

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

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***AACT Board of Directors Meeting Minutes***

***Wednesday, August 28, 2013***

**Notables**

The AACT Executive Board will meet from 10 AM to noon and the Membership meeting will be conducted from 1:00 PM to 3 PM on the fourth Wednesday of the month, except when noted.

AACT has a page on the Boston Region Metropolitan Planning Organization's (MPO) website at [www.bostonmpo.org](http://www.bostonmpo.org); click on "Get Involved" then scroll down to "Access Advisory Committee to the MBTA." Links can be found there for the following items: agendas, upcoming meetings, past meeting minutes, the Memorandum of Understanding (MOU) between the MBTA and AACT, and the AACT bylaws, and ADA regulations. There are also links to the MPO's newsletter, TRANSREPORT, and information on accessibility at the MBTA. This page includes the contact information for the AACT Coordinator.

Comments and questions concerning AACT should be directed to the Chairman James White by contacting the AACT Coordinator, Ms.

Janie Guion, at 617-973-7507 (voice); 617-973-7089 (TTY); 617-973-8855 (fax); [AACT@ctps.org](mailto: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 617.973.7100 (voice), 617.973.7089 (TTY), 617.973.8855 (fax), or [publicinformation@ctps.org](mailto: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](http://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 Sat/Sun from 7:30 AM to 6:00 PM, or the MBTA website at [www.mbta.com/customer\\_support/feedback/](http://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.

Meeting opened at 10:10 AM

Reading of the Agenda

Introductions

*Attendees:*

James White, Lisa Weber, Ian Perrault, Beverly Ann Rock, Mary Ann Murray, and Allen M. Karon

*MPO Staff:*

Pam Wolfe and Janie Guion

## Chairman's Report

*The Chair stated the following:*

- He attended a pre-proposal conference for interested bidders of FY15-19 RIDE contracts.
- THE RIDE Eligibility Appeals Panel conducted three eligibility appeal hearings at the Office for Transportation Access (OTA); Chairman White attended all three hearings, and will be attending future hearings when requested by an appellant.
- There was a recertification training program in August which he could not attend.
- He attended a Passenger Assistance Training (PAT) class in July and will be attending another on August 29.

**MA Murray** asked for clarification regarding the pre-proposal conference.

**Chairman White** stated this pre-proposal conference was an informational meeting for THE RIDE's Request for Proposals (RFP), and all the interested bidders attended the conference to listen to an outline of the scope of the RFP and the bid process; he added that he has asked Michael Lambert to give a presentation to AACT about the bidding process. He noted that on August 15, General Manager Scott appointed THE RIDE Selection Committee, and the AACT Chair will be one of the voting members.

**BA Rock** stated that decisions regarding appointments to advisory positions should be brought before the full AACT Executive Board.

**L. Weber** asked if other AACT members can provide feedback to **Chairman White** regarding THE RIDE RFP.

He then suggested asking Michael Lambert about this topic. He noted that members can give questions to bring up during Selection Committee meetings.

**BA Rock** asked if questions can be forwarded without their being screened.

**Chairman White** stated that he needs to see all questions. He commented that there had recently been a question sent to an individual that should not have been asked.

### ***Forum Planning Session***

**BA Rock** stated the Forum Planning Committee has had several meetings to work out the framework of the forum.

**L. Weber** stated that the invitations to the summit will be sent around September 15.

**BA Rock** stated that all information will go through the AACT Coordinator. She added that the process needs to remain transparent.

**Chairman White** stated that according to the bylaws and the Memorandum of Understanding, he has the right to speak with anyone without permission.

**MA Murray** stated that the door openers at 10 Park Plaza should be functioning for the day of the summit.

### ***Open Discussion***

**BA Rock** stated that AACT Board members should not send letters independently of the rest of the Executive Board.

**Chairman White** stated that all notices should be initiated through the AACT Coordinator, who would then disseminate a draft to the Board of Directors. He noted that no Board member is allowed to email any MBTA department head for any reason without going through the AACT Coordinator; he added that the exception is when a department head has contacted the Chair.

**MA Murray** suggested that information about AACT be given to people during THE RIDE evaluation.

**Chairman White** stated that a long-term problem has been that new users of THE RIDE do not read the information they are given.

He commended Mr. Perrault for his Rider Oversight Committee report which is available up on request.

He commented that AACT was not consulted before the Key Bus Route Improvement Program was implemented; and that going forward, MBTA department heads will need to consult with Marie Trottier, Assistant General Manager for System-Wide Accessibility about all issues dealing with accessibility. Ms. Trottier will then forward that information to AACT.

He commented that during a meeting with General Manager Beverly Scott, he shared with her that AACT was frequently bypassed on issues involving policy decisions.

He commented that the MBTA is required to contact AACT when they change a bus route, but not when they change a bus schedule. He noted that a changed bus route could affect where THE RIDE can go. He added that if the bus service is running at the time of day when home even if the bus service has stopped for the day; they are not you ask to be picked up by THE RIDE, they are required to bring you required to schedule your pick-up at a time when the bus service is not in operation.

### *Announcements*

He announced that the Government Center renovations will not begin until 2014.

Kristen McCosh will be the speaker for the October 23 AACT meeting.

Meeting adjourned at 12:00pm.