

**THE ACCESS ADVISORY
COMMITTEE TO THE MBTA (AACT)**

Executive Board Meeting

***Third, Wednesday, April 18, 2012
10:00 AM-12:00 Noon***

The Full AACT Meeting

***Third, Wednesday, April 18, 2012
1:00-3:00 PM***

**Both meetings will be at
10 PARK PLAZA, BOSTON
STATE TRANSPORTATION
BUILDING, 2nd Floor, Conf Rm #2**

- ***AACT provides advice to the MBTA on matters relating to the accessibility and transit needs of seniors and persons with disabilities.***
- ***Agendas for the meetings can be found at the Boston Region Metropolitan Planning Organization's website at www.bostonmpo.org click on the link AACT.***
- ***For assistance or special meeting accommodations contact Janie Guion, at 617-973-7507/voice or 617-973-7089/TTY.***
- ***Materials are available in accessible formats.***
- ***Information regarding MBTA services, complaints, and commendations should be directed to the Marketing and Communications Department at 617-222-3200/voice; 617-222-5146/TTY or www.mbtacom.***

AACT MEETING

Wednesday April 18, 2012

1:00 – 3:00 pm

AGENDA

Administrative Function

1. Introductions, reading of the Agenda 1:00-1:10 pm
2. Chair's Report 1:10-1:20 pm

Issues

3. Guest Speaker 1:20-2:00 pm
– Ms. Susan Lebossiere
Superintendent of Bus Operations Training
4. Break 2:00-2:10 pm
5. **System-Wide Accessibility/
Fixed Route Services Update** 2:10-2:20 pm
6. Office for Transportation Access
Paratransit Update 2:20-2:30 pm
7. Open discussion – 2:30-2:50 pm
8. Announcements 2:50-2:55 pm
9. Adjourn 3:00 pm

In order for all meetings to run smoothly, please cooperate by adhering to the following standing rules:

- Please be on time for all meetings.
- No outbursts, interruptions, or cross talking from anyone when someone is speaking.
- If you have any questions, please wait to be recognized by the coordinator or a member of the board, and identify yourself before speaking. Please, one question or comment at a time. Each attendee will be given no more than two opportunities to address each issue.
- Place all cellular phones and or paging systems on silent mode or off during the meeting.
- No eating allowed during the regular AACT meeting. Please remove all bags and/or packages belonging to you when you leave.
All meetings will be recorded.
- Please help make this a fragrance-free meeting.

Assistive Listening Devices are available upon request.

For assistance or special accommodations contact Ms. Janie Guion at least two weeks prior to the AACT meeting at 617 973-7507 or TTY 617 973-7089.

Materials are available in accessible format

Next AACT Meeting – May 23, 2012 – Conf. Rm. 2 – 1:00 to 3:00 pm

Effective immediately, the MBTA will no longer request a \$12.00 minimum deposit made to RIDE accounts. Any cash, check, money order, debit or credit card transactions made by a RIDE customer will not be restricted to a minimum dollar amount.

Any reference to a \$12.00 minimum deposit is being stricken from our website and going forward in any written materials such as THE RIDE Guide, etc.

Carol Joyce-Harrington

Assistant Manager-MBTA THE RIDE

Ten Park Plaza-5750

Boston, MA 02116

Bus: 617-222-5526 **Cell:** 617-839-1585

TTY: 617-222-5415, **FAX:** 617-222-6119, **In-State:** 800-533-6282



Leading the Nation in Transportation Excellence

Wednesday, March 28, 2012

AACT Meeting Minutes

NOTABLES

- Ms. JoAnne Thompson of the Joint Venture of Thompson Transit and YCN Transportation (JV) announced that the company was acquired by National Express Corporation (NEC). She stated that the sale was effective as of Friday, March 23, 2012. She informed consumers that they would see no impact on ridership, service, or a name change. Ms. Thompson stated that she and her business partner, Mr. Richard Armour, are very pleased about the event.

