

RIDE HAILING PARTNERSHIPS FORUM

EVENT SUMMARY

Sponsored by the
Metropolitan Area Planning Council
(MAPC)

Wednesday, Sept. 12, 2018

Event Summary – Ride-Hailing Partnerships Forum

Sponsored by the Metropolitan Area Planning Council (MAPC)
Wednesday, September 12, 2018 – 10AM to Noon
MassDOT Board Room – 10 Park Plaza, Boston, MA

On September 12, 2018, the Metropolitan Area Planning Council (MAPC) hosted a forum to discuss various transportation partnerships formed by public and private agencies and ride-hailing companies. Over 80 people attended to hear from five speakers about their partnerships and the impacts of ride-hailing.



Ride-hailing – dominated by Transportation Network Companies (TNCs) like Uber and Lyft, but which also includes taxis – is changing Metro Boston’s transportation landscape. The convenience of ride-hailing has allowed travelers to access destinations more quickly and easily without always depending on a personal automobile. It also provides mobility options for those who might have otherwise depended on rides from family, volunteers, or social services, or who simply may not have travelled without a ride-hail option. However, the growth in ride-hailing also creates challenges for our region, from increased traffic congestion with riders replacing transit and walking trips with TNCs, to concerns about managing curb space in highly traveled corridors with parking, transit, cyclists, and pedestrians competing for space.

Recently, transit agencies, non-profits, and others in Massachusetts have started entering into contracts with ride-hailing companies to help improve mobility and connectivity for people without access to a personal automobile. To better understand how and why these ride-hailing partnerships were formed, MAPC sponsored a forum for speakers to share their experiences and lessons learned and to discuss some of the impacts of TNCs on regional transportation planning.

The speakers at the event were:

Jermaine F. Williams, Vice President of Student Affairs, North Shore Community College: Creating partnerships with Uber to help students access educational opportunities.

Troy McHenry, Deputy Director of Innovation & Analysis, MBTA Office for Transportation Access (The RIDE): Developing an on-demand paratransit program with Uber, Lyft, and taxis.

Sandra Robinson, Needham Community Council: Working with Lyft to provide Needham residents transportation of "last resort" to medical appointments and other essential activities.

Joanne Laferrara, Greater Attleboro Taunton Regional Transit Authority (GATRA): Partnering with Uber and various social service agencies to provide rides outside GATRA's regular service hours.

Sandy Johnston, Central Transportation Planning Staff (CTPS): Understanding the impacts of TNCs on our regional transportation system.

Travis Pollack, Senior Transportation Planner at MAPC, moderated the discussion.

The remainder of this event summary includes:

1. A review of the presentations,
2. A summary of audience questions and panelist responses, and
3. Topics for further research and collaboration

1. Summary of Presentations

North Shore Community College

Jermaine F. Williams, the Vice President of Student Affairs at North Shore Community College (NSCC), talked about how the college has created partnerships with Uber to help students access educational opportunities. More information can be found at <https://www.northshore.edu/uber/>

Until 2016, North Shore Community College operated a shuttle connecting its campuses in Danvers, Middleton, and Lynn. The shuttle only operated every 90 minutes and was prone to being late. Together with the high operating costs and low ridership, the shuttle was not meeting the needs of the students. As an example, the Danvers campus is the site for most health care career programs, but is not connected to transit or even within safe walking distance to a transit stop. However, equitable access to education is an important part of the college's mission and several students depended on the shuttle and public transportation to get to classes.

In a recent survey, NSCC students stated that time, availability, and cost were the most important factors in deciding how and when they commute to classes. Therefore, the college needed to find a solution that was cost-effective for students and the college, but was more convenient and could be available whenever classes were in session.

The college began a pilot program with Uber in 2016, while also still operating the shuttle. Students who need assistance with transportation must register online and are eligible for \$10 Uber ride subsidy when travelling between the Danvers campus and the bus station at North Shore Mall or the Beverly commuter rail station. With this discount, most students pay \$4 to \$5 per trip. In 2017, the college stopped operating the shuttle and expanded their partnership with Uber to include the "Uber for Business" model, which provides the college data on trips, including

origins, destinations, costs, and time of day. The college also expanded the service to the Middleton campus. NSCC believes this is the first higher education/TNC partnership in the nation that is focused on educational access.

