

Access Advisory Committee to the Massachusetts

Bay Transportation Authority (AACT)

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Members Meeting Minutes

Wednesday, March 22, 2017

Board of Directors:

Chairman – James F. White

Vice Chairman – Lisa Weber

Executive Board

Nadine Jones

Mary Ann Murray

Beverly Ann Rock

James Tozza

Lisa Weber

Meeting opened at 1:03 PM.

Reading of the Agenda

Introductions

Attendees:

Jim White, Nadine Jones, Eric Lane, Lisa Weber, Dee Whittlesy, Mary Ann Murray, Nancy Miller, Kevin Wilson, David Vieira, Marcy Segelman, Jeff Magnet, Tom Curtin, Elizabeth Crocker, Reggie Clark, Angela Manerson, Lina Hutchings, Richard Mahoney, Sylvia Mekler, and Frank Tarverna

MBTA Staff:

Carol Joyce-Harrington, Mike Hulak, Laura Brelsford, and Aniko Laszlo,

Vendor Staff:

Elizabeth Hickey, Victor Herrera, Kevin MacDonald, Steve Epps, Sean Powers, Linda Salazar, David Pearson, Christine Woznac, and

Other:

Patricia Mendez and Thomas Gilbert

Approval of Meeting Minutes

February 22, 2017

January 25, 2017

December 21, 2016

November 16, 2016

All meeting minutes were approved with one abstention.

Chairman White's Report

He stated the following:

- On March 20th he attended the Fiscal Management and Control Board (FMCB) meeting to give testimony to save THE RIDE Premium Service. He also sent a letter from AACT to the FMCB with further input.
- On March 18th he attended the monthly Task Force meeting.
- On Friday March 24th, he is invited to attend the MBTA Strategic Planning session to give input on issues of accessibility.

Innovative Paradigm a branch of Paratransit Incorporated

Sean Powers, Travel Training Consultant gave an overview of Innovative Paradigm. He noted that his instructors have been providing training for the MBTA since September 2016.

He stated the following.

- Trainers are skilled at providing guidance, travel rules or guidelines, to ensure safety, and to ensure independence on all MBTA modes of travel.
- Trainers provide classes that are designed for the elderly and persons with disabilities to help maneuver the System and the Charlie Card system.
- Trainers provide a sense of independence for the elderly and persons with disabilities.
- Trainers provide training one-on-one or in group settings that provide more travel options.
- Trainers will accompany the trainee as they travel on all modes for the hands-on experience.

He then asked for questions.

D. Vieira asked if services were fee based. Sean P. noted that services for travel instructions are funded through SWA and MassDOT.

E. Lane asked if the recertification for THE RIDE could be extended to five years. M. Hulak the maximum is three years.

T. Gilbert asked if instructors are aware to document any irregularities when they are aboard MBTA vehicles. S Powers noted that trainers are equipped with electronics to document and record problems and forward to the MBTA.

L. Weber asked that trainers, while in the field with trainees, report issues that they may see within any municipalities, state, or MBTA property.

M.A. Murray asked that additional information be provided for consumers to learn more about whom you are and what services you offer. S. Powers stated that his staff is in the process of marketing.

J. Magnet asked will there be online tutorial classes in the future. L. Brelsford noted that there will be one in the future. A. Laszlo noted that they are producing a tutorial video with students and the elderly.

MBTA and Vendor Reports

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

Mike Hulak, Manager of Paratransit Contract Operations, submitted his report and shared the following:

- He explained that “Ridership Stats” for AACT are unavailable at this time and will be sent out at a later date.
- He expressed gratitude to all RIDE contractors and drivers for their assistance during the snow/ice storms.
- He expressed appreciation that there were no accidents reported.

- He commented that THE RIDE Eligibility Center (TREC) will be moving the last weekend in April. TREC will begin to see new and recertifying RIDE customers at their new site: 1000 Massachusetts Avenue in Boston - New Market Square area on 5/1/17 with the same contact info 617-337-2727.

He then asked for questions.

N. Miller commented that THE RIDE Eligibility Center interviewed her neighbor by phone. M. Hulak noted that depending on the disability this may happen time to time in some cases. He explained that it can only be done once.

J. Magnet commented that oftentimes people who take THE RIDE are not the person issued that ID number. M. Hulak noted that he is aware of the abuse. At this time they are unable to deny anyone service. Some people have ID's others do not. OTA is working on a solution.

K. Wilson commented that his friend was unaware that MetroWest was no longer serviced by THE RIDE. M. Hulak explained that the MBTA does not service Framingham and has not for several years. He recommended that he contact TREC so that he is provided a visitor certificate good for one year or for 21 days. He was told that he would become a customer of MetroWest and to follow their policy. Chairman White commented that he will need to open an account with MeroWest. He also suggested that he get a copy of the current RIDE manual.

J. Workman is it true Brockton will no longer be serviced by the MBTA? M. Hulak stated the depending on where you are going in that area you may not be affected.

L. Weber concerned that not enough information concerning Automated Fare Collection (AFC) 2.0 is being shared. Chairman White indicated AFC 2.0 is in a working stage. She noted that she wants to

be more proactive. M. Hulak commented that THE RIDE will not be affected.

