

Riders' Transportation Access Group General Meeting

May 25, 2023

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



Agenda

- Welcome & Introductions
- Zoom Directions
- RTAG Co-Chair Update – Nora Nagle
- SWA Updates - Laura Brelsford: Assistant General Manager
- SWA Feedback Session
- The RIDE Updates - Michele Stiehler: Chief of Paratransit Services
- RIDE Feedback Session
- RIDE Topic Discussion

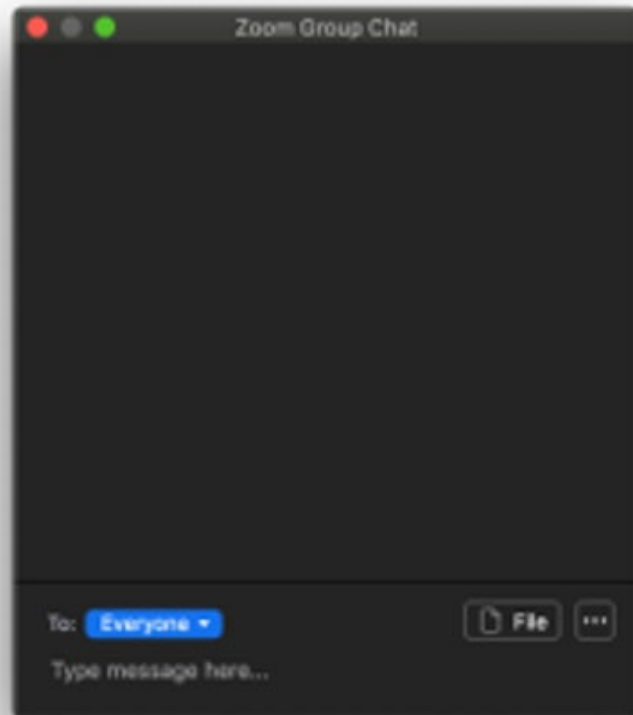
Zoom Directions: ASL Interpreter

- Our ASL Interpreters are Denise Martinez 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

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.

Discussion Period

- This meeting's topic discussion is The RIDE's policy and procedure of passing a rider's destination without dropping them off and dropping off a rider if they request a drop-off at the next safe location
- When called upon, introduce yourself very briefly
- Please try to keep your response limited to 2-3 minutes and focus on an example related to the discussion topic

RTAG Co-Chair Update

- Nora Nagle - RTAG Co-chair

System-Wide Accessibility Updates

- Laura Brelsford, Assistant General Manager

Elevator Urine Detection Sensor Pilot Update


- Sensor piloted in four elevators between Oct 2022 and Jan 2023
- **Objective:** Evaluate the sensors' overall reliability and effectiveness at detecting urine and cleaning agents
- **Key findings:**
 - Sensor was unable to accurately detect urine on a consistent basis. Sensor falsely detected urine on a regular basis.
 - The sensor periodically malfunctioned over the life of the pilot. The rate of malfunction increased over time.
- **Conclusion:** Sensors wouldn't improve cleanliness of elevators in a meaningful way

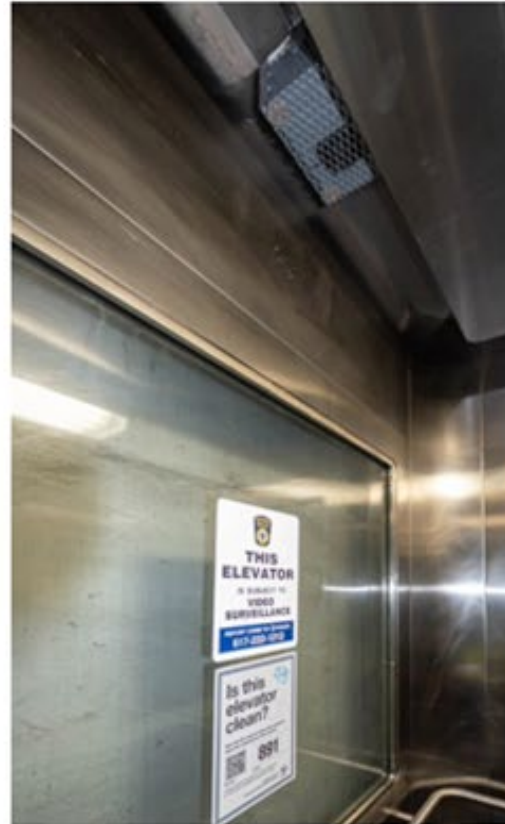
Elevator Urine Detection Sensor Pilot Update




