



**Massachusetts Bay
Transportation Authority**

GM Remarks

May 1, 2017



Agenda

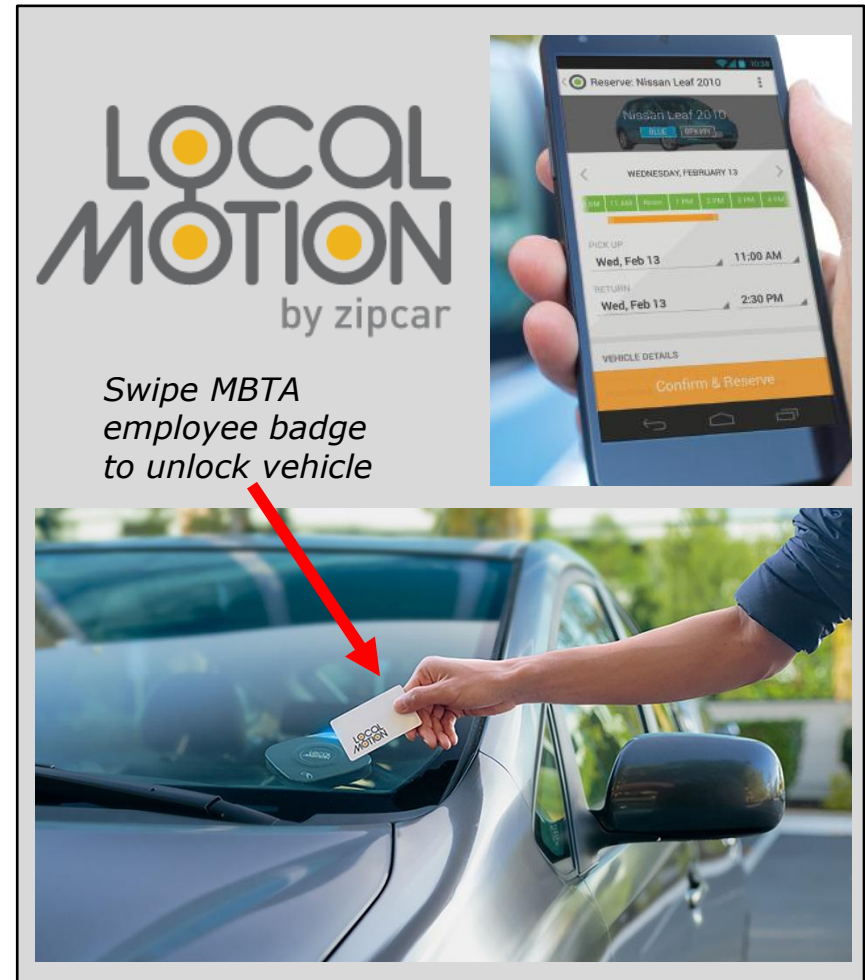
- **Fleet management: Zipcar pilot**
- **The RIDE: Uber/Lyft pilot update**
- **Cash handling: March actuals**



New approaches: MBTA–Zipcar fleet sharing pilot for non-revenue vehicles launches today

MBTA – ZIPCAR PILOT PROGRAM:

- ✓ Increase vehicle utilization to downsize non-revenue fleet
- ✓ Eliminate paper sign-out process
- ✓ Book non-revenue vehicles online
- ✓ Provide managers with greater visibility
- ✓ Gather real-time data on vehicle usage

