

## **MBTA DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY FIXED ROUTE REPORT – December, 2011**

### **Accessibility Improvements at the 10 Park Plaza Bus Stop**

At the request of AACT, MBTA Operations is pursuing ways to improve access at the Charles Street bus stop that serves 10 Park Plaza. Measures have been taken by Bus Operations to ensure that buses are able to serve the bus stop in front of the State Transportation Building. Such measures include:

- The monitoring of the bus stop by transit police.
- New bus stop signs that include the \$100 fine language.
- The relocation of obstacles from the bus stop area (such as trash cans and mailboxes stands).

To date, new bus stop signs have been installed that include the \$100 fine language. Furthermore, transit police have agreed to monitor and enforce parking restrictions at this bus stop. Finally, a special order prohibiting the parking of MBTA vehicles in unauthorized areas on Charles Street has been issued. T Operations is reaching out the city of Boston regarding the relocation of the trash cans and mailboxes at the bus stop.

### **Newmarket Station Construction Project**

Situated in the heart of Boston, the Newmarket district is the largest industrial area within the City of Boston and home to over 1,000 businesses, 16,000 jobs, and \$4 billion in annual revenues. A new commuter rail station is under construction in the area—the last of 4 stations in the Fairmount Commuter Rail Rehabilitation Project. The \$7.6 million Newmarket station will consist of 800-foot high level platforms to facilitate direct platform-to-coach boarding, canopies, passenger shelters, benches and windscreens, and electronic message signs. The station will also be equipped with closed circuit television (CCTV) video surveillance cameras, police emergency call box systems, and public telephones. Construction on this station is

## **Accessibility at the T Public Meeting Recap**

MBTA officials, including acting General Manager Jonathan Davis, from officials from Engineering & Maintenance, Transit Police, System-Wide Accessibility, and Bus, and Rail Operations were present to hear concerns voiced by members of the disability community, disability advocates, and other stakeholders during the December 12 Accessibility at the T Public Meeting. The meeting was facilitated by Judge Patrick King, Independent Monitor of the MBTA/BCIL Settlement Agreement. Concerns about safety, the lack of Customer Service Agents (CSAs) in rail stations, obstructed bus stops, bridgeplate deployment, and the lack of stop announcements were just some of the issues discussed during this meeting. MBTA staff provided updates on snow removal, plans for key bus routes, platform/train floor gap mitigation, safety department initiatives, bus stop law enforcements, and 2QCY11 internal bus access monitoring results.

## **Fitchburg Line Elevator Advisory from December 9, 2011-July 2012**

Please be advised that elevator 819 (Lobby to Commuter Rail platform) at Porter Sq. Station will be out of service while it is being replaced. A Commuter Rail bus shuttle will be provided between Waltham Station, Harvard Sq. Station and Porter Sq. Station. Also, during this time period, elevator 820 (Lobby to Red Line) at Porter Sq. Station will continue to be out of service. An MBTA bus shuttle will be provided between Porter Sq. Station and Davis Sq. Station.

Below are suggested alternate routes for customers who require elevator access.

**Red Line customers who use Porter:** MBTA shuttle bus service will operate Porter-Davis. Please transfer to/from the Red Line at Davis.

**Inbound Fitchburg Line customers who exit at Porter:** Take train to Waltham. Transfer to Commuter Rail shuttle bus to Harvard or Porter. (Alternate: stay on train to North Station, transfer to subway.)

**Inbound Fitchburg Line customers who board at Porter:** Take MBTA shuttle bus from Porter to Davis. Take Red Line and transfer to Green or Orange Line to North Station.

**Outbound Fitchburg Line customers who board at Porter:** Take Commuter Rail shuttle bus from Porter Square or Harvard Square to commuter rail at Waltham. (Alternate: take subway to North Station, transfer to Fitchburg Line)

**For outbound Fitchburg Line customers who exit at Porter:** Take Green or Orange Line from North Station and transfer to Red Line to Davis. Transfer to MBTA shuttle bus to Porter Square.

