

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

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***AACT Membership Meeting Minutes***

***Wednesday, October 28, 2015***

***Meeting opened at 1:10 PM***

***Board of Directors:***

Chairman - James F. White

Vice Chairman - Rick E. Morin

**Executive Board**

Mary Ann Murray

Ian Perrault

Beverly Ann Rock

Lisa Weber

## ***Introductions***

***Attendees:*** Lisa Weber, James White, Beverly Ann Rock, Gloria Savory, Ian Perrault, Nancy Miller, Richard Mahoney, Debbie Weathers, Cheryl Ravalli, Ester Minor, David Vieira, Rob Dias, Joe Quintanilla, Richard Mahoney, Carol Savory, Gina Russo, Betsaida Gutierrez, Reggie Clark, Thomas Gilbert, Bill Corcoran, Angie Manerson, and Dee Whittlesly

## ***MBTA Staff:***

Frank Oglesby, Carol Joyce-Harrington, Rob Sampson, Jessica Podesva

## ***Vendors:***

Mike Rushin and Victor Herrera – National Express (NEXT), Selena Walckner – Keolis Commuter Services (KCS), Steven Epps – Greater Lynn Senior Services (GLSS), and Kevin MacDonald-Veterans Transportation (VT)

## ***Other:***

David Chia

## ***MPO Staff:***

Janie Guion and David Fargen

## *Reading of the Agenda*

### *Approval of Meeting Minutes*

R. Clark moved to accept the August 26, 2015 meeting minutes and C. Ravalli seconded the motion. The minutes were approved unanimously.

### *Chairman's Report*

*Chairman White commented on the following:*

- He announced that the MassDOT Board of Directors has named Kenneth Green as Chief of the MBTA Transit Police
- He attended passenger assistance training at National Express
- He attended an introductory meeting of the Selection Committee for the Centralized Call Control Center

He asked for comments or questions. There were none.

### *Treasury's Report*

Chairman White noted that Ms. Woodman was sent a letter explaining why the check donated by her brother was returned.

### *MBTA Design and Construction*

***Erik J. Stoothoff, PE, Chief Engineer, MBTA Design and Construction*** discussed in-depth how the MBTA is preparing for the

winter of 2015. He explained that his department, along with the Department of Maintenance and Operations, is implementing a number of emergency preparedness measures in advance of the coming winter. Infrastructure improvements will include the replacement of third rail heaters on the Red and Orange subway lines, and a replacement of the third rail on the Braintree branch of the Red Line (with the Ashmont branch to follow in the spring), and the installation of snow fences to prevent snow drift onto train tracks.

New snow plowing equipment, anti-icing agents, and parts for vehicles will be in the MBTA's arsenal for keeping trains running in severe weather. The MBTA is also enhancing its emergency operations to include a new MBTA Storm Desk for centralized coordination of storm response efforts. (Please see the attached)

He then asked for questions.

**A consumer** asked where will volunteers get the weather-related information to pass on to commuters. *E. Stoothoff* noted that the information will be sent by text messages to the volunteers who can then share the information with commuters.

**A consumer** asked about how the system would work in relationship to paratransit service. *C.J. Harrington* noted that, although OTA was not part of the presentation today, they are part of the plan. She also explained that for information concerning THE RIDE during snow

emergencies or any type of emergency RIDE customers should contact the MBTA Customer Service Center at 617-222-3200 or their contactor. Information on THE RIDE will also be presented on the MBTA's website under 'Alerts'. Ms. Harrington cautioned during snow events that there could be significant delays due to unplowed streets.

**D. Vieira** asked Mr. Stoothoff would he return in the spring for an update on how the plan worked. *Mr. Stoothoff* explained that this is the first time the MBTA will be executing the plan. He noted that he would return.

**Chairman White** thanked Mr. Stoothoff for his presentation.

## *MBTA Reports*

### *MBTA Transit Police Update*

*Kevin Green, recently named MBTA Chief of **Police***, addressed AACT and its friends today briefly to acknowledge his new role. He reassured everyone that there will continue to be a presence of the Transit Police at AACT meetings.