 Chinatown
922




 Downtown Crossing
869



 Downtown Crossing
891



 Park Street
808

Red Line Stop Announcements

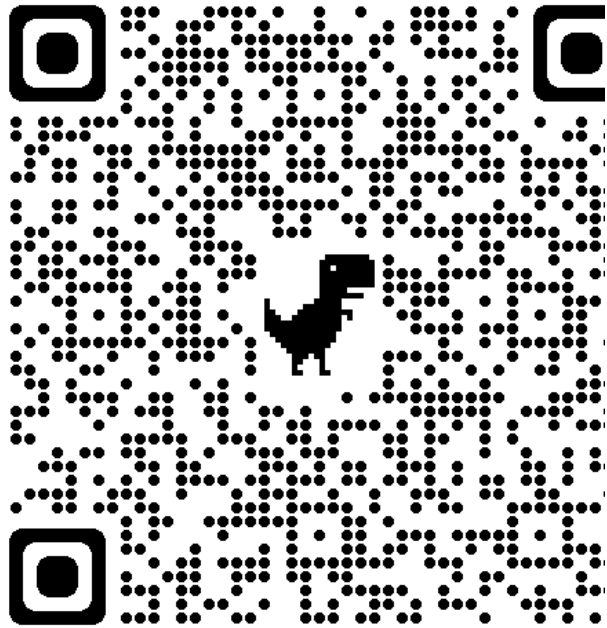
- The Internal Access Monitoring Program continues to heavily monitor Red Line trains for missing, low volume & distorted announcements
- Data shows the quality of announcements is slowly improving
 - E.g., Red Line cars making clear and audible announcements has increased incrementally since 2021 (Q4-21: 74.7%; Q4-22: 83.2%; Q1-23: 80%)
- Measures taken by Rail Vehicle Maintenance to address announcement issues
 - Amplifiers on all Type 1 & 2 (oldest in RL fleet) to be replaced
 - Quarterly audits of stop announcement equipment on all trains
 - Decibel levels measured on cars during maintenance inspections

Semi-Annual Settlement Update Meeting – Hosted by Hon. Judge Patrick King

- Join us on June 7th for our Semi-Annual Settlement Meeting
- Hear about our path toward compliance with the Daniels-Finegold v. MBTA Settlement Agreement
- Meet our new MBTA General Manager, Phillip Eng
- Presentations include:
 - Update on Elevator uptime
 - New Vehicle Procurement
 - Accessibility Marketing Campaign
- Register in advance - mbta.com events



Register for the Semi-Annual Meeting



- For Event Details:
- <https://www.mbta.com/events/2023-06-07/public-meeting-accessibility-and-daniels-finegold-v-mbta-settlement-update>

To Learn More

- **Upcoming Meetings**
 - RTAG June 29th, 5:30-7PM (Virtual)
 - Semi-Annual Settlement Update - June 7th, 1-3 PM (Virtual)
- [Mbta.com/accessibility](https://www.mbta.com/accessibility)
- **Complete Initiatives Report:** [MBTA.com/swa-initiatives](https://www.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

