

Riders' Transportation Access Group General Meeting

February 22, 2024

3:00 P.M. - 5:00 P.M.



Notification of Recording

- This virtual public meeting will be recorded. The MBTA may choose to retain and distribute the video, still images, audio, and/or transcript. By continuing attendance with this virtual public meeting, you consent to participate in a recorded event.
- If you are not comfortable being recorded, please turn off your camera, and keep your microphone muted, or you may choose to excuse yourself from the meeting.
- **Other Important Notes – (use this whether you record or not)**
 - Your microphone and webcam are automatically disabled upon entering this meeting.
 - The meeting will be open to questions and answers at the end of the formal presentation.
 - Please take time to respond to our survey! Your feedback is important.

Agenda

- Welcome & Introductions
- Zoom Directions
- RTAG Co-Chair Update
- SWA Updates - Laura Brelsford: Assistant General Manager
- SWA Feedback Session
- The RIDE Updates - Michele Stiehler: Chief of Paratransit Services
- RIDE Feedback Session
- Closing Remarks

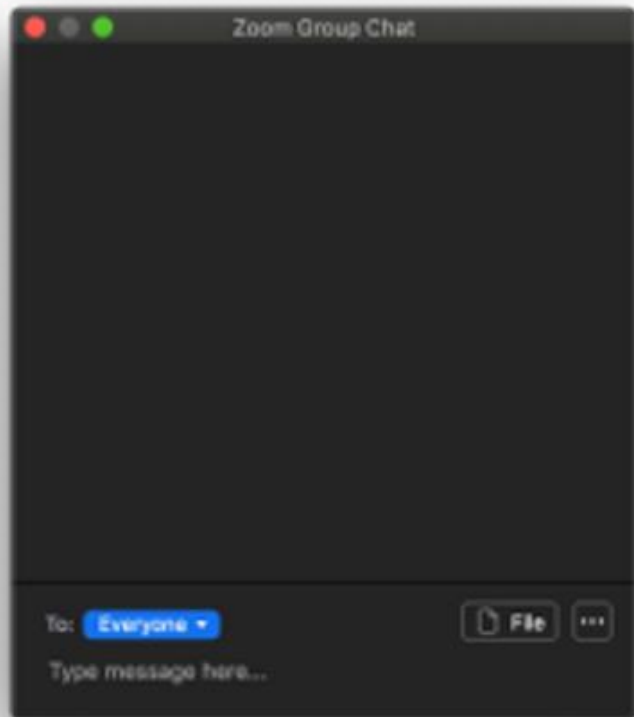
Zoom Directions: ASL Interpreter

- Our ASL Interpreters are Kerri MacSwain and Elizabeth Keegan
- To view their video:
 - Find the interpreter's video in the gallery
 - In the top right corner of the interpreter's video, click the ellipses
 - Then, click the "Pin Video" option. This will keep the interpreter's video on your screen

Zoom Directions: CART Captioning

- Our CART Captioner tonight is **Denise Gracia**
- To start viewing closed captioning click **Closed Caption** with the **CC** icon
- **Tip:** Click and drag the closed captioning to move its positioning in the meeting window.
- To adjust the caption size:
 - Click the upward arrow next to **Start Video / Stop Video**
 - Click **Video Settings** then **Accessibility**
 - Move the slider to adjust the caption size

Zoom Directions: Use Chat for Technical Questions



- If you have a technical question about Zoom or the features of the meeting, please use the chat function
- Our technical assistant will attempt to troubleshoot your problem and get back to you

Nora Nagle – RTAG Co-Chair

RTAG Update

System-Wide Accessibility Updates

Laura Brelsford – Assistant General Manager

What are platform gaps?

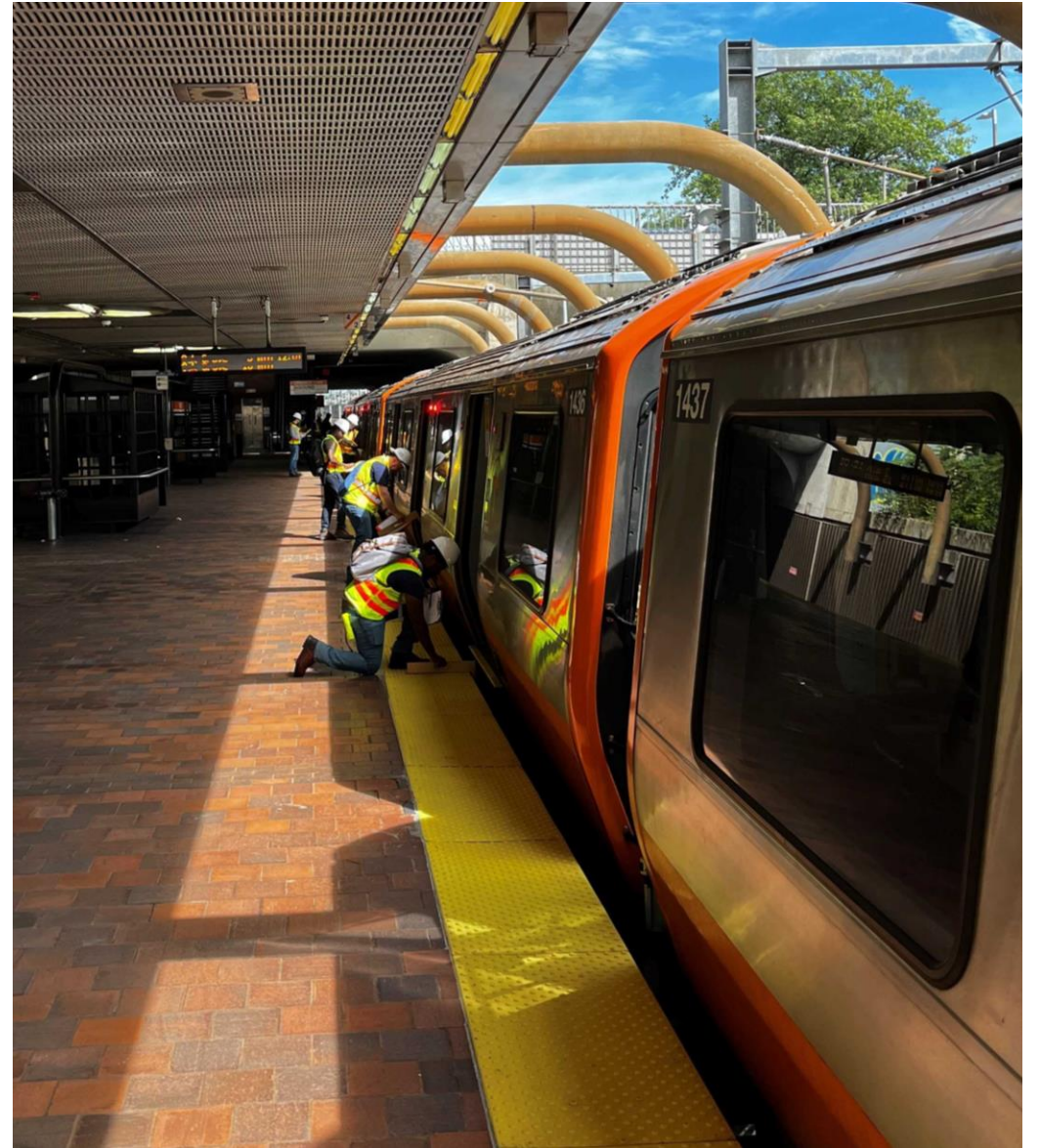
Horizontal Gap: The horizontal distance between edge of platform and the edge of train car

