



## **The RIDE**

MBTA Board of Directors Meeting

Board Presentation

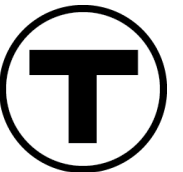
March 28, 2024

Michele Stiehler, Chief of Paratransit Services

# About The RIDE

An introduction to the service

- The RIDE is an essential and ADA-mandated mode of transit that serves as an alternative to bus and subway service for people who cannot use these modes due to a disability.
- Unlimited door-to-door shared ride service is provided to eligible customers anywhere in The RIDE's service area for three years.
- In 2023, The RIDE had 30,000 customers, provided 1.5 million trips in 2023, and had a budget of \$130 million.
- The RIDE has maintained low fares in response to customer advocacy; an ADA-area trip is \$3.35 and a Premium Area trip is \$5.60.
- The RIDE exceeds ADA requirements in many ways, including the size of the service area and the popular optional supplemental service called The RIDE Flex.



# How is Paratransit different from fixed route?

- **Eligibility**

- Customers must apply for eligibility
- In-person interviews at the Mobility Center are required
- Recertification is required every 3 years

- **Reservation-based Service**

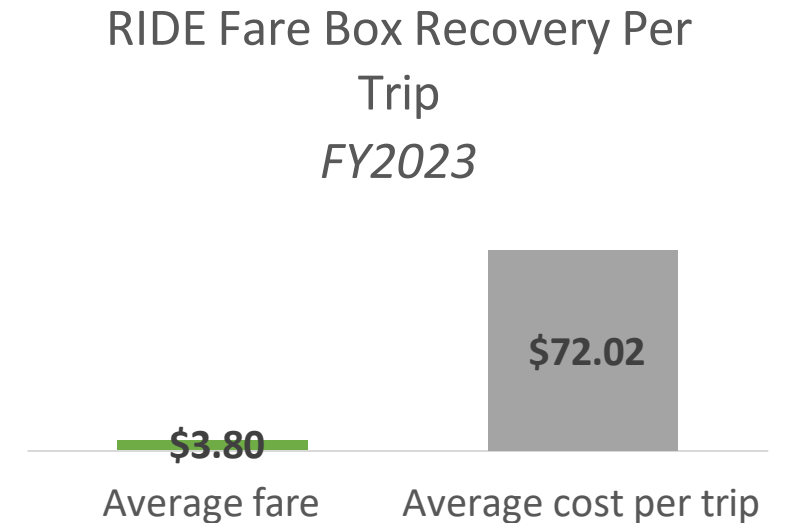
- Trips are booked through TRAC
- Origins and destinations vary daily
- Schedules must be built EVERY day