Ms. Thompson introduced the new owner Mr. Mike Rushin, the Chief Operating Officer of the Transit Division of NEC. Mr. Rushin stated that the U.S. headquarters is located just outside of Chicago. The company currently trades on the London Stock Exchange with a rich history of transit throughout the world. Other offices are in England and Spain. NEC currently is in the school bus business with 17,000 vehicles and the acquisition of JV makes this their first entry into the paratransit business. He stated that NEC is very excited about the new venture and that he and the staff at JV share a lot of the same values of safety, people, community and trust. He stated that on behalf of NEC he is happy to be serving the accessible community in the Boston area.

- On behalf of the of the Access Advisory Committee to the MBTA (AACT), Jim White, Vice-Chairman gratefully acknowledged the work of Ms. Thompson and Mr. Armour over the past twenty years as former owners of the Joint Venture of Thompson Transit and YCN Transportation.
- Comments and questions concerning AACT should be directed to Chairman Philip Beaulieu by contacting the AACT Coordinator, Ms. Janie Guion, at 617-973-7507 (voice); 617-973-7089 (TTY); 617-973-8855 (fax); or at AACT@ctps.org (e-mail).
- Chairman Beaulieu recommends that members needing service information or wanting to inquire about MBTA services do so through the MBTA Marketing and Communications Department at 617-222-3200 or 800-392-6100, TTY 617-222-5146, Monday through Friday 6:30 AM to 8:00 PM and Sat/Sun from 7:30 AM to 6:00 PM, or the MBTA website at www.mbta.com/customer_support/feedback/.
- AACT has a page on the Boston Region Metropolitan Planning Organization's website at www.bostonmpo.org, click on AACT. Links can be found there for the following items: agendas, upcoming meetings, past meeting minutes, the Memorandum of Understanding (MOU) between the MBTA and AACT, and the AACT bylaws, the AACT brochure, and ADA regulations. There are also links to the MPO's newsletter, TRANSREPORT, the MBTA's Office for Transportation Access, and the AACT Coordinator.
- The Boston Region Metropolitan Planning Organization (MPO) meetings are conducted in accessible locations, and materials can be provided in accessible formats and in languages other than English. If you would like accessibility or language accommodation, please contact the MPO at 617-973-7100 (voice), 617-973-8855 (fax), 617-973-7089 (TTY), or publicinformation@bostonmpo.org (email).

- The MPO fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. The MPO does not discriminate on the basis of race, color, national origin, English proficiency, income, religious creed, ancestry, disability, age, gender, sexual orientation, gender identity or expression, or military service. Any person who believes herself/himself or any specific class of persons has been subjected to discrimination prohibited by Title VI or related statutes or regulations may herself/himself, or via a representative, file a written complaint with the MPO. A complaint must be filed no later than 180 calendar days after the date on which the person believes the discrimination occurred.
- Please sign in at all meetings.
- Announcements are always welcome. Please be prepared to give as many details as possible: date, time, location, contact person, and phone number. A written notice is appreciated.

ATTENDANCE

Nancy Miller, Joan Canty, April Maselli, Beverly Rock, Gail and Malvin Weinstein, Reggie Clark, Rosa Lebron, Tammy Perrault, Rick Morin, Don Summerfield, James White, Mary Ann Murray, Angela Manerson, Kathryn Piccard, Ian Perrault, Mary Dennesen, Barbara Garlington, Deanne Sisco, and Ellen Frith

Boston Region Metropolitan Planning Organization (MPO)/ Central Transportation Planning Staff (CTPS)

Daniel Amstutz, Janie Guion, and Pam Wolfe

MassDOT - MBTA Representatives

Deputy Chief Len Best, Tim Davis, Frank Oglesby, Kim Dickerson, Mike Hulak, Carol Joyce-Harrington, Alex Murkinson, Larry Haile, Mike Festa, and Sorraia Tares

Vendor Representatives

Kevin MacDonald – Veterans Transportation, LLC
Ray Croteau – Greater Lynn Senior Services
Richard Armour, JoAnne Thompson, Victor Herrera – The Joint Venture
National Express Corp – Mike Rushin

Other Representatives

John Alpert – Deputy Superintendent Cambridge Police Department
Christine Elow – Cambridge Police Department
Kathy Devin – Massachusetts Office on Disability
Jonathan Gale – Disability Law Center

MEETING

Vice-Chairman White called the meeting to order at 1:05 pm

Members, friends and guests introduced themselves

Approval of the AACT Meeting Minutes

- The January 25, 2012 meeting minutes were approved with corrections

K. Piccard stated that on page 4, line 15 she was misquoted. She asked that the following text replace the text in the draft minutes.