Vertical Gap: The vertical distance between top of platform and car floor (can result in a step up or step down)



Background

- Over the last year+, observed increase in gaps on the Orange Line – particularly with new cars at certain platforms
- Increase in rider concerns
- Early September – conducted comprehensive audit
- Horizontal and vertical gaps were measured at every Orange Line platform and at each door of 10 trainsets over the course of one week
- Draft findings were submitted to the MBTA in January



Federal & State Requirements

Federal (DOT/FTA)

New vehicles & new stations:

- 3 in. horizontal, 5/8 in. Vertical

New vehicles & existing stations:

- 3 in. horizontal, 1.5 in. Vertical

State (MAAB)

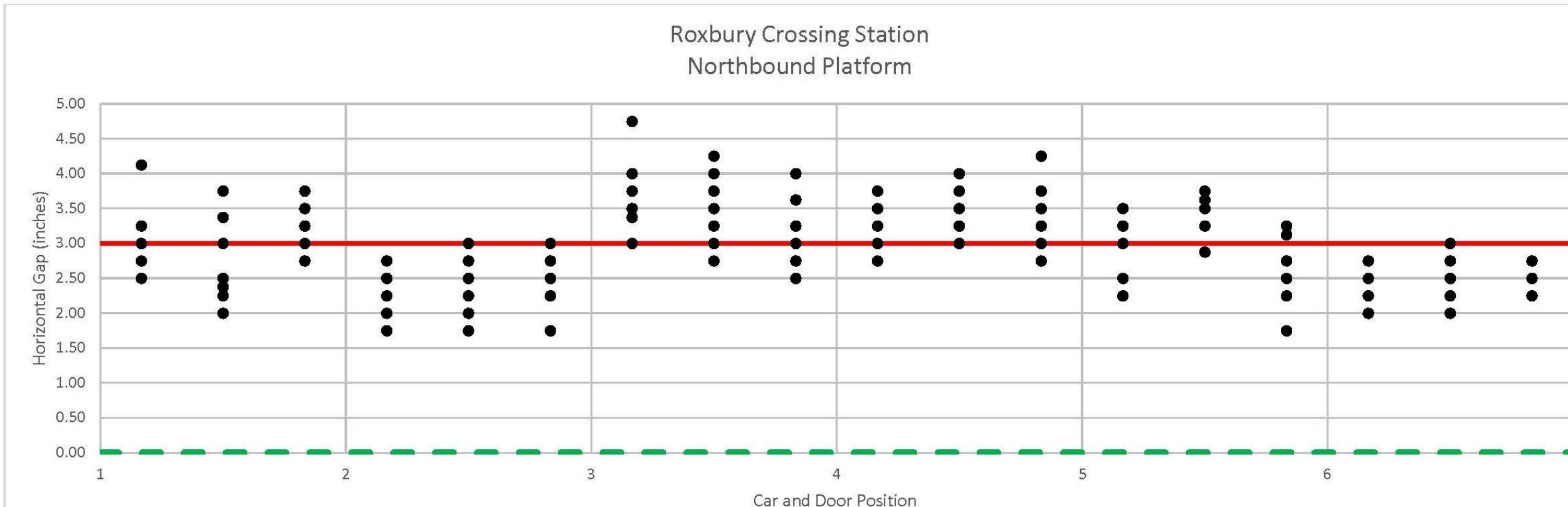
- 3 in. horizontal, 0.5 in. vertical
- Note: Under MAAB regulations, bridgeplates must be available if gaps exceed minimum requirements

