



## Access Advisory Committee

to the Massachusetts Bay Transportation Authority

10 Park Plaza, Suite 2150, Boston, MA 02116-3968 • (617) 973-7100  
Fax: (617) 973-8855 • TDD: (617) 973-7089 • E-mail: AACT@ctps.org

### ***AACT Meeting Minutes for Wednesday,***

***May 27, 2009***

#### **NOTABLES**

- The AACT has an accessible link to the Boston Metropolitan Planning Organization at [www.bostonmpo.org](http://www.bostonmpo.org). You can browse and find related links of upcoming meetings, past meeting minutes, the Memorandum of Understanding between MBTA and the AACT, the AACT Bylaws, the AACT Brochure in accessible format, ADA Regulations, a link to the MBTA's Office for Transportation Access, a link to the AACT Coordinator, and a link to the *TRANSREPORT* newsletter.
- Comments and questions concerning AACT should be directed to the Chairman
- Chairman Haynes recommends that AACT members needing information, or wanting to inquire about MBTA services, do so through the Customer Support Service Center at 617-222-3200 or the MBTA Web Site 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 would be appreciated

#### **ATTENDANCE**

Ben Haynes, Lillian Haynes, John Kane, April Maselli, Reggie Clark, Marilyn MacNab, Paul Barresi, Thomas Gilbert, Ester Minar, Richard Mahoney, Linda Blair, John Cappuccio, Madelyn H., Jim Oliver,

Sears Cummings, Deanne Sisco, Bill McCarthy, John Kneeland, and Ellen Frith

***MBTA Representatives***

Michael Hulak, Alex Murkinson, Jim Folk, Paul Strobis, Carol Joyce-Harrington, Dorothy Winn, Matt Whalen, Frank Oglesby Jr. and Paul Fitzgerald

***Vendor Representatives***

Joint Venture of Thompson Transit Inc and YCN – Carlton Jones and JoAnne Thompson  
Greater Lynn Senior Services, Inc. – Jackie Dunlop and Paul Crowley  
Veteran Transportation LLC – John Tuttle  
Kiessling Transit, Inc. – Roger Kiessling and M. Claire Dipillo

***Boston Region Metropolitan Planning Organization***

Pam Wolfe, Anne McGahan, Alicia Wilson, Sree Allam, Maureen Kelly, Sean Pfalzer, Mike Callahan, Walter Bennett, and Janie Guion

***Chairman Haynes called the meeting to order at 1:05 PM***

- He extended a welcome to everyone
- Members, friends and guests introduced themselves

***Chairman Haynes Update:***

Mr. Haynes stated the following concerns regarding THE RIDE Program:

- The new contract for THE RIDE Program has changed and he feels that the following adjustments seem to violate the Memorandum of Understanding between the MBTA and AACT:
  - The realignment of the new THE RIDE territory for 2010-2014
  - The Request for Proposal (RFP) for THE RIDE Program has not been adhered to

He refrained from making any additional comments until after his upcoming meetings with MBTA officials to discuss these issues.

- For the first time the AACT Chair will be part of THE RIDE Mobilization meetings for the new contract and the Chair believes this to be a violation of the RFP, Americans with Disabilities Act and the disability law
- As the representative for the AACT community the Chair is very concerned that he is unaware of what has transpired since the first meeting of the Mobilization Committee
- He will report back to the AACT members on his findings on these issues

He then asked for questions.

**C.J. Harrington:** Is there a written report with your comments?

**Chairman Haynes:** Yes, one will be made available to everyone.

**R. Clark:** I will support you in whatever actions you need to take.

**Chairman Haynes:** Thank you.

**M. MacNab:** What can you tell us about THE RIDE Mobilization meeting? Is it just your comments or can others comment too?

**Chairman Haynes:** This is a first invitation to a Mobilization meeting. I don't know what to expect. I do know that it concerns the paratransit services for the next five years. I will report back to AACT concerning the details at the next AACT meeting.

### ***Approval of the AACT Meeting Minutes***

The April meeting minutes were presented and approved with one abstention.

### ***The Approach to Reporting of Illegal parking at MBTA Bus Stops***

Chairman Haynes addressed the following issues:

- The safety of all persons with regard to vehicles parked illegally in MBTA bus stops

- The issue of private vehicles parking in bus stops illegally; the governor recently signed a new bill that increases the fine
- Reports that the MBTA Transit, city and town police are not taking illegal parking complaints seriously
- Reports that consumers have been harassed when taking photos and writing down license plate numbers of offending vehicles

AACT members, for their own safety, are advised not to approach motorists who park illegally.

Members have been asked to report all violators to MBTA police and the police of the city or town where the violation occurs. The MBTA police will be asked to report at the AACT monthly meeting on the number of violators and the actions taken.

