

Riders' Transportation Access Group General Meeting

April 25, 2024

5:30 P.M. - 7:30 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 - Jennifer Ross: Deputy Director of Customer Engagement
- Presentation from South Coast Rail- Jean Fox
- SWA Feedback Session
- The RIDE Updates - Michele Stiehler: Chief of Paratransit Services
- RIDE Feedback Session
- Closing Remarks

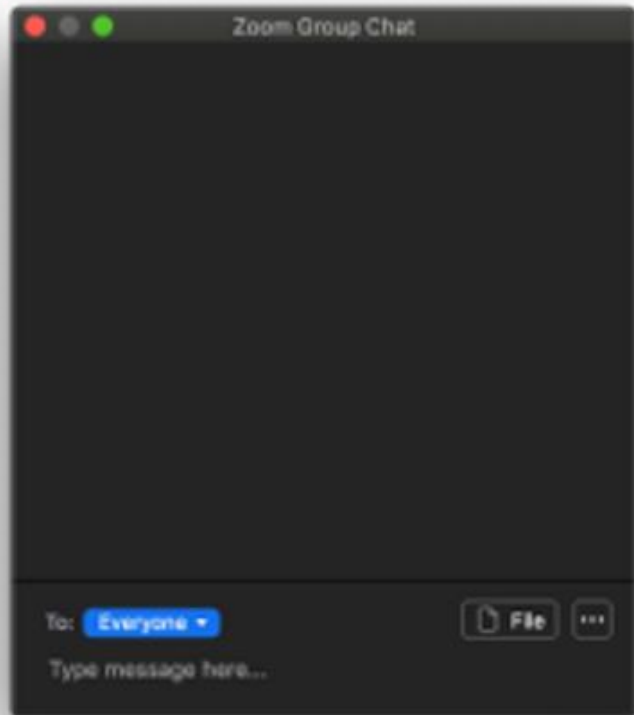
Zoom Directions: ASL Interpreter

- Our ASL Interpreters are Monique DuBois and Amy Constable
- 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

Kat Torres Radisic – RTAG Facilitator

RTAG Update

System-Wide Accessibility Updates

Jennifer Ross

Deputy Director of Customer Engagement

Capital Investment Plan FY 25-29

The Proposed FY25-29 CIP was released for public comment today, April 25, 2024, and can be found at mbta.com/CIP. It will be further refined before being submitted to the MBTA Board of Directors for approval on June 20, 2024, and will go into effect in July 2024.

Two Public Meetings:

- Thursday, May 2, 2024, 6:30 PM at the State Transportation Building, 10 Park Plaza, 2nd Floor, Boston, MA 02116. Details are available at mbta.com/events
- Tuesday, May 7, 2024, 6:30 PM, Virtual Public Meeting. Details are available at mbta.com/events.

Comments may also be submitted between April 25th and May 16th by:

- Filling out our online comment tool, available at mbta.com/cip
- Sending an email to cipengagement@mbta.com

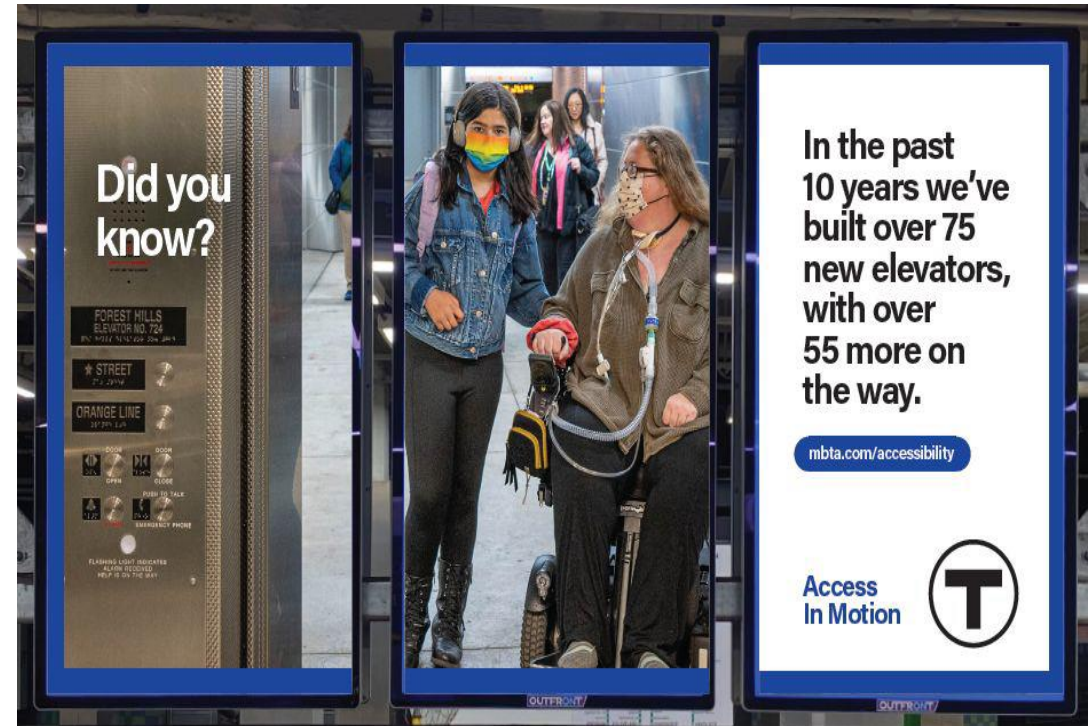
- Mailing a letter to:

MBTA Capital Investment Plan
c/o MBTA General Manager
10 Park Plaza, Suite 3830
Boston, MA 02116

Accessibility Related Projects in the CIP

Accessible Passenger Facilities: the MBTA is proposing to fully fund, through construction, major accessibility upgrades at the following inaccessible stations: Waban, Beaconsfield, Elliott, Chestnut Hill, Newton Highlands, and Symphony Station on the Green Line. Winchester Center, North Wilmington, and Natick Center on the Commuter Rail Station.

Redundant and Modernized Elevators: the MBTA also proposes funding for new and modernized elevators at several key locations including Downtown Crossing (first ever inaccessible connection between the Red and Orange lines), Central Square, Jackson Square, and Forest Hills.



Additional Accessibility-Related Projects

Bus and Ferry Accessibility Improvements: the Authority proposes to continue funding accessibility improvements at priority bus stops in accordance with the Plan for Accessible Transit Infrastructure (PATI). Additional funds are also allocated to infrastructure improvements in our Ferry system, which includes a range of accessibility improvements.