Key Findings from Draft Report

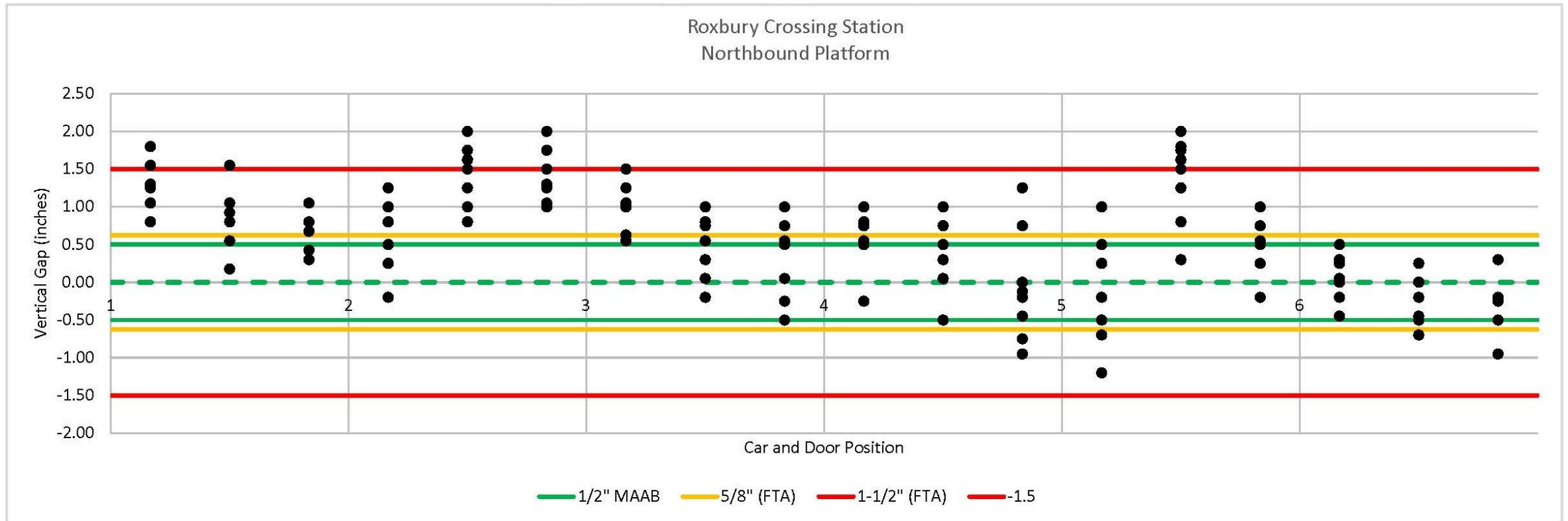
- For both horizontal and vertical gaps, huge variability between stations, cars, and location on platform
 - Horizontal gaps averaged 2.99" but ranged between 0" and 8" (in one extreme example); Vertical gaps average 0.46" but ranged between -2.95" and 4.8"
- Horizontal Gaps (instances in which gap was more than 3"):
 - Southwest Corridor– 62.9%
 - Central Subway– 55.3%
 - North Section– 41.9%. Several locations
- Vertical Gaps (instances in which gap was greater than 1.2"*)
 - Southwest Corridor–64.7%
 - Central Subway–94.6%
 - North Section–88.0%

*Does not represent our internal standard

Roxbury Crossing – Horizontal Gaps on Northbound Platform

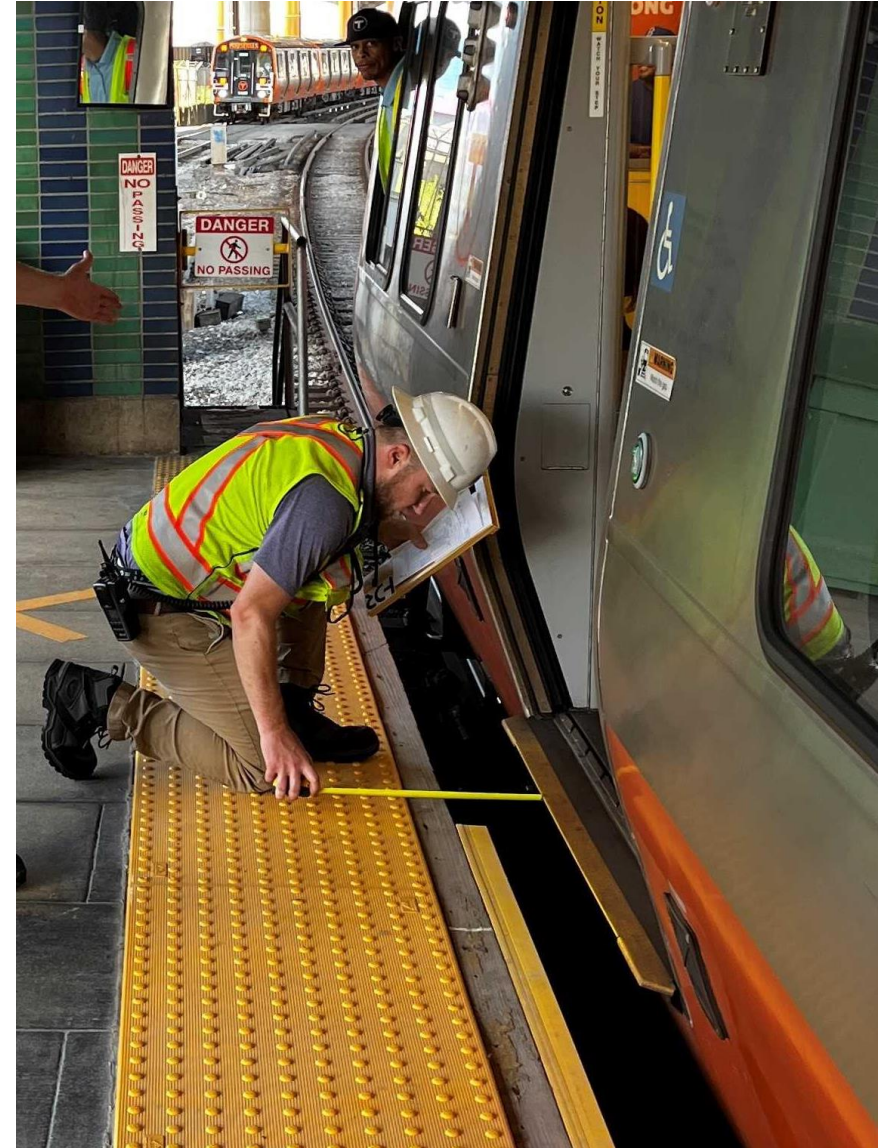


Roxbury Crossing – Vertical Gaps on Northbound Platform



Shorter-term Actions

- Installation of rub rail material to reduce horizontal gaps
- MBTA's Transit Facilities team is using audit data to identify where rub rail will be installed
- Timelines for specific locations/stations underway



