

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

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Members Meeting Minutes

Wednesday, November 16, 2016

Board of Directors:

Chairman - James F. White

Vice Chairman – Lisa Weber

Executive Board

Mary Ann Murray

Beverly Ann Rock

Lisa Weber

Meeting opened at 1:01 P.M.

Reading of the Agenda

Introductions

Attendees:

James White, Lisa Weber, Jim Tozza, Gail and Melvin Weinstein, David Vieira, Dee Whittlesy, Nadine Jones, Nancy Houghton, Kim Platt, Angela Manerson, Reggie Clark, Thomas Gilbert, Steve Juknis, and Richard Mahoney, Debbie Weathers

MBTA Staff: Thomas Rovero and Kelli Ahola

Vendor Staff: Christine Woznac, Bryan Overcash, Rob Sampson, Sarah Paritsky, Kevin MacDonald, Steve Epps, Liz Hickey, Victor Herrera, Caroline Dohming, Thomas Rovers, and Roger Gagnier,

Other: Paige Halloran, James Murphy, Jessica Podesva, June Scott, Lexie Williams, and Rhoda Gibson

MPO Staff: Matt Archer

Chairman White's Report

He stated the following:

- He attended the National Express passenger assistance training.
- He attended an annual luncheon with the new President of Keolis North America and the new General Manager. He has invited both to attend the January 25, 2017 meeting.

- He explained after receiving complaints about the Fairmont Line cancelation of five trains without notice he contacted the President of Keolis. He was told that trains were pulled out of service due to safety inspection to meet federal guidelines for maintenance and not redirected to other locations.
- He attended a meeting on November 21 with Judge Patrick King and staff from System-Wide Accessibility to discuss the new advisory committee.
- He attended a meeting with Laura Brelsford and Rob Sampson of SWA to share his concerns about the impact that bus privatization would have on the disability community.

No questions were asked.

MBTA & AECOM present the Casey Arborway-Forest Hills Project & Forest Hills Busway Upper Canopy Project (Handout available on request at aact@ctps.org)

Thomas Rovero, Project Manager, MBTA Capital Project Deliver Department, stated the Forest Hills Busway Upper Canopy Project is currently under design, noting this project is separate from the Casey Arborway/Forest Hills Project.

An enlarged upper busway is currently under construction for the Casey Arborway project, and the MBTA plans to re-route the Route 39 bus to this busway by the end of 2016. The new bus platforms will be located off of Washington Street; they will no longer immediately be accessible directly from the south exit of Forest Hills. The first new platform will feature three combined bus berths. The first berth will accommodate Routes 35, 36, and 37; the second berth will accommodate Routes 38, 40, 50; the third berth will accommodate Routes 30 and 51. The second bus platform also features three berths. The first will accommodate Route 39; the second will accommodate

Route 34; the third will accommodate Route 34E. He explained that the Routes were assigned based on demand.

Roger Gagnier, AECOM, discussed the Forest Hills Busway Upper Canopy Project. He stated that the upper canopy is a small portion of the overall Arborway project. The canopy will be located to the south side of the existing Forest Hills station, and will be built almost entirely on top of the new deck that is currently under construction.

Mr. Gagnier discussed technical details of the project. Specific details include benches for each and every other bus bay and wind screens. There will also be customer service call areas. A minimum four-foot walking area will be provided, along with queueing areas. An access area will also be present, if a ramp is needed to board or evacuate the bus.

J. Kersten suggested that if people want to see a PowerPoint and the project at various stages at 30 and 60 percent log on to MBTA.com/ForestHillsProject. He noted that you can also find other reading material from previous public meetings.

They then took questions.

D. Vieira asked about the relocation of the cab stand. He also stated that there are frequently too few benches at bus stations. He asked that they double the number that will be added. *T. Rovero* stated that the cab stand will be relocated on New Washington Street, where the Route 39 bus is currently located. Regarding benches, he stated the team has made every effort to balance the frequency of benches with the necessity to maintain a wide path of travel. He also noted that when benches are relocated they do not want them in the path of travel.

R. Clark asked about the new location of the Route #34. *R. Gagnier* noted that the most heavily traveled buses will be at the bus platform

100 feet out the door, left another 100 feet and turn right there will be a 300 foot long bus platform will accommodate the Route 39.