K. Piccard asked which Board member had left and asked that the current Board members be named.

Chairman Beaulieu proceeded to name each current member; Jim White, Mary Ann Murray, Beverly Rock, and Ben Haynes-Ex-Officio/Parliamentarian.

K. Piccard observing that Marilyn MacNab's name had been omitted, asked, does she know she's off the board?"

Chairman Beaulieu said, "She knows."

- February 22, 2012 meeting minutes were approved, with one vote in opposition

Chairman's Report by Jim White

Vice-Chairman Jim White reported the following:

- Chairman Beaulieu has turned the leadership role of AACT to Vice-Chairman Jim White until further notice due to unforeseen circumstances
- Early in the month Chairman Beaulieu served on the Office of Transportation Access Selection Committee for the In-Person Assessment vendor
- J White discussed the position letter to the MBTA opposing the fare increase and service reductions (letter was part of March mail)

He then asked for questions.

J. Gale asked if members of the Executive Board participated in crafting the letter. He then asked that the letter be read into the record.

J. White stated that during the Executive Board meeting all members contributed information for the letter, notes were taken by the coordinator, and the board formulated the letter.

J. White read the letter into the record as requested by Mr. Gale. He also stated that copies of the letter were available.

MBTA Transit Police Deputy Chief of Police Louis Best, representing Chief Paul MacMillan

Deputy Chief Best stated that due to a previous commitment Chief MacMillan was unable to attend today's meeting

He discussed the following:

- He gave an overview of the demographics, the operations and methods the department uses to ensure the safety of 1.3 million passengers daily as they pass through the MBTA system.
- He reported on the Bus Stop Law enforcement and ticketing statistics
- He also gave a status update on of the MBTA Operations Department's work to replace bus stop signs
- He spoke about MBTA outreach to other cities and towns outside the City when problems arise on the system
- He gave an update on the security campaign, If you See Something, Say Something

- He explained the voluntary security search that is performed in stations daily. Customers are selected by a computer generated number. Customers who do not comply will not be allowed to enter through the fare gates

He then asked for questions.

J. White recommended that Chief MacMillan send a representative to the bus operator training regarding the Transit Master equipment. His or her presence would help reinforce the need for operators to activate the Transit Master for vehicles blocking access in bus stops.

K. Piccard stated that more needs to be done to ensure that vehicles do not block bus stops. She also indicated that drivers need to understand that persons with disabilities need immediate access to bus stops. She stated that an obstructed bus stop may cause the person with difficulties to wait for hours for the next bus.

L. Best suggested that commercial vehicle numbers be relayed to his office.

J. White thanked Deputy Chief Best.

Deputy Superintendent John Albert of the Cambridge Police Department

Representing Commissioner Richard Haas of the Cambridge Police Department, Deputy Superintendent John Albert introduced Officer Christine Elow. Deputy Albert stated that the Commissioner wanted him to convey that his office is one hundred percent committed to making accessibility for the disability community a priority. He also provided an overview of the Cambridge Police Department's commitment to addressing vehicles that park illegally. He also commented on U.S. Postal vehicles that block bus stops. He recommended that people who witness postal vehicles blocking access provide his office with the vehicle number and his office will contact the U.S. Postal Regional Director. He indicated that his office has a great relationship with the postal authorities.

He then asked for questions.

E. Firth stated that she invited the Medford, Somerville and Cambridge Police to the AACT meeting. She thanked the Cambridge Police for attending and being part of the process. She said she would like to recommend that AACT come in and train officers. She would also like to see the U.S. Postal Service mailboxes removed from the bus stops.

