



**Massachusetts Bay
Transportation Authority**

The RIDE Access Center (TRAC) Update

FMCB Public Session

September 25, 2017

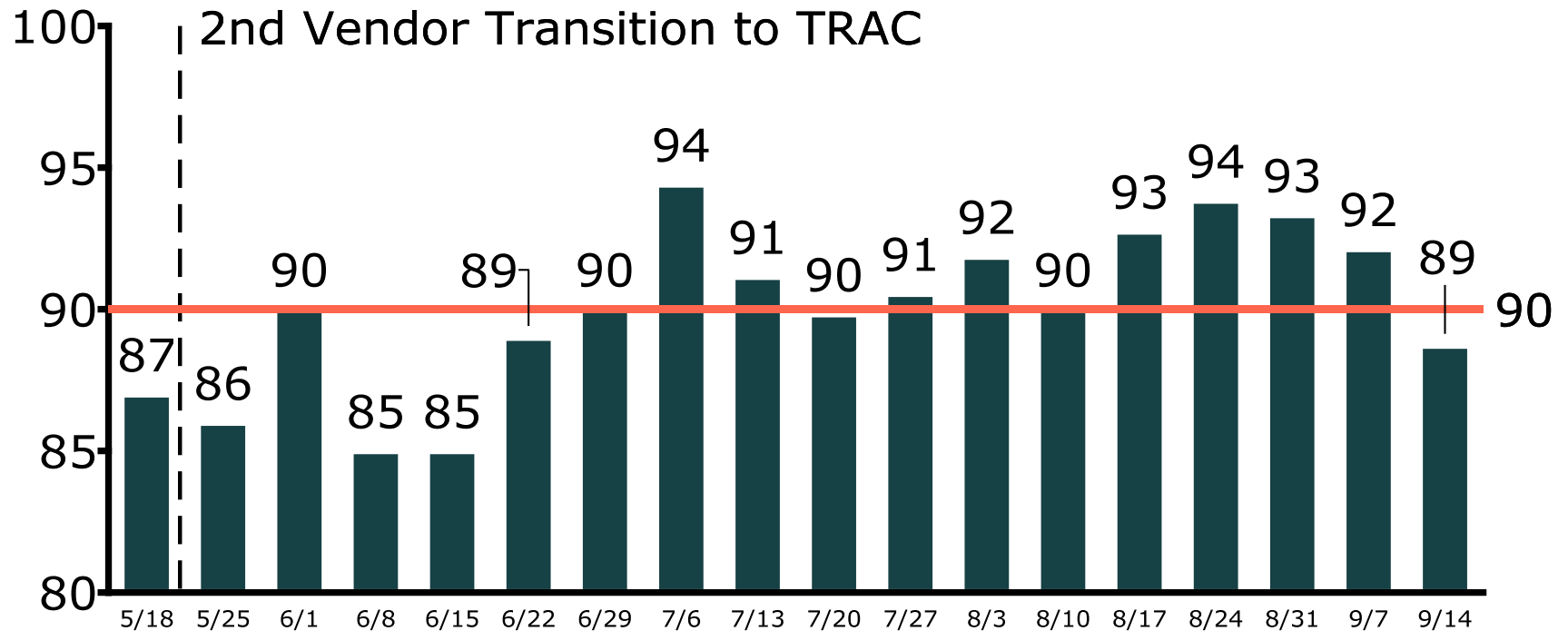
Postponement of 10/1 Transition



- TRAC, managed by Global Contact Services (GCS), has **already transitioned two of the three vendors** and now handles roughly 4,000 of 7,000 daily trips for The RIDE
- The third vendor **transition originally planned for 7/1 was postponed to 10/1** to prevent repeat issues experienced during prior transitions
- The 10/1 transition date was recently **postponed again until at least 11/1 due to remaining open issues**
- Additional time will allow **operations to improve**, and most importantly, will **keep our customers from experiencing possible service degradation**
- The **MBTA will continue to work with GCS** to improve operations and will **closely monitor their progress** as they close out remaining open issues