- **Door-to-Door Service**

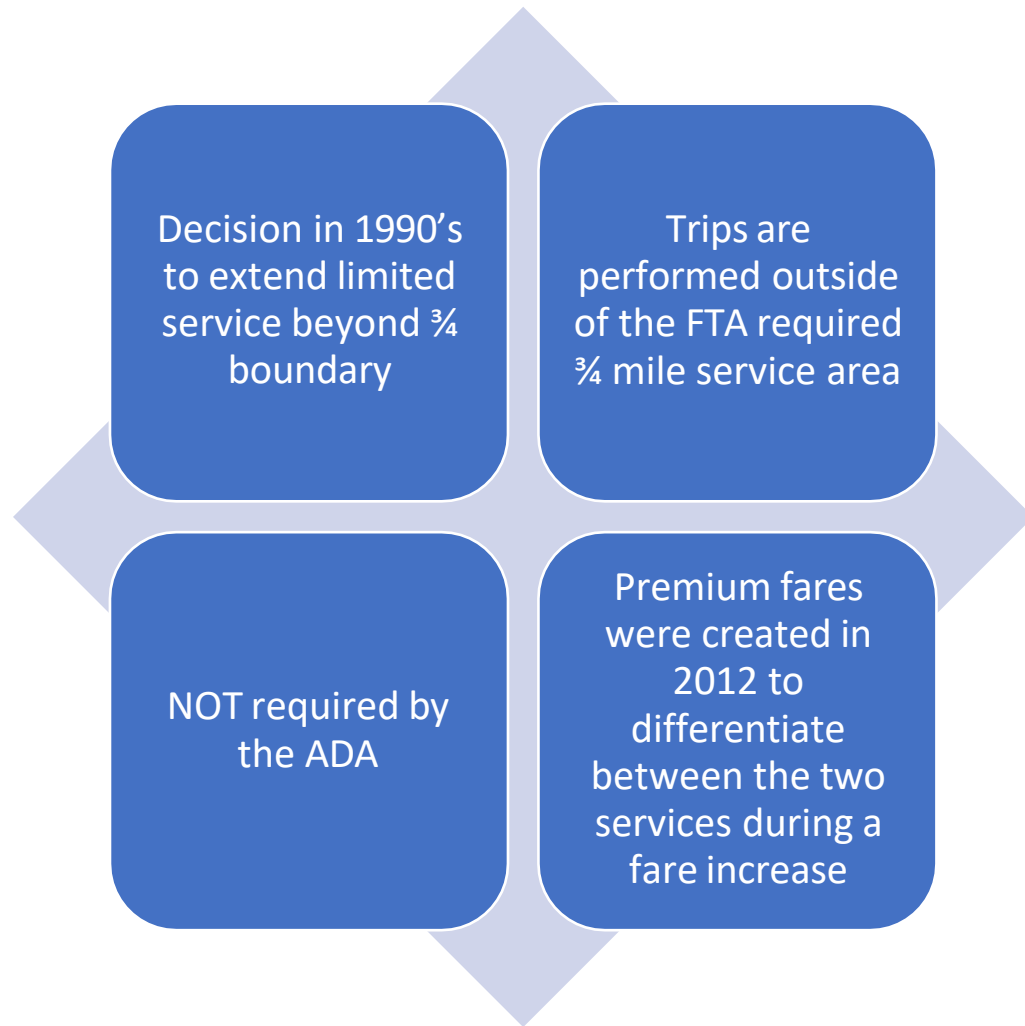
- Customers may need additional assistance entering/exiting vehicles

- **Costly service to operate**

- Nature of service makes this the most expensive mode of transportation



# What is a Premium Trip?



- 11% of RIDE trips are premium
- Premium trips are 34% longer in duration
- Require additional service hours and drivers