Officer Albert stated that his office is in the process of working with Cambridge Commission on Disabilities, Michael Muehe, for training. Michael provided a great training program a few years ago with the Cambridge Police officers and it was received very well. His department is in training with Michael now. He stated that he has heard her concerns and will relay her message.

Larry Haile, Coordinator for the MBTA System-Wide Accessibility Department (SWA)/Fixed Route Services (see attached)

Mr. Haile submitted his written report and stated that there was no new information.

He then asked for questions.

D. Summerfield stated that the announcements are sometimes visually and audibly not in sync on fixed route. There have been a lot of gains, but still much needs to be done. He asked when synchronize announcements would happen on buses and subways? The issue of announcements is part of the 2006 lawsuit.

L. Haile stated that the audio typically reflects the information displayed via the LED screen in the front of bus. When there are issues regarding the failure of stop announcement equipment, they should be written up by the operator and forwarded to maintenance to correct the problem. He added that when Green Line issues are identified, the maintenance crew addresses them. He stated that the Red Line is under

review; the Orange Line currently has no automated equipment; and there are currently no issues with the Blue Line.

J. White thanked Mr. Haile for his report.

Frank Oglesby, MBTA Deputy Director of Paratransit Operations – The Office of Transportation Access (OTA), THE RIDE (reports attached)

Mr. Oglesby distributed the February 2012 reports for THE RIDE and shared the following.

- The MBTA's proposed fare increase and service changes have been released by the Boston Globe today. (see the attached)

He then asked for questions.

K. Piccard asked if the service was cumulative. Would the amount for premium service outside of regular hours be five dollars or fifteen dollars?

F. Oglesby stated that it will be five dollars.

B. Rock asked about bus service that runs a few hours in the morning and in the evening.

F. Oglesby/M Hulak said it would be considered premium service.

G. Weinstein asked how the MBTA will determine the three quarters of a mile.

F. Oglesby stated that it will be three quarters of a mile extending from the terminus along the route.

J. Gale asked about the four routes to be eliminated, the fourteen routes with services cuts, and the E-Line service ending early nights and weekends. If any of these areas fall beyond the three quarter mile route, will they be subject to premium service including those along bus routes that will be eliminated?

F. Oglesby stated that was his understanding.

K. Manerson asked that the MBTA do a better job of communicating to the public where meetings will be and if meetings will be televised.

Vendor Reports

The Joint Venture (see page one)

Veterans Transportation

Kevin MacDonald, Project Manager, distributed his report and said that no new information was available since the report had been printed.

He then asked for questions.

B. Rock asked if consumers would be compensated for late pick-ups or drop-offs that are over an hour with the new increased fare.

K. MacDonald stated those kind of decisions are made by the MBTA.

Consumer asked if he thought ridership would decrease with the new fare increase and would drivers be laid off if ridership decreased.

K. MacDonald stated that in his opinion consumers will not use THE RIDE for discretionary travel.

E. Frith reminded all vendors and the new owners of the Joint Venture, National Express, to remind their drivers that MBTA bus stops are not parking areas. She stated that stops become inaccessible when blocked making it impossible for persons with disabilities to get off and on buses safely. She stated that bus stops are for MBTA buses only.

Greater Lynn Senior Services

Raymond Croteau, Operations Manager, distributed his report with following updates.

- Trainer Denis Boucher is no longer with Greater Lynn Senior Services
- John Soucy will conducted the training and be assisted by the Safety Supervisor
- The PAT and CPR classes have been rescheduled

He then asked for questions.

J. Canty reported an instance in which THE RIDE never arrived that day. She said it is an on-going problem. She wants to know if this type of service will continue with the increased fares.

R. Croteau stated that he will see what he can do and asked to speak with her.

J. Gale asked that something be done to help THE RIDE drivers who pass through gates and are sometime charged a fee if they drive into a parking area and have to wait more than three minutes.