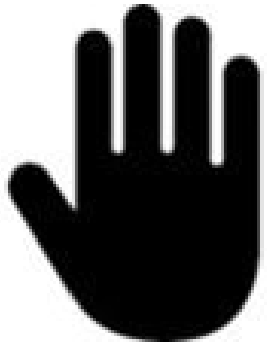
www.mbta.com/SWAsignup



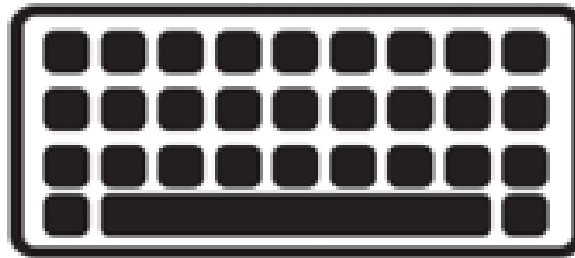
Sign up to receive Accessibility Updates
www.mbta.com/SWAsignup

Questions or Comments for SWA

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



Alt + Y

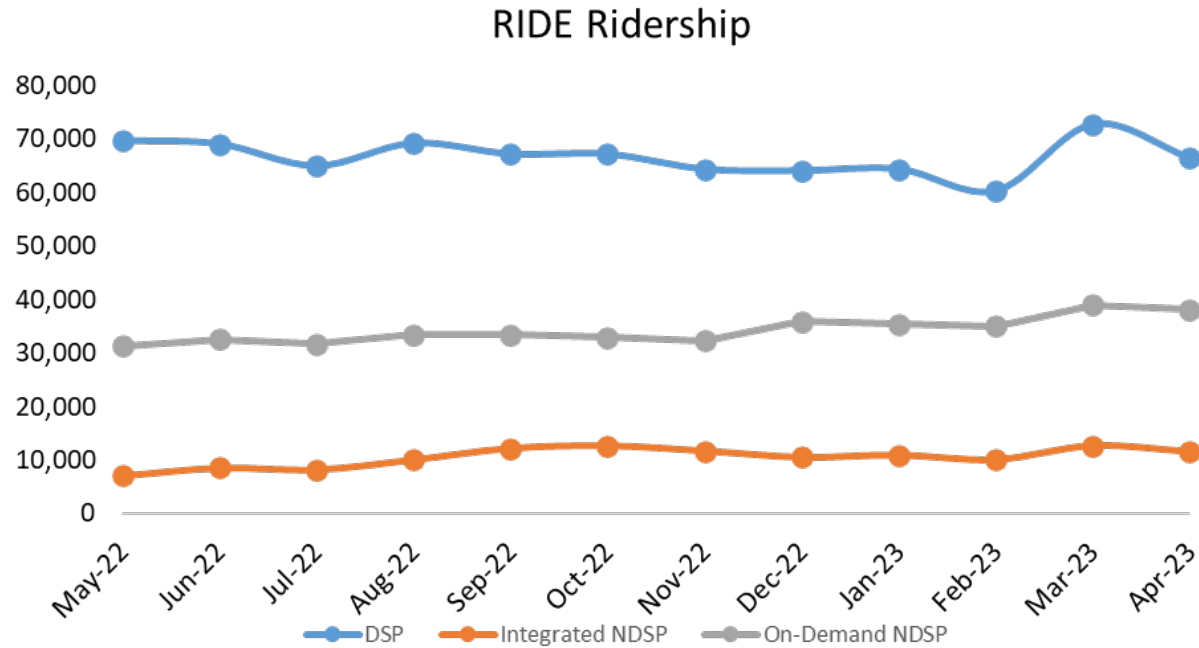


*9 Raise Hand
*6 to Unmute

The RIDE Updates