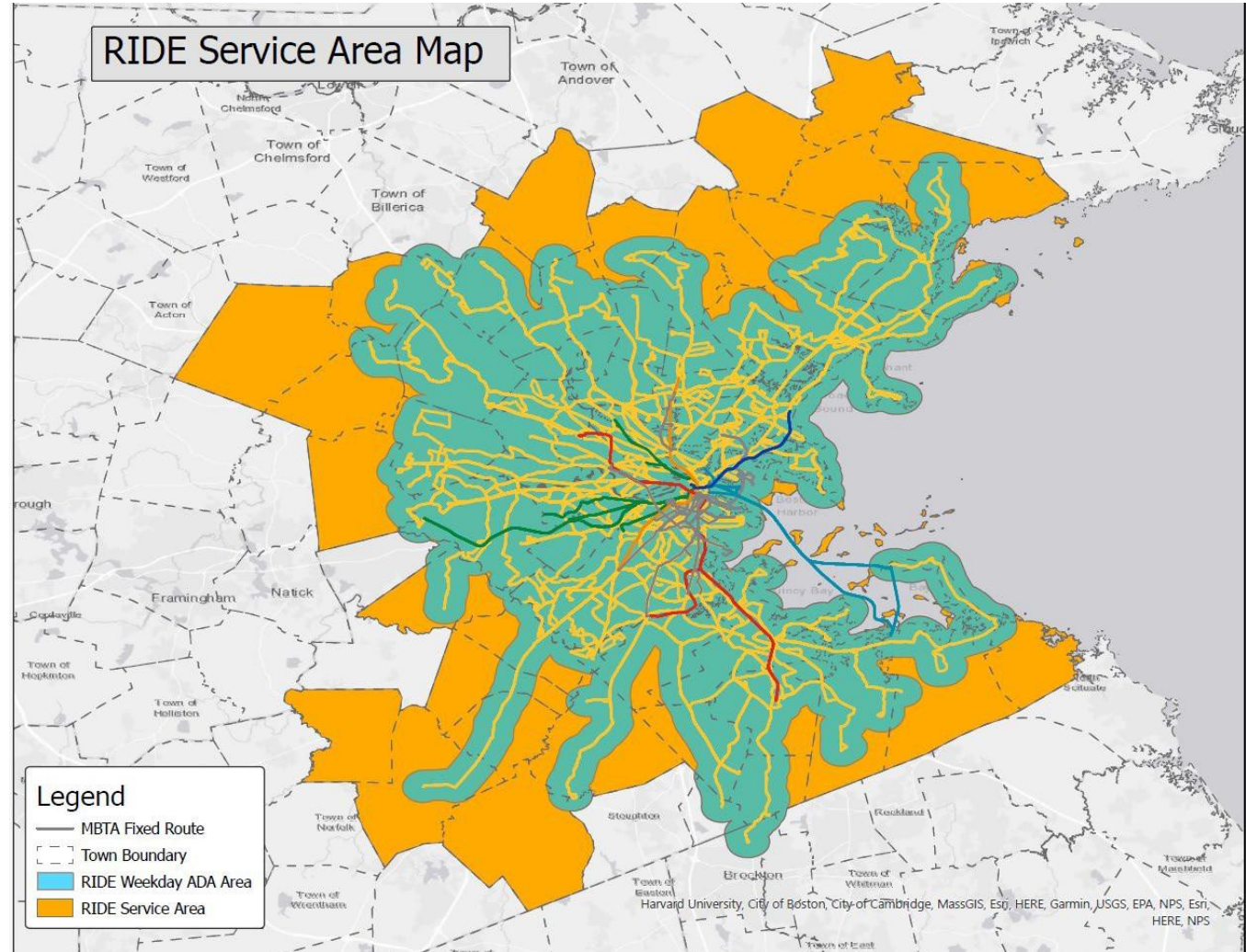


# 2023 RIDE Service Area Map

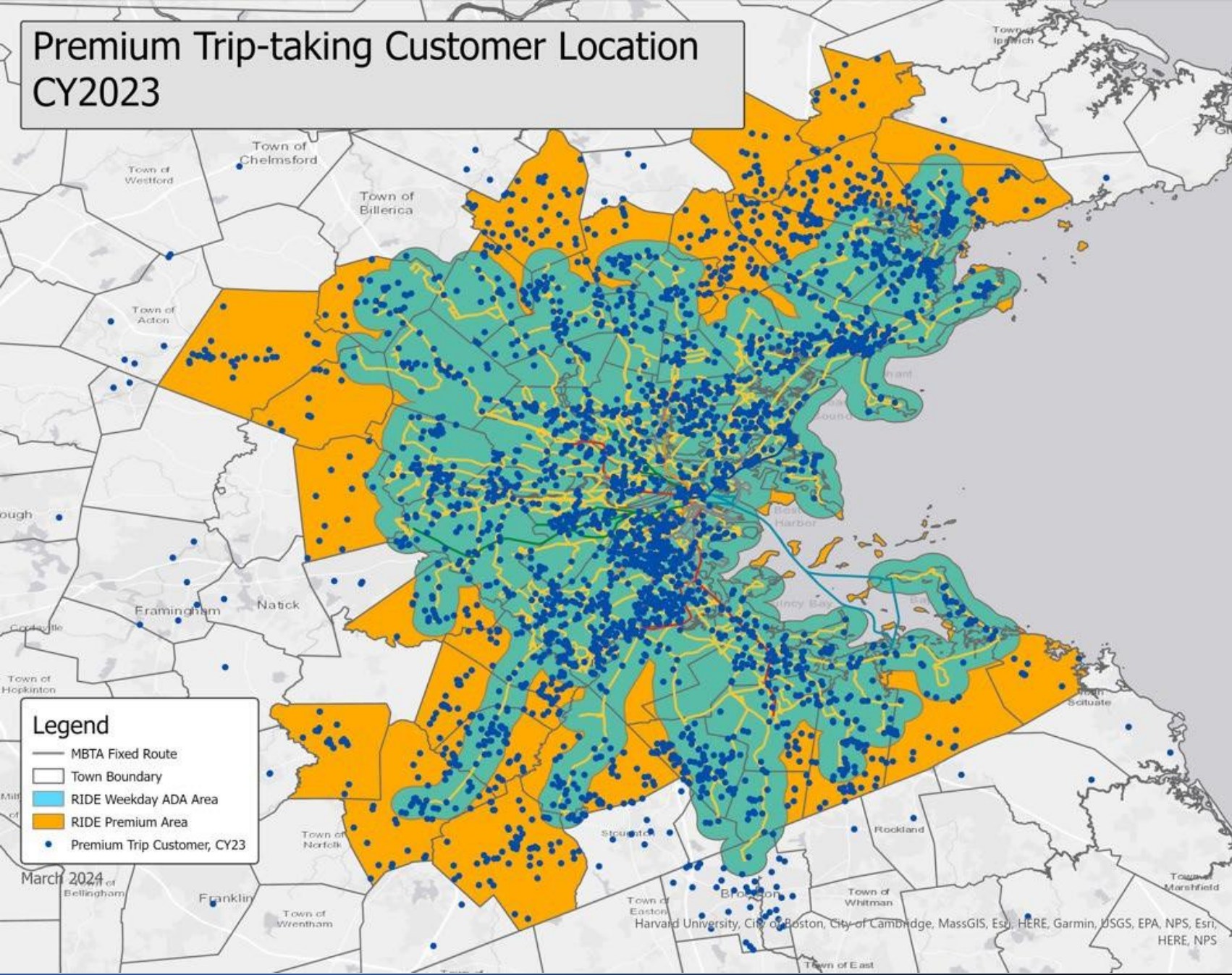
 **RIDE Service Area**

 **Premium Service Area**

Premium service area extends beyond  $\frac{3}{4}$  mile.  
This service is above and beyond the FTA  
required service