For some students, even a discounted ride of \$4 or \$5 for each trip is a barrier to getting an education. The college has now established a “Here to Help” program to support students with real-life priorities including transportation. The college also administers the MBTA Youth Pass program for Essex County. Uber for Business provides the opportunity to geocode rides and identify subsidies paid by the College.

The Uber partnership provides a more cost-effective and accessible transportation option than the shuttle. Whereas the shuttle operated only Monday through Friday, 8 a.m. to 5 p.m., the Uber option is available to students whenever NSCC classes are in session, including nights and Saturdays.

For the program to grow, the college is working to better market the service. North Shore Community College believes that the Uber program is sustainable because it is providing cost-effective and equitable transportation access to education for students.



Dr. Jermaine F. Williams, Vice President of Student Affairs, North Shore Community College

MBTA's The RIDE

Troy McHenry, the MBTA Deputy Director of Innovation and Analysis, discussed MBTA's on-demand paratransit program with Uber, Lyft, and taxis. More information can be found at <https://www.mbta.com/accessibility/the-ride/on-demand-pilot>

The RIDE is a door-to-door, shared-ride, paratransit service operated by the MBTA in compliance with the Americans with Disabilities Act (ADA). The service is available in 58 cities and towns with similar operating hours to the MBTA fixed route services (5 a.m. to 1 a.m. daily). Once approved via the RIDE Eligibility Center, customers can schedule trips from one to seven days in advance. While progress has been made, the program remains expensive, with the average RIDE cost approximately \$55 to \$60 per revenue hour.

In 2016, a Request for Proposals (RFP) was issued to solicit bids from TNCs for an on-demand paratransit pilot. Only companies that could serve the entire RIDE service area and user population, including non-smartphone users and customers needing Wheelchair Accessible Vehicles (WAV), were considered. The pilot launched in the Fall 2016 and was at first limited to 400 participants with a \$13 MBTA subsidy and universal trip cap.

The pilot was very popular with riders and has since been expanded. Currently, the program has a \$40 per trip maximum MBTA subsidy. Today, there are approximately 1,250 active users taking 13,000 monthly trips. That total represents only 10 percent of total MBTA monthly paratransit trips. The average TNC trip costs the MBTA around \$17. Due to its popularity, the pilot has been extended until January 2019.



Troy McHenry, MBTA Deputy Director of Innovation and Analysis

In July 2018, the pilot was expanded to include Curb Mobility (a taxi app), which was launched in the metro Boston area, increasing access to non-dedicated WAVs and making a cash solution available for individuals without credit or debit cards.

The on-demand paratransit pilot was designed to reduce the cost of the RIDE, while also improving the mobility and flexibility of travel for customers. The pilot has allowed the MBTA to test the potential benefits and drawbacks of relying on NDSPs (Non-Dedicated Service Providers) to provide service. The pilot tested if NDSPs could:

- Reduce overall costs in the short term
- Provide a high quality service
- Improve RIDE customers' mobility and flexibility
- Increase the use of emerging transportation technologies
- Provide equal and accessible service for all RIDE customers

The pilot continues to deliver lower per-trip costs with increased customer mobility. The average Lyft/Uber trip costs to the MBTA is \$17, while the average traditional RIDE trip cost is around \$41. However the MBTA has not realized overall cost savings because pilot users take RIDE-sponsored TNC trips 46 percent more often than the previous baseline usage.

The MBTA considers the pilot to be a success. In a recent survey, riders have given higher average customer satisfaction ratings on a scale of 1 to 7 to Uber/Lyft (6.3) than the RIDE (4.2) across a range of categories. The biggest differences in satisfaction are “convenience” and “trip travel time”, with customers noting they like the ability to have non-shared rides with Lyft and Uber. Finally, customers reported increases in using the service for many trip types, including social trips (63 percent), work/school/volunteering trips (49 percent), and even healthcare trips (38 percent).

Needham Community Council

Sandra Robinson from the Needham Community Council described working with Lyft to provide Needham residents transportation of "last resort" to medical appointments and other essential activities. More information can be found at <http://needhamcommunitycouncil.org/services/transportation-program/>

The Needham Community Council is a private non-profit organization that supports people in Needham who have under-met health, educational or social needs. The Council receives no tax dollars and is funded only by donations.

For years the Council has provided residents with transportation, particularly for medical appointments, through volunteer drivers. Recently, this model became less sustainable, since the Council could not recruit enough volunteers to meet demand. As a result, rides were being limited to one per week.