K. Wilson noted that a trip to Castle Island was abruptly derailed by THE RIDE driver. He was unable to take his beach chairs aboard the vehicle after making previous arrangements. He explained that the beach chair had a strap that you transport on your shoulder.

K. MacDonald suggested that he ask the driver to contact he dispatch for his input.

Chairman White thanked Mr. Hulak for his report.

Aniko Laszlo, Director of Coordinated Mobility, System-Wide Accessibility (SWA) and MassDOT/MBTA reported in the absence of Rob Sampson of SWA.

Stating the following:

- She noted that there are 15 Regional Transit Authorities in the region with the largest of eight offering travel training.
- She gave an update on the delivery of the new Low-Floor Hybrid and Compressed Natural Gas buses.
- She announced that the MBTA will unveil a mock of the new Orange Line train at Boston City Hall Plaza.
- She gave an overview of the monitoring and complaint process.
- She announced that the MBTA ADA bus operator training continues and encouraged members to sign-up to participate.

T. Gilbert commented that subway operators need to have ADA training. L. Brelsford noted that training is being reviewed.

Chairman White thanked Ms. Laszlo for her report.

Veterans Transportation (VT)

Kevin MacDonald, Project Manager distributed his report and announced that the PAT class will be in early April.

He then asked for questions. None were asked.

Chairman White thanked Mr. McDonald for his report.

Greater Lynn Senior Services (GLSS)

Steve Epps, Director of Transportation, submitted his report and stated the following:

- He announced that the PAT class will take place on Monday, April 10th at the Lynnway garage from 8:00 AM-4:00 PM.
- He also announced that GLSS will be transitioning to TRAC by the end of April.
- He commented that recently their outgoing telephone lines were down on March 21st.

He then asked for questions.

J. Workman commented that THE RIDE driver refused her request to move his vehicle off a patch of ice. She noted that the driver was less than courteous and showed no sensitivity for her safety.

E. Lane commented that his driver did not assist him to the vehicle. S. Epps noted that drivers are there to assist you to and from the door and offer whatever aid you may need such as getting you medical attention, support walking, or provide aid if you stumble.

Chairman White thanked Mr. Epps for his report.

National Express Transit (NEXT)

Victor Herrera, General Manager, stated the following:

- He announced that the PAT class would be on April 12th and that new crew of drivers will be on the road on April 14th.

He then asked for questions.

A consumer explained that THE RIDE driver was unable to drop him off at the Target store at South Shore Plaza. M. Hulak noted that the policy to drop people off in a central location was done for safety due to the construction in the area. He noted that he would look into the policy to see if changes can be made.

Chairman White thanked Mr. Herrera for his update.

Global Contact Services, LLC

Christine Woznac, General Manager, THE RIDE Access Center (TRAC) commented that she had submitted her report and would now answer questions.

F. Tarverna commented that his home phone number is listed instead of his cell number which is always with him. M. Hulak asked that he call OTA to have the correct number listed in his profile.

M.A. Murray commented that the TRAC data report was incomplete. C. Woznac stated that the NEXT was responsible for data Feb 1-10 before the transition took place. GCS is responsible Feb 11th to 28 which was after the transition. GCS will be responsible for the data from this point and NEXT will only transport.

A consumer asked if GCS will hire staff from other vendors or will they hire new staff. C. Woznac noted they are actively pursuing staff from other vendors as the transition takes place and that there have been some hires from NEXT. She noted that the vendors' staffs are the expert at their job.

E. Crocker explained that THE RIDE vehicles park further away from the entrance at the Braintree Mall. She noted that it is impossible to

see the vehicle if you are visually impaired. C. Woznac asked that they make a notation in the profile for the driver. She noted that the information is on file.

Chairman White thanked Ms. Woznac for her update.

Keolis Commuter Services (KCS), LLC

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

- She commented that the service for the St. Patrick's Day Parade ran smoothly, but more trains were added to accommodate the increased ridership.
- She announced that KC is well aware of the Worcester Line with poor on-time performance. She commented that KC has put together a "Rapid Action Group" She will be attending a meeting with several staff members and will report back at the next AACT meeting.
- She explained that construction will began at the Canton Junction on the Stoughton side, near the parking lot area at the pedestrian bridge. For further information contact the MBTA customer service desk.

She then asked for questions.

A. Manerson asked for an update of the Beverly Depot (BD) mini-high platforms which are out of service. E. Hickey explained that on April 4th the mini-highs would be back in service. She noted that KC apologies for the inconvenience but in the interest of safety this had to be done. It was also noted that the BD has been identified as a station that will undergo major renovations this summer.

Chairman White thanked Ms. Hickey for her update.

Meeting adjourned at 3:01PM.

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>.

Also, find articles about topics discussed at AACT meetings in the MPO's newsletter, *TRANSREPORT*, at <http://www.bostonmpo.org/transreport>. 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) 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.

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, TTY 617.222.5146, Monday through Friday 6:30 AM to 6:00 PM. There are no weekend or evening hours. You can log on to 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.