

# **Draft Memorandum for the Record Access Advisory Committee to the Massachusetts Bay Transportation Authority (AACT) Executive Board Minutes**

**Wednesday, January 24, 2018**

10:00 AM–12:00 PM; State Transportation Building, Suite 2150  
10 Park Plaza, Boston

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## **Board of Directors:**

Chair—James F. White

Vice Chair—Lisa Weber

## **Executive Board**

James Tozza

Nadine Jones

Mary Ann Murray

Beverly Ann Rock

## **Reading of the Agenda**

## **Welcome and Introductions**

## **Attendance**

James White

Lisa Weber

Nadine Jones

Hang Lee  
James Tozza  
Beverly Ann Rock

## **Chair's Report**

James White, Chair, addressed his absence from previous meetings and expressed his appreciation to Vice Chair Lisa Weber for her support during his absence and for the wonderful job as noted to him by others. Chair White then updated the committee on the following points.

- The MBTA will sever all ties with Global Contact Services (GCS) by the end of June 2018 to be replaced with a new vendor to assume responsibility for the centralized call and control center for THE RIDE, the MBTA's paratransit program.
- The Chair expressed gratitude to the Office for Transportation Management (OTA) for the recommendation to the General Manager for his appointment to the Selection Committee to represent AACT's membership during the evaluation period to replace GCS for the new call center vendor.
- The Chair noted that GCS will remain in place for a period for a smooth transition once the new vendor/contractor is selected.
- The Chair thanked Matt Archer, Boston Region Metropolitan Planning Organization (MPO) support staff, for his assistance during the absence of the AACT's Coordinator.

The Chair opened the floor to questions and discussion.

N. Jones asked that the record show that the Vice Chair be recognized for a commendable job in the absence of the Chair.

The Vice Chair noted that she reviewed the request for proposals (RFP) online and was pleased to see recommendations by the Task Force had been incorporated.

## **Committee Report**

J. Tozza, AACT representative to the Rider Oversight Committee (ROC), reported that the MBTA is in discussions of extending ridership beyond normal business hours.

## **Open Discussion**

The Vice Chair would like to see the System-Wide Accessibility staff report monthly to the AACT Executive Board on the Accessible Transportation Committee status of the restructuring AACT, which would be particularly useful as the new start date approaches. The Chair is not in agreement with his Vice Chair on this issue.

He also noted that the Boston Center for Independent Living (BCIL) is seeking to have control of the new committee.

## **2018 Summit Information**

The Planning Committee will meet on February 28, 2018, at 12:00 PM.

## Notables

The AACT meeting location is accessible to people with disabilities and is near public transportation. The AACT Executive Board meets on the fourth Wednesday of each month, except when noted, from 10:00 AM to 12:00 PM (noon). The Membership meeting follows immediately from 1:00 PM to 3:00 PM.

Notices of AACT meetings are posted on the MBTA website at [http://www.mbta.com/about\\_the\\_mbta/public\\_meetings/](http://www.mbta.com/about_the_mbta/public_meetings/). Visit the Boston Region Metropolitan Planning Organization's (MPO) 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 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 <http://www.mbta.com/accessibility>.

Comments and questions concerning AACT should be directed to Chair 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 MBTA has advised AACT that **Interpreter Services** will be canceled the Friday before each Wednesday monthly meeting

unless otherwise notified. To ensure interpreter services are scheduled, please contact **the AACT Coordinator, Janie Guion**, by close of business on the Friday prior to the Wednesday meeting at [AACT@ctps.org](mailto:AACT@ctps.org) or leave a voice message at 857.702.3658.

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.

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