Finally, the Chair asked that members submit their list of parking offenders with time/date, location and vehicle details so that he can compare it to the list of the Transit police.

He then asked for questions.

**T. Gilbert:** I have reported parking violators to police only to find that the vehicle is still there hours later.

**Chairman Haynes:** It is best to report the violators to both the MBTA Transit police and the city or town officers.

**E. Minor:** I witnessed the Boston Police giving a ticket to someone who parked illegally in the bus stop.

**Chairman Haynes:** I will be contacting the police of all sixty-two cities and towns to share our concerns about this issue.

**R. Mahoney:** Will there be new signage for the 8,000 bus stops concerning the violation?

**Chairman Haynes:** I will address this issue with Gary Talbot, the Assistant General Manager for System-Wide Accessibility to address the cities and towns in the MBTA bus service area.

**M. L.** You have instructed us not to take pictures of the license number or confront the drivers but this could be important to help solve an issue.

**Chairman Haynes:** You can take pictures of vehicles that are parked illegally in bus stops for proof. If you are on THE RIDE and you are in

danger from the actions of a driver, you should report this to the driver's vendors. All vendors and the Office for Transportation Access are here today. You can discuss your issue with them.

**M. MacNab:** I believe you are being unfair to the police. I have been observing bus stops and find that there appears to be a problem only with the yellow school buses. I think this can be handled without anyone going to jail. There should be peaceful advocating for this issue.

**Chairman Haynes:** The information was reported to me that the municipal and Transit police are ignoring the violators. I only reported the information as it was conveyed to me.

***Frank Olesgby, Deputy Director of Customer Service and the Interim Manager for the Office for Transportation Access (OTA) THE RIDE (reports and notices attached)***

He greeted the Chairman and AACT members and reported the following:

- All MBTA drivers are prohibited from using any type of cell phone or electronic device
- The MBTA and THE RIDE vendors have signed the new 2010-2014 contracts
- First Transit has decided to withdraw from the process
- The area that was to be serviced by First Transit will now be taken over by the Joint Venture
- Notices concerning the new contract will be mailed to the 63,000 customers of THE RIDE
- All vehicles in THE RIDE fleet will display a red sticker that indicates "no cell phone use or use of any electronic devices while on duty "

He then asked for questions.

**P. Barresi:** What if THE RIDE vehicle gets into an accident and there is no phone available?

**P. Strobis:** Each driver as two modes of phone services (1) fleet-wide radio and (2) the mobile data unit with and emergency button that may be triggered to dispatch; the emergency responders on the scene could be a third

**M. MacNab:** I'd like to thank Kiessling Transit for the many years of good service.

**Madelyn L:** I'd like to acknowledge the good service of THE RIDE.

**F. Olsigesby:** Thank you. I hope you continue to have positive travels in the future.

***Matt Whalen, Supervisor for the MBTA Pass Program at Back Bay Station for MBTA System-Wide Accessibility (SWA) representing Kathy Cox, Manager for the SWA and Fixed Route Services***

Mr. Whalen distributed his report and briefly discussed the renovation project going on at his Back Bay office and stated that customers will see major improvements for transacting business (report attached).

He then asked for questions.

**E. Miner:** My concern is that the doors at Back Bay as well as other stations do not automatically open when you press the button. Is there anything being done about this?

**M. Whalen:** I am aware of the situation. I will also advise Ms. Cox of the issue.

**L. Blair:** I am concerned that entrance and rear doors at Back Bay Station do not work 75% of the time. I have been told that they are not turned on.

**M. Whalen:** I will report to Ms. Cox for research.

**R. Clark:** I was in the second car of a two-car train and the driver made a quick stop; I was injured and lost my tooth. I hope that the MBTA is taking safety seriously.

**M. Whalen:** I will meet with you to discuss this.

**T. Gilbert:** What is going to be done about parking signage at stations?

**M. Whalen:** There is an MBTA marketing campaign that will address this. I will follow-up with the MBTA Transit Police.

**P. Barresi:** I am pleased with the credit card payment option for THE RIDE.

**M. Whalen:** Thank you.

## ***AACT Election***

### Candidates' Statements to Members

Paul Barresi, Ellen Frith, April Maselli, John Kane and Ben Haynes spoke to the membership for up to two-minutes each on their desire to be either an officer or a member of the AACT Executive Board.

Chairman Haynes thanked the candidates for their time and dedication to AACT.

Ballots were distributed to members who met the voting requirements. They were then collected and tabulated.

The Chair announced the results. The newly elected members of the AACT Executive Board for the term 2009-2011 are: Ben Haynes, Chairman; John Kane, Vice Chairman; and Paul Barresi, Ellen Frith, and April Maselli as Board Members.