Did you know?

We're making 20+ more stations accessible over the next 5 years—including Symphony.

mbta.com/accessibility

Access In Motion 

Daniels-Finegold Plaintiffs Honored

On April 10, 2024, MOD honored the Daniels-Finegold plaintiff group and the Boston Center for Independent Living and Greater Boston Legal Services with the Tom Hopkins Award.





MBTA Board Presentation on Accessibility at the T

Today, Assistant General Manager Laura Brelsford presented to the MBTA Board of Directors

Overview of the History of the Settlement, progress over the past 2 decades, and future accessibility initiatives

You can view the video at:

<https://www.mbta.com/events/2024-04-25/board-meeting-mbta-board-directors>

To Learn More

Visit our Website: [mbta.com/accessibility](https://www.mbta.com/accessibility)

Complete Initiatives Report: [mbta.com/accessibility-initiatives](https://www.mbta.com/accessibility-initiatives)

Sign up for SWA Newsletters: [mbta.com/SWAsignup](https://www.mbta.com/SWAsignup)

Upcoming Meetings

- RTAG General Meeting – May 23, 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



South Coast Rail

Safety First!

RTAG Presentation – April 25

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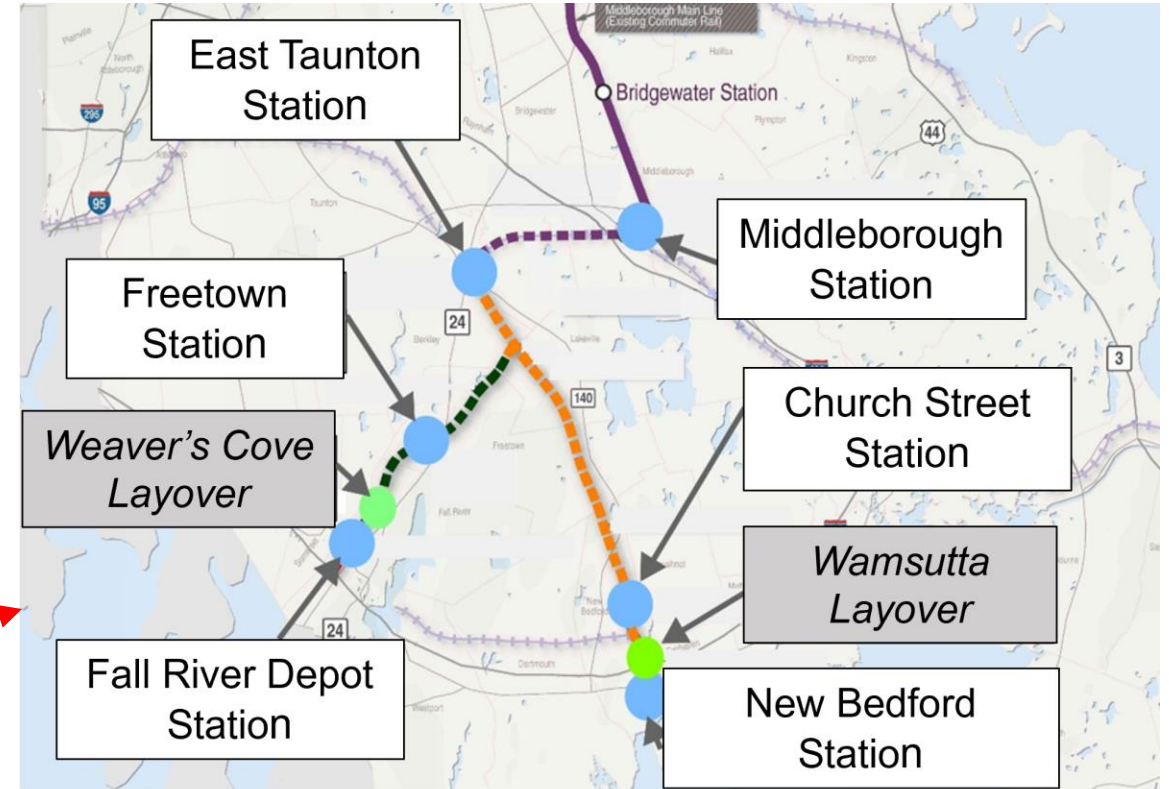
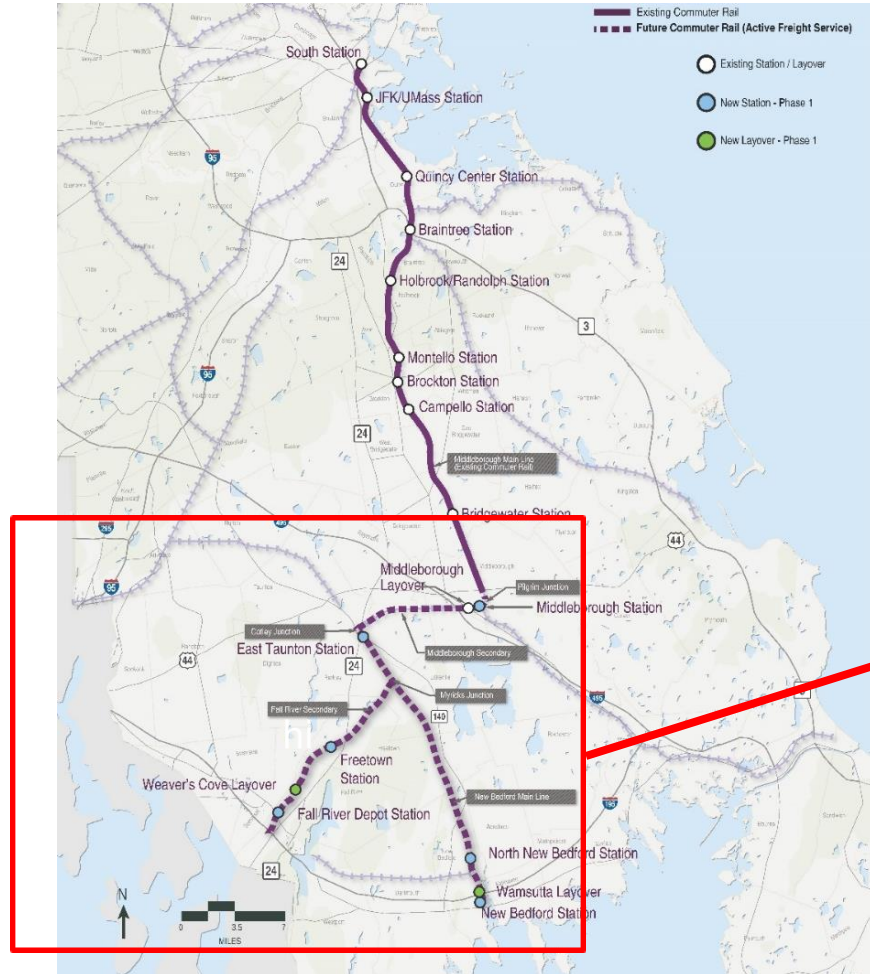
See a Train? Think *Safety First*