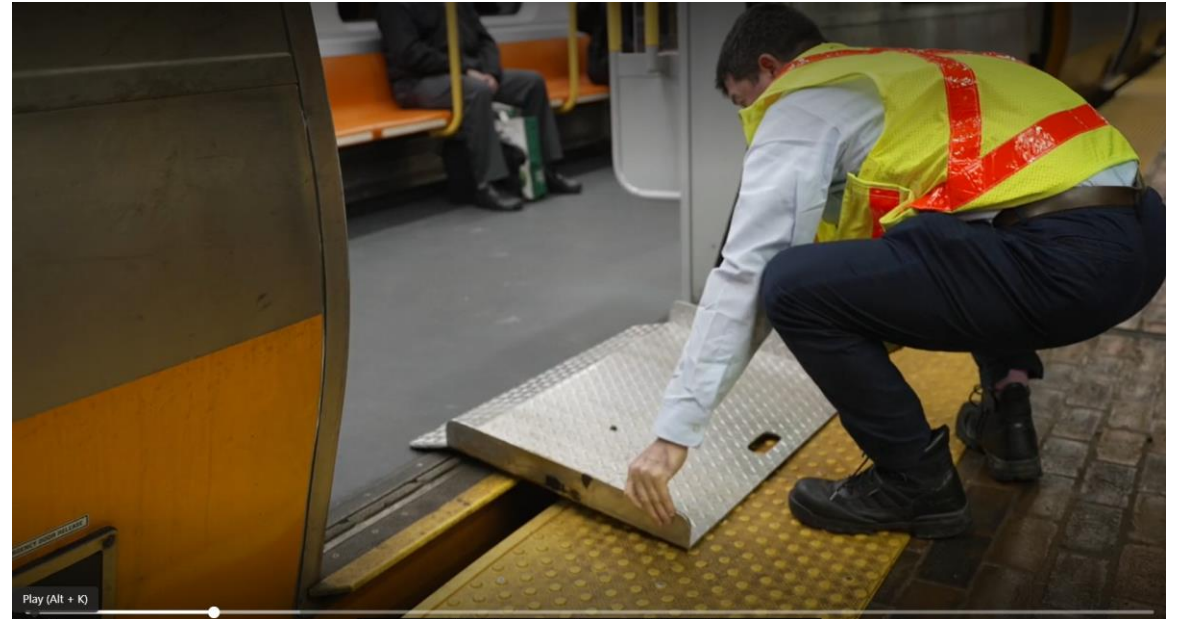
Longer-term Actions

- Leverage LiDAR data to understand the fixed-relationship between the trackbed and platform walls so informed decisions can be made regarding track and/or platform modifications
 - Light Detection and Ranging--tool used to quickly, accurately and densely measure 3D spaces/objects using laser technology
 - Captures hundreds of thousands of data points within minutes to create 3D representations of area being surveyed
- LiDAR data was recently collected throughout the Red, Orange and Blue Lines
- This data will be used to understand where the track beds may not be appropriately aligned with the platform walls (both horizontally and vertically), resulting in platform gaps



Mobile Bridgeplates Available at All Stations

- Located at all Heavy Rail Stations (Red, Orange & Blue)
- Available to any rider upon request
- **Requests can be made to:**
 - Station Agent (Transit Ambassador, CSA, Station Official)
 - Motorperson
 - Call Box – on a platform or on train
- When you make a request, employee will notify OCC and they will coordinate to ensure someone meets you at destination with bridgeplate as well



SWA is Hiring!

- Deputy Director of Accessibility Analytics & Innovation
- New position responsible for improving the way we collect, analyze, and report out on data related to accessibility
- To learn more:
mbta.com/careers



To Learn More

Visit our Website: mbta.com/accessibility

Complete Initiatives Report: mbta.com/accessibility-initiatives

Sign up for SWA Newsletters: mbta.com/SWAsignup

Upcoming Meetings

- RTAG General Meeting – March 28, 2024 - 3 PM - 5PM (Virtual)
- Semi-Annual Settlement Update – June 26, 2024 - 5:30 PM – 7:30 PM (Virtual)

Questions, Complaints or Commendations

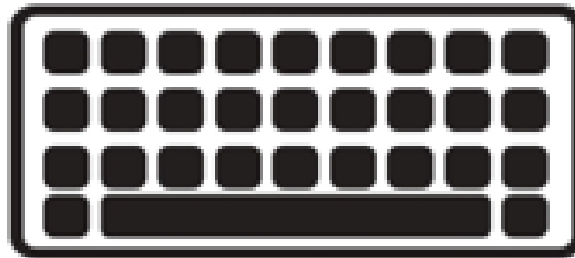
- 617-222-3200
- www.mbta.com click on "Support"
- Tweet @MBTA

Questions or Comments for SWA

- To indicate that you have a question, please use Zoom's "Raise Hand" feature located at the bottom of the screen.
- When you raise your hand, it alerts the moderator that you'd like to speak. The moderator will unmute attendees to ask questions in the order that they raised their hands.



