



Access Advisory Committee

to the Massachusetts Bay Transportation Authority

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AACT Executive Board Meeting

August 22, 2012

The meeting opened at 10:25 A.M.

Introductions

Executive Board Attendees: Ian Perrault, Jim White, Beverly Ann Rock, Mary Ann Murray and Rick Morin

Public Attendee: Tyler Terrasi

MPO Staff: Janie Guion and Pam Wolfe

Issues Discussed:

Open Meeting Law

- Members discussed the requirements of the Open Meeting Law and a question raised in a previous meeting about merging the public and executive board meetings
- IC White expressed concern over having to stop a meeting to go into executive session in order to discuss matters of personnel or contracts
- Concern was also raised about taking time away from the public meeting and participants
- Members were in agreement that the meetings should stay separate

MBTA Vendor Contract Penalty Clauses

- IC White read the penalty clauses of the contract between the MBTA and the RIDE vendors
- Penalties include:
 - \$30 fine each time a vendor is late for an appointment by 30 minutes or more
 - \$50 fine each time a chair lift does not work during a pick-up
 - \$50 fine if an accident occurs and the vendor does not file a report
 - \$10,000 per month fine for keeping callers on hold for longer than 5 minutes
- There are concerns that the MBTA is not consistently penalizing the vendors for infractions
- Riders must notify the MBTA of problems, otherwise the vendor will not be penalized; the MBTA should have greater oversight and auditing of vendor trip data
- Excessively long trips, people being picked up too early or dropped off too early are also concerns
- Vendors should provide more information in their monthly reports so AACT can verify that the vendor contracts are being followed
- At a future meeting the board will decide what additional information is needed in the reports

Update on THE RIDE Subscriber Activity

- Updates will be requested from the Office for Transportation Access at the general meeting
- It has been indicated that subscriber activity on THE RIDE is currently down because of the normal drop in trips during the summer months
- There is skepticism that the number of subscribers will rebound in the Fall due to the fare increase

THE RIDE Subscriber Survey Card

- Members would like to include information about AACT on survey cards sent to THE RIDE subscribers
- The Board will help come up with questions for the survey
- Some space will also be needed for information from MassHealth

In-Person Assessment and MBTA Roundtable

- The board is working with the MBTA to convene a roundtable about in-person assessment with advocacy organizations to prevent confusion on the issue
- Disability advocacy groups suggested include the Boston Center for Independent Living (BCIL), the Massachusetts Commission for the Blind, and the State Disability Office
- IC White is particularly concerned with individuals that are on dialysis and cannot afford to go to appointments because of the fare increase but are not on MassHealth
- Mike Lambert from the MBTA will organize the meeting, which will likely not be until November

Other Business

- IC White discussed the notification process for issues that the executive board should take action on
- IC White said he would always confer with board members on actions unless it was an emergency
- Letters will note board members in agreement with an action if a vote is not unanimous
- Members discussed asking Secretary Davey to the October meeting to an update on the 530 Executive Commission Report

Actions

- The board will follow up and investigate an incident between member B.A. Rock and one of THE RIDE vendors
- R. Morin will analyze the vendor contracts to determine what further data is needed in the monthly vendor reports
- The board will request that Secretary Davey attend the October AACT meeting to give an update on the Executive Commission 530 report or send a representative (preferably GM Davis)

Adjournment

Executive Board Meeting will meet on September 26, 2012 in Conference Rooms 2 and 3