N. Miller asked if THE RIDE was assessed a fee on the Tobin Bridge.

R. Croteau stated that tolls are paid and are budgeted for in the planning of THE RIDE contract.

Open Discussion:

Consumer asked whether or not weekend commuter rail service would be reduced.

J. White stated that everything that has been suggested is a proposal.

J. White asked if someone could address the delay of a prototype for the new commuter rail cars. He asked if this would affect commuter rail service in the future.

R. Morin reviewed the history of the fare increase and service reductions process. He explained that the proposed scenarios were presented, there were public hearings, and Secretary Davies will present a current proposal to the MBTA Board of Directors (BOD). The BOD will vote on proposed changes. The MBTA must have a balanced budget by April 15th. The legislature will have discussions on the proposal. He stated that no changes will happen before July 1st.

E. Frith stated that there are no bus numbers inside buses. This makes it difficult to report a complaint. She would like AACT to get a civil patrol to report when people are parked illegally in bus stops. She stated there are more members than there are police.

A Consumer stated that her express bus ride from Salem into Downtown Crossing took approximately ninety minutes. She also stated that seniors are being overcharged for rides from Salem to Boston. Those with poor vision are the most affected. The operators making announcements do a poor job when the doors of the vehicle are closing.

R. Clark wants more people to report and file complaints. He also stated that bus operators do not routinely lower buses for customers.

J. White thanked Daniel Amstutz for helping with the microphone today.

The meeting ended at 3:00 pm.

MBTA DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY (SWA)

FIXED ROUTE REPORT – March 28, 2012

Key Station Plan Update

The October 29, 2010 dedication of Copley Station marked the completion of the 77th key station project. The 78th key station, State Station, was made ADA accessible in 2011. The Government Center Station, Orange and Blue line accessibility project, constitutes the 79th and 80th key stations, as each line is counted as a separate key station. Design work on Government Center is currently underway. Construction is anticipated to begin in 2013 and be completed in 2015. The Federal Transportation Administration (FTA) considers “key stations” to be stations that have high ridership, terminal stations, multi-modal and transfer stations, and stations that serve major activity centers such as universities, hospitals, and government centers.

Elevator Alerts Available Online

With just a click, tap, or swipe, customers can receive information about planned elevator outages thanks to a new initiative launched by the MBTA. In an effort to provide customers with information that may affect their commute. The new elevator advisories page will provide customers with the following information:

- The location of the elevator that will be out of service
- The duration of the elevator outage
- Alternative transportation options

In the event that an elevator is out of service, an accessible shuttle will be available from the station where the elevator is out of service to the nearest accessible station. This service is available upon request for seniors and customers with disabilities. To request an accessible shuttle, please see the Customer Service Agent (CSA).

Weekend Red Line Service Resumes Between Harvard & Alewife in March

According to MBTA officials, the weekend work that suspended Red Line service between Alewife and Harvard has concluded on time and on budget. Red Line trains between Alewife and Harvard stations resumed on Saturday, March 10, 2012. Red Line service between Alewife and Harvard was suspended in November 2011 due to necessary tunnel and track work along the train’s right-of-way.

Platform Gap Reduction Update

Please be advised that platform gap reduction work has been completed at the following stations:

- South Station
- Broadway
- JFK/UMass
- Quincy Adams
- Fields Corner

This work is being done to minimize the gap between the train and the platform at MBTA subway stations. AACT will be informed as this work continues.

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.

Red Line Moves to Single Person Train Operation (SPTO)

On Saturday March 24, the Red Line became the last heavy rail train in the MBTA system to move to Single Person Train Operation (SPTO). Instead of having a motorman and a train attendant on one Red Line train, the motorman will be responsible for all Red Line train operations which includes opening and closing the train doors, assisting customers in boarding the train, and announcing stops.

Customers who may need assistance boarding the train are encouraged to seek assistance from train personnel or to use the customer call boxes, which are located throughout the station, to seek assistance.

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 617-222-5254 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: Wednesday, April 11.

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.

