

Access Advisory Committee to the Massachusetts Bay Transportation Authority (AACT)

Board of Director Minutes

Wednesday, October 28, 2015

Meeting opened at 10:15 AM

Reading of the Agenda

Introductions

Attendees: James White, Hang Lee, Lisa Weber, Kevin Foreman,
Angela Manerson, Beverly Ann Rock, and Ian Perrault

MassDOT Staff:

John Lozada

MPO Staff:

Janie Guion and Maureen Kelly

Approval of Meeting Minutes

- A motion to approve the minutes of the meeting of June 24, 2015 was made by Beverly Ann Rock and seconded by Ian Perrault. The minutes were passed unanimously.

- A motion to approve the minutes of the meeting of August 26, 2015 was made by Lisa Weber and seconded by Ian Perrault. The minutes were passed unanimously.

Chairman's Report

Chairman White stated the following:

- He and Rick Morin attended a passenger assistance training class at National Express Transit.
- He attended an introductory meeting of the Centralized Control Call Center (CCCC) Selection Committee. He noted that the evaluation process will take eight or nine months

K. Foreman asked if the Chairman would report back to the members when the Committee has chosen which company will run the CCCC. *Chairman White* stated that he would be sharing the information when the process is finalized.

An open dialogue ensued about the CCCC feasibility study. The MBTA Office for Transportation Access (OTA) is looking into centralizing all THE RIDE services for dispatching, making reservations, and scheduling into one system. This would give the current RIDE vendors the sole responsibility of getting passengers to their destination. The CCCC would not be rolled-out for a couple of years.

B.A. Rock suggested that Chairman White get data from OTA that gives wait times of customers so that he makes the correct decision in the CCCC evaluation process.

MassDOT's Curb Ramp Assessment Tool

John Lozada, Manager of Federal Programs at MassDOT's Office of Diversity and Civil Rights, provided an update on MassDOT's Curb Ramp Assessment Tool at the AACT Board of Directors meeting. He discussed the new planning tool paving the way for sidewalk access and improvements. He noted that the assessment tool has been used to collect information and images of approximately 2,700 pedestrian curb ramps on roadways over which MassDOT has jurisdiction. The data is helping to prioritize locations where sidewalks must be brought up to ADA standards for access. MassDOT has already repaired or modified some 400 curb ramps and expects to address another 400 in the coming year. The next step is to make the tool available to cities and towns for inventorying municipally owned curb ramps. MassDOT is providing free workshops for municipal staff to demonstrate the assessment tool and to discuss options available for funding accessibility improvements. (*See the attached*)

He then asked for questions.

Chairman White commented on the different federal projects already approved and asked if there is a way to cross-reference them. He also commented on the municipal training sessions. *J. Lozada* stated that MassDOT began looking at this issue back in 2011-2012 and found that there are many different standards to for compliance. He also explained that

the training deals with responsibility, population, disability types, and regulations.

D. Vieira asked if MassDOT had ever explored a pilot program for diagonal cross-walks. *J. Lozada* stated that it has been a topic of discussion.

K. Forman commented that ramps in the area that will be the site of the Indy Car Racing route are in serious need of work. *J. Lozada* explained that MassDOT has to investigate which ramps are state or city owned, which is no small job.

L. Weber explained that she is on one of many Indy Car Committees and that she would be a liaison if needed to get information to the committee.

Committee Reports

Rider Oversight Committee (ROC)

The ROC report was written by Ian Perrault. It was presented and distributed by Lisa Weber. ***(See the attached)***

Update on the Transit Accessibility Summit

L. Weber stated that the November 18th summit date has been moved to the spring, on April 27, 2016. This date still needs to be confirmed with the keynote speaker.

Chairman White acknowledged that he received a note from Federal Transit Administration (FTA) Deputy Administrator T. MacMillan with her regrets that she is unable to attend the November 18 event. He would like to send her an open invitation for whenever she comes to the Boston area.

Open Discussion

L. Weber discussed that she was asked to file a complaint on behalf of a consumer. Chairman White asked if the consumer had filed the complaint previously. Ms. Weber was not aware if a complaint had been filed.

Chairman White stated that it is important that people file their own complaints. *B.A. Rock* stated that she did not see a problem with a board member listening to a complaint and informing the Chairman of her concerns. She noted that consumers should feel free to contact a board member when they become frustrated with the system, so that they can be guided through the process of filing a complaint. *Chairman White* would like for all Board members to direct consumers who have RIDE related complaints to contact the OTA at 617-222-5123. All other complaints relating to fixed route (bus, subway, trolley) as well as commuter rail or commuter boat should be directed to the Customer Service Center at 617-222-3200.

Chairman White recommended that when a mobility device is damaged by a MBTA operator or RIDE driver the customer should notify the Customer

Service Center immediately at 617-222-3200. *B. A. Rock* stated that the average person would not know to take that step.

L. Weber expressed interest for policy change for filing complaints on someone else's behalf. *Chairman White* noted that the board of directors can write to the MBTA and recommend changes to the policy and procedures.

L. Weber and Chairman White discussed addressing a letter to the MBTA Assistant General Manager, Laura Brelsford for System-Wide Accessibility (SWA) with several ideals to be added to the Initiatives plan.

Old/New Business

None was presented.

The meeting was adjourned at 12:02 PM.

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 webpage.

Comments and questions concerning AACT should be directed to Chairman James White by contacting the AACT Coordinator, Ms. Janie Guion, at 857.702.3658 (voice/relay), 617.570.9193 (TTY), AACT@ctps.org (email), or c/o CTPS, 10 Park Plaza, Suite 2150, Boston, MA 02116 (US 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), 617.570.9192 (TTY), 617.570.9193 (fax), or publicinformation@ctps.org (email).

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 her or himself or any specific class of persons has

been subjected to discrimination prohibited by Title VI, ADA, or other non-discrimination statute or regulations may, her or 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 (voice), 617.222.5146 (TTY), Monday through Friday from 6:30 AM to 8:00 PM, and Saturday and Sunday from 7:30 AM to 6:00 PM, or via the MBTA's 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.