We apologize for any inconvenience. For more information, contact the MBTA Customer Communications Department at (617) 222-3200, TTY: (617) 222-5146

### **Red Line Service to Resume Between Harvard and Alewife for Christmas and New Years Weekends Only**

Customers will have the opportunity to use Red Line trains to travel between Harvard and Alewife stations for the Christmas and New Years weekends only. All other weekend service on the Red Line between Harvard and Alewife stations will be suspended until March 2012. During this time, customers may use buses to travel between Alewife and Harvard stations. Below are the boarding locations for the buses:

#### **Harvard Station**

Alewife-bound: Customers will be picked up in the upper busway of the station.

Boston-bound: Customers will be dropped off in the lower busway.

#### **Porter Square Station**

Alewife-bound: Buses will stop on Massachusetts Avenue adjacent to the subway station.

Boston-bound: buses will stop on Massachusetts Avenue opposite the station entrance.

### **Davis Station**

Alewife-bound: Buses will stop in the busway of the station.

Boston-bound: buses will stop on Holland Street, adjacent to the station entrance.

### **Alewife Station**

Buses will pick up and drop off passengers in the busway, berths 1 through 5.

The weekend Red Line closure between Harvard and Alewife is due to necessary work on the right-of-way between these stations.

## **MBTA Operations Training Programs – Bus**

The Bus Training School has two ongoing classes for operators and other bus personnel at the Charlestown Garage training facility. Contact Robin Howard in the MBTA's System-Wide Accessibility Department, at least one week in advance, to attend either program at 617-222-1666 voice; 617-222-5045 TTY; [rhoward@mbta.com](mailto:rhoward@mbta.com)

**Phase 1 Bus Recertification:** 8-hour monthly class with modules and videos on assisting customers with disabilities, service animals, use of ramps and lifts, and other accessibility-related topics. Classroom and hands-on instruction onboard the bus.

**Next Class:** Tuesday, January 24.

**Phase 2 Bus Recertification Training:** 2-hour ADA Refresher Training Module with both classroom and hands-on instruction onboard the bus. Includes state-of-the-art bus simulator. Due to space restrictions maximum class size 6 students; 1 observer (and Personal Care Assistant, if applicable).

**Mon – Fri (days vary; no holidays), approx. 12:30 pm – 2:30 pm.**

## RIDE REPORT TO AACT COMMITTEE 11/16/11-1/25/12

<b>DATE:</b>	<b>ACTIVITIES:</b>
11/18	Staff attended Exec. Order 530 Subgroup sessions.
12/7	Staff attended Stratagen Project Upgrade kickoff meeting.
12/8	Staff attended meeting with Materials Dept. to discuss RFP for In person Assessment.
12/14	Staff attended meeting with ITD regarding Stratagen System Upgrade
12/14	Old passenger record for 11/9/11 of 8765 trips was surpassed on 12/14/11 with new record of 8883 trips
12/16	Staff attended Exec. Order 530 meeting in Taunton.
1/11,12/18/19/20	Staff attended Fare/Service Change Public Meeting Orientation.
1/13	RFP NO.1-12 THE RIDE IN PERSON ELIGIBILITY ASSESSMENT SERVICE was made available for bid and published.
1/19	Staff moderated the Roxbury Fare/Service change public meeting at RCC.
1/23	Staff participated in the Boston fare/Service Change Public Hearing and subsequent Public Meeting, both held at Ten Park Plaza.

- 1/24 Staff attended meeting with ITD on RIDE website updates and RIDE Application Web Forms.
- 1/25 Staff attended meeting for MassDot Women's Employee Resource Group.

**SERVICE UPDATES:**

Ridership was **up 12.91 %** for the month of **November** 2011 compared to **November** 2010 (193,262 to **218,211**), while still maintaining a **zero NA rate**.

Ridership was **up 12.38 %** for the month of **December** 2011 compared to **December** 2010 (194,664 to **218,763**), while still maintaining a **zero NA rate**.

FY12 December YTD Complaints **increased by 14.69 %** (from 1103 to 1265).

FY12 December YTD Vehicular accidents **were down 4.4%** (from 973 to 930).

FY12 December YTD RIDE applications received totaled **6,381**. THE RIDE presently has **60,308** registered/active customers.

