

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

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AACT Membership Meeting Minutes

Wednesday, March 25, 2015

Board of Directors:

Chairman - James F. White

Vice Chairman - Rick E. Morin

Executive Board

Mary Ann Murray

Ian Perrault

Beverly Ann Rock

Lisa Weber

Meeting opened at 1:05 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.

AACT can be found at 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 the Chairman James White by contacting the AACT Coordinator, Ms. Janie Guion, at 857.702.3658 (voice); 617.570.9193 (TTY), 617.570.9192 (fax), 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. 9193 (TTY), 617.570.9192 (fax), 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 herself/himself or any specific class of persons has been subjected to discrimination prohibited by Title VI, ADA, or other non-discrimination statute or regulation may, herself/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, TTY 617.222.5146, Monday through Friday 6:30 AM to 8:00 PM and Saturday/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.

Reading of the Agenda

Introductions

Attendees: Bob Hachey, Nancy Miller, Richard Mahoney, Theadora Fisher, Sharon Harrison, Debbie Weathers, Kathryn Piccard, Linda Shepard Salzer, David Hogan

Also Lisa Weber, James White, Rick Morin, Mary Ann Murray, Ian Perrault

MBTA Staff:

Mike Hulak, Carol Joyce-Harrington, Frank Oglesby, Laura Brelsford,

Vendor Staff:

Selena Walckner, Randy Hendrickson, Chris McMahon, Kevin MacDonald, Victor Herrera

MPO Staff:

Janie Guion and Matt Archer

Approval of Minutes

None were presented.

Chairman's Report

The Chairman stated the following:

Chairman's Report

The Chairman stated the following:

- He complimented THE RIDE program and its vendors for operating during recent weather conditions.
- He attended the University of Wisconsin's three-day Train-the-Trainer Passenger Assistance Training hosted by Veterans Transportation, which recertified PAT trainers from all three RIDE contractors.
- Chairman White received accolades from Robert Schmitt, Ph. D. of the University of Wisconsin's Passenger Assistance Training Program for

his keen knowledge of the program. He commented that the message was a wonderful reflection of AACT and past chairmen Ben Haynes and Philip Beaulieu who were his mentors.

- The Taxi Subsidy Program Committee continues its work; more information will be provided when the program is approved by the MassDOT Board of Directors.
- He expressed his concern that municipalities are not clearing snow from sidewalks; the lack of snow removal negatively affects persons with disabilities.

He asked for comments or questions.

Treasury Report

- Chairman White stated that an account with the funds (\$1280) donated by a former AACT member will be opened in the next several days.

Monica G. Tibbits-Nutt, Executive Director, 128 Business Council, “Transit Diary Project”

Ms. Tibbits-Nutt gave an overview of the latest collaboration between the MBTA and MBTA Advisory Board, which is gathering data on MBTA customer satisfaction. The data will be used to inform actionable recommendations for improving MBTA service. The diary is in a testing mode. She and her staff are still gathering questions for the diary which can be accessed through admin@transitdiary.com.

She then asked for questions.

Chairman White asked if accessibility issues are separated category. Ms. Tibbits-Nutt noted that accessibility issues are forwarded to the MBTA.

L. Fowlkes asked if there was a reason why the MBTA would not fund a program that could help. *Ms. Tibbits-Nutt* commented that there have been supporters within the MBTA but also many changes in the administration; at present MBTA Advisory Board believes in the project. Lorr asked if there were allies that could help get the project started. *Ms. Tibbits-Nutt* stated that she will need to meet with the next hired General Manager to get the program going. AACT Chairman noted that he has advocate on behalf of the program at a recent MBTA Board of Directors meeting.

L. Weber asked if second-hand comments would be accepted. Ms. Tibbits-Nutt noted it doesn't matter how the information arrives she and staff will sort it out and forward to the MBTA.

T. Gilbert asked if there was a place in the diary to log in down or missing bus stops. Ms. Tibbits-Nutt stated that yes you can enter that item in the diary. Her staff will then follow-up and get back to you. She noted that it would be useful to put together an interactive sign map that would indicate which signs or down.

M. Hulak asked how complaints that are about THE RIDE being handled. Ms. Tibbits-Nutt noted only two users of THE RIDE were taking part in the testing and that when complaints come in she would forward to MBTA Operations or the General Managers office.

B. A. Rock asked why AACT was not included in the survey. Ms. Tibbits-Nutt noted that the transit diary is in a testing stage and that everything is done through email at admin@transitdiary.com.

M. Dolan lives in Peabody and stated the snow removable from bus stops was dreadful. Ms. Tibbits-Nutt noted that she will log in diary.

E. Minar noted that she had the same problem with snow removable from bus stops. She stated that she spoke with someone in the MBTA Customer Service Department who commented that the MBTA is only responsible for moving snow from the stop at Roxbury Crossing. She also went on to say that the stops in the South End on Washington Street are heated and have regular snow removal.

R. Dias asked if someone notes a problem in the diary and finds that after a while the problem has not been corrected; is there a place or box to update in the original diary log? Ms. Tibbits-Nutt stated that there was not; she noted that she liked the idea.

Nominations for the AACT Board of Directors term 2015-2017:

Chairman White opened the nominations for the AACT Board of Directors by explaining the guidelines. He commented that the meeting attendance of members endorsing candidates will be verified.

