

Access Advisory Committee to the Massachusetts Bay Transportation Authority (AACT)

10 Park Plaza, Suite 2150, Boston, MA. 02116-3968

Voice: 857.702.3658, Fax: 617.570.9192

TDD: 617. 570.9193, E-mail: AACT@ctps.org

Executive Board Meeting Minutes

Wednesday, January 25, 2017

Board of Directors:

Chairman – James F. White

Vice Chairman – Lisa Weber

Executive Board

Mary Ann Murray

Beverly Ann Rock

Lisa Weber

Meeting opened at 10:10 AM.

Reading of the Agenda

Introductions

Attendees

James White, Lisa Weber, Jim Tozza, Nadine Jones, Hang Lee, Reggie Clark

Meeting Minutes Approval

- October 26, 2016
- September 28, 2016
- July 27, 2016

All minutes were passed unanimously.

Chairman White's Report

He stated the following:

- The Ad Hoc Committee had its first meeting on January 17. The group covered basic aspects of the committee.
- He attended The RIDE Task Force meeting. The group discussed subsidy programs; the taxi subsidy should begin soon. The group also discussed new means testing.
- Chairman White, Vice Chair Weber, and the AACT coordinator attended Hynes Convention Center to view different fare collecting machines from four vendors. SWA has asked for AACT's input. He discussed a fare collection scanner which would work on the back doors of busses and trolleys.
- He discussed a Lower Mystic meeting. MassDOT is performing a traffic analysis in Everett, Revere, and Boston regarding the impact of casinos. There are concerns about the impact on Charlestown, and there are discussions of a new road to mitigate traffic. He will present more information to AACT when it is available.
- He discussed the new MBTA bus design. He noted the seats behind the driver fold up individually, rather than a bench seat. The busses are also wider than the current design. Additionally, the security cameras can be streamed to an external location, rather than only be held for three days; this will allow for complaints to be investigated at later dates.
- He will attend a Question and Answer session with Governor Baker and Mayor Walsh.

AACT Summit Committee

Vice Chair Weber suggested choosing the guest speakers and scheduling the Summit based on their availability. She hopes that CTPS staff can assist with coordinating the event.

Chairman White suggested a tentative date of May 24. He stated he would speak with Governor Baker and Mayor Walsh about attending, in addition to sending them formal letters. *L. Weber* suggested scheduling the first subcommittee meeting after the invitations have been sent.

New AACT Executive Board Members

Chairman White officially added James Tozza and Nadine Jones to the Executive Board. He outlined their responsibilities and what they should familiarize themselves with.

New Business

Chairman White stated the following:

- Brian Overcash of Global Contact Services extended an invitation to visit THE RIDE Access Center (TRAC) to Chairman White, though he has been unable to attend. He stated he will schedule a time with Mr. Overcash and ask if the AACT Board can also attend. TRAC will begin operations in February.
- Mike Rushin is leaving National Express. His replacement will be Joseph Baker. Mr. Rushin and Mr. Baker will attend the AACT Membership meeting. Chairman White expressed his appreciation of Mr. Rushin.

- Gerald Francis, former General Manager of Keolis Commuter Services, has been promoted to President of North America for Keolis. The new General Manager of Keolis Commuter Services in Massachusetts is David Scorey. Mr. Francis and Mr. Scorey will attend the AACT Membership meeting.

Rider Oversight Committee

J. Tozza agreed to attend the Rider Oversight Committee (ROC).

THE RIDE On-Time Performance / TRAC

Chairman White asked the AACT Board to note the on-time performance in the RIDE vendors' most recent reports, stating they should be at or over 90%; he explained this would be a buffer for a potential drop-off in on-time performance during the transition to TRAC. While the transition to TRAC is occurring, AACT Board members should contact the Office of Transportation Access (OTA) if there is a significant drop in on-time performance. He related a previous incident in which the departure of a senior dispatcher resulted in an on-time performance drop. He added there will be a dedicated OTA staff member on-site at TRAC.

Ad Hoc Committee

Chairman White stated the goal of the group is to have a stronger influence than AACT and include a wider representation of those involved in the disability community. Representatives will include AACT, Boston Center for Independent Living, MA Senior Action Council, Bay State Council for the Blind, Disability Policy Consortium, and Health and Human Services, among others.

Dedicated Area for Buses

Chairman White suggested having a dedicated area for persons with disabilities for busses at major MBTA stations. This would allow drivers to identify persons who need assistance. He stated he would raise the issue with System-Wide Accessibility (SWA).

Open Discussion

N. Jones stated the phone system at Veterans Transportation (VT) was recently down for an extended period. She contacted Greater Lynn Senior Services, who stated they would pass on her information. *Chairman White* stated she should contact the Contract Administrator for VT at OTA, ideally while the phone system is still down; contact information can be found in the RIDE guide. He suggested asking if the issue was related to a software update, noting that software updates should only occur over the weekend. He stated he would speak to Mike Hulak of OTA about the procedure RIDE users should follow if phone systems are down.

Meeting adjourned at 11:45 AM.

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.

Notices of AACT meetings are posted on the website of the MBTA at http://www.mbta.com/about_the_mbta/public_meetings/. Visit the MPO's calendar page at <http://www.bostonmpo.org/calendar/month> to find AACT agendas, meeting minutes, and past meeting minutes. For more on AACT, see the Memorandum of Understanding (MOU) between the MBTA and AACT, the AACT Bylaws, and Americans with Disabilities Act (ADA) regulations at <http://www.mbta.com/aact>.

Also, find articles about topics discussed at AACT meetings in the MPO's newsletter, *TRANSREPORT*, at <http://www.bostonmpo.org/transreport>. For more information on accessibility at the MBTA, please visit www.mbta.com/accessibility.

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) 617.570.9193 (TTY), AACT@ctps.org (email), or c/o CTPS, 10 Park Plaza, Suite 2150, Boston, MA 02116 (US 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.

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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, TTY 617.222.5146, Monday through Friday 6:30 AM to 6:00 PM. There are no weekend or evening hours. You can log on to 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.