

**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](mailto:AACT@ctps.org)*

***Members Meeting Minutes***

***Wednesday, April 26, 2017***

***Board of Directors:***

Chairman – James F. White

Vice Chairman – Lisa Weber

**Executive Board**

Nadine Jones

Mary Ann Murray

Beverly Ann Rock

James Tozza

Lisa Weber

***Meeting opened at 1:03 PM.***

***Reading of the Agenda***

***Introductions***

***Attendees:***

Jim White, Nadine Jones, Eric Lane, Lisa Weber, Dee Whittlesy,  
Mary Ann Murray, Debbie Weathers, Richard Mahoney, Deji,  
Kevin Wilson, David Vieira, Mary C. Davis, Thomas Gilbert,  
Christine Daniels, Jim Tozza, Carl Slegland, Deanne Sisco,  
Elizabeth Crocker, Reggie Clark, Angela Manerson, Richard  
Mahoney, and

## ***MBTA Staff:***

Mike Hulak, Phil Balcom, and Rob Sampson,

## ***Vendor Staff:***

Elizabeth Hickey, Victor Herrera, Mark Logan, Kevin MacDonald, Steve Epps, Kelley Campbell, L. S.-Salazar, and Ray Croteau

## ***Other:***

Patricia Mendez, James Donovan, Jr., Jessica Podesva, and Michael Hauoel

## **Approval of Meeting Minutes**

March 22, 2017 were approved unanimously.

## ***Chairman White's Report***

*He stated the following:*

- He attended the Fiscal Management and Control Board (FMCB) to oppose canceling THE RIDE Premium service for those who live outside premium service area.
  - He noted that a joint letter addressed to the FMCB and read into the record is available upon request.
  - He made a plea to the FMCB to consider giving the Task Force more time to explore additional cost cutting measures before taking action on the Premium service.
  - He noted that the impact and success of Taxi Subsidy, UBER, LYFT, and THE RIDE Access Center programs will not be available for some time.
- He attended the viewing of the new Orange Line mock-up at Government Center at City Hall Plaza.

- He attended several Task Force meetings.

He then asked for questions.

**A. Manerson** stated that she needs more information on the mock-up train. *L.S. Salazar* stated the mock-up was on display at Government Center which had nothing to do with the Green Line.

## ***Red/Orange Line Presentation***

Rob Sampson gave an overview of the new Red/Orange Line mock-up with a PowerPoint presentation. Please see the attached handout.

He then asked for questions.

**T. Gilbert** offered two suggestions for the new train (1) the addition of external speakers for emergency announcements (2) the addition of a backup switch in case of failure. *R. Sampson* noted that the train will be equipped with automated external speakers. He was unable to make a comment on the second suggestion.

**D. Vieira** asked if the mock-up was still available to the public. *R. Sampson* stated no it is back in the garage.

**L. Shepard** asked if a mock-up could be available for travel training. *R. Sampson* stated there had been some discussion about that. He noted that train is housed where there is no public access.

## ***MBTA and Vendor Reports***

### ***MBTA Department System-Wide Accessibility (SWA)/Fixed Route Services***

***Rob Sampson, Manager for SWA,*** reported the following:

- He stated staff from SWA went to Riverside Car house to inspect a mock-up of the next generation of Green Line trains. Due to enter in service May 2018.
- He gave a reminder regarding Judge King's semi-annual public meeting on Wednesday, June 7 from 5:00 PM to 7:00 PM, at 10 Park Plaza.

He then asked for questions.

**D. Vieira** asked that the MBTA consider adding more benches in stations. He noted that the few benches there are, limited and spread out for people with limited mobility. *R. Sampson* noted that inventory of stations had been on hold. He commented that benches were recently installed on the Red Line at Davis and Porter Squares.

**T. Gilbert** asked if bus stops on Route 89 could be consolidated. *R. Sampson* noted that he will share the information with Operations.

**C. Slegland** has concerns that vehicles illegally parked are blocking bus stops. He has reported violators to the Boston City line at 311. He noted that the T's website lacks a field to log in parking violators. *R. Sampson* suggested that he also report violators to the T's Customer Service Department at 617.222.3200.

**T. Gilbert** asked if the PATI document included consolidation of bus stops. *R. Sampson* explained that the evaluation of all bus stops has now been completed. The next phase in this process will be to review stops for elimination or consolidation.

**L.S. Salazar** asked would the revamp of the MBTA website have a field to file complaints. She noted that at present she uses the category Other for complaints. *R. Sampson* he will need to do research.