- Trains used to be common all around the region
- For the first time in 60 years, passenger trains will be operating in southeastern MA later this year
- With trains returning, staying safe around railroad tracks and trains is essential



Accessible Freetown Station

New South Coast Rail Stations and Storage



New service includes six stations and two layover facilities in southeastern MA cities and towns as well as grade crossings along the right-of-way

How Are Things Changing



Mass Coastal Railroad freight train

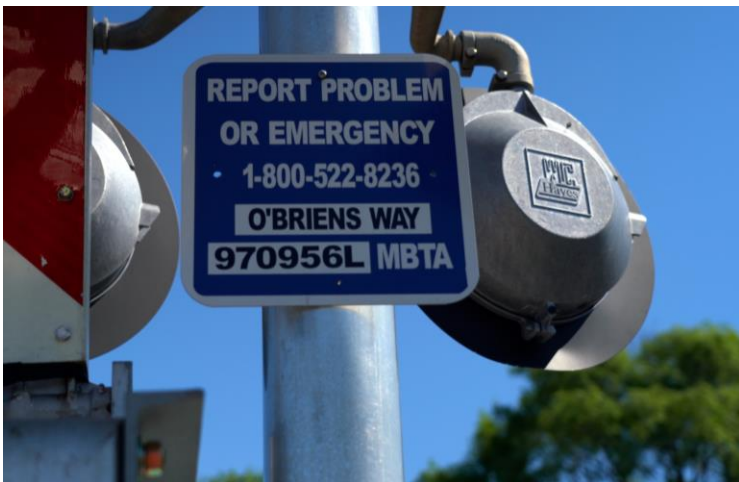
- Freight trains travelled slowly – up to only 25 miles per hour
- Commuter Rail trains will be tested at a series of speeds, topping off at 79 mph, max operating speed for the trains
- It's time for everyone to understand the basics of railroad safety – accessibility is one of them.

What to Do and *NOT* to Do around Tracks

- *Never* walk on or next to the tracks. It's very dangerous. Don't walk your dog, run, hunt or drive an ATV along the tracks
- *Remember*: railroad tracks are private property so being on them is dangerous and illegal
- *Never* take a short cut over the tracks
- *Always* stay alert around railroad tracks!



More Track Safety Rules



When you see tracks, think train!

- Trains can come at any time, on any track and in any direction
- You won't always hear the trains coming
- Trains are quiet and closer than they appear
- Trains can't stop quickly or swerve
- If a train is moving at 55 miles per hour it can take a mile or more to stop
- If you see a problem, look for the blue sign at crossing to report an emergency, or call 911 if there isn't a blue sign

Train Safety Basics - Continued

- Remember to cross train tracks **ONLY** at designated pedestrian or roadway crossings
- Obey all warning signs and signals posted there
- Pay attention when you are around trains or tracks



Accessibility and South Coast Rail

All stations feature:

- Accessible routes to all elements
- High-level, full-length platforms
- Reduced vehicle gaps
- Overhead platform canopy of at least 150 feet that also covers the platform ramps
- Auditory and visual announcements
- Accessible parking spaces
- Yellow tactile warning strips along the length of every platform



The MBTA follows consistent ADA standards established in state and federal law; South Coast Rail has followed them closely

Samples of Accessible Station Features



Fall River Depot station: covered ramp entrance (above) and platform (right) with warning strip



Sample Accessible Parking in Freetown (above left); arrival at South Station, Boston (above)

East Taunton Station Elevators



East Taunton Station under construction

Construction of the station – the only one with elevators – is slated for completion within the next few weeks

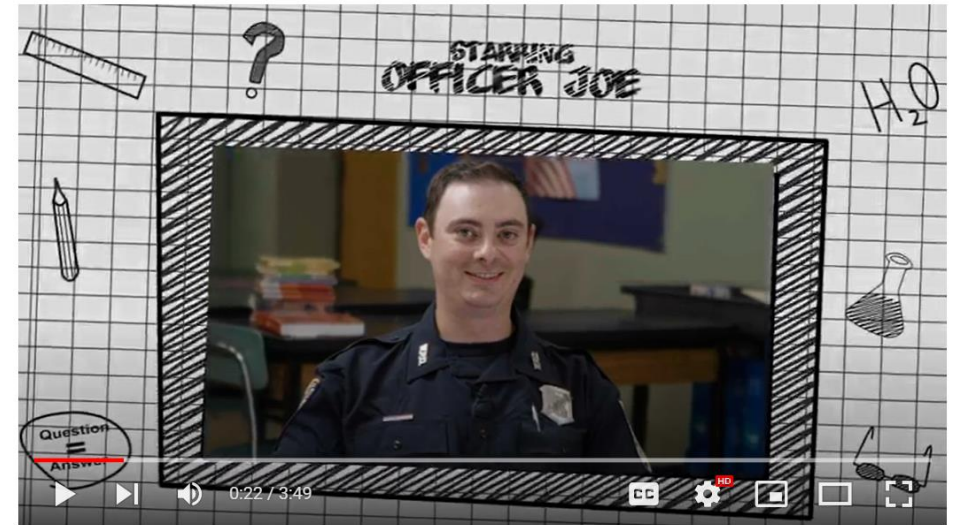
- Ramps and elevators provide redundancy
- Elevator cab size and features such as transparency and dimensions comply with code requirements
- Each station stop name and elevator buttons will be provided in Braille

SCR Safety Issues and You!

To keep everyone safe, SCR produced videos about trains :

- For school age children and the public
- To coordinate with communities about homeless camps
- To plan work with police and fire departments

SCR has produced safety materials to communities in multiple languages – reach out to us if you would like some for your family, neighborhood or school



[Commuter Rail Safety Program Videos](#)

What's coming to keep you safe?