# Premium Trip-taking Customer Location CY2023



## 2023 Customers Taking Premium Trips

- 4,658 customers took premium trips
- 105,875 premium trips taken

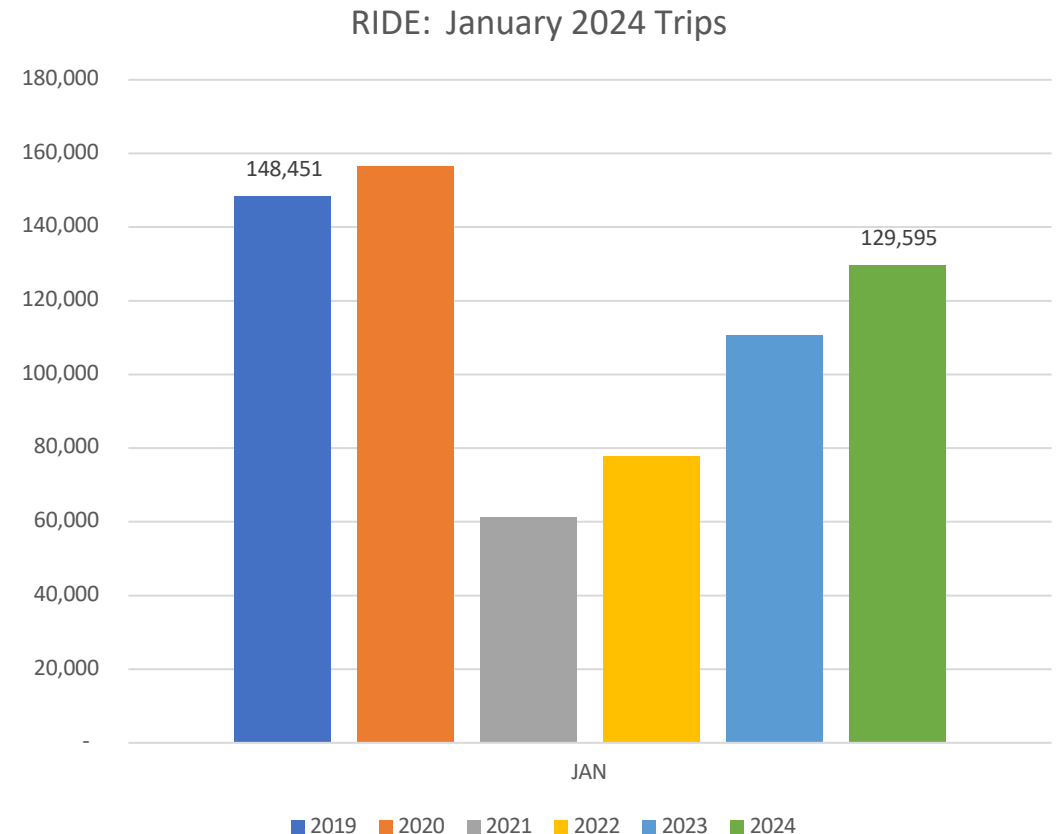
March 2024

Harvard University, City of Boston, City of Cambridge, MassGIS, Esri, HERE, Garmin, USGS, EPA, NPS, Esri, HERE, NPS

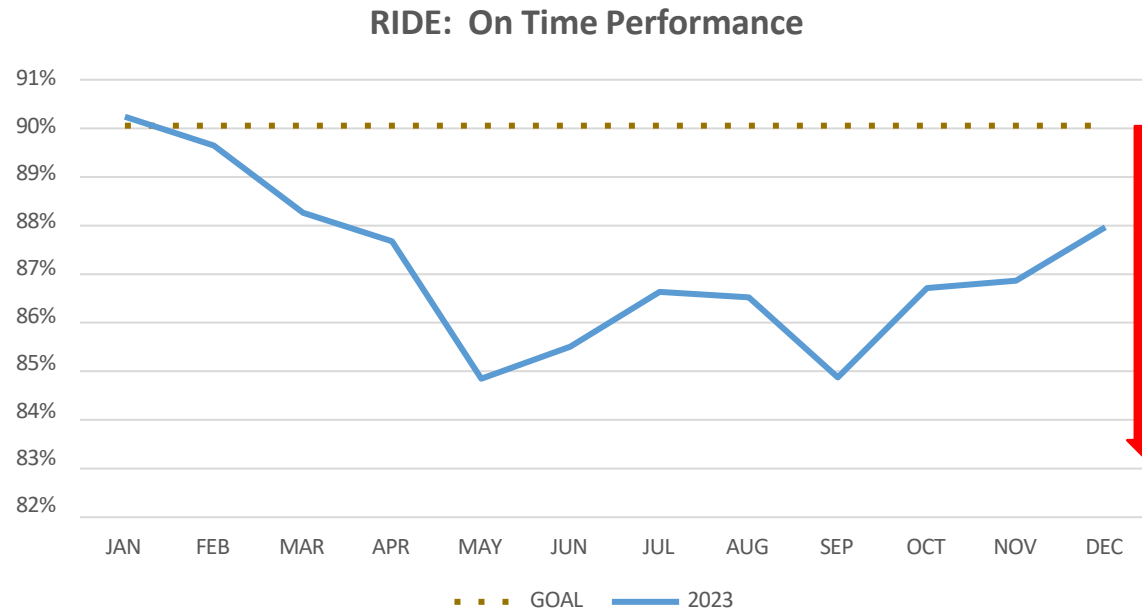


# RIDE Service

- Paratransit Ridership continues to increase
- ADA trip demand will add an estimated 12-15% increase in demand with the implementation of LIF
- The RIDE is working to ramp up capacity to address increase in demand – Wage increase
- This will have a significant impact to The RIDE
  - RIDE demand
  - Loss of Revenue



# RIDE Operations Capacity



- The RIDE has faced the same driver shortage that the transportation industry is experiencing – We are **22%** below driver staffing needed to deliver service today
- Driver on-boarding can take 60-90 days
- Performance has been variable and is being monitored by the FTA.
- The demand increase from the implementation of reduced fares will put a significant amount of pressure on an already strapped operation.
  - The projected number of trips post-implementation on today's RIDE operation would result in an 8% decline in On Time Performance on any given day (a 91% OTP day would become 83%)



# The RIDE: Reduced Fare Application

- Initial application of Reduced fares implemented on **FTA required ADA standard trips** only
- Continue driver recruitment and retention efforts
- Closely monitor and report on performance and staffing
- Revisit Non-ADA service