To speak, click
"Reactions" then
"Raise hand"



Alt + Y

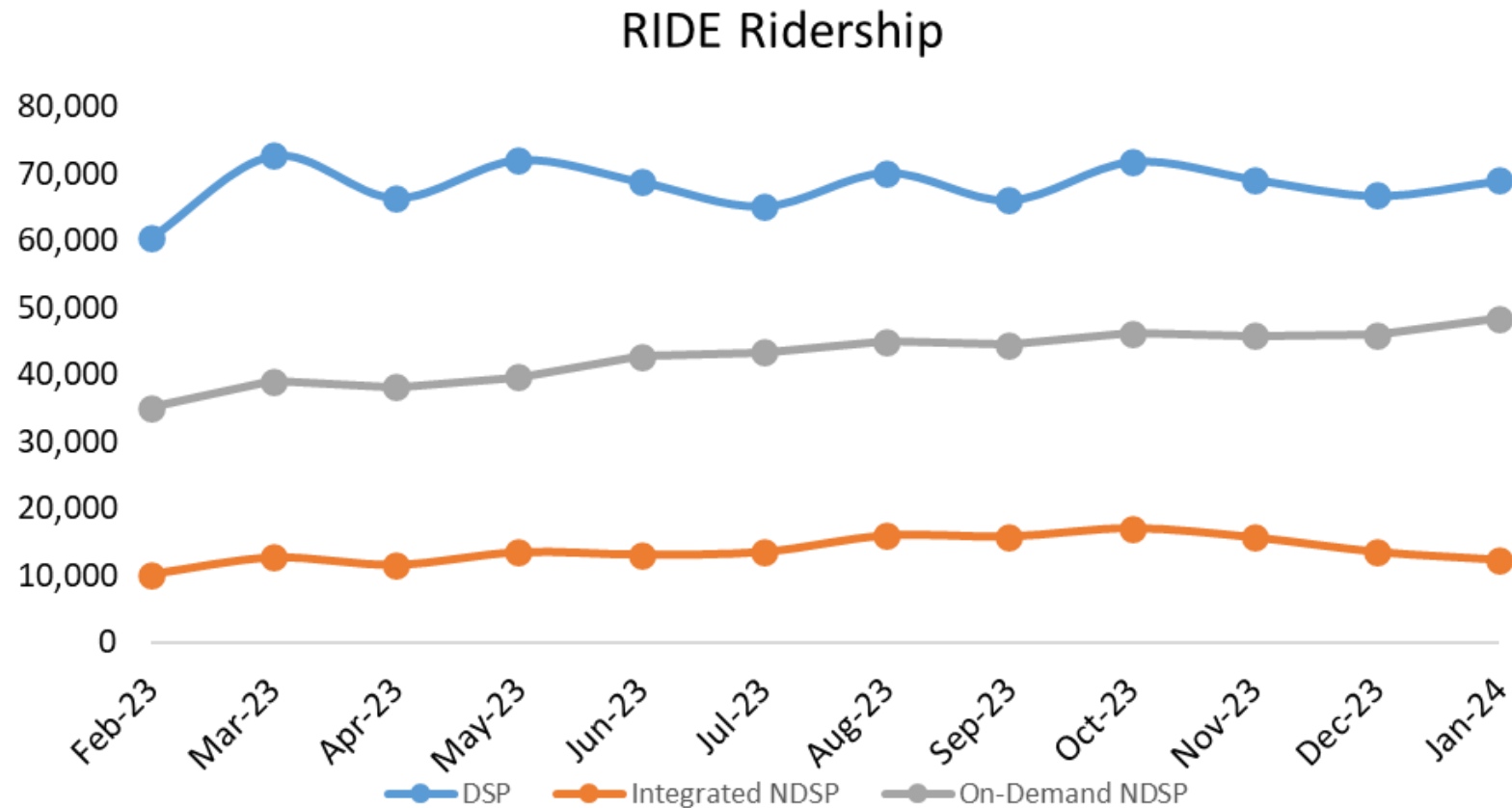


*9 Raise Hand
*6 to Unmute

Michele Stiehler - Chief of Paratransit Services

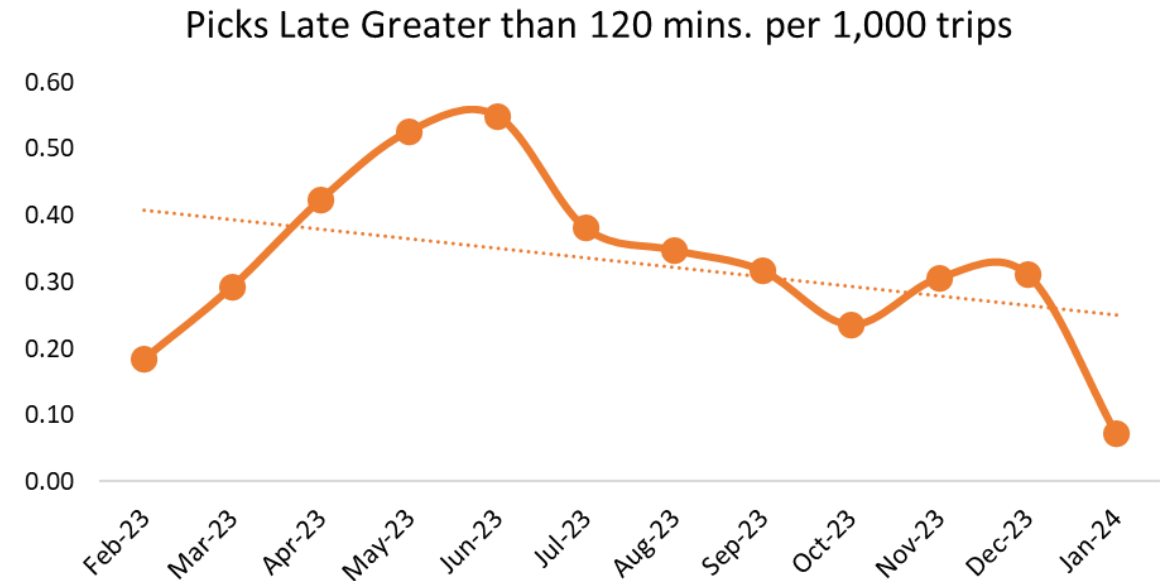
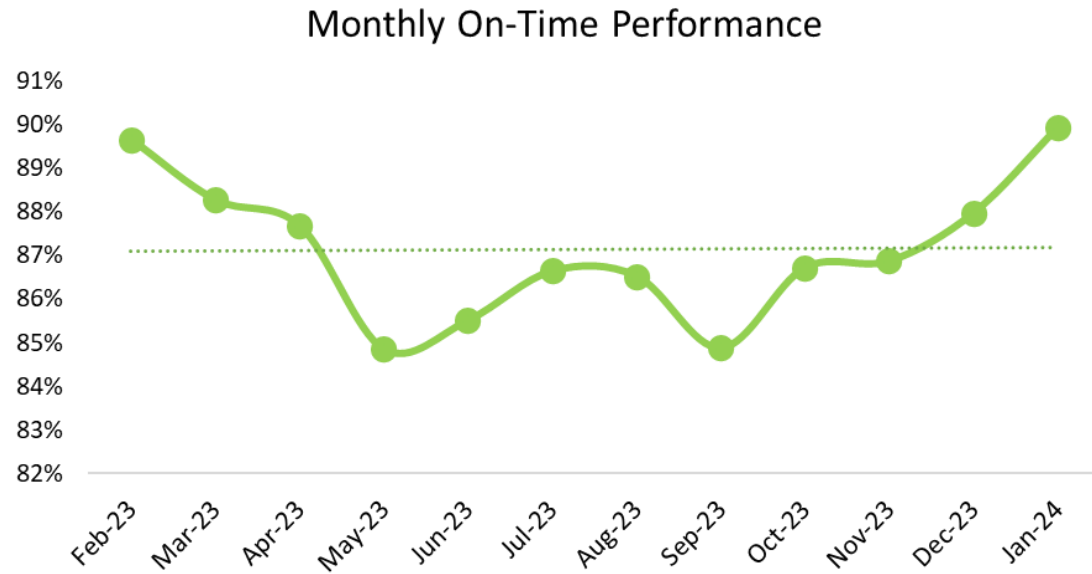
The RIDE Updates

