

MBTA DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY (SWA) FIXED ROUTE REPORT – February 22, 2012

Update on Stop Announcement Timing

In previous AACT meetings, AACT members voiced concerns regarding the timing of stop announcements on buses. According to MBTA Operations, audits were conducted in the past to address stop announcement timing issues. As stop announcement timing issues were identified, they were fixed. As the issues were fixed, complaints regarding stop announcement timing fell. Due to the lack of complaints regarding the timing of stop announcements, conducting audits for stop announcement timing is no longer done.

Customers who experience issues regarding the timing of stop announcements are encouraged to contact the Marketing & Communications Department by calling 617-222-3200 or 617-222-5146 (TTY) and following the prompts to file a complaint. This will ensure that the concern is documented and directed to the appropriate department.

Charles Street Bus Stop Update

The following are updates regarding the Charles Street bus stop enhancement project:

- New bus stop signs that feature the \$100 fine language have been installed.
- Transit Police have agreed to enhance monitoring and enforcement of the Charles Street Bus stop.
- The MBTA is currently waiting for approval from the city of Boston regarding the relocation of the trash barrel and Mail Box located in the boarding zone of the bus stop.
- A request was made to the General Manager's Office for a notice to all MassDOT employees reminding them not to park in any bus stop including the Charles and Stuart St bus stops. Approval granted pending review of proposed notice.
- A Special Order prohibiting parking by MBTA vehicles in unauthorized areas on Charles Street has been issued.

- A draft letter reminding MBTA employees not to park at the Charles Street bus stop has been drafted and waiting for approval to be sent to MBTA staff.
- The MBTA and the city of Boston are currently discussing whether the painting of the Charles Street bus stop will be approved for the Spring.
- The MBTA and the City of Boston are currently in discussions regarding the identification of an area adjacent to the Charles Street bus stop where RIDE can load and offload passengers.
- The newspaper boxes have been relocated outside of the bus stop area.
- After review, the MBTA believes that lengthening the bus stops at Charles Street and at the intersections of Charles St & Steuart St are not necessary.
- The possibility of placing a movable sign inside the first set of doors of the Charles St entrance, reminding people not to park or idle in the designated bus stop is currently Under development for discussion.

Arrival Times in Audio at Logan Airport Terminals

Customers will soon have the ability to tell when the next Silver Line bus will arrive at their stop in audio. The Silver Line bus stops at terminals A, B, C, D, and E will soon have a button that customers can press to receive arrival times for Silver Line buses audibly. This welcomed feature is tentatively scheduled to be installed at the Logan Airport bus stops by the end of February 2012.

Screen Reader-Friendly Commuter Rail Schedules Available Online

As of February 15, 2012, the HTML versions of the commuter rail schedules are now user-friendly for those who use screen readers. Previous versions of the commuter rail schedules were divided into two tables by the screen reading software. The first table would only read the station names while the second table would read the train numbers and the scheduled arrival times. This made the previous

versions of the commuter rail schedules difficult to read for customers who use screen readers.

Today, thanks to the hard work by MBTA staff, HTML versions of the commuter rail schedules are easier to read and understand by customers who use screen readers. Instead of the screen reader reading the schedule in two different tables, the screen reader reads the station name and the scheduled arrival times all in one table.

If you experience problems reading the commuter rail schedules on the MBTA site, contact the Marketing & Communications Department by calling 617-222-3200 or 617-222-5146 (TTY).

SWA Report in Audio Upon Request

Please be advised that a copy of the SWA Fixed-Route Report is available in audio upon request. The audio version of the report is made possible thanks to software designed to make audio recordings of printed text. If you would like a copy of the report in audio, please notify Larry Haile prior to the beginning of AACT meetings, during the break, or at the end of AACT meetings.

Audit on Green Line External Announcements Begins

Due to Green Line destination announcement issues, an audit has begun in an effort to identify the reason for the destination announcement problems. Presently, the external speakers on all Type 8 vehicles (the low floor Green Line trains) are being tested to identify problems that contribute to the destination announcement issue on Green Line trains. The AACT committee will be updated when more information is available regarding this project.

Work Continues to Complete T Access Guide

For the past three years, the MBTA has been working on the T Access Guide, an interactive online guide that provides detailed information on how to use MBTA bus, subway, commuter rail, and commuter boat as well as access features for each mode. The guide will also discuss customer/operator responsibilities. Photos were taken on Thursday (February 9) and Friday (February 10) as part of

the effort to complete the T Access Guide. These photos are necessary to supplement the directions for using MBTA vehicles and equipment that are outlined in text. The Access Guide pilot may be accessed by visiting SWA's website.

Reduced Fare CharlieCard Office at Downtown Crossing Closes Temporarily Due to Construction

As of January 24 2012, the Reduced Fare CharlieCard office at Downtown Crossing station will remain closed for approximately 6 months due to the construction of the new Charlie Store, a one-stop-shopping area for all things Charlie. Once complete, customers who need to renew or obtain a Senior, TAP, or Blind Access CharlieCard will have the ability to obtain these cards at the new Charlie Store.