To: AACT

**From: Frank Oglesby, Deputy Director of Paratransit Contract Operations, Office for Transportation Access**

Date: January 25, 2012

Subject: THE RIDE Report for the period beginning December 1, 2011

Through December 31, 2011.

There were a total of 640 persons registered in the North during the month for a total of 2532 FY'12 to date. There were a total of 519 persons registered in the Northwest during the month for a total of 1988 FY'12 to date. There were a total of 244 persons registered in the South during the month for a total of 1023 FY'12 to date. There were a total of 152 persons registered in the Southwest during the month for a total of 661 FY'12 to date. There were a total of 576 persons registered in Boston during the month for a total of 2137 FY'12 to date. There were a total of 55 persons registered out of area during the month for a total of 171 FY'12 to date. There were a total of 2186 persons registered during the month and 8,567 persons registered FY'12 to date.

#### Statistics for December 2011 (FY2012)

Veterans Transportation Services LLC (VTLLC) had 113,085 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 113,085 trips. There were 22,224 trips canceled, 8,703 trips that were no shows and 43 trips that were missed. VTLLC completed a total of 82,115 and had 581 trips late over 30 minutes during the month. VTLLC had a total of 58 complaints during the month. VTLLC had a total of 59,262.00 revenue hours and 663,392 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 98,036 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 98,036 trips. There were 17,782 trips canceled, 7,746 trips that were no shows and 59 trips that were missed. GLSS completed a total of 72,450 and had 975 trips late over 30 minutes during the month. GLSS had a total of 111 complaints during the month. GLSS had a total of 41,100.00 revenue hours and 514,310 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 85,468 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 85,468 trips. There were 15,046 trips canceled, 6,211 trips that were no shows and 13 trips that were missed. TTI completed a total of 64,198 and had a total of 281 trips late over 30

minutes during the month. TTI/YCN had a total of 60 complaints during the month. TTI/YCN had a total 41,254.00 revenue hours and 520,964 revenue miles during the month.

There were 2186 people registered for THE RIDE during the month.

END OF OTA REPORT.

Cc: Mike Hulak  
Janie Guion

To: AACT

**From: Frank Oglesby, Deputy Director of Paratransit Contract Operations, Office for Transportation Access**

Date: DECEMBER , 2011 NO MEETING

Subject: THE RIDE Report for the period beginning November 1, 2011

Through November 30, 2011.

There were a total of 443 persons registered in the North during the month for a total of 1892 FY'12 to date. There were a total of 305 persons registered in the Northwest during the month for a total of 1469 FY'12 to date. There were a total of 166 persons registered in the South during the month for a total of 779 FY'12 to date. There were a total of 114 persons registered in the Southwest during the month for a total of 509 FY'12 to date. There were a total of 388 persons registered in Boston during the month for a total of 1561 FY'12 to date. There were a total of 37 persons registered out of area during the month for a total of 171 FY'12 to date. There were a total of 1453 persons registered during the month and 6,381 persons registered FY'12 to date.

Statistics for November 2011 (FY2012)

Veterans Transportation Services LLC (VTLLC) had 112,854 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 112,854 trips. There were 22,017



trips canceled, 8,593 trips that were no shows and 67 trips that were missed. VTLLC completed a total of 82,177 and had 673 trips late over 30 minutes during the month. VTLLC had a total of 61 complaints during the month. VTLLC had a total of 59,528.00 revenue hours and 675,179 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 97,377 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 97,377 trips. There were 17,672 trips canceled, 7,717 trips that were no shows and 55 trips that were missed. GLSS completed a total of 71,938 and had 1235 trips late over 30 minutes during the month. GLSS had a total of 63 complaints during the month. GLSS had a total of 40,764.00 revenue hours and 518,603 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 84,807 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 84,807 trips. There were 14,337 trips canceled, 6,361 trips that were no shows and 8 trips that were missed. TTI completed a total of 64,101 and had a total of 206 trips late over 30 minutes during the month. TTI/YCN had a total of 49 complaints during the month. TTI/YCN had a total 40,912.00 revenue hours and 513,573 revenue miles during the month.

There were 1453 people registered for THE RIDE during the month.

END OF OTA REPORT.

Cc: Mike Hulak  
Janie Guion