The Chair thanked members of MPO Staff (CTPS) who helped out.

## ***Open Discussion***

**J. Oliver:** Is there any way that the Office for Transportation Access can verify a driver input pickup and drop off of the consumer?

**P. Strobis:** Yes, we do have access to the vendor systems to get that information. We can also check the Mobile Data system to verify the data.

**E. Frith:** I would like to brainstorm with others on how to get enforcement of the “no parking at bus stops rule” for all vehicles, including the yellow buses, ambulances, and Somerville, Medford and Cambridge transportation vans. There must be a way to monitor the complaints through the System-Wide Accessibility concerning vehicles that illegally park at bus stops in violation of the new parking bill.

**M. Whalen:** I would recommend that you document and phone in violators to the MBTA Customer Support Services Center (CSSC) and they can forward your complaint to the Transit Police. I will also do some research.

**T. Gilbert:** Chairman Haynes suggested that we take down the information, call it in to the CSSC, and forward a copy to him. It’s a really great plan that will get everyone on the same page.

**P. Barresi:** Is there any truth to the rumor that GLSS is moving all of their offices to Lynn? Is Ron Airey retiring?

**J. Dunlop:** Yes, we will be moving to Lynn on the Lynnway and Ron Airey will be retiring as of July 1 and his replacement will be Paul Crowley.

**P. Strobis:** As a reminder to AACT, the Metro West Regional Transit Authority (MWRTA) will begin their paratransit service as of July 1. They will be hosting four public meetings: tonight, May 27 at 7 PM at the Natick Senior Center; Monday, June 8 at 2 PM Framingham Callahan Senior Center; Monday, June 22, at 10 AM, Natick Senior Center; and Saturday, June 27 at the Framingham Town Hall at 7 PM. Representatives from the MBTA’s Office for Transportation Access will be at those meetings.

**R. Clark:** Will there be any changes in the bus routes?

**M. Whalen:** I’m not aware of any changes, but I will do some research.

**J. Oliver:** Are meetings being hosted by MWRTA restricted only to the Framingham-Natick consumers? What about consumers who are coming from other areas?



**P. Strobis:** MWRTA is hosting the meetings for the towns they will service. The meetings are open to the public with no restrictions on attendance. All THE RIDE customers will be receiving notice concerning the MWRTA change of service.

**E. Minar:** Why are there no representatives from the MWRTA here to let us know what's going on?

**J. Thompson:** I operate Thompson Transit, which will be the carrier for MWRTA. A few details are still being worked on. If you are a consumer of THE RIDE it will be a transfer service. The model will be just like the Kiessling and Brockton Area Transit Authority.

**E. Minar:** I still think there should be a representative from MWRTA.

**Chairman Haynes:** The MBTA services this area. MWRTA has a different regional transit authority area. The MWRTA is not required to report to other RTA's.

**P. Barresi:** How can I find out how long will it take to get the refund from the "on-time" service late card?

**C. Joyce-Harrington:** The cards are received through the Revenue Department. They are shipped to OTA in batches and are approved or denied in batches. When they are approved the money will go into your account. If they have been denied we log them. Call the OTA office at 617-222-5123 and we will check the status of your account. The process takes a while.

**J. Oliver:** Will you be making an upgrade to your phone system at JV by July 1 to be more professional?

**C. Jones:** Yes we are getting a new phone system and update for the callback center.

**Chairman Haynes:** To the three vendors that will be going forward as of July 1, I would like a copy of your training video or DVD before the June meeting. You may send them to Janie Guion c/o CTPS, 10 Park Plaza, Suite 2150, Boston, MA 02116 or drop-off at CTPS, 10 Park Plaza, Suite 2150 - West.

**E. Frith:** Does AACT have a website? I would like to tell others about the AACT brochure and if it can be found on the website.

**Chairman:** You can find AACT at [www.bostonmpo.org](http://www.bostonmpo.org) website. The brochure can be requested in accessible format.

**T. Gilbert:** Are you aware of a bus stop assessment study by the MBTA System-Wide Accessibility Department?

**M. Whalen:** Yes, I am aware of the evaluation.

**E. Frith:** Who do I contact when the bus stop signs are removed? I have observed this in the Somerville area.

**M. Whalen:** Contact the MBTA CSSC at 617- 222-3200.

***Announcements:***

**J. Oliver:** I am concerned that no one at the MWRTA office is answering my e-mail. I am also concerned whether or not the office is accessible.

**J. Thompson:** I will ask them about their lack of response to your questions and get you answers.

**Chairman Haynes:** All RTAs must hold meetings in accessible locations and be convenient to public transportation. That is the law.

**Meeting was adjourned at 3:15 PM.**