RIDE Service Update – Ridership



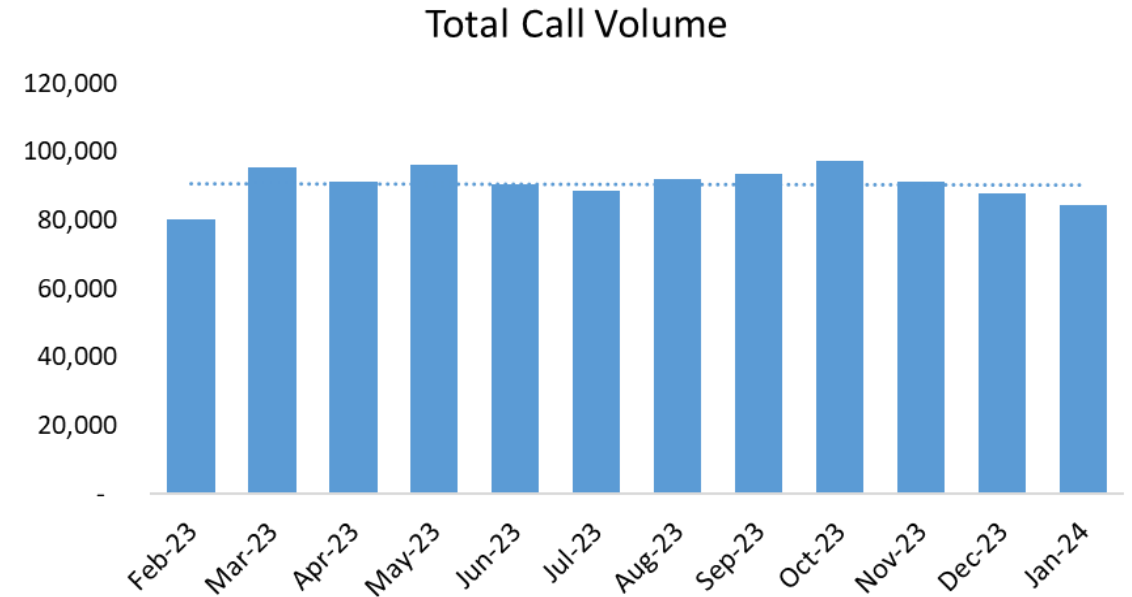
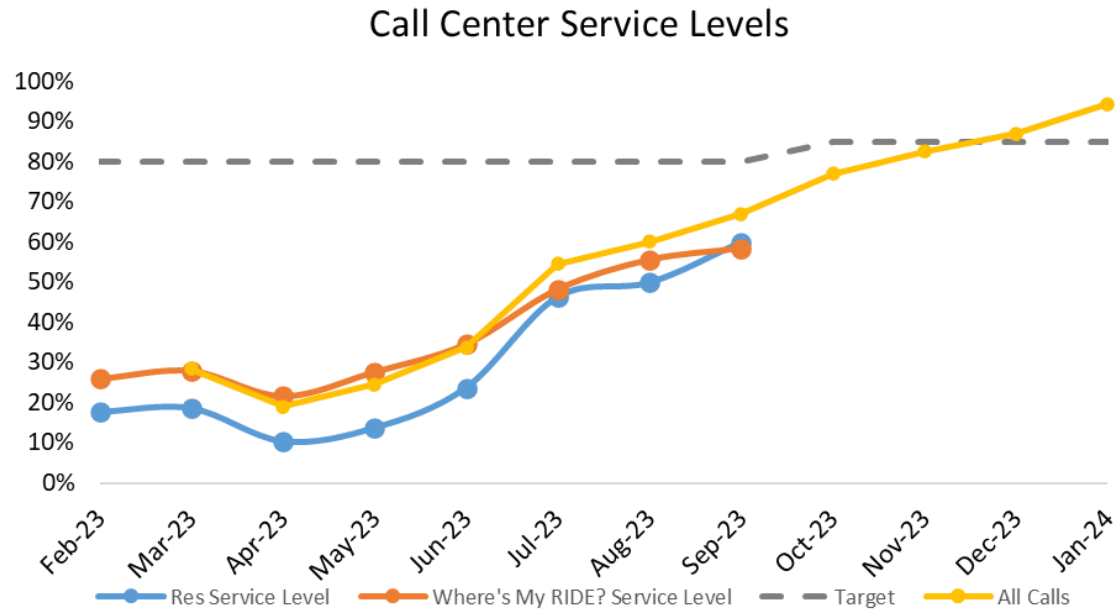
- Overall, January ridership was up 3% over December
- On-Demand trips were up 5%
- Ridership for July - January is up 16% over the same time in the previous year