Nomination Update

Chairman White gave an update on last month's nominee Rick Morin, for Vice Chairman who was away at time of nomination. Mr. Morin accepted the nomination to the membership.

Nominee

Current Board member, Beverly Ann Rock was nominated to the Board of Directors. She graciously accepted the nomination.

The nominations were closed and will reopen on April 22nd.

MBTA Reports

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

Laura Brelsford, Assistant General Manager for System-Wide Accessibility distributed her report and strongly appealed to everyone to not just file complaints through the transit diary but, too please remember to file all complaints with the MBTA Customer Service Department at 617.222.3200 or at mbta.com. She noted that she does not want the Transit Dairy to weaken the opportunity to internally advocate for change.

She then asked for questions.

Chairman White noted that he discussed with Ms. Nutt that all complaints should go directly to the MBTA Customer Service Department and that issues of accessibility should go directly to the Department of System-Wide Accessibility.

E. Frith noted that non-MBTA buses and commercial vehicles are illegally parking in stops designated for MBTA buses. She noted that someone as attached a permit sign that that allows non-MBTA buses and commercial vehicles permission to park and pickup passenger. She noted the person's giving the approval is Wayne Emerald an engineer for the City of Cambridge for parking at Elliott and Dennis streets stop. *L Brelsford* stated she would do research on this issue.

T. Gilbert noted that there are bus stop signs missing in his neighborhood. *L Brelsford* noted there are over 6,000 bus stop sign with many of the signs came being down this winter due to wind or bad navigation. She commented that signs are being replaced as soon as possible.

Chairman White thanked Ms. **Brelsford's** for her report.

Keolis Commuter Services

Selena Walckner, Equal Employer Opportunity and Title VI Manager, stated the following:

- Members were informed that a photographer for Keolis would be taking pictures for their Global brochure to share with the Keolis Global community.

- March 30 as promised Keolis would be restoring full service to all lines
- Keolis looking forward training for all staff with the Department of System-Wide Accessibility.

She then asked for questions.

Chairman White commented that a passenger asked the clerk selling tickets at North Station to verify if a station on the North Shore was accessible. He noted the clerk didn't know or refused to give information which left person stranded until a return train. He also added that this information the clerk selling tickets should know. *S. Walckner* noted that she was sorry for the inconvenience and had earlier passed on the information.

E. Frith commented that she is being charged the full price with her TAP card and that she is also being assessed a fee for purchasing her ticket on board. She noted that conductors need training. *S. Walckner* noted that fare cards were issued on July 1st and that consumers should report discrepancies with the Keolis Customer Service Department and that those of the types of complaints that she investigates.

E, Minar asked whether or not the new trains were on line with the double wide doors? *S. Walckner* commented that Keolis is working in partnership with the Department of System-Wide Accessibility for this issue.

A consumer commented that the MBTA should think about investing in plow base engines. *S. Walckner* noted that they are working to make things better.

M. A. Murray asked whether or not signage was a being posted in areas where it was missing. *S. Walckner* noted that there is a plan for the entire commuter rail system that is in progress.

Chairman White thanked *Ms. Walckner* for her report.

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

Frank Oglesby, Deputy Director, submitted the OTA report and shared the following:

- MBTA Board of Directors announced the following:
 - Frank DePaola has been named the new interim General Manager of the MBTA
 - April 24 has been announced as the MBTA Free Fare Day on all modes (see attached)

Chairman White thanked Mr. Oglesby for his report.

E. Frith commented on a new Braille software App for iPhone giving instructions to travel on transit. *Mr. Oglesby* noted that this may be useful to the Department of System-Wide Accessibility. *L. S. Salazar* noted that a pilot preset program at Arlington Street station and they are waiting on feedback.

National Express Transit (NEXT)

Victor Herrera, General Manager, distributed his report and announced that they will be having more drivers on the road.

A. Weathers commented that when drivers have add-ons it becomes difficult for them to adjust to the additional add-on. How it adding the new drivers help with the additional add-ons. Mr. Herrera adjustment should be made to have you dropped off first. Adjustments to schedules are happening all day long; we do make mistakes.

L. S. Shepard asked why a client that she is working with would be dropped off in different locations each time he takes THE RIDE. *Mr. Herrera* noted that the drop-off location must be coordinated with the reservationist.

Chairman White thanked Mr. Herrera for his report.

Veterans Transportation (VT)

Kevin MacDonald distributed his report and announced upcoming trainings.

He then asked for questions.

A consumer noted that he has problems getting his calls answered by dispatch. *Mr. MacDonald* stated that he may be phoning in at the peak hours.

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

Greater Lynn Senior Services (GLSS)

Chris Mahon distributed his report and had no further updates.

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

Announcements

Reggie Clark announced that the Boston Center for Independent Living on March 20 presented the Marie Feltin Award for Equal Access and Inclusion in Transportation to Laura P. Brelsford, the MBTA's Assistant General Manager for the Department of System-Wide Accessibility.

M.A. Murray thanked members for attending today's meeting. She also noted that it has been challenging to get people to support and attend meetings with consistency. She appealed to the members and friends to continue to show up and bring a friend to the April 22nd meeting.

Meeting adjourned at 3:01 PM.