evaluation Committee
 - Voting and Advisory members
 - RTAG participant
- 2 Phased Testing will begin
- Best Value Assessment
- Contract Award
- Implementation will be adjusted based on contract award and coordinated with winning bidder

Self Service Texting

- RIDE staff and RTAG members have begun testing the new texting option.
- Customers will be able to text in to get updated vehicle arrival times, see a list of upcoming rides, check their balance, and cancel trips.
- Roll Out anticipated in late May

Technology

- We are exploring additional ways to improve the customer experience
 - Enhancement of Telephony software
 - Restructuring TRAC's call menu to simplify and improve the customer experience
 - Roll out in June
 - Upgrade technology infrastructure at TRAC to improve security and reliability
 - Adjustments to existing Adept software

RIDE Organization

- 19 approved positions
- 5 positions are vacant
- 3 positions are approved to post
 - Senior Customer Liaison will support the Communications team (posted)
 - Technical Project Manager will support Technology team and RFP
 - Deputy Director of Operations will support the Operations team
- Working to fill all FY23 vacancies
- Requested additional positions for FY24
- The FY24 positions will enhance contract oversight, improve our analytics and provide additional support for customer experience

HR on the Go



The "HR on the Go" event featured a retrofitted bus equipped with computers and MBTA staff inside to help applicants create resumes or apply on site. "It's important for us to be able to get in front of the community," MBTA Director of Hiring, Gil Alzate said. "We want to show that we care where our applications are coming from." Izzy Bryars photo

Map out your career with the MBTA.

Visit MBTA recruitment events across the Boston area.

Looking for your next career move? We're hosting recruitment events where you can learn more about open positions, begin your application process, and more. See below for information on dates, times, and locations.

Mattapan Saturday, April 15th 10:00am-1:00pm Jubilee Christian Church 1500 Blue Hill Avenue	Quincy Saturday, April 22nd 10:00am-1:00pm Wollaston Station 300 Newport Avenue	Lynn Saturday, April 29th 10:00am-1:00pm North Shore Community College 750 Washington Street	Revere Saturday, May 6th 10:00am-1:00pm Wonderland Station 1234 North Shore Road
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Quincy Recruitment Event

RIDE Provider Staffing

- Participation in MBTA “HR On the GO” events
 - TRAC
 - NEXT
 - VETS
- TRAC
 - Planning a local recruitment event in May
 - Engaged additional corporate support
 - Wage increases

Updates

- **Mask Policy**
 - MA state of emergency ends on 5/11/23
 - RIDE policy is being reviewed internal
- **Curb Mobilization continues**
 - Late Spring/Early Summer introduction
- **Mobility Center**
 - New lease is being explored with Real Estate
 - Opportunity to expand Travel Training and Eligibility Assessments

Key Contact Information

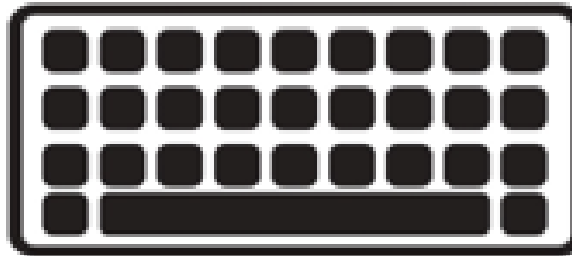
- **TRAC:** To book trips, change/cancel trips, check where your ride is, access account information, call 844-427-7433.
- You can also book, change or cancel trips and access account balances online at www.mbta.com/booktheride.
- **Mobility Center:** To update your profile information or to check on 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

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Alt + Y



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*6 to Unmute

Thank You for Attending

- Our next General Member Meeting will be on Thursday, May 25, 2023 (5:30 P.M. - 7:30 P.M.)
- To sign up for RTAG Newsletters
- <http://eepurl.com/hNhezH>
- We will drop the link in the chat