- Michele Stiehler: Chief of Paratransit Services

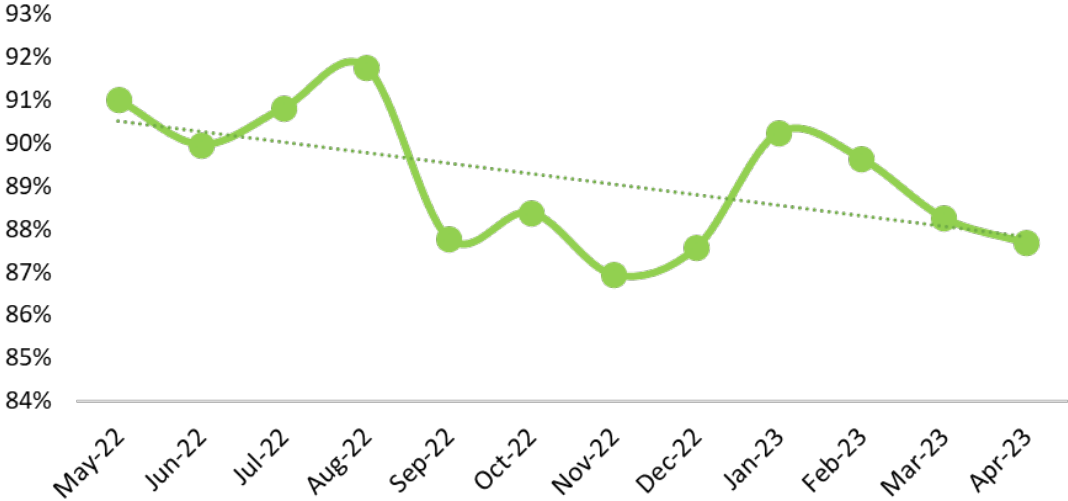
RIDE Service Update – Ridership



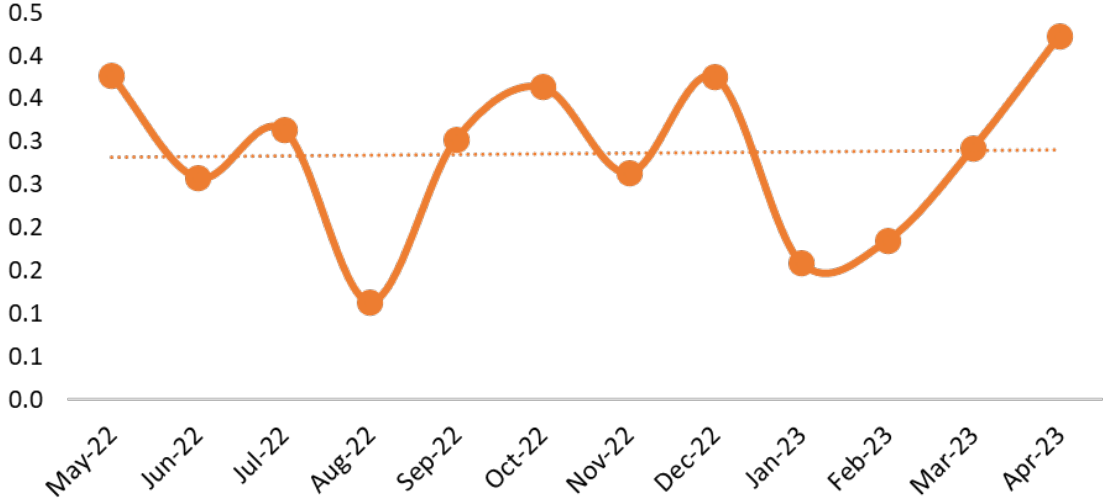
- April ridership dropped compared to March
- April ridership was down 9% March and 4% over November - January levels.
- Ridership is up 6% year-to-date compared to the same time last year