Sandra Robinson from the Needham Community Council

The Council's Board of Directors know that transportation is a critical unmet need. Needham has commuter rail service and is served by one bus route. The Council looked at several options and learned in 2016 about others using Uber and Lyft. At first, the Council tried services with both Uber and Lyft, but went exclusively with Lyft primarily because having one platform was easier when training staff. The Council also had staff ride with Lyft to understand how the service works.

Unlike most ride-hailing trips, Council staff and riders do not book trips through the smart phone app. Instead, staff do all booking and organizing of the ride on a desktop computer, and communicate with both the rider and driver via the phone. People who need transportation call the Council and provide information on the trip needs, and the Council either books the trip with one of its volunteer drivers or through the Lyft desktop interface.

The Council budgeted \$10,000 and received a \$1,000 donation from a local hospital in the first year of service but did not spend all of the funding. Since then, the hospital has seen the success of the program and has increased its donation to \$3,000 for the current year. In 2017, the program averaged 18 (one-way) rides per month at a cost of around \$150. Most recently, the program is averaging over 40 rides per month, at around \$8 per trip. The Council still has volunteer drivers who provide around 28 additional one-way trips per month. The volunteer drivers have expressed appreciate for the Lyft service because they know there is an option to get riders home if the volunteer cannot do a return trip.

While the program has been a success, there are challenges and frustrations. Booking the trips via the Lyft concierge service on a desktop is more difficult and time-consuming than booking the trip on a smart phone. Addresses are not always exact, particularly with hospitals with multiple entrances. There are regular riders who are blind, and Council staff must communicate with drivers to make sure they announce the name of the rider when arriving. Some drivers will not accommodate service animals, even when they should by law. Sometimes drivers cancel. Some riders do not have cell phones, so the staff must see if there is a reception desk or other person with a phone. Some drivers have limited English proficiency, and this can be a problem if they need to communicate with riders who are blind, etc. If there is a difficulty, the Council usually can find a new driver within five to 10 minutes.

The Council surveyed users of the Lyft program and found that 60 percent would have cancelled appointments if they could not find transportation. The Council shared data on trips to and from the hospital to highlight its success, which has led to additional grant support for the program.

It should be noted that the Needham Community Council has access to a credit card, which is required for billing. Some non-profits such as Councils on Aging do not have credit cards, and thus cannot mimic the program. Lyft has stated they are working on addressing this issue, but have not changed the credit card requirement yet.

Overall, the Council sees the Lyft partnership as a game changer in providing transportation for those in Needham without access to a car.

Attleboro Area Social Responsibility Alliance and GATRA

Joanne Laferrara from the Greater Attleboro Taunton Regional Transit Authority (GATRA) described GATRA's partnership with Uber and various social service agencies to provide rides outside GATRA's regular service hours.

In 2016 GATRA was asked to join with other community organizations the Attleboro Area Social Responsibility Alliance to participate in pilot programs that could help meet community needs. Alliance members included business leaders, legislators, social service organizations, higher education leaders, and the regional transit authority (GATRA). The alliance was launched in 2016 from an earlier 2015 community needs assessment, and each member committed to a three year process via a signed a Memorandum of. The Alliance reviewed the findings from a 2015 community study and found that transportation was the most critical issue for under-resourced residents -- specifically, the need for transportation at night and on weekends, which fall outside of GATRA's normal service hours.

The Alliance created the "Community Accessing Rides" (CAR) initiative and formed three subcommittees – operations, funding and marketing – to further develop the initiative. Uber was identified as a possible solution due to their service availability and ride-booking platform.

To help determine how best to meet the transportation needs of the community, the Alliance identified and partnered with social service organizations to be part of the Uber pilot initiative.

GATRA's role in the partnership included developing a Google Earth resource for pilot members to identify fixed route bus services for their clients before logging in for an Uber ride. GATRA's goal was to help agencies first look to see if an existing bus route might provide service, and then book an Uber ride only if GATRA transit services might not meet the transportation need. GATRA also secured a Community Transit Grant to help fund the pilot.

The funding for the pilot program included donations from the seven social service organizations who agreed to be part of the pilot; entitling each organization to up to \$2,000 in rides. Other contributors to the pilot were businesses, community organizations, the Community Transit Grant, and funding from the state legislature.