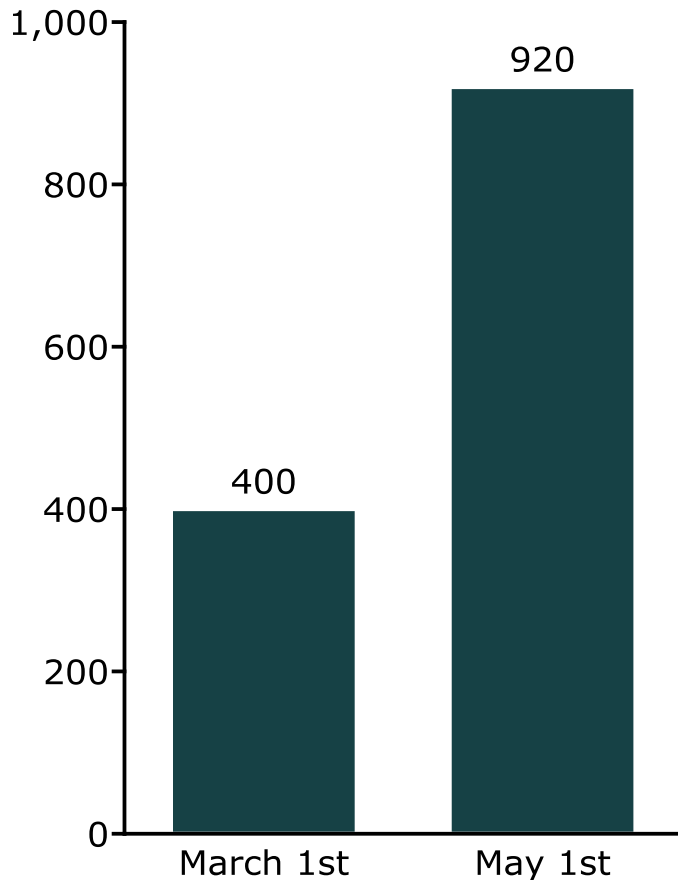


LOCATION	# VEHICLES IN PILOT
CHARLESTOWN	9
CABOT AUTO	6
10 PARK PLAZA	5
CAPITAL DELIVERY	4
185 KNEELAND ST.	2
TOTAL	26

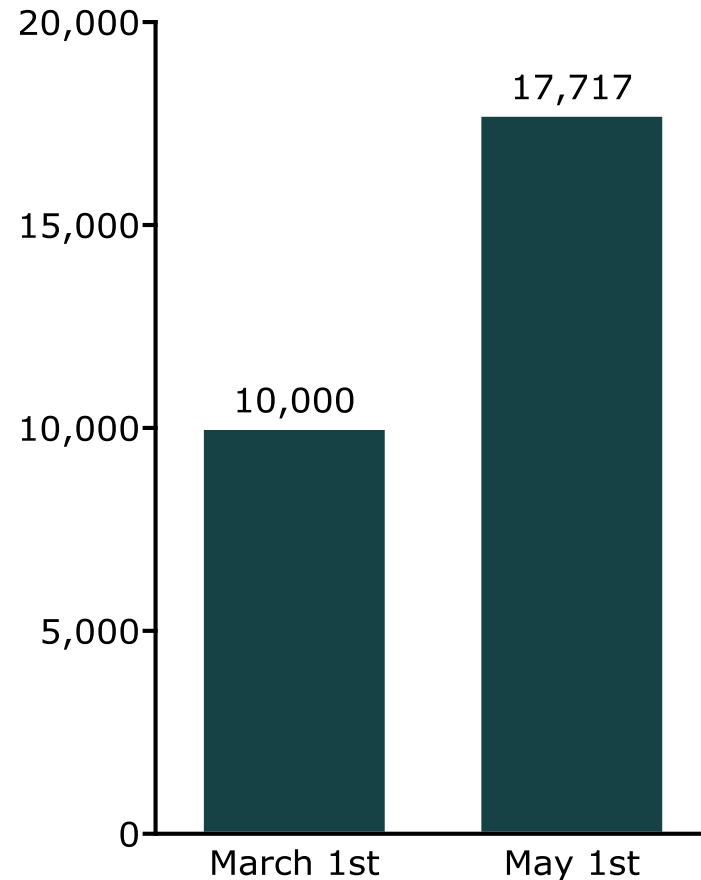


The RIDE On-Demand Paratransit Pilot: Customers doubled and 7,000+ trips taken in last two months