RIDE Service Update - On-Time Performance



- OTP has continued to increase so far this winter
- Trip pick-ups late greater than 120 mins. dropped to the lowest level since the start of the Pandemic

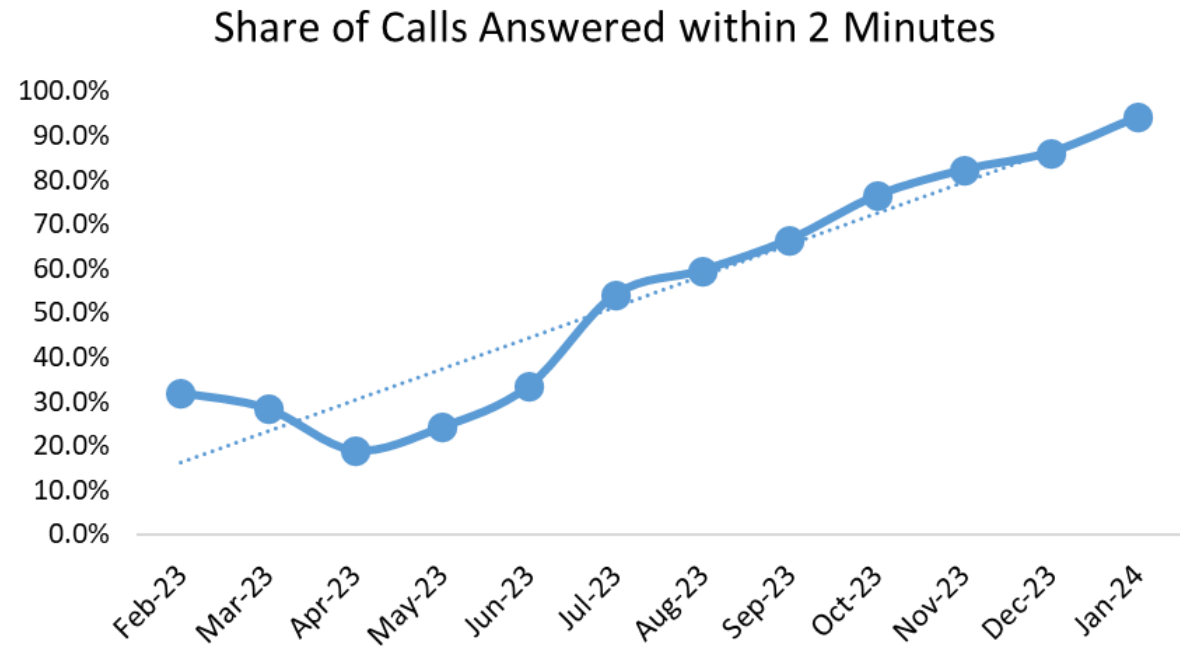
RIDE Service Update - Call Center Performance



- In October 2023, we modified our Call Center Service Level metric to reflect operational changes. The new metric requires 85% of all calls to be answered within 120 seconds.
- Call center performance continues to improve with an average speed of answer of 22 seconds in January
- Call volume for January was lower than average but within seasonal trends