Joanne Laferrara, Director of Customer Relations at the Greater Attleboro Taunton Regional Transit Authority (GATRA)

The Uber Central (Uber for Business) platform was selected for the pilot. The seven social agencies who joined were trained on GATRA services as well as how to use the Uber Central platform. Each agency has a personal access code to book trips. The agencies can book the trips via a smart phone, tablet, or desktop computer: the rider does not reserve the trip. Trips can be scheduled in time of need or in advance. The pilot requires that trips not be booked if GATRA service is available - members must note in the comment box when booking the trip that transit service was not available either by geography or time of day. The YMCA (one of the member organizations) acts as the fiscal agent and handles the monthly billing with Uber. Part of the agreement with Uber allows each agency to track trips with specific information such as origins, destinations, time, miles travelled, and costs.

Since the pilot began, three other members have joined: Attleboro High School, Sturdy Memorial Hospital, and ARC of Bristol County.

The service began slowly, but now one year into the pilot, nearly 1,200 rides have been booked, with an average cost of \$21 per one-way trip. Twenty-five percent of the trips are booked during the weekend when GATRA service is not available. Most weekday trips are in the evenings and/or to locations beyond the GATRA service area. The primary users of the services are going to medical appointments, renewal or application for government benefits, appointments at social services, second or third shift jobs, or accessing food or groceries.

Six member organizations now have plans to continue using Uber once the transit grant expires in October, while four other organizations are working on similar sustainability plans.

For GATRA, the keys to the success of the CAR initiative include a collective approach and cross functional membership -- the Alliance included businesses, social services, and transit, with a committed leadership. The social agencies that joined the pilot were also committed and were willing to be trained to use the Uber platform. The alliance has bi-weekly conference calls to monitor results and work to improve the program. The Uber platform also allows for good data to track and monitor rides.

Central Transportation Planning Staff (CTPS)

Sandy Johnston of the Central Transportation Planning Staff (CTPS) discussed the impacts of TNCs on our regional transportation system. More information can be found at <http://www.ctps.org/>

The Boston Region Metropolitan Planning Organization (MPO) is responsible for conducting the federally-required metropolitan transportation planning process for the Boston metropolitan area. This planning process is often called the 3C process -- continuing, cooperative, and comprehensive. The Central Transportation Planning Staff (CTPS) is the staff to the MPO, responsible for carrying out analysis to support the 3C process.

One of the challenges of looking at TNCs and ride-hailing in the 3C process is that this new model is fast moving and unpredictable. For example, there is concern about the long-term financial viability of the model since Uber and Lyft currently are not profitable: What will be the costs and availability of the services in the future? Secondly, TNCs are working with the manufacturers of autonomous vehicles and will likely be an early adopter of autonomous vehicle technology, although the timing of the adoption is still unknown. Finally, we see that most recently Uber and Lyft are acquiring micro-mobility companies (bike share, e-scooters, e-bikes), and the long-term impact of these newer mobility services is only now being considered.

CTPS is currently gathering data to help research these unknowns. There is research showing that TNCs can add to localized traffic congestion and take riders and revenue from transit providers. However, TNCs are private companies that do not readily share data, so we are not sure of the extent of these effects. Massachusetts recently passed legislation that require TNCs to submit data on Massachusetts trip origins to the Department of Public Utilities and we currently have one year

of data¹. The City of Boston also has some data at the zip code level. But predicting usage of TNCs in the MPO's travel demand model requires more detailed data. Last year, MAPC surveyed nearly 1,000 riders in the Boston region (see MAPC's [Fare Choices](#) reports) but more data are needed. The travel behavior survey upon whose data the CTPS model relies, the Massachusetts Travel Survey², was completed in 2011, before the explosion of TNCs.

Once CTPS has data, they work to analyze it. CTPS is planning two new data collection and analysis efforts in the coming year. The first will be a survey of the travel and behavioral choices of people arriving in commercial business areas. That data and further literature review will inform a study of best practices for allocating curb space in higher-traffic areas where there is competition for pedestrians, cyclists, deliveries, and on-street parking, as well as TNC rider pick up and drop off.

CTPS has worked with its stakeholders to identify opportunities for TNCs to contribute to the overall transportation network. They have heard from communities that they would like to work with Uber, Lyft, and others to create partnerships on paratransit services and first/last mile connections, similar to the partnerships described today. We know that suburban communities are the next frontier for transit, and CTPS can help with technical analysis of identifying needs and solutions, including TNC partnerships. CTPS is also working on a new Community Transportation program that will fund first/last mile solutions, which might include ride-hailing partnerships. If there are future partnerships, CTPS would like to see agencies negotiate data sharing agreements with ride-hailing companies to help our region better understand the impacts of TNCs.