Customers



Trips

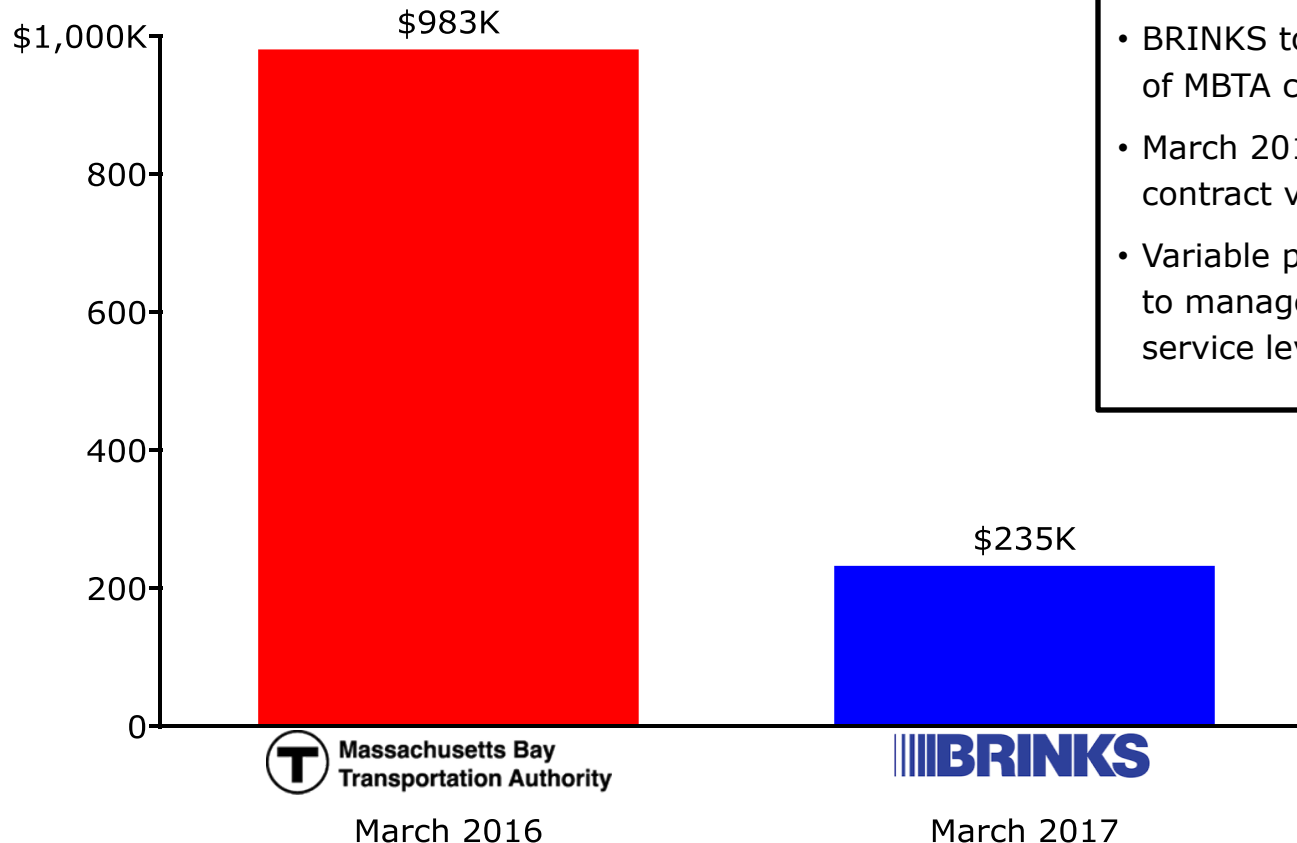


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BRINKS contract: March update

Cost of Cash Handling March 2016 vs. March 2017



Flexible Contracting Update:

- BRINKS took full operational control of MBTA cash collection on Feb 13th
- March 2017: 22% under monthly contract value of \$300K
- Variable pricing model allows MBTA to manage contract costs and adjust service levels based on demand



Cash handling contract management strategy

MBTA contract management team actively supervises the service provider:

- Manage on-demand service requests
- Manage inventory of assets and materials
- Daily comparison of “said-to-contain” vs. “verified totals”
- Daily tracking of scheduled vs. serviced machines
- Daily tracking of serviced vs. up and running machines
- Daily reconciliation of verified totals and deposits
- Monthly service level agreement and penalty payment reviews
- Monthly service efficiency improvement plans

