

**MBTA
DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY
FIXED ROUTE REPORT – February 24, 2010**

60' ARTICULATED BUS PROCUREMENT

The MBTA has begun accepting delivery of 25 New Flyer articulated buses. This bus procurement was made possible due to a grant received via the American Recovery and Reinvestment Act (ARRA). One bus is in Boston undergoing final testing; a second bus is due next week. It is anticipated that all 25 buses will be delivered, tested and available for service by the end of June 2010. The buses have the same features as the current New Flyer buses in the fleet, but with a restyled front end.

WEDGEMERE STATION TO BECOME ACCESSIBLE

Wedgemere Station in Winchester on the Lowell Commuter Rail Line will be getting mini-high level platforms and ramps as part of a state project utilizing \$2 million in federal stimulus funds. The project is largely the result of efforts of the chairperson of Winchester's Disability Access Commission, who worked with System-Wide Accessibility, and local, state and federal officials to move the project forward. Earlier this month MBTA General Manager William A. Mitchell, Jr., Transportation Secretary Jeffrey Mullan, and Governor Deval Patrick agreed to the use of stimulus funds for the project.

MBTA POLICE BUS STOP LAW/NO SMOKING ENFORCEMENT

MBTA Transit Police officers continue to issue parking violations for cars parked in bus stops. In January 2010 T officers issued 200 tickets for parking violations. The violations have occurred in various cities and towns with the most tickets issued in urban areas. T Police also monitor compliance with the state law that bans smoking on MBTA property. During January 2010, officers issued 160 smoking violations.

SWA STAFF MEETS WITH RUSSIAN DELEGATION

On Friday, February 12, at the request of DOT/FTA/Office of Research Management, SWA staff hosted a delegation from Russia, seeking information on MBTA accessibility. Among topics discussed: elevator maintenance, subway system access, platform/train gap solutions, bus system access, and global transit accessibility issues.

SWA-BACK BAY CHARLIECARD OUTREACH PROGRAM

Staff from the Department of System-Wide Accessibility at Back Bay are visiting area Senior Centers and other facilities an average of twice per month to issue Senior, Transportation Access Pass (TAP) and Blind Access CharlieCards to eligible MBTA customers. Outreach events are scheduled for Watertown (March 10), Needham (March 24), Quincy (April 13) and Wellesley, April 27. More information about the events is available at www.mbta.com, or by calling the MBTA Customer Support Services Center at 617-222-3200 voice; 617-222-5146 TTY.

MBTA BUS OPERATIONS RECERTIFICATION TRAINING

Bus Operations continues to hold monthly recertification training classes at the Charlestown Bus Garage for Operators and other Bus personnel. The training classes include modules and videos illustrating the MBTA's policies on assisting customers with disabilities, service animals, use of ramps and lifts, and other accessibility-related topics. The next class will be on Tuesday, March 2nd.

Please contact Laura Brelsford in the MBTA's System-Wide Accessibility Department at 617-222-1688 voice; 617-222-5045 TTY; lbrelsford@mbta.com, if you are interested in attending this or future classes.

ORIENT HEIGHTS STATION

Existing Station

- Located on MBTA's Blue Line
- Original station in service since 1952
- Two platforms, pedestrian bridge cross-over
- Deteriorated condition, not compliant with ADA

Project Goals and Objectives

- Modify station to accommodate six-car trains
- Renovations and modifications will be made to comply with ADA regulations to provide accessibility to all passengers
- Repairs and modifications will be made to comply with current state codes
- Improve and enhance current passenger amenities, security and rider experience

Key Project Highlights

- Complete renovation from foundation up
- New pedestrian bridge
- 2 elevators on each platform (1 paid, 1 unpaid)
- 1 escalator on each platform
- 2 sets of stairs on each platform (1 paid, 1 unpaid)
- Maintain current bus operations
- Reconstruct Barnes Ave. bus loop – repaving, new sidewalks to improve pedestrian flow and ADA accessibility
- Reconstruct Bennington Street busway – repaving, new landscaping and new sidewalks
- Construct drop-off within Bennington Street busway
- Install new bike racks
- Add new fare gates on each platform close to Saratoga Street, in addition to existing lineup

SOUTH GARAGE AT WONDERLAND STATION

Wonderland Station in Revere is at the terminus of the MBTA's Blue Line. The station is an open air platform with parking and access to both the inbound platform at the West (Route 1A) East (water). In its current state, station access between inbound (west) to outbound (east) platforms and associated parking is via a ramp system which connects at a bridge located approximately 12'-3" above the platform level.