RIDE Service Update - On-Time Performance

Monthly On-Time Performance

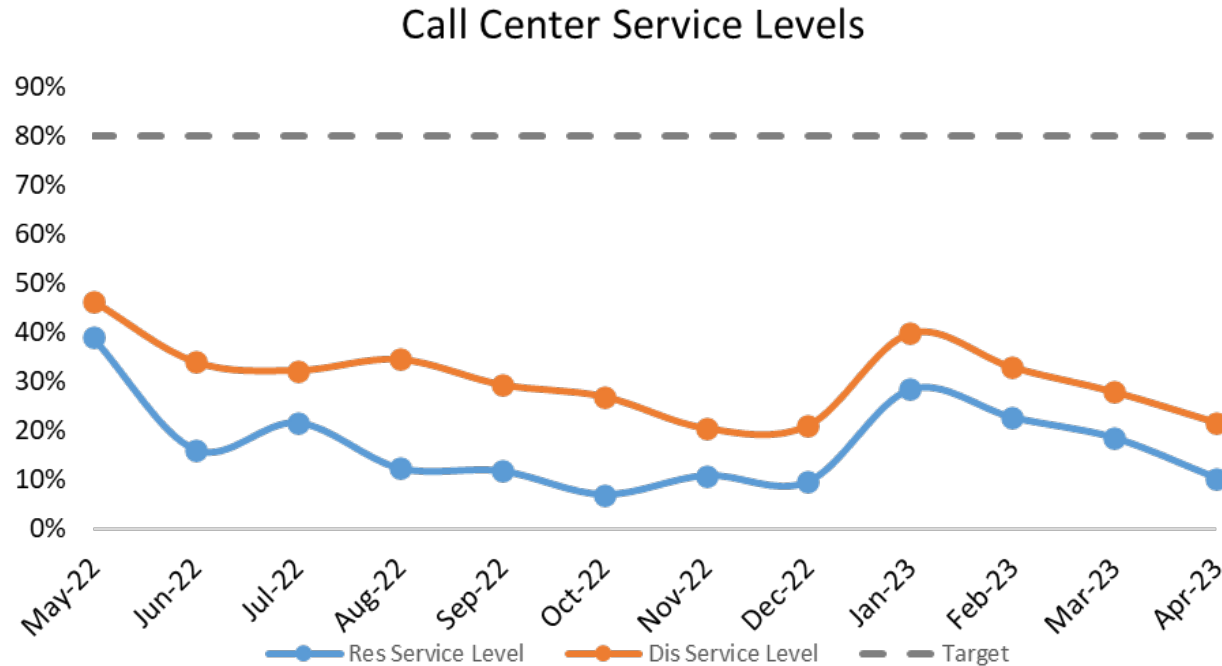


Picks Late Greater than 120 mins. per 1,000 trips



- OTP trended lower in April

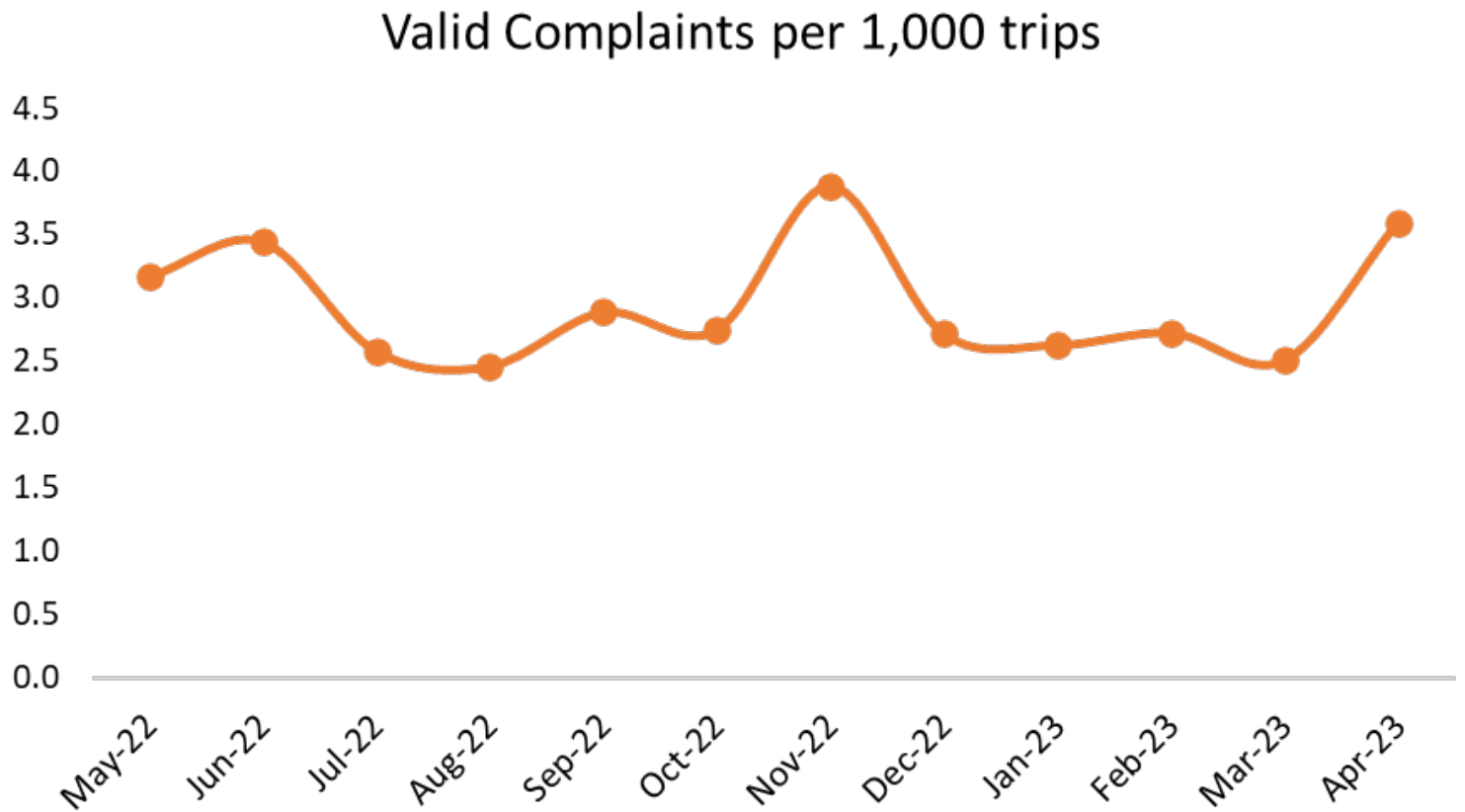
RIDE Service Update - Call Center Performance



- Call center performance dropped slightly in April
- In April, ASA for reservations was 10.3 minutes and 6.6 minutes for dispatch

RIDE Service Update - Complaints

- The rate of complaints increased in April after months of stabilization
- In April there were:
 - 280 complaints
 - 29 commendations
 - 238 inquiries



Transportation Management Software RFP

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

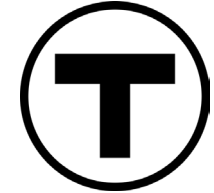
Self Service Texting

- 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 June

RIDE Service Provider Update

- Increase in Dedicated Service Providers
- Vehicles will look different; service is the same
 - Uzurv vehicle are on the road
 - Curb vehicles will follow

The RIDE Service Provider Update



We're adding more providers to get you where you need to go.

The RIDE is partnering with ridesharing companies Curb and Uzurv to supplement the RIDE fleet and provide additional, ADA-paratransit level, door-to-door service for all customers – no sign up necessary and no change to how you book or pay for trips!

New drivers will have the same level of testing and training as all RIDE drivers and will provide the same exact service.

With more available vehicles on the road, The RIDE will be able to quickly adapt to unexpected delays and maximize route efficiency.

For more information, visit mbta.com/theride.