## ***MBTA Office for Transportation Access (OTA) -THE RIDE Program***

***Mike Hulak, Manager of Paratransit Contract Operations***, submitted his report and shared the following:

- THE RIDE Eligibility Center (TREC) will be moving the last weekend in April. TREC will begin to see new and recertified RIDE customers at their new site: 1000 Massachusetts Avenue in Boston - New Market Square area on 5/1/17 with the same contact info at 617.337.2727.
- THE RIDE Access Center will take over GLSS reservation on 5/13/17. Scheduling and Dispatch of GLSS trips will take place on 5/20/17 the number will remain as 888.319.7433 for the time being.

He then asked for questions.

***Angela Manerson*** is concerned about her RIDE account. *M. Hulak* asked that if there are discrepancies with your account to please contact his office OTA 617.222.5123.

***M.C. Davis*** explained that she is troubled with THE RIDE for on-time pickup performance. *M. Hulak* suggested that she file a complaint with OTA.

***Chairman White*** thanked Mr. Hulak for his report.

### ***Keolis Commuter Services (KCS), LLC***

***Elizabeth Hickey, Manager and Title VI/ADA Enforcer***, stated the following alerts:

- Tuesday, May 23 scheduled wrap up of tire work on the Worcester Line. Delays will continue on the 5:12 PM for up to 20 minutes.

- That May will have weekend busing on the Haverhill line between Reading and Haverhill.
- They are aware of Mansfield mini-highs complaints. Contractor will replace with a temporary mini-high doing the construction phase. The job is on hold until the green light is given.

She then asked for questions.

**D. Vieira** thanked Ms. Hickey for passing on his comment about train engineers pulling into the station without their flashing lights on approach. He has noticed a great improvement. *E. Hickey* noted that she was glad to hear about the improvement.

**M. A. Murray** asked if Keolis is planning to have any public meetings before work begins on the Beverly Depot. *E. Hickey* explained that she would need to do research.

**L.S. Salazar** asked if Keolis would consider using the inside signage to announce stops on the commuter rail. She is aware that the conductors make the announcements. She noted that often conductors are too far away from those who maybe hearing impaired. *E. Hickey* noted that oftentimes the motor coaches are older than the GPS system and are not compatible. She noted that they are working to resolve the issue.

**Chairman White** thanked Ms. Hickey for her update.

## ***Global Contact Services, LLC***

***Ray Croteau in for Christine Woznac, General Manager, and THE RIDE Access Center (TRAC)*** submitted his report and would now take questions.

**M. A. Murray** asked how the vendor transition was going with the vendors. *R. Croteau* noted it has been an interesting few months. He said that TRAC has been working through the new process of getting National Express on board and working with them closely to make that happen. He noted that in May Greater Lynn Senior Services will

transition over to TRAC. She also asked about the time it takes THE RIDE to travel from Lynn to Boston. *E. Lane* answered since he comes from Lynn also. He noted that the trip is about one hour, but varies according to traffic.

**Chairman White** thanked Mr. Croteau for his update.

### ***Veterans Transportation (VT)***

***Kevin MacDonald, Project Manager*** distributed his report and announced that the PAT class will be in early May 3<sup>rd</sup> from 9:00 AM to 3:00 PM.

He then asked for questions.

**K. Wilson** was concerned about booking trips in advance. *K. MacDonald* stated the standard for booking trips is one week in advance.

**Chairman White** thanked Mr. McDonald for his report.

### ***Greater Lynn Senior Services (GLSS)***

***Steve Epps, Director of Transportation,*** submitted his report and announced that the PAT class will take place on May 8, at the 330 B Lynnway, Lynn garage from 8:00 AM-4:00 PM.

He then asked for questions.

**M. A. Murray** is concerned that same-day trips numbers are very high for all vendors. *M. Hulak* noted that it is a same-day service.

### ***National Express Transit (NEXT)***

***Victor Herrera, General Manager,*** announced that PAT class will take place in May, uncertain of the date, at 8:00 AM to 4:00 PM.

**D. Weather** gave a compliment to the NEXT drivers.

**R. Clark** question is inaudible.

**E. Lane** asked if THE RIDE vehicles would be getting updated GPS. *M. Hulak* stated that GPS in THE RIDE vehicle is unlike the one in a private vehicle.

## **Open Discussion**

**T. Gilbert** explained that commercial vehicles continue to illegally park at bus stop. *Chairman White* asked that he provide the information where the illegally parked vehicles are so that he can forward it to the Transit Police.

**K. Wilson** asked that reserve seating be saved at the Summit up front for those who are hearing impaired.

## **Announcements**

**L. Weber** announced that the summit is being held on May 24 in place of the AACT Executive Board meeting from 8:30 AM to noon in this location.

**P. Mendez** announced the City of Boston Community Forum on disability issues on May 10, 2017 at Suffolk on the first floor.

**Meeting adjourned at 2:53 PM.**

## ***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/](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](http://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](mailto: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.

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](http://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, 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/](http://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.