All parking is currently provided in open air surface parking lots, including accessible parking spaces which do not currently allow accessible paths distinct from vehicular travel paths. Bus operations are currently located at the east side of the station. Bus traffic shares ingress and egress travel lanes with passenger vehicles, with a bus drop off area separates the public and accessible parking on the east side of the station from the station entrance.

The proposal for the MBTA South Garage at Wonderland station is for a new multi-modal structured parking facility at the west side of the Wonderland Station incorporating bus operations and passenger vehicle kiss and ride facilities. Structured parking will accommodate approximately 1963 parking spaces, which includes 30 dedicated accessible parking spaces (6 van, 24 passenger vehicle) in compliance with MAAB section 23.2.1. All accessible parking spaces provided in the proposed garage are provided with access aisle widths and access aisles in compliance with MAAB section 23.4. Further, access aisles are provided with weather protection at the north facing elevation through the incorporation of a glazed wall system.

The garage incorporates elevator access to all garage levels and connects at grade to the inbound platform and at level two to the connector bridge to the outbound platform at the east.

In addition to the garage elevators, a shuttle elevator connecting the platforms has been provided for convenience and will replace the existing exterior ramp. A total of 4 elevators will be available connecting the platforms at the completion of construction. Elevators have been sized to meet or exceed the intent of the BCIL Consent Decree and incorporate safety and visibility features (glazing).

At the ground plane, paving materials at walking surfaces are brushed concrete. Tactile warnings, through the use of changes in paving materials, have been included at areas where pedestrian passage is discouraged. Where appropriate, such as at the kiss and ride, flush curbs have been utilized to provide universal access. Cross slopes at all walking surfaces along accessible pathways does not exceed 2%. Two new ramps from grade to station have been provided, one adjacent to the main entrance, the second with direct access to the bus-way.

Bus access, proposed under the eastern most bay of the garage and directly adjacent to the inbound platform, is weather protected by the garage structure and a supplemental series of smaller canopies. Clearances have been maintained along the entirety of the bus-way to permit the use of bus ramping systems currently in use by the MBTA.

During construction, accessibility for the station will be maintained. Existing accessible parking counts will be maintained with new spaces provided where existing parking areas are within the construction zone. The contractor will be required to provide the new shuttle elevator for access between station platforms before the removal of the west side ramping system.

RIDE REPORT TO AACT COMMITTEE 2/24/10

DATE:

ACTIVITIES:

2/2/,2/4,2/5,2/18/10	Staff conducted road observations
2/11/10	Staff gave RIDE Presentation at Minuteman Senior Services in Burlington, MA
2/16, 2/17/10	Staff participated in FTA Triennial Workshop at Fairmont Copley Plaza Hotel

Items of Note:

- 6.85 % ridership growth in January in comparison to January last year. The RIDE broke 99% on time service within 30 minutes mark in comparison to January last year and within 15 minutes we're a full percentage point better than last year. Complaints were down despite the highest January ridership ever and inclement weather.

SERVICE UPDATES:

Ridership was **up 6.85 %** for the month of January compared to January 2009 (from **154,596 to 165,180**), while still maintaining a **zero NA rate**.

FY10 January YTD Complaints **decreased by 31.3 %** (from 1105 to 741).

FY10 January YTD Vehicular accidents **were up 11.7%** (from 547 to 611).

FY10 January YTD RIDE applications received totaled **6,609**. THE RIDE presently has **66,670** registered customers.

To: AACT

From: Paul Strobis Jr., Assistant Manager of Paratransit Contract Operations, Office for Transportation Access

Date: February 24, 2010

Subject: THE RIDE Report for the period beginning January 1, 2010 Through January 31, 2010.

There were a total of 206 persons registered in the North during the month for a total of 1913 FY'10 to date. There were a total of 173 persons registered in the Northwest during the month for a total of 1563 FY'10 to date. There were a total of 74 persons registered in the South during the month for a total of 723 FY'10 to date. There were a total of 53 persons registered in the Southwest during the month for a total of 532 FY'10 to date. There were a total of 224 persons registered in Boston during the month for a total of 1727 FY'10 to date. There were a total of 11 persons registered out of area during the month for a total of 151 FY'10 to date. There were a total of 741 persons registered during the month and 6,609 persons registered FY'10 to date.