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
- FY24 will see an increase in headcount

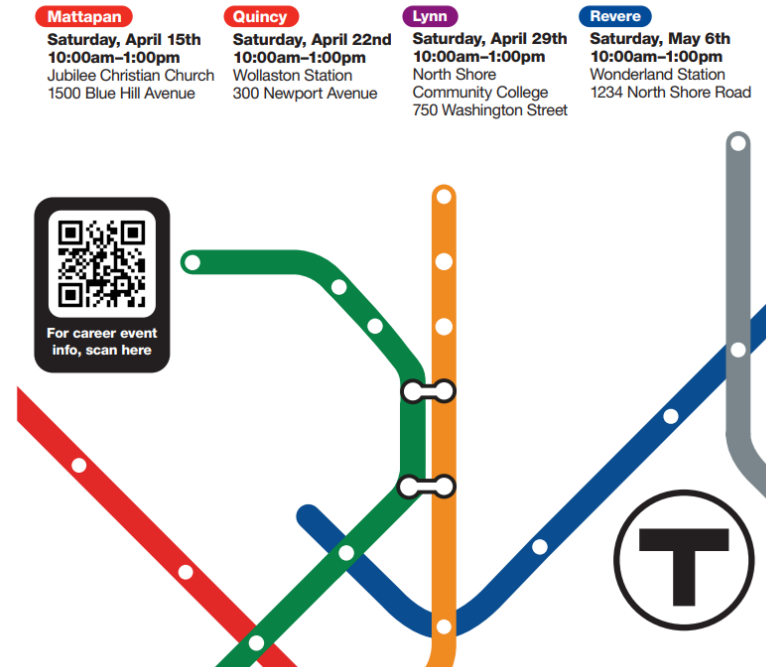
RIDE Provider Staffing

- Participation in MBTA “HR On the GO” events – all providers participated
- Wage increases under review and have been implemented by one service provider
- TRAC
 - Recruitment event at Wellesley Station on 5/18
 - Engaged additional corporate support
 - Wage increases
 - Offers made to 7 candidates

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.



Updates

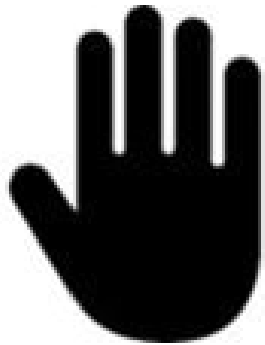
- Mask Policy
 - MA state of emergency ends on 5/11/23
 - RIDE no longer requires masks but continues to encourage use
- Curb Mobilization continues
 - June/July introduction
- Mobility Center
 - New lease is being explored with Real Estate
 - Opportunity to expand Travel Training and Eligibility Assessment space

Key Contact Information

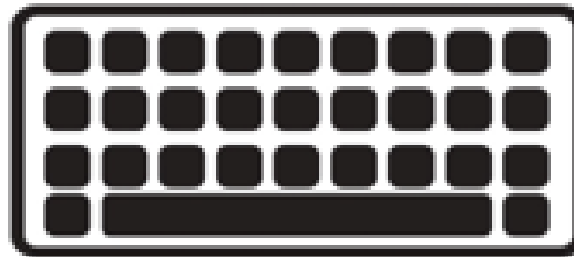
- **TRAC:** To book trips, change/cancel trips, check where your ride is, access account information, call 844-427-7433.
- You can also book, change or cancel trips and access account balances online at www.mbta.com/booktheride.
- **Mobility Center:** To update your profile information or to check on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

- To indicate that you have a question, please use Zoom's "Raise Hand" feature located at the bottom of the screen
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"Raise hand"



Alt + Y



*9 Raise Hand
*6 to Unmute

Thank You for Attending

- Our next General Member Meeting will be on Thursday, June 29, 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

Discussion Period

- We will now move on to our discussion period
- This meeting's topic discussion is The RIDE's policy and procedure of passing a rider's destination without dropping them off and dropping off a rider if they request a drop-off at the next safe location
- When called upon, introduce yourself very briefly
- Please try to keep your response limited to 2-3 minutes and focus on an example related to the discussion topic