- Watch for more information on train safety coming soon in schools, libraries, city and town halls and more
- Share [Track Safety Basics](#) with your family
- Let us know if you have suggestions, questions or would like our team to present to your school or group

Please remember to think
Safety First!



How to Follow SCR Safety – for Now!

- Visit the project website and sign up for updates and regular construction information:

www.mass.gov/SouthCoastRail

- Send us comments/questions/suggestions at SouthCoastRail@dot.state.ma.us



Beginning in spring 2024, test trains will begin running along the South Coast Rail Right-of-Way (ROW). The MBTA will be testing and commissioning Commuter Rail trains to and from Middleborough, East Taunton, Freetown, Fall River and New Bedford for the first time in decades. The test trains will travel the corridor reaching speeds of up to 79 mph, much faster than previous freight trains at 25 mph.

As we reach this exciting milestone, we'd like to remind everyone in the area—whether you live, work, drive by, or cross the tracks—to get ready for high-speed trains, as they will become a common sight in the region. It's important to remember that only trains should be on the right-of-way. It is illegal and life threatening to walk on or along the tracks.

Please review and remember these safety rules:

- 1 The only safe place to cross train tracks is ONLY at designated pedestrian or roadway crossings – obey warning signs and signals posted there.
- 2 Trains are quieter and faster than you think! And the average train traveling 55 mph can take a mile or more to stop.
- 3 Using the railroad ROW to hunt, fish, operate snowmobiles or ATVs, or for any other recreational purpose is trespassing and extremely dangerous.

As MBTA trains begin to travel through the region, we'll be putting your Safety First. Join us in practicing safety in your community.

IN THE UNITED STATES, A PERSON OR VEHICLE IS HIT BY A TRAIN EVERY 3 HOURS.



For more information about your safety, to request a presentation, or view a safety video, visit: www.mbt.com/southcoastrail

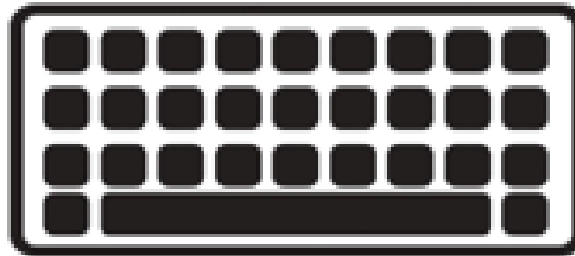


Questions or Comments for SWA or SCR

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



Alt + Y



*9 Raise Hand
*6 to Unmute

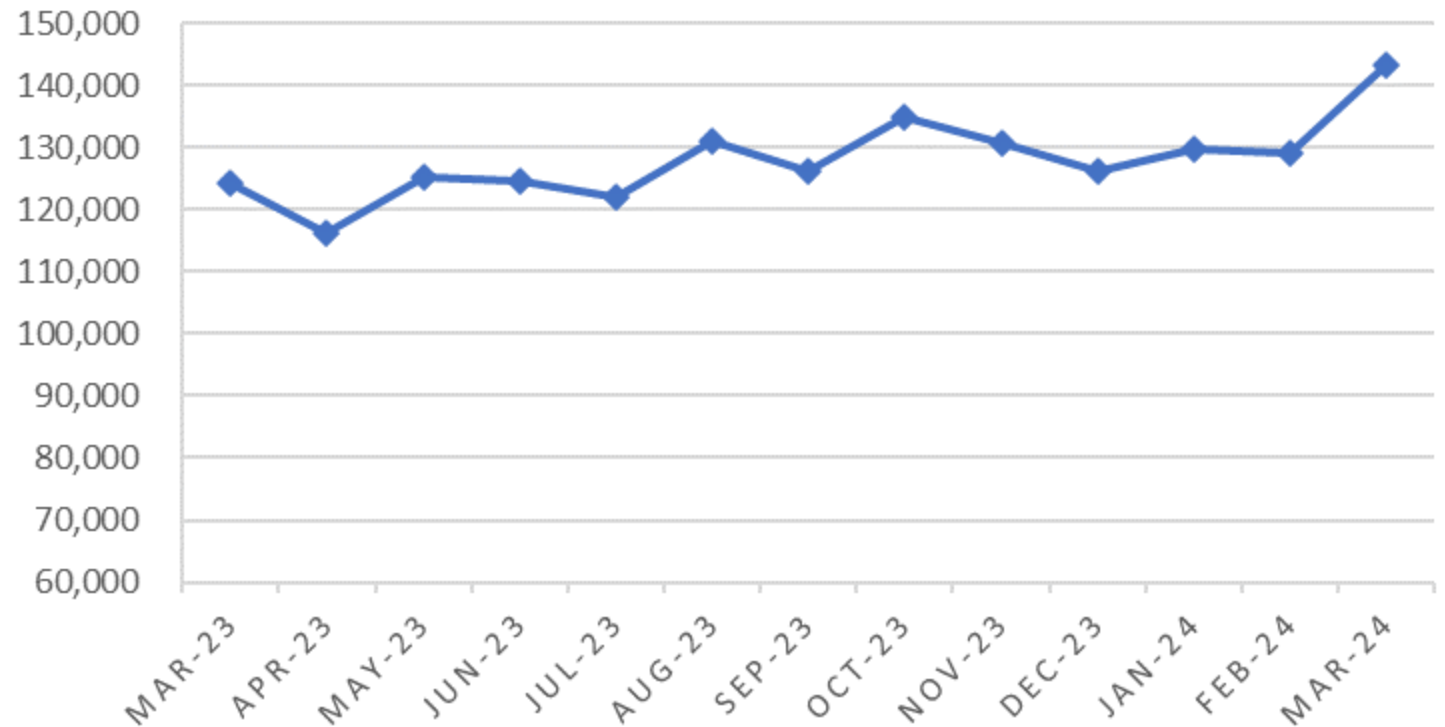
Michele Stiehler - Chief of Paratransit Services

