

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

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Executive Board of Directors Minutes

Wednesday, August 23, 2017

Board of Directors:

Chairman – James F. White

Vice Chairman – Lisa Weber

Executive Board

Mary Ann Murray

Beverly Ann Rock

Nadine Jones

Tom Tozza

Meeting opened at 10:10 AM.

Reading of the Agenda

Introductions

*Attendees: James White, Lisa Weber, Jim Tozza, Nadine Jones,
Hang Lee, Beverly Ann Rock, Mary Ann Murray*

Meeting Minutes Approval

- Jun 28, 2017
- May 24, 2017

All minutes were passed unanimously.

Chairman's Report

He stated the following:

- He attended the August 3rd RIDE Task Force meeting.
- He and Vice Chairman Lisa Weber have been assigned to provide and recommend training protocols for the Taxi Subsidy Program. He will give a report at next meeting.
- He will attend the August 24th ADA Recertification training at the Charlestown Garage.

Lisa Weber, Vice Chairman shared that the Ad Hoc Committee has named the new advisory committee to the MBTA as the “Accessible Transportation Committee.”

Committee Report

Rider Oversight Committee (ROC)

Jim Tozza, Board member, attended the ROC meeting and reported that no accessibility issues were discussed.

Open Discussion

- Chairman White commented on the new in-station ambassadors and their lack of sensitivity to persons with disabilities. He explained that he watched the video that showed the visually impaired consumer at the Chinatown station and the scuffle that ensued. He noted that he was invited to a meeting by Laura Brelsford of System-Wide Accessibility where he inquired about training for the in-station ambassadors, but she was unclear. He noted with no training

that would be a bad idea. He was pleased to know that the two ambassadors were terminated.

- Members discussed several issues with Global Contact Services with different levels of concerns: problems with drivers, difficulty in getting a ride, phone wait time, politeness, promptness of pickup/drop-off, and dispatchers. A member noted that after last month's meeting he was captive on THE RIDE for 4½ hours and the scenic route was very intrusive due to his medical issues.
- Members also discussed the Taxi Subsidy Program at length, but noted that the MBTA has not yet signed a contract. There is concern whether the program will be widespread to other areas such as the North Shore and other areas serviced by the MBTA.
- Chairman White explained that OTA will integrate the non-ADA LYFT and UBER service into THE RIDE Access Center. He noted that this will give consumers options that will provide a more direct service. Consumers who opt for this service should be aware that this is an all-volunteer program, with no door-to-door service, but is only a drop-off, and pick-up only service.

Old/New Business

None was presented.

Announcements

None was presented.

Chairman White adjourned the meeting early to allow the Board to meet representatives of New with England Wheels, Inc., of Billerica.

On display was a 15-passenger lowered floor minibus that can accommodate up to 3 wheelchairs with 8 passengers. Feedback on the vehicle was positive from both AACT members and MBTA staff.

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 (U.S. mail).

The AACT meeting location is accessible to people with disabilities and is near public transportation. Upon request, 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.

Contact the Customer Call Center at 617.222.3200 or 800.392.6100; TTY 617.222.5146. Now with extended hours Monday through Friday: 6:30 AM to 8:00 PM and Saturday – Sunday: 8:00 AM to 4:00 PM.

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.