



THE RIDE Advisory

**Public Meeting – December 17, 2013 4pm-6pm
10 Park Plaza, Boston - Conference Rooms 1-2-3**

RIDE Policy Changes: No-Show, Late Cancellation

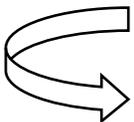
A public meeting is being held to inform users of THE RIDE of a proposed No-Show, Late Cancellation policy to be implemented Spring of 2014 under the ADA and US DOT regulations 49 CFR 37.125(h) and to receive comment from customers. All members of the public are invited to attend. Comments on the proposed policy will be accepted in writing (US Mail, or email) at the address noted at the end of this advisory and in writing or orally at the meeting.

Passenger no-show trips and late cancellations negatively affect RIDE customers and cause inefficiency within the transit system by creating unnecessary detours. Based on customer requests to consider a policy designed to deter repeated no-shows, the MBTA worked closely with customers, activists and experts that comprise the Access Advisory Committee to the MBTA to develop this policy. AACT and the MBTA support this draft policy and look forward to receiving public comment and advice.

A ***no-show*** could occur when the vehicle arrives at the pick-up location within the 30-minute pick-up window, waits the required five minutes and the customer does not board the vehicle. If the vehicle arrives outside of the 30-minute window or at the incorrect location, the customer will not be considered a no-show. Customers will always be given a chance to explain the circumstances surrounding a no-show.

A ***late cancellation*** could occur when a customer cancels a trip less than one hour before the scheduled trip. Trip time changes, such as medical appointment delays, will not be counted as late cancellations, although advance notification is encouraged.

The policy is designed to deter a pattern of customer no-shows or late cancellations rather than result in any enforcement action. In fact, even if the current rate of no-shows does not change, the policy will not even apply to over 80% of customers who do not currently miss an excessive number of trips. The definition of excessive increases with the number of trips completed by each customer in a given month.



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Customers incurring excessive missed trips in a month will receive a warning letter. If the missed trips or late cancellations continue that customer may be suspended for a month. Repeated violations of this policy will result in longer suspension periods each time. Customers will have the right to appeal. No suspensions will take effect if customers have filed an appeal in accordance with the instructions and deadlines noted in the policy.

For details, including information on the meeting and copies of the proposed policy, refer to the MBTA website, http://www.mbta.com/about_the_mbt/public_meetings/

Copies of the policy may also be obtained by calling 617-222-1550 and leaving a clear and concise voice mail with your name and mailing address: or by mail at 10 Park Plaza, Suite 5750, Boston, MA 02116; by TTY at (617) 222-5415; by fax at (617) 222-6119; or by email to theride@mbta.com. Copies are free of charge and upon request and will be made available in accessible formats.

MBTA meeting locations are accessible to people with disabilities and via public transportation. Assistive-listening devices are available at the meeting site. Every effort will be made to provide other accommodations, such as materials in accessible formats or particular languages, upon advance request. To make such requests, please utilize the contact info above. American Sign Language Interpreters (ASL) will be available at the meeting.

The following information about the Access Advisory Committee to the MBTA (AACT) is being offered as a public service.

AACT is a consumer organization with the mission of improving transit access and services for people with disabilities. Its membership is open to people with disabilities, senior citizens, and representatives of human services agencies. For more information, attend a meeting (typically the 4th Wednesday of each month from 1-3 pm at 10 Park Plaza, Boston, MA) or contact them at 617-973-7507 or aact@ctps.org

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