Sandy Johnston, Central Transportation Planning Staff (CTPS)

¹ See <https://tnc.sites.digital.mass.gov/> and <https://www.mapc.org/resource-library/tnc-dpu-funds/>

² See http://www.ctps.org/exploring_2011_survey

2. Summary of Question & Answer Session

The following is a summary of questions from the audience and responses from the panelists. The questions are organized by topic areas.

Service Areas

- Does Needham Community Council have a policy about how far the service extends so that it does not jeopardize financial stability of the program?
 - Needham: Eligible trips are within a five mile radius around town, primarily focusing on medical facilities.
- Does the pilot in Attleboro cover second and third shift workers?
 - GATRA: Yes, but we so far only have had a few rides late in the day. The YMCA (the pilot's fiscal agent) is open until 10 p.m., so there is someone able to answer later calls if a ride is needed. Some who need rides after 10 p.m. often calls to have the rides booked in advance.

TNC Driver Wages

- Especially as organizations in the social service business, how do you reconcile contracting with a TNC company that pays low wages to its drivers who are not employees and receive no benefits from the company?
 - Needham and MBTA: Market forces drive this business just as they drive any other business. The UBER/Lyft business model and associated wage works for some drivers, but not others. From discussions with drivers, many like having a flexible schedule. However, this question is an ongoing discussion.



How to Educate TNC Drivers Regarding Populations Served

- Sometimes people do not have the most positive experience with a TNC ride. Do you educate Uber/Lyft drivers about the populations you serve?
 - Needham: It is not our mission, but we do report back to Lyft what we hear from our seniors. As noted in the presentation, we call drivers to communicate particular needs of the riders.
 - MBTA: Riders can rate specific drivers.
 - GATRA: Our organizations have bi-monthly calls and we discuss issues with TNC service.

Partnerships with Other RTAs and Colleges

- Is there a similar partnership between TNCs, RTAs, and a college in MA or anywhere else?
 - GATRA is part of the Southeastern MA Collaborative and works with Bristol Community College to connect campuses in Taunton and Fall River.
 - NSCC can provide information on other partnerships in education access from around the US. Those are not in MA but can share information off-line.

Ride Pooling

- Single rides on TNC vehicles contribute to traffic congestion. What do students or others think of pooling their rides?
 - NSCC: This is only a pilot and the pool ride option is not currently available. There needs to be follow up with Uber.
 - CTPS: TNC companies are optimistic about pooled options becoming more popular but the uptake is slow. A more budget-conscious rider might chose the pool option but right now our research indicates most people ride individually.
 - MBTA: We offer 30 percent discount to RIDE customers who use the ride pool option. But as noted in the presentation, surveys show that being able to ride alone is one of the reasons customers like the RIDE-sponsored TNC trips.

Surge Pricing

- How does surge pricing work with your model?
 - MBTA: It is factored into the average subsidy per ride. Even with the surge pricing, the per-trip costs are still lower than other services offered under the RIDE.

Insurance/Liability

- What are the insurance/liability issues related to contracting with TNC services, and as compared to those for volunteer drivers?
 - Information about umbrella insurance covering volunteer drivers are available here: <https://www.mass.gov/info-details/develop-a-volunteer-driver-program>
 - Needham and GATRA: We found the terms of service and liability terms offered by the TNC to be acceptable.

- NSCC: Students reserve a ride through the UBER app. During initial registration, students acknowledge that any liability is between the rider and the TNC. Thus the college has no liability in this model.

TNC Reliability

- How do you fill the gap if the TNC ride does not materialize?
 - Needham: Consistently we get another ride in five to 10 minutes.
 - NSCC: Never had an issue with that reported to the college.

Passenger Eligibility

- For Needham, who is eligible to ride under your TNC program?
 - Needham: Anyone who does not have a ride. It is not financial need-based but lack-of-transportation-based. Ride is free of charge for the customer but donations are accepted.
 - Needham: We send a monthly letter to the customer explaining how many rides a person took a month and how much that cost. The letter includes a “soft ask” for donations. Twenty-five percent of people send donations to help fund the service. The organization now receives donations from local hospitals as well. Needham heavily relies on data to make the case for the service and its financial viability.