To: AACT

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

Date: March 28, 2012

Subject: THE RIDE Report for the period beginning February 1, 2012
Through February 29, 2012.

There were a total of 310 persons registered in the North during the month for a total of 3356 FY'12 to date. There were a total of 279 persons registered in the Northwest during the month for a total of 2680 FY'12 to date. There were a total of 105 persons registered in the South during the month for a total of 1298 FY'12 to date. There were a total of 72 persons registered in the Southwest during the month for a total of 877 FY'12 to date. There were a total of 284 persons registered in Boston during the month for a total of 2909 FY'12 to date. There were a total of 20 persons registered out of area during the month for a total of 263 FY'12 to date. There were a total of 1,70 persons registered during the month and 11,383 persons registered FY'12 to date.

Statistics for February 2012 (FY2012)

Veterans Transportation Services LLC (VTLLC) had 110,745 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 110,745 trips. There were 21,907 trips canceled, 8,529 trips that were no shows and 45 trips that were missed. VTLLC completed a total of 80,264 and had 513 trips late over 30 minutes during the month. VTLLC had a total of 66 complaints during the month. VTLLC had a total of 57,804.00 revenue hours and 654,873 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 94,151 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 94,151 trips. There were 17,767 trips canceled, 7,164 trips that were no shows and 21 trips that were missed. GLSS completed a total of 69,199 and had 489 trips late over 30 minutes during the month. GLSS had a total of 36 complaints during the month. GLSS had a total of 39,259.00 revenue hours and 492,821 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 81,724 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 81,724 trips. There were 14,718 trips canceled, 5,703 trips that were no shows and 16 trips that were missed. TTI completed a total of 61,287 and had a total of 141 trips late over 30 minutes during the month. TTI/YCN had a total of 65 complaints during the month. TTI/YCN had a total 39,269.00 revenue hours and 503,742 revenue miles during the month.

There were 1070 people registered for THE RIDE during the month.

END OF OTA REPORT.

Cc: Mike Hulak
Janie Guion

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: Feb-12

Date: 03/28/2012

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.39 Previous Month 1.40 Cumulative FY
to date 1.39

Trips Requested Current Month 110,745 Previous Month 113,307 Cumulative FY
to date 885,030

Trips Scheduled Current Month 110,745 Previous Month 113,307 Cumulative FY
to date 885,030

Trips Completed Current Month 80,264 Previous Month 81,513 Cumulative FY to
date 640,025

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 21,907 Previous Month 22,880 Cumulative FY to
date 177,729

% Cancelled Current Month 19.8% Previous Month 20.2% Cumulative FY to date
20.1%

No Shows Current Month 8,529 Previous Month 8,857 Cumulative FY to date
66,863

% No Shows Current Month 7.7% Previous Month 7.8% Cumulative FY to date
7.6%

Late > 30 Minutes Current Month 513 Previous Month 575 Cumulative FY to date
5,418

Missed Trips Current Month 45 Previous Month 57 Cumulative FY to date 413

Trips > 60 min per zone Current Month 704 Previous Month 704 Cumulative FY to
date 6,422

Transfers Completed Current Month 8,137 Previous Month 8,394 Cumulative FY
to date 66,615

Accidents (at fault) Current Month 12 Previous Month 11 Cumulative FY to date
95

Accidents (not at fault) Current Month 124 Previous Month 69 Cumulative FY to
date 578

Incidents Current Month 64 Previous Month 71 Cumulative FY to date 476

Same Day Requested Current Month 18,389 Previous Month 18,711 Cumulative
FY to date 146,330

Same Day Completed Current Month 10,527 Previous Month 10,680 Cumulative
FY to date 86,824

% Same Day Completed Current Month 57.2% Previous Month 57.1% Cumulative
FY to date 59.3%

Same Day Not Completed Current Month 7,862 Previous Month 8,031 Cumulative
FY to date 59,506

% Same Day Not Completed Current Month 42.8% Previous Month 42.9% Cumulative
FY to date 40.7%

Vendor Veterans, Drivers 344*, Site Supervisors 22, Road Supervisors 11, Operations Supervisors 8

* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - February 2012

of Complaints: 68

All complainants contacted with explanation and apology, as appropriate.

