



Access Advisory Committee to the Massachusetts Bay Transportation Authority

10 Park Plaza, Suite 2150, Boston, MA 02116-3968 • (617) 973-7100
Fax: (617) 973-8855 • TDD: (617) 973-7089 • E-mail: AACT@ctps.org

Wednesday, April 27, 2011

AACT Meeting Minutes

NOTABLES

- *Nominations were accepted at three previous AACT meetings. Nominations are now closed. No write-in candidates accepted on the day of the election.*

The nominations accepted were:

| | | |
|--------------------|-------------------|-----------|
| Chairman | Philip Beaulieu | (Feb. 23) |
| | Ellen Frith | (Mar. 23) |
| Vice-Chairman | James (Jim) White | (Feb. 23) |
| Board of Directors | Marilyn MacNab | (Apr. 27) |
| | Mary Ann Murray | (Feb. 23) |
| | Beverly Ann Rock | (Feb. 23) |

January 26 meeting canceled due to inclement weather conditions. Please see page nine for a complete list of March nominations.

- Comments and questions concerning AACT should be directed to Chairman Philip Beaulieu by contacting the AACT Coordinator, Ms. Janie Guion, at 617-973-7507 (voice), 617-973-7089 (TTY), 617-973-8855 (fax), or at AACT@ctps.org (e-mail).
- Do you have concerns, compliments, or complaints regarding THE RIDE or Fixed Route Services? Please provide information such as: Who? What? When? Where? Why?

- Chairman Beaulieu recommends that members needing service information or wanting to inquire about MBTA services, do so through the MBTA Customer Communications and Marketing Department at 617-222-3200 (voice), 800-392-6100 (voice, toll-free), 617-222-5146 (TTY), or the MBTA website at www.mbta.com/customer_support/feedback/
- AACT has a page on the Boston Region Metropolitan Planning Organization's website at www.bostonmpo.org. Links can be found there for the following items: agendas, upcoming meetings, past meeting minutes, the Memorandum of Understanding (MOU) between the MBTA and AACT, and the AACT bylaws, the AACT brochure, and ADA regulations. There are also links to the MPO's newsletter, *TRANSREPORT*, the MBTA's Office for Transportation Access, and the AACT Coordinator.
- The Boston Region Metropolitan Planning Organization (MPO) meetings are conducted in accessible locations, and materials can be provided in accessible formats and in languages other than English. If you would like accessibility or language accommodation, please contact the MPO at (617) 973-7100 (voice), (617) 973-8855 (fax), (617) 973-7089 (TTY), or publicinformation@bostonmpo.org (e-mail).
- The MPO fully complies with Title VI of the Civil Rights Act of 1964 and related 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, or military service. Any person who believes herself/himself or any specific class of persons has been subjected to discrimination prohibited by Title VI or related statutes or regulations may herself/himself, or via a representative, file a written complaint with the MPO. A complaint must be filed no later than 30 calendar days after the date on which the person believes the discrimination occurred.

- 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 would be appreciated.

ATTENDANCE

Members

Philip Beaulieu, Richard Mahoney, Cheryl Ravalli, Paul Barresi, Angela Manerson, Kathryn Piccard, Tammy Perrault, James White, Reggie Clark, John Cappuccio, Barbara Garlington, MaryAnn Murray, Georgia Feronberg, Beverly Rock, Marilyn MacNab, Ellen Frith, Thomas Gilbert, and Betty Solderholm

MassDOT - MBTA Representatives

MBTA Chief Paul MacMillan, Dorothy Winn, Marla Hoffman, Frank Oglesby, Mike Hulak, Carol Joyce-Harrington, and Kathy Cox

Vendor Representatives

Kevin MacDonald and J. Cristina – Veterans Transportation LLC
 Victor Herrera – Joint Venture of Thompson Transit Inc. and YCN
~~Jackie Dunlop~~ – Greater Lynn Senior Services

Boston Region Metropolitan Planning Organization (MPO)/ Central Transportation Planning Staff (CTPS)

Walter Bennett and Janie Guion

MEETING

Chairman Haynes called the meeting to order at 1:07 PM

- Members, friends and guests introduced themselves.

Approval of the AACT Meeting Minutes

- The AACT minutes from the March 23 meeting were approved with two abstentions.

M. MacNab: Reported that due to what appeared to be a virus issue she was unable to open the file containing the March 23 meeting minutes and reports.

J. Guion: I will send you a printed copy.

Chairman's Report (No written report was submitted)

He discussed the following:

- He is concerned with the Governor's Executive Order #530: Establishing a Commission for Reform of Community, Social Service and Paratransit Transportation Services in the Commonwealth
- He has voiced his concerns with the General Manager and others at the MBTA
- He gave his concerns about the Commission's effect on THE RIDE's structure, and operational procedures
- He advised members who may have their own concerns to contact Gov. Patrick or Sec. Jeffrey Mullan
- He apologized that due to a family illness he was delayed in completing the investigative training manual for the Office for Transportation Access. He promises he will complete the manual

He then asked for questions. There were none.

MassDOT Education and Development Team (see attached)

Christine Bond, Assistant Director of Education and Development for the MBTA, and representatives discussed the customer training program “How can I help you today?” Ms. Bond was given the task by Secretary Jeffrey Mullan and General Manager Richard Davey to oversee the design and implementation of a new customer service training program for 5,000 Massachusetts Department of Transportation (MassDOT) frontline staff people. It is a one-day program designed to enhance employees’ skills by providing them with strategies and practices to assure that each customer receives helpful, friendly and professional service wherever the customer meets an employee of MassDOT.