Availability of MPO Program Funding

- How much of MPO funding will be available for community transportation projects?
 - CTPS: In the TIP for 2021 and 2023, \$2 million each year. Application for municipalities and other organizations will be available in 2019/20. (CTPS is working on criteria for pilots. A key criteria of funding pilots will be fiscal sustainability beyond MPO funding.)
 - CTPS: Also, a curb space study (which includes best practices for managing the curb for TNCs) will kick off in the Spring 2019.

Wheelchair Accessible Vehicles (WAV)

- Does your service provide accessible vehicles when someone needs a WAV?
 - GATRA: Many vendors – especially those that also provide non-emergency medical transportation – have WAVs. If someone needs a trip that requires a WAV, the organization contacts GATRA for its paratransit services.
 - Needham: If someone needs a WAV, the concierge refers the person to the Needham Council on Aging for service, whose van is accessible.
 - NSCC: The Department of Justice contacted the college when the pilot service started to make sure that students with disabilities have access to the same on-demand ride service. NSCC has contracted with an ambulance company for that purpose, but the service has not been utilized yet.

Collaboration with Taxi Companies

- Have you thought about collaborating with local taxi companies as opposed to TNCs?
 - NSCC: No taxi company responded to the procurement.

- GATRA: There are no taxi companies in Attleboro. There was a taxi service which went out of business a few years ago.
- Needham: Yes, but the taxi company could not figure out billing and how to work with the concierge, how to answer customer calls, etc.
- MBTA: The RIDE needed a solution that works in its entire coverage area. Taxi has limited coverage, even if you work with multiple providers. However, the MBTA now has a contract with an app called Curb, and taxi providers affiliated with the Curb app are now a part of the pilot program.

Driver Availability

- Are there enough TNC drivers, if these pilots are expanded?
 - No. In Western MA, Central MA and especially rural areas of the state there is a very limited supply of drivers. In fact, there is a shortage of drivers for traditional transportation and transit services. These limitations show that these partnerships are one of the solutions for meeting mobility needs, but not the only one.



3. Areas for Further Research and Collaboration

As a result of the information gleaned from this Ride-Hailing Partnership Forum, MAPC has identified the following areas of future research and regional collaboration to better understand how our region can help shape this changing transportation landscape to be a positive force for improved mobility and accessibility.

Best Practices in Forming Partnerships and Deployment

- Continue monitoring existing partnerships and new pilot programs in the Commonwealth, documenting best practices, noting the needs met, operators, and funding sources for each. An emphasis will be finding programs that promote service to under-served communities and meet ADA requirements, while also encouraging shared rides to reduce traffic congestion and greenhouse gas emissions.
- Determine which state and federal grant programs or other funding sources might help deploy similar pilot programs.

Data Collection to Better Understand Impacts of TNCs

- Where possible, develop agreements with agencies that use ride-hailing to collect anonymized data on TNC trips and travel habits of riders to better understand the impacts of TNCs.
- Find more opportunities to survey TNC riders and collect data, specifically through TNC partnerships sponsored with state grants and MPO funds.

Procurement

- Document best practices to help ensure Massachusetts Chapter 30B requirements and federal procurement guidelines are followed when contracting with TNCs and other transportation service providers.
- Recommend procurement that is fair to all potential vendors, including taxi companies, local livery companies, and new companies in the transportation marketplace.
- Encourage procurement methods that promote projects that are innovative at creating first-last mile connections while also meeting the Commonwealths goals for climate change.

Tracking Changes in the Ride-Hailing and Transit Industry

- Conduct requests for information to technology and transportation vendors to understand the evolving landscape of ride-hailing and on-demand transit (also known as micro-transit).
- Collect case studies from around the US on ride-hailing services and transit that document best practices.

Acronym Definitions

ADA – Americans with Disabilities Act

CTPS – Central Transportation Planning Staff, the staff for the Boston MPO

GATRA – Greater Attleboro Taunton Regional Transit Authority

MAPC – Metropolitan Area Planning Council

MBTA – Massachusetts Bay Transportation Authority (provides paratransit service called the RIDE)

MPO – Metropolitan Planning Organization

Needham – Needham Community Council

NSCC – North Shore Community College

RTA – Regional Transit Authority

TNC – Transportation Network Company

WAV – Wheelchair Accessible Vehicle

This event summary was compiled by Travis Pollack, AICP, Senior Transportation Planner at the Metropolitan Area Planning Council (MAPC). Please direct comments or questions to tpollack@mapc.org.