Statistics for January 2010 (FY2010)

Veterans Transportation Services LLC (VTLLC) had 88,675 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 88,675 trips. There were 19,575 trips canceled, 6,963 trips that were no shows and 16 trips that were missed. VTLLC completed a total of 62,121 and had 228 trips late over 30 minutes during the month. VTLLC had a total of 56 complaints during the month. VTLLC had a total of 45,154.00 revenue hours and 487,268 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 74,056 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 74,056 trips. There were 15,800 trips canceled, 4,810 trips that were no shows and 11 trips that were missed. GLSS completed a total of 53,435 and had 368 trips late over 30 minutes during the month. GLSS had a total of 44 complaints during the month. GLSS had a total of 34,996.00 revenue hours and 428,391 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 66,756 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 66,756 trips. There were 12,728 trips canceled, 4,390 trips that were no shows and 14 trips that were missed. TTI completed a total of 49,624 and had a total of 116 trips late over 30 minutes during the month. TTI/YCN had a total of 31 complaints during the month. TTI/YCN had a total 32,306.00 revenue hours and 412,316 revenue miles during the month.

There were to be determined applications reviewed during the month and 741 people registered for THE RIDE during the month.

Note: Due to the reconfiguration of THE RIDE service area beginning July 1, 1999, some trips that were recorded as two trips in the past, are now recorded as one trip. i.e. prior to July 1, 1999 a trip from Boston to Quincy was recorded as two trips, after July 1, 1999, the same trip from Boston to Quincy is recorded as one trip as a result of the reconfigured service area.

END OF OTA REPORT.

Cc: Mike Hulak
Janie Guion

RIDE CONTRACTOR: GLSS TRANSPORTATION

Reporting Period: JAN 2010

The North Service Area is served by Greater Lynn Senior Services, Inc. The service area is comprised of the City of Boston and the communities of Beverly, Chelsea, Danvers, Everett, Lynn, Lynnfield, Malden, Marblehead, Melrose, Middleton, Nahant, Peabody, Reading, Revere, Salem, Saugus, Stoneham, Swampscott, Topsfield, Wakefield, Wenham and Winthrop.

Greater Lynn Senior Services (GLSS) had 74,056 trip requests and 0 not availables. The not available rate for GLSS was 0.00 percent. GLSS scheduled 74,056. There were 15,800 trips cancelled, for a cancellation percentage of 21.33% percent. GLSS had 4,810 trips that were no shows for a percentage of 6.49%. GLSS had 11 trips that were missed trips. GLSS completed a total of 53,435 trips with 368 being late greater than 30 minutes. A total of 605 trips were more than 60 minutes long. GLSS had a total of 44 complaints in January 2010 from 31 people. GLSS had 34,996 service hours and 428,391 revenue service miles for the month.

Passengers served per hour -	1.53%
Total RIDES requested -	74,056
RIDES Scheduled -	74,056
RIDES Completed -	53,435
Trips not available -	0
Not available rate -	0.00%
Requests cancelled -	15,800
Percent of requests cancelled –	21.33%
No shows-	4,810
Percent of no-shows -	6.49%
Pick-ups late greater than 30 minutes	368
Missed trips -	11
Same Day Requests	8,274
Same Day Completed	3,138
% Same Day Requests	37.92%
Vehicle to Vehicle transfers -	1,118
Accidents at fault-	6
Accidents not at fault-	17

Jan 2010 Complaint Summary
Total complaints received: 44

Type	# received
1 <u>Difficulty getting a ride</u>	0
2 <u>Vehicle condition</u>	0
3 <u>Comfort of RIDE</u>	0
4 <u>Promptness of pick-up/drop off</u>	4
5 <u>Scheduling problem</u>	11
6 <u>Dispatcher problem</u>	3
7 <u>Problem with reservationist</u>	4
8 <u>Problem with telephone</u>	0
9 <u>Problem with a driver</u>	18
10 <u>Other</u>	4
<u>Compliments</u>	0

All complaints for the month of Jan 2010 have been investigated and responses sent to complainants.

Drivers	239.7	FTE
Operations Supervisor	7.0	
Road Superviors	0	
Site Supervisors	0	

Next PAT Training is scheduled for : 02/25/2010
Next CPR/FIRST AID Training is scheduled for: 02/24/2010

The Southwest Service Area is served by The Joint Venture of TTY/YCN, LLC. The service area is comprised of the City of Boston and communities of Braintree, Canton, Cohasset, Dedham, Dover, Hingham, Holbrook, Hull Medfield, Milton, Needham, Norwood, Quincy, Randolph, Sharon, Walpole, Wellesley, Westwood and Weymouth.

The Joint Venture of TTI/YCN, LLC had 66,756 requests for the month of January with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 66,756 trips. 12,728 trips were cancelled. The cancellation rate for January is 19.07 percent. There were a total of 4,390 No shows and the no show rate for January is 6.58 percent. 14 trips were missed. JV completed a total of 49,624 trips and had 116 trips over 30 minutes. JV had a total of 28 complaints for the month of January.

