

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

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Membership Meeting Minutes

Wednesday, September 23, 2015

Board of Directors:

Chairman - James F. White

Vice Chairman - Rick E. Morin

Executive Board

Mary Ann Murray

Ian Perrault

Beverly Ann Rock

Lisa Weber

Meeting opened at 1:05 PM

Reading of the Agenda

Introductions

Approval of Minutes

None were presented.

Chairman's Report

The Chairman stated the following:

- He attended passenger assistance training at National Express Transit.
- He explained that those attending passenger assistance classes should attend for the entirety of the class as participation is key to helping train the drivers.
- He attended a meeting of the Boston Core Regional Coordinating Council.

He asked for comments or questions. There were none.

Treasury Report

Chairman White stated that he is waiting to hear from Ms. Woodman regarding the returned check.

Presentation by Will Rodman of Nelson /Nygaard

Mr. Rodman explained that he was contracted by the MBTA to do a comprehensive review of the MBTA's THE RIDE Program. He commented that the review would span over a nine-month period with an all-volunteer customer satisfaction survey possibly taking place in October. He stated that he will meet with the staff from the Office of Transportation Access, THE RIDE Eligibility Center, all RIDE contractor staff including drivers and office staff. He also noted that they will be reviewing vehicles. Agencies and advocacy groups will be

contacted to take part in the survey. He was given a list of key organizations and agencies that should participate in the survey.

He then asked for questions.

J. Quintanilla asked about the goal of the survey. *Mr. Rodman* explained that the survey is intended to identify needed improvements, short comings, and issues concerning compliance, service quality, and efficiency.

R. Diaz asked if consumers really participate in the process. *Mr. Rodman* expressed that the consumer participation is important as it tells what is working well and what is not from the viewpoint of the consumer. **Mr. Diaz** asked if there were common themes among responses to surveys conducted by other transit authorities. *Mr. Rodman* explained that there are differences and that there recommendations are often taken.

Chairman White thanked Mr. Rodman for the survey review.

Department of System-Wide Accessibility (SWA)

Jessica Podveas from SWA introduced the MBTA's survey for "*Improving Engagement with Customers with Disabilities.*" AACT members were asked to participate in the survey. The survey is scheduled to be distributed on-line and in selected MBTA stations to customers and organizations in November.

MBTA Reports

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

Rob Sampson, Manager for the Department of System-Wide Accessibility distributed his report and added the following:

- The MBTA is kicking off the South Boston Bus Stop Improvement Program.
- On September 1, the MBTA will hold its annual subway evacuation drill with volunteers.
- On Thursday, September 3rd, a groundbreaking took place to restore the historic Westinghouse building as a new fabrication facility for rail cars at the Orange Line and Red Line.

He then asked for questions.

E. Frith commented that she has attended training at the Charlestown Garage and that she finds in her travels that bus operators lack the training and skill to provide service to her with her mobility device. *Mr. Sampson* noted that she should file a complaint when she feels her service is lacking. He also noted that a full review of the training is being done.

Chairman White thanked Mr. Sampson for his report.

Keolis Commuter Services

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

- She is putting a working group together to work on ADA issues. She then asked for questions.

T. Gilbert asked that a schedule adjustment be made to the Rockport commuter rail service to allow for easier connections to the Lowell line service. *S. Walckner* stated that Keolis is developing a new schedule and that she will pass along his concerns.

R. Clark asked for an update on the schedule for the Fitchburg commuter rail line. *S. Walckner* commented that the line is scheduled to reopen on November 28.

Chairman White asked about how Keolis is addressing over-crowded trains and collecting fares. *S. Walckner* explained that Keolis has hired more train staff, which will help improve fare collection.

A consumer expressed her concern that the MBTA website is not user friendly for visually impaired persons. She was told that this is a matter for the MBTA to address.

T. Gilbert asked if Keolis has an open-door policy for filing complaints. *S. Walckner* advised him to file his complaints at the information desk at North or South Station.

Chairman White thanked Ms. Walckner for her report.

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

Frank Oglesby, Deputy Director, submitted the OTA report and shared the following:

- He stated that his staff participated in the Federal Transportation Administration triennial audit.
- He thanked National Express Transit for providing the transportation for the Medal of Honor honorees.

He then asked for questions. There were none.

Chairman White thanked Mr. Oglesby for his report.

National Express Transit (NEXT)

Victor Herrera, General Manager, distributed his report and announced upcoming passenger assistance training (PAT). He also noted that NEXT is in the process of moving their parking lot. He noted

that the new area will be more spacious and have better access. He also encouraged AACT members to attend and observe the PAT.

He then asked for questions. There were no questions.

Chairman White thanked Mr. Herrera for his report.

Greater Lynn Senior Services (GLSS)

Steven Epps, Director of Transportation, distributed his report and stated that since school is back in session, ridership is at an all-time high and there have been many delays and schedule adjustments. He extended an invitation to AACT members to attend GLSS passenger assistance training classes; attendees should be prepared to stay from 8:00 AM to 1:00 PM.

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

Veterans Transportation (VT)

Kevin MacDonald distributed his report and announced upcoming training sessions.

He then asked for questions.

E. Frith explained that drivers for THE RIDE are parking in MBTA bus stops to pick up passengers. She noted that people who need ramps deployed or the sidewalk to enter or exit the bus cannot be

accommodated because of THE RIDE vehicles. *Mr. MacDonald* noted that often drivers are time-constrained and find no available parking spaces in the area.

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* noted that if calls are made after hours that this is what may happen. He suggested that she call during normal business hours unless she has an emergency.

Chairman White thanked Mr. MacDonald for his report.

Announcements

There was none.

Attendees: Lisa Weber, James White, Rick Morin, Mary Ann Murray, Ian Perrault, Bob Hachey, Nancy Miller, Richard Mahoney, Debbie Weathers, Richard Mahoney, Cheryl Ravalli, David Hogan, Rhoda Gibson, Ithia Larsar, Ester Minor, Reggie Clark, David Vieira, Alan Karon, Rob Dias, Bob Hachey, Deanne Sisco, Remon Jourdan, Miram Cooper, Ellen Frith, Joe Quintanilla, Gina Russo, *June Scott, Linda Salzer, and Yasri A.*

MBTA Staff:

Mike Hulak, Carol Joyce-Harrington, and Rob Sampson

Vendor Staff:

Selena Walckner, Steven Epps, Kevin MacDonald, and Victor Herrera

Other:

MPO Staff:

Janie Guion and Matt Archer

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. 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 (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.

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.

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/.

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.