**Chairman White** congratulated Chief Green on his promotion and commented that he is well deserving of his promotion. He thanked the Chief for taking the time to acknowledge AACT.

There were no questions asked.

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

***Rob Sampson, Manager for the Department of System-Wide Accessibility*** distributed his report and had no further updates.

*He then asked for questions.*

**B. Corcoran** commented that he sees the number of complaints but he would like to know what type of discipline the operators' were given.

*Mr. Sampson* explained that disciplinary information is reported quarterly.

**E. Minor** commented that some buses have ramps that don't deploy.

*Mr. Sampson* noted that bus operators should identify and report vehicles that may have problems before leaving the garage.

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

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

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

- She announced that Keolis has sixteen new customer service representatives now in stations providing customers with general assistance.

She then asked for questions.

**L. Weber** asked for an update on the slippery rail situation. *Ms. Walckner* stated that she would need to do research.

**D. Whittlesly** asked if there was an update on the Fitchburg commuter rail line. *Ms. Walckner* stated she would need to do research.

**G. Savor** commented that she would like to see more customer support on weekends. *Ms. Walckner* indicated that she would pass on the information.

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

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

***Frank Oglesby, Deputy Director***, submitted his report and shared that The Taxi Subsidy Pilot program was launched in November. Approximately 125 RIDE customers are participating in the pilot which is to run thru June 2016.

The Means Testing Pilot program is ending on December 31<sup>st</sup>. A post pilot survey will be sent out to the 579 RIDE customers, who were eligible to participate in the pilot, in December. All ADA trips scheduled for 1/1/16 and forward will revert back to the pre-pilot regular fare of \$3.

He then asked for questions.

**G. Savory** asked for information on THE RIDE Taxi Subsidy Pilot program. *Chairman White* commented that the random selection of users had been completed. Vice Chair Rick Morin, a Taxi Subsidy pilot participant himself, commented that he had used it recently and found it to be very workable for him.

**J. Quintanilla** asked for an update on the proposed Call Center for THE RIDE. *C. J. Harrington* stated that it is a work in progress and will not be rolled out before 2017.

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

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

**Victor Herrera, General Manager**, distributed his report and announced the following:

- On November 10, the construction and redesign of space at his facility is now completed.

He then asked for questions.

**G. Savory** explained that she had a terrible experience attempting to take THE RIDE from Logan airport. She stated that she had informed THE RIDE that her plane had landed late, the driver was told not to wait. She asked if more could be done to accommodate passengers

due to late arrivals. *Mr. Herrera* explained that pickups at the airport are very difficult for THE RIDE because many times flights are late and that they must adhere to the five minute wait rule. He explained that THE RIDE as a schedule to keep with other customers and cannot be delayed for any length of time.

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

## *Veterans Transportation (VT)*

**Kevin MacDonald** distributed his report and announced upcoming passenger assistance training (PAT). He explained that VT is preparing their winter emergency plans.

He then asked for questions.

**J. Quintanilla** asked what is involved in the PAT and the consumer's role. *Mr. MacDonald* stated that there is an open offer for consumer participation. VT drivers are instructed by trained and certified University of Wisconsin instructors with video scenarios. He described that the training is fairly broad and comprehensive and runs for about six to seven hours.

**G. Russo** commented that she has to go through several layers of staff before she is able to speak to someone about her complaint. *Mr. MacDonald* suggested that calls be made during normal business

hours, unless it is an emergency. **Chairman White** thanked Mr. MacDonald for his report.

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

**Steven Epps, Director of Transportation**, distributed his report with no further updates.

He then asked for questions.

**B. Cochran** commented that when he contacts GLSS for reservations by phone he has to wait a long time for service. *Mr. Epps* stated that he would need to do research.

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

## **Old/New Business**

None was presented.

## ***Adjourned at 3:00 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](http://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](mailto: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](mailto: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](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 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/](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.