1. Difficulty in Getting a Ride 4
Letters of explanation/apology sent.
2. Condition of Vehicle 3
Letters of explanation/apology sent.
3. Comfort of Ride 0
4. Promptness of Pickup or Dropoff 15
Letters of explanation/apology sent.
5. Scheduling Problem 6
Letters of explanation/apology sent.
6. Dispatcher Problem 3
Letters of explanation/apology sent.
7. Problem with Reservationist 5
Letters of explanation/apology sent.
8. Problem with Telephone 1
Letter of explanation/apology sent.
9. Problem with Driver 26
Letters of explanation/apology sent.
3 drivers given verbal warnings.
2 drivers given written warnings.
1 driver suspended.
10. Other 5
Letters of explanation/apology sent.
11. Compliments 15
3 Dispatch Compliments.
8 Driver Compliments.
1 Reservationist Compliment.
3 General Compliments.

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 81,724 requests for the month of February with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 81,724 trips. 14,718 trips were cancelled. The cancellation rate for February is 18.01 percent. There were a total of 5,703 no shows and the no show rate for February is 6.98 percent. 16 trips were missed trips. JV completed a total of 61,287 trips and had 141 trips over 30 minutes. JV had a total of 66 complaints for the month of February.

Passengers served per hour 1.6 percent
Trips greater than 60 minutes per zone 1,134
Transfers completed 3,428

Accidents at fault 3
Accidents not at fault 13
Incidents 42
Same day requested 1,992
Same day completed 1,089
% of same day trips completed 54.67%
% of same day trips not completed 45.33%

Complaint type 1 / 12	Difficulty in getting a ride
Complaint type 2 / 2	Condition of vehicle
Complaint type 3 / 0	Comfort of ride
Complaint type 4 / 15	Promptness pick up/drop off explanation and apology sent.
Complaint type 5 / 10	Scheduling problem explanation and apology sent.
Complaint type 6 / 5	Dispatcher problem explanation and apology sent.
Complaint type 7 / 3	Problem with a reservationist
Complaint type 8 / 1	Problem with the telephone
Complaint type 9 / 11	Problem with a driver explanation and apology sent.
Complaint type 10 / 7	Other
Compliments	(0)

The Joint Venture currently has 1 General Manager, 1 Operations Manager 6 Site Supervisors, 7 Managers, 5 Assistant Managers, 6 Safety Supervisors, 267 drivers with 10 drivers in training.

RIDE Contractor: Greater Lynn Senior Service, Inc.

Reporting Period: FEB 2012

Date: March 16, 2012

REQUIRED INFORMATION

Cum FY	Current	Previous		
date	Month (2/12)	Month(1/12)	to	
hour	# Passengers served per	1.76 %	1.75%	1.74%
	# RIDEs requested	94,151	95,652	766,758
	# RIDEs scheduled	94,151	95,652	766,758
	# RIDEs completed	69,199	70,107	561,948
	# Trips not available	0	0	0
	% Trips not available	0%	0%	0%
	# Cancellations	17,767	18,066	138,281
	% Cancellations	18.87%	18.88%	18.65%
	# No shows	7,164	7,455	59,803
	% No Shows	7.61%	7.80%	7.74%
minutes	#Pick-ups late greater 30	489	548	7,905
	# Missed trips	21	24	477
	# Trips greater than 60 minutes per zone	891	880	8,411
	# Transfers completed	1,288	1,328	10,814
	# Direct Transfers	4,266	4,525	37,261
	# Accidents (at fault)	10	8	78
	# Accidents (not at fault)	26	14	232
	Incidents	80	67	452
	Same Day Completed	3,735	3,967	31,327

<i>Same Day Requests</i>	<i>10,761</i>	<i>10,598</i>		<i>83,208</i>
<i>Same Day Percent</i>	<i>34.71%</i>	<i>37.43%</i>		<i>36.14%</i>