The RIDE Updates

RIDE Service Update: Ridership

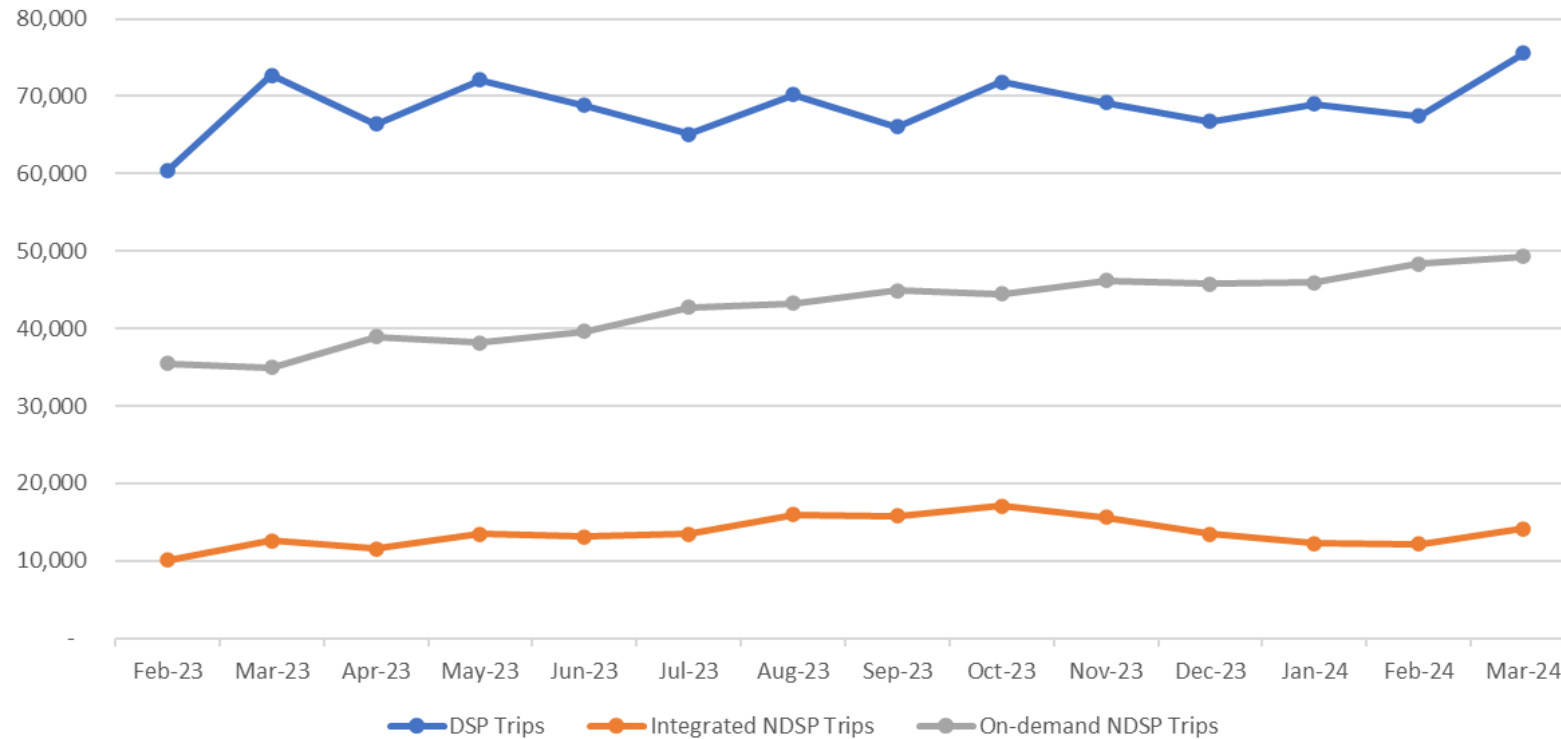
- March trips 143,239
- March ridership was up 14,000 from prior month
- March 2024 was up nearly 20,000 trips from March 2023