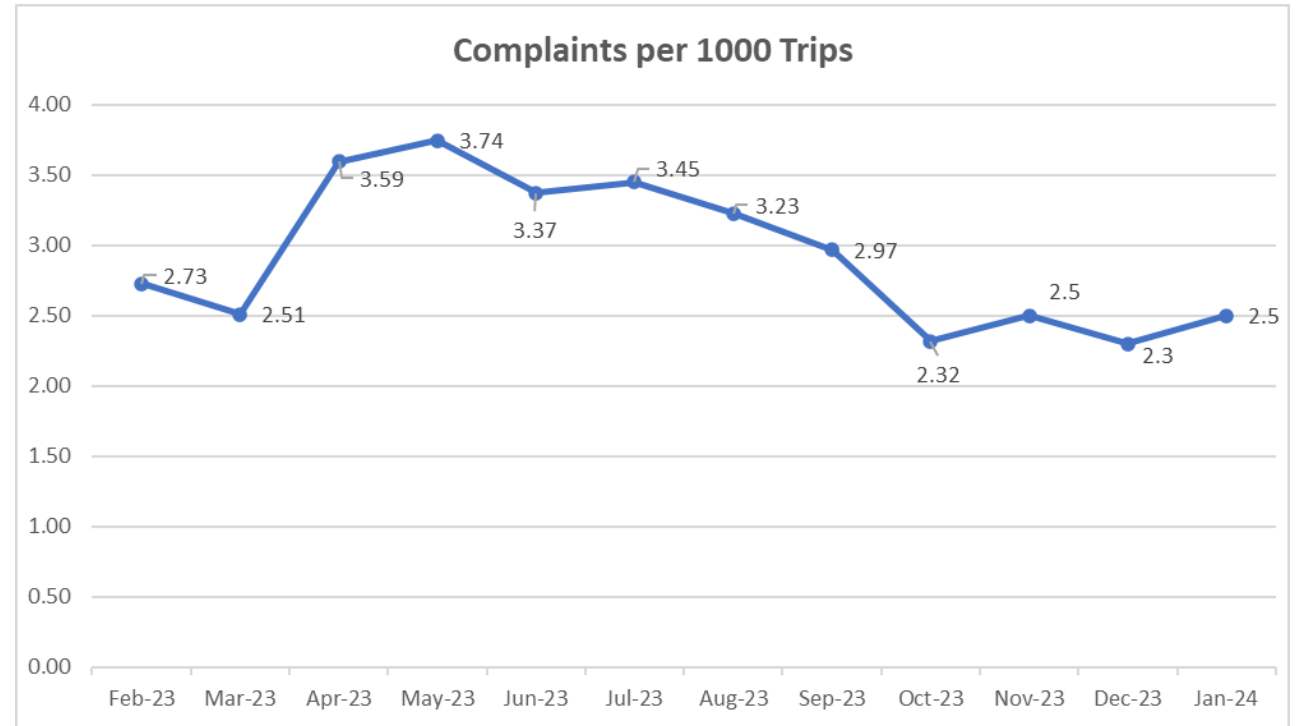
RIDE Update - Call Center Performance

- The share of calls answered within 2 minutes has improved dramatically in the last year as we've continued to make improvements at TRAC
- 94.1% in January



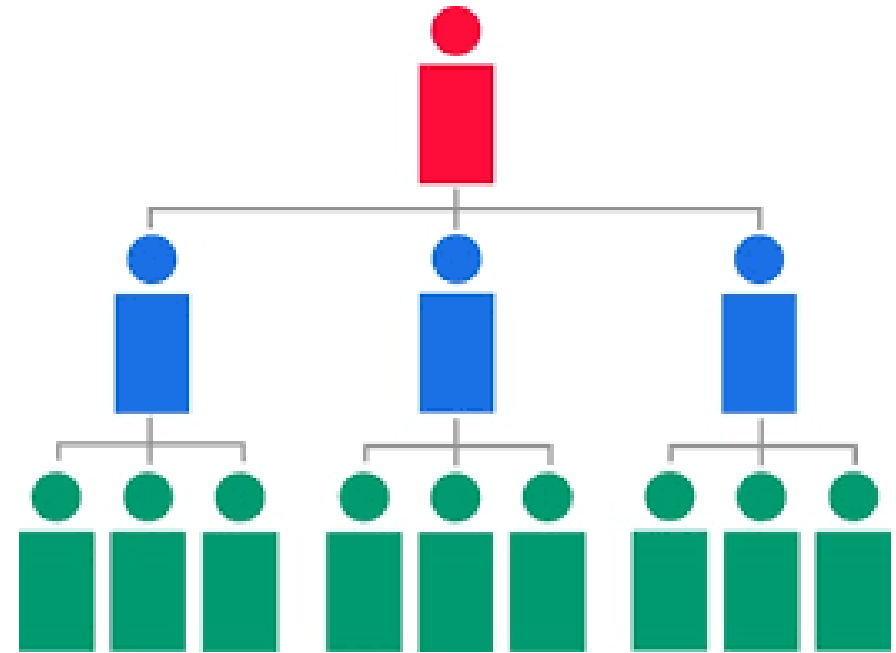
RIDE Service Update - Complaints

- The rate of complaints has trended lower since a spike in the Spring
- In January there were:
 - 206 complaints
 - 25 commendations
 - 306 inquiries



RIDE Organization

- FY24
 - 27 Approved headcount positions
 - Started FY24 with 13 vacancies
 - 8 Vacancies Remain
- Active Postings
 - Deputy Chief
 - Director Performance & Process Improvement
 - Director Strategic Initiatives & Engagement
 - Operations Manager



Key Contact Information

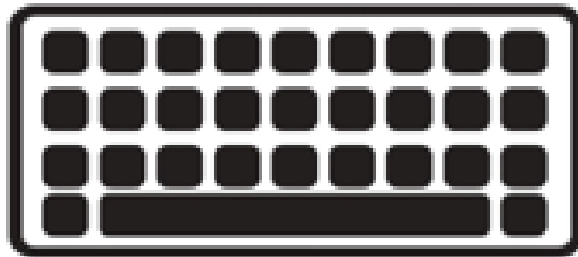
- **TRAC:** To book trips, change/cancel trips, check where your ride is, access account information, call 844-427-7433.
- You can also book, change or cancel trips and access account balances online at www.mbta.com/booktheride.
- **Mobility Center:** To update your profile information or to check on eligibility information, call 617-337-2727.
- **MBTA Call Center:** For general RIDE questions, inquire, request trip/fare histories, compliment and complaints, call 617-222-3200 or visit <https://www.mbta.com/customer-support>.
- **RIDE Deposits:** To add to your RIDE account, call 888-844-0355, select option 2 or visit <https://commerce.mbta.com/TheRide/>. Checks or money orders can also be mailed to MBTA RIDE PO Box 845097-2284 be sure to add your RIDE ID#.

Questions or Comments for the RIDE

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Alt + Y



*9 Raise Hand
*6 to Unmute

Thank You for Attending

- Our next General Member Meeting will be on Thursday, March 28, 2024 (3:00 P.M. - 5:00 P.M.)
- To sign up for RTAG Newsletters
- <http://eepurl.com/hNhezH>
- We will drop the link in the chat