

## **Memorandum for the Record**

**Minutes are incomplete due to a flawed device.**

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

**Wednesday, March 28, 2018, Meeting**

1:00 PM–3:00 PM, State Transportation Building, Suite 2150  
10 Park Plaza, Boston

Voice: 857.702.3658; Fax: 617.570.9192; TDD: 617.570.9193  
email: [AACT@ctps.org](mailto:AACT@ctps.org)

### **Board of Directors**

Chair—James F. White  
Vice Chair—Lisa Weber

### **Executive Board**

James Tozza  
Mary Ann Murray  
Beverly Ann Rock  
Nadine Jones

### **Welcome and Introductions**

### **Reading of the Agenda**

### **Attendees**

Jim White

Lisa Weber  
Joyce Kilgore  
Nadine Jones  
Ronda Tepfer  
Linda Sinclair  
Debbie Weathers  
Esther Minor  
Ted Kennedy  
Dee Whittlesey  
Reggie Clark  
Thomas Gilbert  
Jim Tozza  
Sandra Tozza  
Jennifer Workman  
Rev. Ellen Frith

**OTHER**

Kevin Morrissey  
Ray Croteau  
Lisa Darlington  
Barnet Nkugwa  
Kathryn Quigley  
Laura Brelsford  
Mike Hulak  
Patricia Mendez  
Marc Ebuña  
Janet Maloof

## Meeting Minutes Approval

A motion to approve the minutes of February 28, 2018, was seconded and carried unanimously.

## Chair's Report

**James White**, Chair, reported on the following items.

- Jessica Podesva scheduled a meeting of the Ad Hoc Committee that excluded the AACT stakeholders. J. White contacted Judge Patrick King regarding the meeting, who said that he, too, was not aware of the meeting and would look into the meeting. Judge King followed up with Mr. White informing him that the meeting had been postponed.
- THE RIDE Access Center staff continues to have problems and continues to show lack training.

## **Laura Brelsford, Assistant General Manager, MBTA Department for System-Wide Accessibility, *Plan for Accessible Transit Infrastructure (PATI)***

L. Brelsford discussed the PATI update accompanied by a PowerPoint presentation. (*Copies are available upon request.*)

*She stated the following:*

## **PATI Implementation**

- Prioritizing bus, subway, and commuter rail modes
- Accessibility to transit
- Bus improvements
- Long-term planning for the Green Line

*She also discussed the PATI process.*

### **Short-Term: One-to-Five Years**

- Bus stops:
  - ✓ Resolve critical/high-priority stops
- Advance designs for future work:
  - ✓ Green Line surface
  - ✓ Elevators
- Minor/moderate program upgrades system-wide

### **Medium-Term: Six-to15 Years**

- Bus stops:
  - ✓ Resolve medium/low-priority stops
- Move design to construction:
  - ✓ Green Line surface
  - ✓ Elevators/escalators
- Advance design for Commuter Rail upgrades

## Long-Term: 15 Years or More

- Move design to construction:
  - ✓ Commuter Rail upgrades
  - ✓ Green Line level boarding (with type-10 vehicles)

L. Brelsford then answered questions.

A consumer expressed that she was very pleased with System-Wide Accessibility's (SWA) work and its presentation about the PATI.

## MBTA and Vendor Reports

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

**Rob Sampson, Manager for SWA, provided the following points:**

- Boston is one of six test cities participating in Google's initiative to introduce wheelchair-accessible routes into transit navigation.
- PATI team received the Golden Shoe Award.

### 2. **MBTA Office for Transportation Access (OTA)— THE RIDE Program**

**Mike Hulak, Manager of Paratransit Contract Operations, submitted the OTA report and provided the following updates:**

- Gave kudos to the men and women who kept THE RIDE running during adverse weather conditions.
- Apologized to customers who suffered bad service from THE RIDE.

*He then answered questions.*

L. Sinclair objected that she had been marked a no-show by the driver. *M. Hulak* noted that that should not have happened without the driver contacting dispatch; and that he would research the situation.

### **3. MBTA Transit Police Department**

**Sergeant Benjamin Carrasco, Community Outreach, stated the following:**

- Fewer reports of blocked bus stops
- A decline in reported offenses

*He then answered questions.*

E. Minor stated that a friend was bullied by a bus operator. This friend exited the bus at Dudley Station to report the incident, but she could not locate a transit police officer nor report the incident to 617-222-1212. *B. Carrasco* explained that you may approach any bus operator for assistance.

T. Gilbert asked if MBTA bus cameras could also capture the plate numbers of vehicles that are illegally parked and blocking

bus stops; and, asked if action could be taken regarding this question. *B. Carrasco* replied that he would look into the issue and report back.

#### 4. **Veterans Transportation (VT)**

Barnet Nkugwa, **Operations Manager**, submitted his report and announced the passenger-assistance training (PAT) classes for April 4 and 7.

*He then answered questions.*

J. Gilgore asked what is done when passengers are abusive to drivers. *M. Hulak* stated that, depending on the nature of the situation, either transit police and or the contractor safety department would be dispatched to the location, along with a follow-up letter identifying a disruption of service.

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

**Kevin Morrissey, Assistant General Manager**, *submitted his report and announced no PAT classes.*

He then answered questions.

A consumer asked if it is right that vehicles leave the garage without a working heating unit. *K. Morrissey* stated that no vehicle should ever be in service without heat.

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

**Lisa Darlington, Director of Transportation**, *submitted her report and announced a PAT class for Friday, April 6.*

She then answered questions. There were none.

## 7. **THE RIDE Access Center (TRAC)**

**Ray Croteau, General Manager**, *distributed his report.*

*He then answered questions. There were none.*

## **Open Discussion**

Thomas Gilbert commented that people looking for change in mass transit should start with their legislatures on Beacon Hill.

## **Announcements**

Reggie Clark announced the start of the new Silver Line 3, from South Station, extending to Chelsea on April 21.

## **Old Business/New Business**

There was none.



## Meeting adjourned at 2:30 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**, by close of business on the Friday prior to the Wednesday meeting at 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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*age, or disability) must be filed no later than 180 calendar days after the date the person believes the discrimination occurred. Complaints filed under Massachusetts General Law (based on race, color, religious creed, national origin, sex, sexual orientation, disability, or ancestry) or Governor's Executive Order 526, section 4 (based on race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status [including Vietnam-era veterans], or background) must be filed no later than 300 calendar days after the date 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).*