RIDE SERVICE UPDATE: MARCH



RIDE Service Update – Ridership

March 2024 Ridership

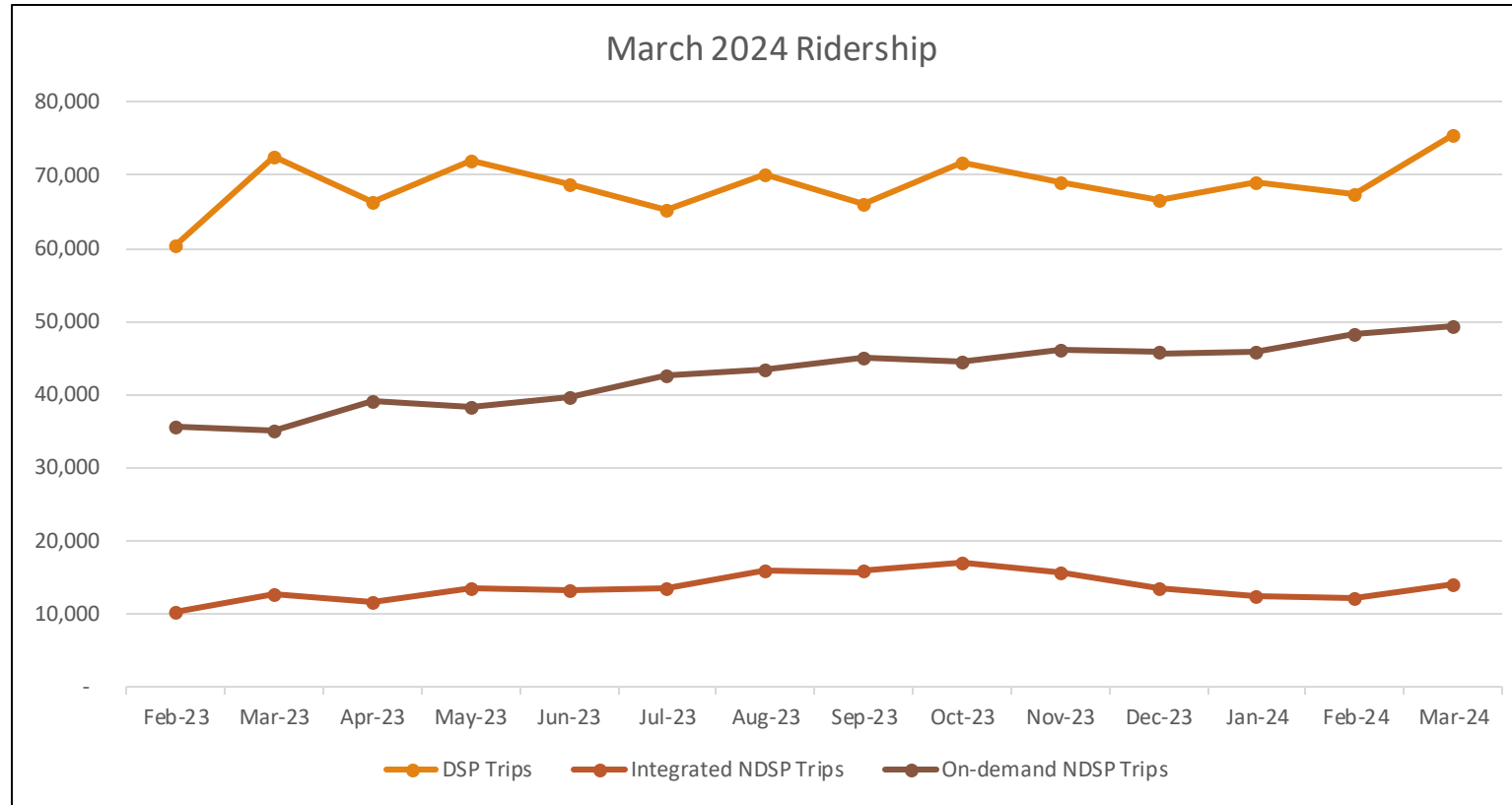


DSP 75,584

On-Demand 53,547

Integrated 14,108

RIDE Service Update – Ridership



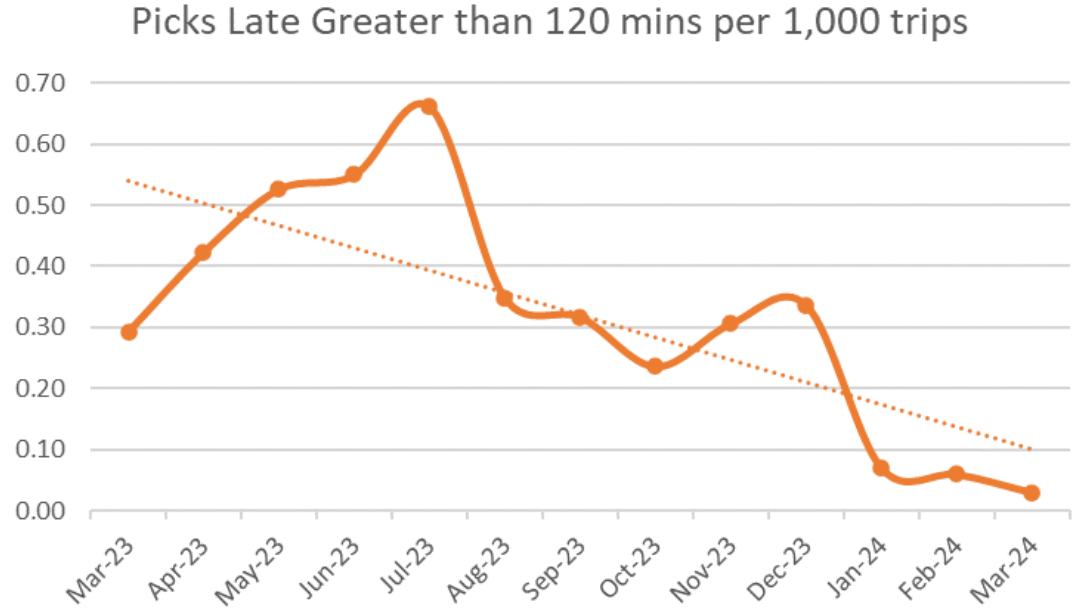
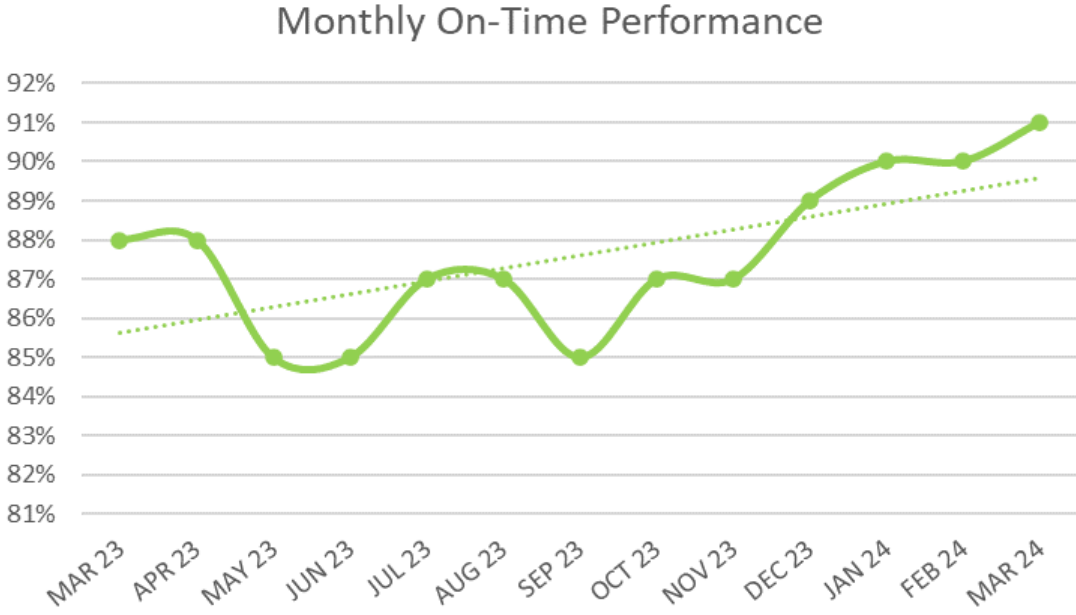
DSP 75,584

On-Demand 53,547

Integrated 14,108

- March ridership was up 14,282 from prior month (February)
- March 2024 was up nearly 20,000 trips from March 2023