G. Weinstein asked if the overhang of the facility would contain a heating element to prevent the buildup of snow. *R. Gagnier* stated the canopy is designed to Massachusetts building codes; this takes into account the weight of snow. The MBTA is against using heating elements, as they may not be maintained after breaking. In place of that, pipes associated with the drainage system will be upsized to ensure capacity.

K. Platt asked if crosswalks will reach the bus platforms. Will they be audible? *T. Rovero* stated that the first crosswalk will have both visual and audio notifications, as well as tactile strips. They are also exploring designing a table-style crosswalk to help slow busses; he explained that a table-style crosswalk is level with the sidewalk and bus platform; a large speedbump would slow busses.

Chairman White thanked Mr. Rovero and Mr. Gagnier for their presentation.

MBTA and Vendor Reports

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

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

- He noted that the MBTA has launched a new anti-sexual harassment (ASH) campaign to enhance passenger safety and to encourage the public to report ASH.

- He explained the MBTA has been surveying bus stops which to date has approximately 5,400 bus stops counted. He noted that the completion of the project is for late December.

He then asked for questions.

R. Clark asked about a bus shortage of bus drivers, stating that he has repeatedly experienced delayed busses. *R. Sampson* stated there is no shortage of operators that he is aware of or that it could very well be traffic conditions.

Chairman White thanked Mr. Sampson for his report.

MBTA Office for Transportation Access (OTA)

Chairman White stated that OTA is unable to attend today's meeting due to another commitment. He explained that the representatives needed to attend a special meeting.

Christen Woznac, Global Contact Services (GCS), LLC

Stated the following:

- GCS is pulling together their team and getting offices ready of the opening.
- GCS is looking for full-time and part-time seasoned and non-seasoned workers to help staff their call center in Medford.

She then asked for questions. There were none.

Chairman White thanked Ms. Woznac for his update.

National Express Transit (NEXT)

Victor Herrera, Operations Manager, distributed his report and had not further updates.

No questions were asked.

Chairman White thanked Mr. Herrera for his report.

Veterans Transportation (VT)

Kevin MacDonald, Project Manager distributed his report and had no further updates.

He then asked for questions. There were none.

Chairman White thanked Mr. McDonald.

Greater Lynn Senior Services (GLSS)

Steve Epps, Director of Transportation, distributed his report and announced that GLSS is still looking to hire more drivers.

He then asked for questions.

J. Tozza noted that he had attended passenger assistance training and was very complimentary of the teaching staff.

Chairman White noted that the vendor on-time performance had improved since last month. *S. Epps* note that on-time performance can be very challenging.

Chairman White thanked Mr. Epps for his report.

Keolis Commuter Services (KCS), LLC

Elizabeth Hickey, Title VI Manager/ADA Enforcer, announced the following:

- The new fall schedule is now available.
- Keolis has set in motion their winter plan for 2017.

She then asked for questions.

A Manerson commented that she is pleased with the train audio.

D. Vieira asked why there are so many mechanical problems and also why the flow of information on delays for passengers is skimpy. *E. Hickey* noted that she would do research.

R. Clark stated that the audible announcements are not clear. *E. Hickey* noted that she would do research.

Chairman White thanked Ms. Hickey for her update.

Open Discussion

D. Vieira commented that Customer Service no longer has hours on the weekend. *R. Sampson* noted that the number of calls on the weekend were very few.

R. Gibson is concerned that she has problems getting through the fare gates. She also commented that too many able body people are taking up elevator space. She would like to see more done to remind people about elevator. *R. Sampson* noted that are no plans to add more elevators to stations.

Old/New Business

None was presented.

Announcements

L. Weber announced that the Commonwealth has a Lemon Law that protects persons with defective wheelchairs.

R. Sampson announced that on December 19 Judge King will hold his semi-annual meeting to report on his MBTA compliance with the MBTA/BCIL settlement.

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.

Notices of AACT meetings are posted on the website of the MBTA at http://www.mbta.com/about_the_mbta/public_meetings/. Visit the MPO's 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 Americans with Disabilities Act (ADA) regulations at <http://www.mbta.com/aact> .

For more information on accessibility at the MBTA, please visit www.mbta.com/accessibility.

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; 617.570.9192; (TTY) 617.570.9193 (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 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 Customer Support Services. *This office is only available Monday through Friday 6:30 AM to 6:00 PM; there are no weekend or holiday hours.* Please call (617) 222-3200 for support, or for our Deaf or Hard of Hearing: customers TTY (617) 222-5146, or find specific contact information below 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.