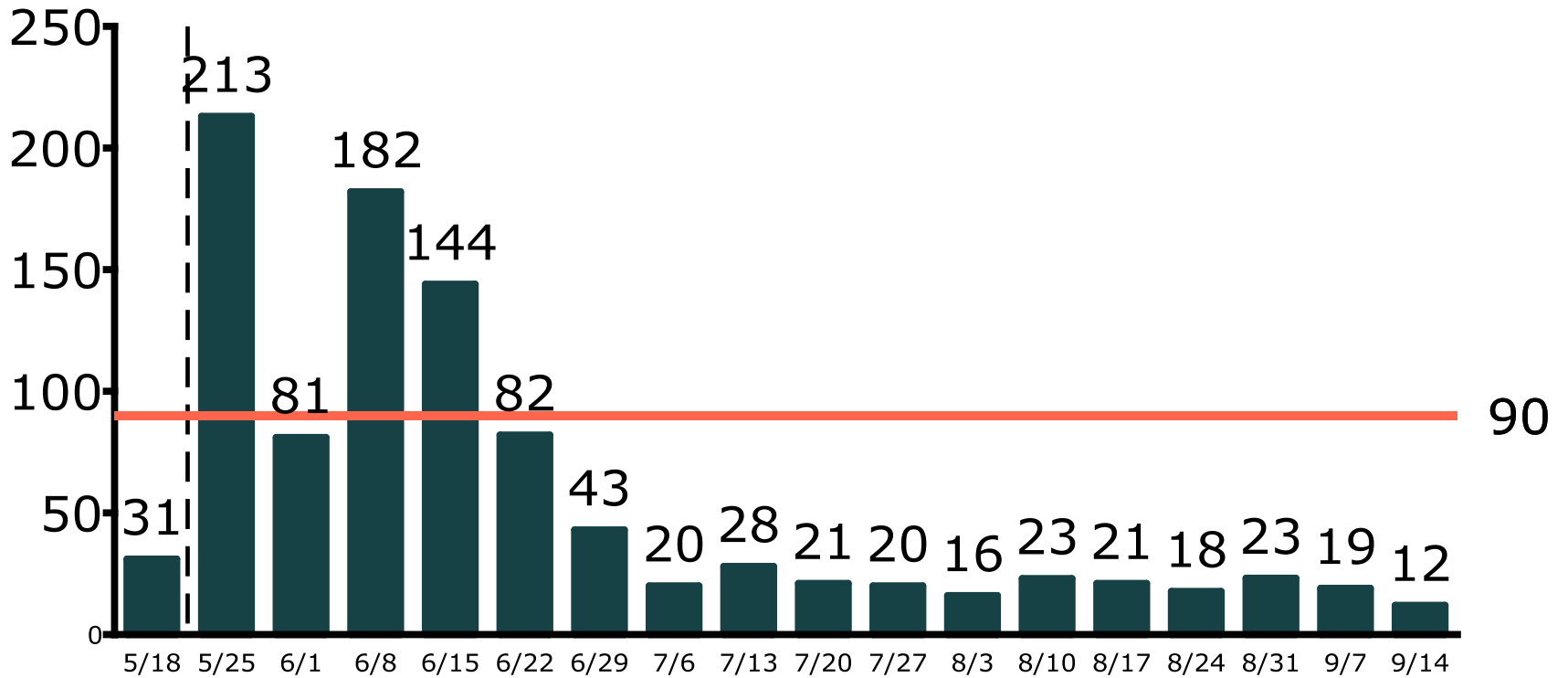
On Time Performance (% within 15 minutes)



Although performance has recovered, there are signs it could regress without immediate action by GCS

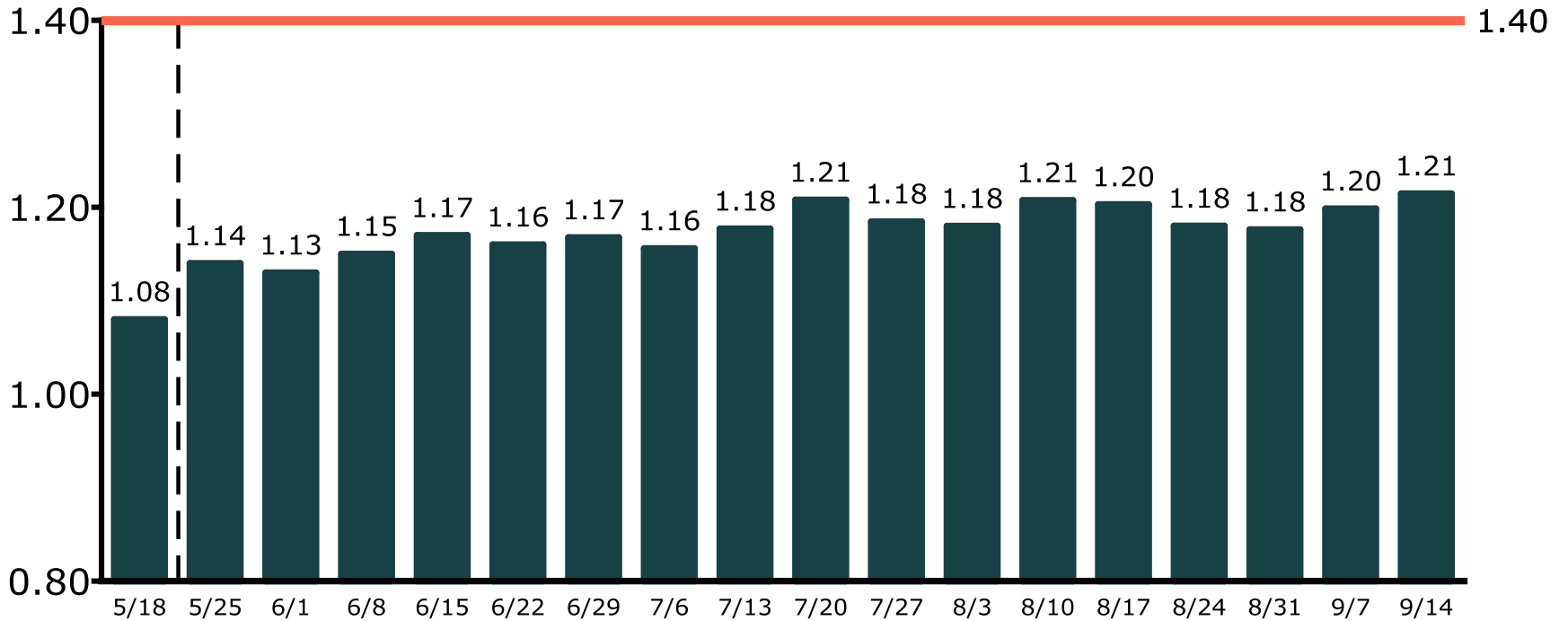


Call Wait Time (seconds)





Productivity (Registered Trips per Revenue Hr)





Customer Issues (per 1,000 Trips)