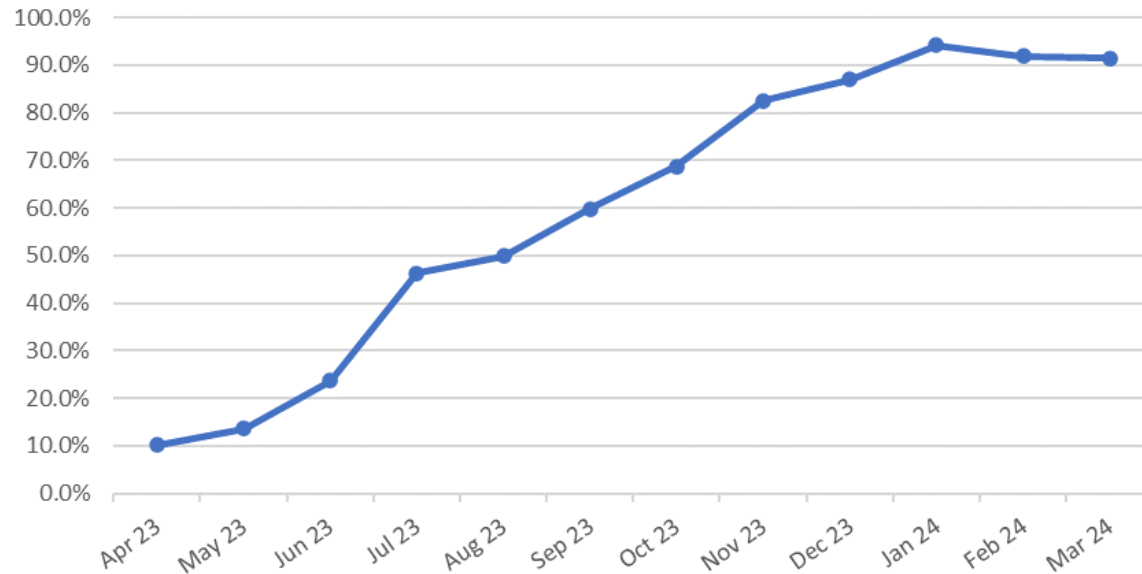
RIDE Service Update - On-Time Performance



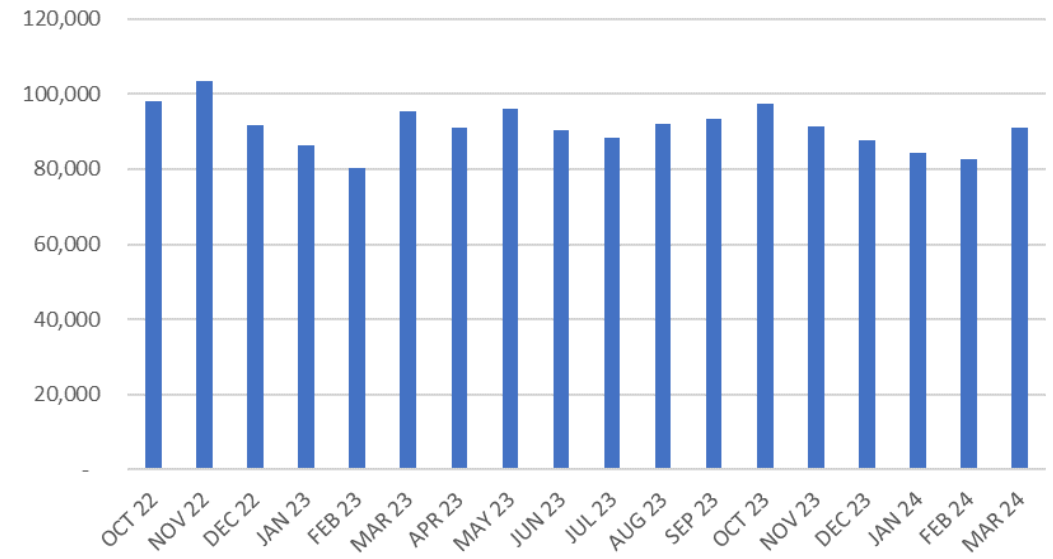
- OTP has continued a positive trend
- March OTP 91%
- Trip pick-ups late greater than 120 minutes dropped to the lowest level since the start of the Pandemic

RIDE Service Update - Call Center Performance

Call Center Service Levels



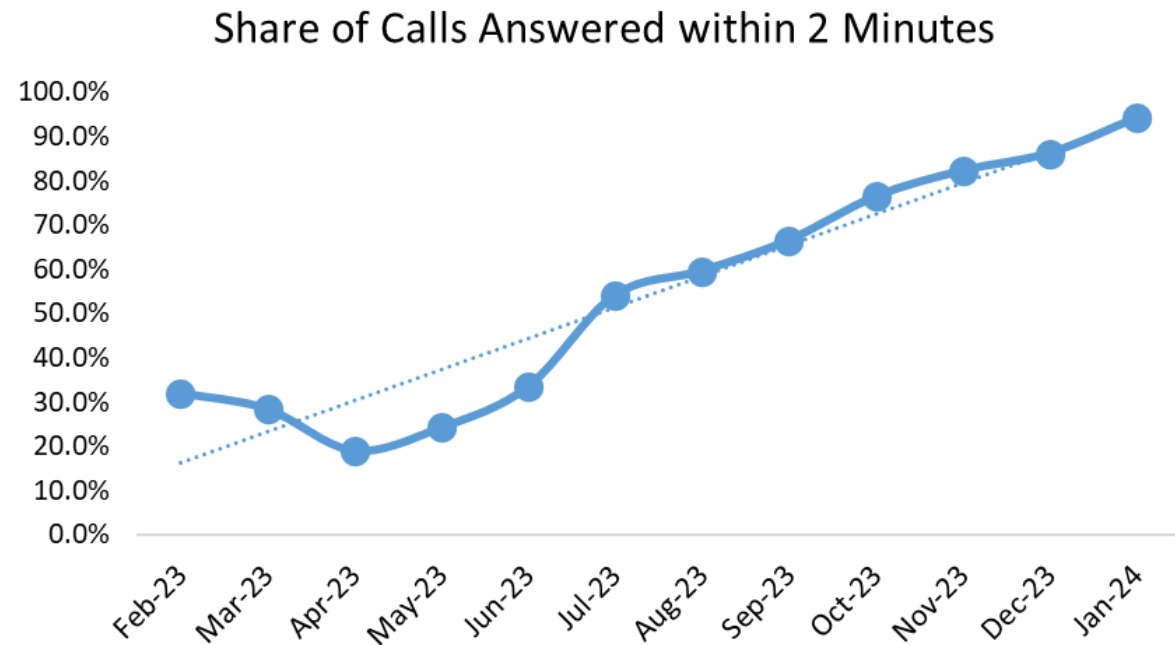
The RIDE: Call Volume



- The Call Center Service Level metric was revised in October 2023 to reflect operational changes. The new metric requires 85% of all calls to be answered within 120 seconds.
- 91,097 calls were addressed by TRAC in March
- 91.5% of calls in March were answered within 120 seconds