Until then, customers who need to obtain or renew their Senior, TAP, or Blind Access CharlieCards may do the following:

Visit the Reduced Fare CharlieCard Office at Back Bay Station

Customers who require reduced fare CharlieCard services may visit the Reduced Fare CharlieCard office at Back Bay Station. This office is open Monday thru Friday from 8:30am to 5:00pm. The office is closed on weekends and holidays.

Directions to Reduced Fare CharlieCard Office at Back Bay Station

By Subway: You can get to the Back Bay easily on the Orange Line. Simply exit the train at Back Bay Station and take the stairs, escalator, or elevator to the lobby. The Reduced Fare CharlieCard Office is to the right of the AMTRAK ticket windows.

By Commuter Rail: Four Commuter Rail lines stop at Back Bay Station: Framingham/Worcester, Needham, Attleboro/Stoughton and Franklin/Forge Park. Take the stairs, escalator, or elevator to the lobby and look for the office to the right of the AMTRAK ticket window.

By Green Line: Take the Green Line to Copley Station. Proceed south on Dartmouth Street approximately 2½ blocks to the Back Bay

T Station (Back Bay Station will be on your left). The office is to the right of the AMTRAK ticket sales window.

Contact the Reduced Fare CharlieCard Office By Phone

Alternatively, customers who have questions regarding their Senior, TAP, or Blind Access CharlieCard may contact the Reduced Fare CharlieCard office by calling 617-222-5976 (Voice), 617-222-5854 (TTY), or 1-800-543-8287 (Toll Free).

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

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, March 13.

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 2/22/12

DATE:

ACTIVITIES:

Jan/Feb	Staff attended Exec. Order 530 Subgroup sessions.
Jan/Feb	Staff attended internal meetings to discuss In-Person Assessment.
Jan/Feb*	Staff attended Fare Proposal/Service Change Public Meetings Boston(10PP)-Salem-Mattapan-Jamaica Plain-Dorchester-Lynn- Hingham- Boston(BPL)-Quincy

- **Six additional Public Hearings**, where public comment will be recorded for the official record, have been scheduled:

2/27	6-8 p.m.	Winthrop	DeLeo Senior Center 35 Harvard St
3/5	6-8 p.m.	Haverhill	90 Washington St.
3/6	6-8 p.m.	Revere	Paul Revere School, 395 Revere St
3/7	6-8 p.m.	Fitchburg	Public Library, Aud., 610 Main St
3/7	7-9 p.m.	Hull	Memorial Middle School 81 Central Ave
3/12	5:30-7:30 p.m.	Brighton	Senior Ctr., 20 Chestnut Hill Ave

Meeting spaces are accessible to people with disabilities. American Sign Language interpreters and assistive listening devices will be provided. If you need an accommodation in order to fully participate in the meeting (e.g. alternate format of handouts, language translators, etc.), please contact Trish Foley 617-973-7073 or fareproposal@mbta.com, at least 48 hours in advance of the meeting.

SERVICE UPDATES:

Ridership was **up 22.54 %** for the month of **January** 2012 compared to January 2011 (174,504 to **213,830**), while still maintaining a **zero NA rate**.

FY12 January YTD Complaints **increased by 17.1 %** (from 1280 to 1499).

FY12 January YTD Vehicular accidents **were down 12.8%** (from 1,210 to 1,055).

FY12 January YTD RIDE applications received totaled **10,313**. THE RIDE presently has **60,713** registered/active customers.

To: AACT

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

Date: February 22, 2012

Subject: THE RIDE Report for the period beginning January 1, 2012 Through January 31, 2012.

There were a total of 514 persons registered in the North during the month for a total of 3046 FY'12 to date. There were a total of 413 persons registered in the Northwest during the month for a total of 2401 FY'12 to date. There were a total of 170 persons registered in the South during the month for a total of 1193 FY'12 to date. There were a total of 144 persons registered in the Southwest during the month for a total of 805 FY'12 to date. There were a total of 488 persons registered in Boston during the month for a total of 2625 FY'12 to date. There were a total of 72 persons registered out of area during the month for a total of 243 FY'12 to date. There were a total of 2186 persons registered during the month and 10,313 persons registered FY'12 to date.

Statistics for January 2011 (FY2012)

Veterans Transportation Services LLC (VTLLC) had 113,307 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 113,307 trips. There were 22,880 trips canceled, 8,857 trips that were no shows and 57 trips that were missed. VTLLC completed a total of 81,513 and had 575 trips late over 30 minutes during the month. VTLLC had a total of 83 complaints during the month. VTLLC had a total of 58,106.00 revenue hours and 662,601 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 95,652 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 95,652 trips. There were 18,066 trips canceled, 7,455 trips that were no shows and 24 trips that were missed. GLSS completed a total of 70,107 and had 548 trips late over 30 minutes

during the month. GLSS had a total of 70 complaints during the month. GLSS had a total of 39,958.00 revenue hours and 505,711 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 83,292 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 83,292trips. There were 15,061 trips canceled, 6,003 trips that were no shows and 18 trips that were missed. TTI completed a total of 62,210 and had a total of 181 trips late over 30 minutes during the month. TTI/YCN had a total of 81 complaints during the month. TTI/YCN had a total 39,800.00 revenue hours and 503,679 revenue miles during the month.

There were 1801 people registered for THE RIDE during the month.

END OF OTA REPORT.

Cc: Mike Hulak
Janie Guion