

***Access Advisory Committee to the Massachusetts
Bay Transportation Authority***

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Board of Directors Meeting Minutes

Wednesday, February 25, 2015

The meeting was called to order by the Vice Chairman and opened at 10:06 A.M.

Reading of the Agenda

Introductions

Attendees

Rick Morin, Ian Perrault, Mary A. Murray, Lisa Weber, and Hang Lee

MPO Staff:

Janie Guion

MBTA Staff:

Carol Joyce Harrington

At the request of Chairman White, who will return for the membership meeting for this afternoon, Vice Chairman Rick Morin conducted the meeting.

He reported the following:

- He stated that Chairman White is attending the University of Wisconsin's three-day Train-the-Trainer Passenger Assistance Training (PAT), which is hosted by Veterans Transportation. PAT trainers from all three RIDE contractors were recertified.
- He complimented the Office for Transportation Access (OTA) and its vendors for operating THE RIDE during recent weather conditions.
- He noted that THE RIDE Program is being seriously attacked in the print media and that AACT's letter to Gov. Baker will address this issue.
- He updated the members on the Taxi Subsidy Program work; more information will be provided when the program is approved by the MassDOT Board of Directors.
- He expressed his concern that municipalities are doing a poor job at clearing snow from sidewalks; he noted that the lack of snow removal negatively affects the independence of persons with disabilities.

He asked for comments or questions. There were none.

Committee Reports

Rider Oversight Committee (ROC)

Lisa Weber, Board of Directors and representative to the MBTA's ROC reported the following information.

- Members of ROC made a list of issues that they would like the Transportation Secretary to address. Some of the issues are as follows: winter weather, debt restructuring new equipment and features on Green, Orange and Red Line cars, rear door validators for the Green Line and buses, and refunds on the commuter rail.

General Discussion:

The AACT board discussed putting together a committee to write an introductory letter to Governor Baker and Transportation Secretary Pollack about AACT. The letter will address the formation of their committee regarding the future of the MBTA and ask that they do not overlook the disability community's needs. The letter will state that addressing the needs of persons with disabilities should be a major factor in the selection of the next General Manager of the MBTA, and that AACT would like to be involved in the selection process. It will also mention the great job done by both the Department of System-Wide Accessibility and the Office Transportation Access (OTA).

MA Murray stated that a RIDE driver offered no assistance as she entered the vehicle. She also noted that her driver was very rude and showed no respect by calling her nasty names. She witnessed the driver damage her wheel mobility device. She informed GLSS about her damage chair months ago. She stated that she has been advised by GLSS management to repair the wheel mobility device and forward the bill to management. She stated that she has taken her grievance to the Massachusetts Office on Disability and that they were to contact GLSS on her behalf. *R Morin* advised her to contact Mike Hulak at the OTA, as well as the Federal Transportation Administration about her complaint. *CJ Harrington* suggested that she see Randy Hendrickson at the afternoon meeting since he would be the person to ultimately to sign-off on the investigation of the claim.

She also noted that she has had problems with wayfinding at MBTA stations, the most recent incident being at Haymarket station.

Old Business

None was presented.

New Business

Vice Chair Morin expressed Chairman White's comments that AACT establish an award by the next fall Forum to present to someone who makes improvements to accessibility in transportation. He would like the award to go to the former MBTA General Manager Beverly Scott. This suggestion was met with resistance by others thought the award should go to people who made THE RIDE what it is today. AACT has adopted the concept of the award but the naming of such an award is something that should be discussed at a later date.

Announcements

None was presented.

Meeting adjourned at 11:53 A.M.

Notables

The AACT Executive Board will meet from 10:00 AM to noon and the Membership meeting will be conducted from 1:00 PM to 3:00 PM on the fourth Wednesday of the month, except when noted.

AACT can be found on the MBTA website at www.mbta.com/aact. The Memorandum of Understanding (MOU) between the MBTA and AACT, the AACT Bylaws, ADA Regulations, as well as agendas, calendar items, upcoming meetings, and past meeting minutes can be obtained by accessing those highlighted links on AACT's web page.

Comments and questions concerning AACT should be directed to Chairman James White by contacting the AACT Coordinator, Ms. Janie Guion, at 857.702.3658 (voice), 617.570.9192 (fax), 617.570.9193 (TTY), AACT@ctps.org (email), or at c/o CTPS, 10 Park Plaza, Suite 2150, Boston, MA 02116 (mail).

The AACT meeting location is accessible to people with disabilities and is near public transportation. Upon request (preferably two weeks in advance of the meeting), every effort will be made to provide accommodations such as assistive listening devices, materials in accessible formats and in languages other than English, and interpreters in American Sign Language and other languages. Please contact the MPO staff at 857.702.3700 (voice); 617.570.9192 (fax) 617.570.9193 (TTY); or publicinformation@ctps.org.

The MPO complies with Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other federal and state non-discrimination statutes and regulations in all programs and activities. The MPO does not discriminate on the basis of race, color, national origin, English proficiency, income, religious creed, ancestry, disability, age, gender, sexual orientation, gender identity or expression, or military service. Any person who believes her or himself or any specific class of persons has been subjected to discrimination prohibited by Title VI, ADA, or other non-discrimination statute or regulations may, her or himself or via a representative, file a written complaint with the MPO. A complaint must be filed no later than 180 calendar days after the date on which the person believes the discrimination occurred. A complaint form and additional information can be obtained by contacting the MPO (see above) or at www.bostonmpo.org.

Members needing service information or wanting to inquire about MBTA services should do so through the MBTA Marketing and Communications Department at 617.222.3200 or 800.392.6100 Voice, (617.222.5146 TTY), Monday through Friday 6:30 AM to 8:00 PM and Saturday and Sunday from 7:30 AM to 6:00 PM, or the MBTA website at www.mbta.com/customer_support/feedback/.

Please sign in at all meetings.

Announcements are always welcome. Please be prepared to give as many details as possible: date, time, location, contact person, and phone number. A written notice is always appreciated.