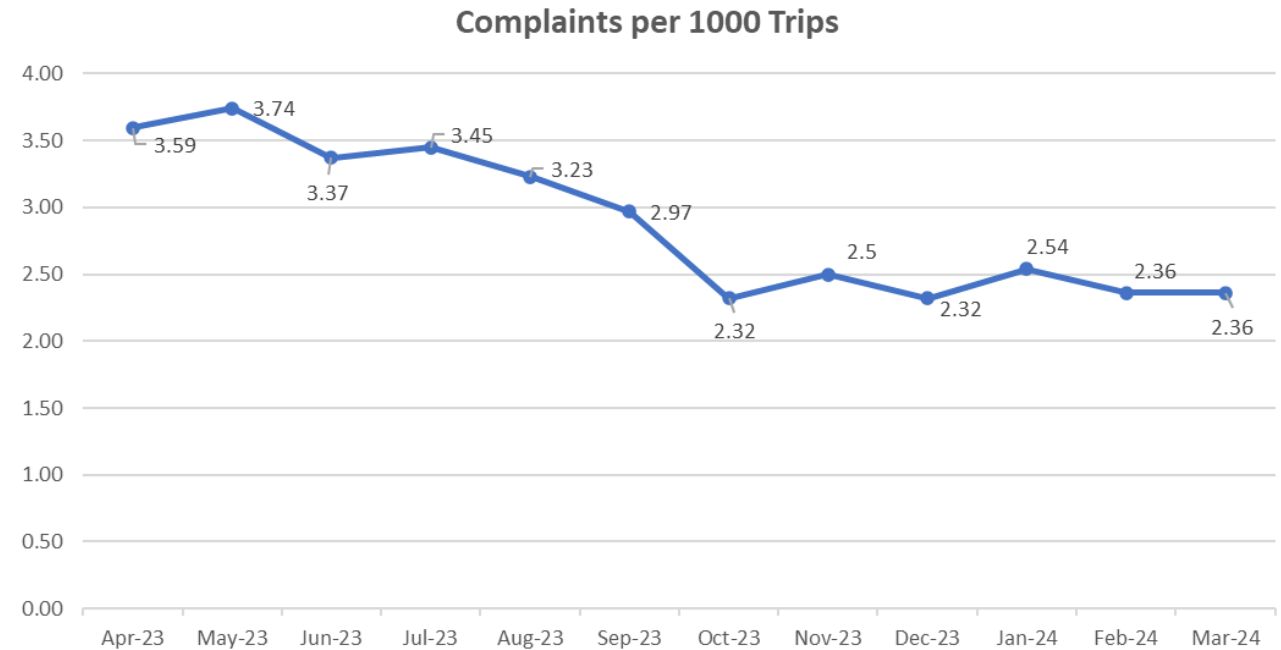
RIDE Service Update - Call Center Performance

- 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



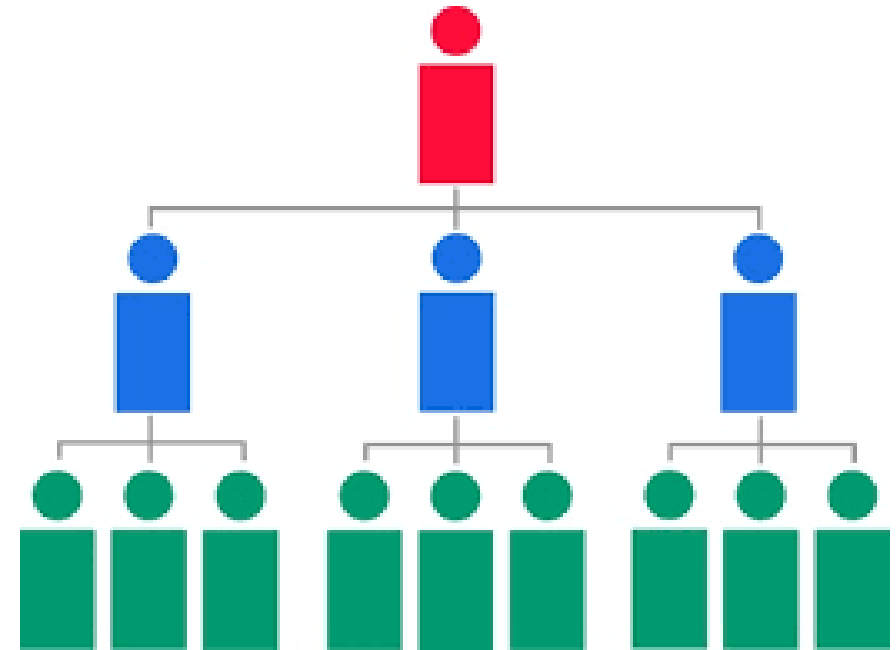
RIDE Service Update - Complaints

- In March there were:
 - 212 complaints
 - 37 commendations
 - 262 inquiries



RIDE Organization

- FY24
 - 27 Approved headcount positions
 - Started FY24 with 13 vacancies
 - 8 Vacancies Remain
- Active Postings
 - Director Performance & Process Improvement
 - Operations Manager
 - Contract Administrator



Key Contact Information

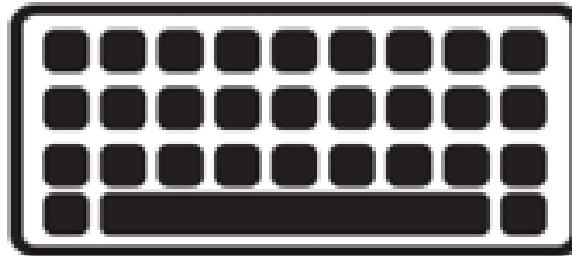
- **TRAC:** To book trips, change/cancel trips, check where your ride is, access account information, call 844-427-7433.
- You can also book, change or cancel trips and access account balances online at www.mbta.com/booktheride.
- **Mobility Center:** To update your profile information or to check on 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



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*6 to Unmute

Thank You for Attending

- Our next General Member Meeting will be on Thursday, May 23, 2024 (5:30 P.M. - 7:30 P.M.)
- To sign up for RTAG Newsletters
- <http://eepurl.com/hNhezH>
- We will drop the link in the chat