She then asked for questions.

K. Piccard: Are there plans for transit workers to take this training?

C. Bond: I will pass on your recommendation.

M. MacNab: Will you make this presentation to the Rider Oversight Committee?

C. Bond: I will pass on your recommendation.

T. Gilbert: My issue is with the Red Line.

C. Bond: This program does not address that. Please make your comments to the MBTA General Manager.

B. Garlington: Is your department responsible for the recent survey sent out?

C. Bond: No, we are not.

T. Gilbert: Is there a way for public service announcements (How to be safe while traveling on the system) on the line when you are waiting for the customer service operator?

C. Bond: I will pass on your recommendation to the Director, Ms. Howze.

B. Garlington: Are bus operators given this training?

C. Bond: We rely on the public to let us know about the service.

M. MacNab: The MBTA Senior Executive staff could use this training.

C. Bond: I will pass on your recommendation.

Chairman Haynes: Thank you Ms. Bond for a great presentation. We look forward to inviting you again.

C. Bond: Thank you for inviting us.

Christine Newhall, Deputy Director of Transportation for the Executive Office of Health and Human Services (EOHHS), and Joanne Champa, MassDOT Transportation Coordinator, gave an overview on the Executive Order #530: Establishing a Commission for the Reform of Community, Social Service and Paratransit Transportation Services in the Commonwealth.

The purpose of the commission is to develop detailed recommendations for reform and the introduction of efficiencies in the provision of community and social services transportation. The commission will conduct a comprehensive review of the MBTA's THE RIDE and other paratransit and demand responsive services, and social services transportation in the state. The Commission will hold meetings in late spring or early summer. A report will be forwarded to the Governor in early October.

Both then asked for questions.

B. Garlington: Will THE RIDE consumers be part of the commission?

C. Newhall: There will be two people from paratransit.

T. Gilbert: Will you be working closely with the all the Regional Transit Authorities (RTA's)?

J. Champa: Yes, through MassDOT.

J. White: Will there be AACT members appointed to the commission?

C. Newhall: I am unable to answer.

M. MacNab: This has to do with getting everyone together and allocating the funds properly, to make sure service is carried on in a fashion that we know. All Regional Transit Authorities have their own access groups. It is just not the AACT group.

Chairman Haynes: In reviewing Executive Order #530 there is nothing to ensure the safe travel of consumers. Do you plan to do an overview of the RTA's passenger assistance training process to ensure that all consumers are properly cared for when traveling in the RTA vehicles?

C. Newhall: This will be a more detailed question for the Commission once it is established.

T. Gilbert: My concern is consistency between the RTA's. How will this be addressed when you have some RTA's that shut down early, those that offer curb-to-curb and others that offer door-to-door services?

J. Champa: What you are talking about are the Americans with Disabilities Act (ADA) services, not so much the paratransit services. RTA's offer a level of service between fixed route and ADA services. All RTA's have the same complementary transit service policy.

Chairman Haynes: The fixed route services are the root of transportation on which paratransit services is based in terms of the quantity of services. I don't find that the ADA requires paratransit to be complementary to fixed route. How will this program address these issues?

J. Champa: All RTA's have ADA services.

Chairman Haynes: Thank you for agreeing to discuss Executive Order #530. We look forward to working with you.

Open Discussion:

K. Piccard: How can I get a copy of the Wayfinding booklet? What is the status of the Wayfinding Committee?

K. Cox: The Wayfinding standards are being developed in an online database. A draft written booklet is in production.

B. Rock: Why are THE RIDE vehicles being banned from traveling down Washington Street at Downtown Crossing? Commercial vehicles are allowed.

K. MacDonald: I don't think there is a consistent policy. THE RIDE vehicles are to be allowed in. It depends on which officer is on duty at the time.

Chairman Haynes: It was determined that MBTA buses and THE RIDE vehicles are to be allowed within the area. If you would give a list of dates and times that you travel I will contact the Boston Police Commissioner.

M. MacNab: I am very disappointed today that no one mentioned the meeting of the Wayfinding Committee. I was at the Rider Oversight Committee (ROC) meeting and the person who attended the meeting gave a very detailed report. I don't think it is fair that a few people think they know what is best for everyone. There is a major battle brewing over the color of the signs. I think the Wayfinding Committee should be open to other stakeholders.

K. Cox: We are in our second year of the Wayfinding project. The project is progressing using input from numerous stakeholders. Wayfinding was discussed at the last two SWA mini-round table meetings, which are purposely small to allow for in-depth discussions on various issues. Representatives from the plaintiffs and AACT have attended these meetings.

Chairman Haynes: Ms. Cox, would it be possible to get someone here to make a presentation?

K. Cox: The project has been underway for a few years now. The AACT members who attended the mini-roundtable on Wayfinding may be willing to share the updated information from that meeting; in addition I can provide a longer update as part of my report. I can check to see if the contractor can make a presentation.

Nominations from April 27 were the following:

| | | |
|--------------------|---------------------------|-------------------|
| Chairman | None | |
| Vice-Chairman | Ellen M. Frith | Already Nominated |
| | Kathryn Katherine Piccard | Declined |
| Board of Directors | Marilyn MacNab | Accepted |

Kathy Cox, MBTA Manager for Fixed Route Services and System-Wide Accessibility (report attached)

No oral presentations were made.

Frank Oglesby, MBTA Deputy Director of Paratransit Operations – The Office of Transportation Access (OTA), THE RIDE (reports attached)

No oral presentations were made.

Announcements: There were none.

Meeting adjourned at 2:44 pm.