Passengers served per hour 1.5 percent
Trips greater than 60 minutes per zone 801
Transfers completed 3,095

Accidents at fault 4
Accidents not at fault 15
Incidents 16
Same day requested 1595
Same day completed 1035
% of same day trips completed 64.89%
% of same day trips not completed 35.11%

Complaint type 1/ 1	Difficulty in getting a ride
Complaint type 2/ 1	Condition of vehicle
Complaint type 3/ 0	Comfort of ride
Complaint type 4/ 7	Promptness pick up/drop off explanation and apology sent.
Complaint type 5/ 8	Scheduling problem explanation and apology sent.
Complaint type 6/ 0	Dispatcher problem explanation and apology sent.
Complaint type 7/ 0	Problem with a reservationists apology sent
Complaint type 8/ 0	Problem with the telephone
Complaint type 9/ 9	Problem with a driver explanation and apology sent.
Complaint type 10/2	Other
Compliments	(4)

The Joint Venture has 1 General Manager, 4 Site Supervisors, 9 Managers, 3 Assistant Managers, 6 Safety Supervisors, 226 drivers with 9 drivers in training.

RIDE Contractor: VETERANS TRANSPORTATION SERVICES
RIDE Service Area: Arlington, Bedford, Belmont, Boston, Brookline,
Burlington, Cambridge, Concord, Lexington, Lincoln, Medford,
Newton, Somerville, Waltham, Watertown, Weston,
Wilmington, Winchester, and Woburn

Reporting Period: Jan-10
Date: 02/24/2010

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.38 Previous Month 1.37
Cumulative FY to date 1.44
Trips Requested Current Month 88,675 Previous Month 93,676
Cumulative FY to date 632,633
Trips Scheduled Current Month 88,675 Previous Month 93,676
Cumulative FY to date 632,633
Trips Completed Current Month 62,121 Previous Month 64,756
Cumulative FY to date 455,721
Trips Not Available Current Month 0 Previous Month 0 Cumulative
FY to date 0
% Trips Not Available Current Month 0.0% Previous Month 0.0%
Cumulative FY to date 0.0%
Trips Cancelled Current Month 19,575 Previous Month 21,181
Cumulative FY to date 127,404
% Cancelled Current Month 22.1% Previous Month 22.6%
Cumulative FY to date 20.1%
No Shows Current Month 6,963 Previous Month 7,692 Cumulative
FY to date 49,277
% No Shows Current Month 7.9% Previous Month 8.2%
Cumulative FY to date 7.8%
Late > 30 Minutes Current Month 228 Previous Month 579
Cumulative FY to date 3,193
Missed Trips Current Month 16 Previous Month 47 Cumulative
FY to date 231

Trips > 60 min per zone Current Month 691 Previous Month 788
Cumulative FY to date 5,241
Transfers Completed Current Month 6,300 Previous Month 6,577
Cumulative FY to date 47,926
Accidents (at fault) Current Month 11 Previous Month 15
Cumulative FY to date 72
Accidents (not at fault) Current Month 19 Previous Month 36
Cumulative FY to date 175
Incidents Current Month 56 Previous Month 65 Cumulative
FY to date 275
Same Day Requested Current Month 12,635 Previous Month
13,571 Cumulative FY to date 82,960
Same Day Completed Current Month 6,680 Previous Month 6,912
Cumulative FY to date 41,706
% Same Day Completed Current Month 52.9% Previous Month
50.9% Cumulative FY to date 50.3%
Same Day Not Completed Current Month 5,955 Previous Month
6,659 Cumulative FY to date 41,254
% Same Day Not Completed Current Month 47.1% Previous Month
49.1% Cumulative FY to date 49.7%

Vendor Veterans, Drivers 288*, Site Supervisors 15, Road
Supervisors 12, Operations Supervisors 9
* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - January 2010

of Complaints: 58

All complainants contacted with explanation and apology, as
appropriate.

1. Difficulty in Getting a Ride 1

Letter of explanation/apology sent.

2. Condition of Vehicle 3

Letters of explanation/apology sent.

3. Comfort of Ride 1

Letter of explanation/apology sent.

4. Promptness of Pickup or Dropoff 9

Letters of explanation/apology sent.

5. Scheduling Problem 6

Letters of explanation/apology sent.

6. Dispatcher Problem 4

Letters of explanation/apology sent.

7. Problem with Reservationist 1

Letter of explanation/apology sent.

8. Problem with Telephone 1

Letter of explanation/apology sent.

9. Problem with Driver 28

Letters of explanation/apology sent.

2 Drivers given verbal warnings.

3 Drivers retrained.

10. Other 4

Letters of explanation/apology sent.

11. Compliments 3

3 Driver Compliments.