

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

*10 Park Plaza, Suite 2150, Boston, MA. 02116-3968*

*Voice/Relay: 857.702.3658, Fax: 617.570.9192,*

*TDD:671.570.9193, E-mail: AACT@ctps.org*

***AACT Membership Meeting Minutes***

*(\*\*Portions of these meeting minutes are incomplete due to a recording failure)*

***Wednesday, April 22, 2015***

***Board of Directors:***

Chairman - James F. White

Vice Chairman - Rick E. Morin

**Executive Board**

Mary Ann Murray

Ian Perrault

Beverly Ann Rock

Lisa Weber

***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](http://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 web page.

Comments and questions concerning AACT should be directed to Chairman James White by contacting the AACT Coordinator, Ms. Janie Guion, at Voice/Relay: 857.702.3658, Fax: 617.570.9192, TDD: 617. 570.9193, e-mail: [AACT@ctps.org](mailto:AACT@ctps.org), 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 nearby 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 Ms. Janie Guion at 857.702.3658 Voice/Relay; 617.570.9192 (TTY); 617.570.9193 (fax); or [aact@ctps.org](mailto:aact@ctps.org).

The Boston Region Metropolitan Planning Organization (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](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 Saturday and Sunday 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/).

*Meeting opened at 1:10 PM*

*Reading of the Agenda*

*Introduction*

*Attendees:* Beverly Ann Rock, Deanne Sisco, Nancy Miller, Edelberto Albo, Juan Albo, Pat Gangregorai, Ian Perrault, Nadine Jones, Ithai Carson, Reggie Clark, Tom Gilbert, Robert Dias, C. Smith, David Chia, Yasi Abdol, Linda Salzer, David Hogan, Lisa Weber, James White, Rick Morin, Mary Ann Murray, B. Guerro, and Ellen Frith

***MBTA Staff:***

Frank Oglesby, Rob Sampson, Carol Joyce- Harrington

## ***Vendor Staff:***

Selena Walckner, Randy Hendrickson, Kevin MacDonald, and Victor Herrera

### ***Approval of Minutes***

Chairman White requested a motion to approve the meeting minutes for February 25<sup>th</sup>. A motion was made and carried.

### ***Chairman's Report***

*The Chair stated the following:*

- He met with Gerald Francis, the new general manager for Keolis Commuter Services who stressed the need for his staff to have the ADA training to help identify and aid passengers who have disabilities. He noted that Mr. Francis is looking forward to the collaboration between the MBTA's System-Wide Accessibility directorate, Keolis and a customer engagement group, which includes AACT that will develop the training.
- He informed the members that AACT is part of a newly formed customer engagement group, along with other disability stakeholders, and will have more information on their efforts at the next meeting

- He attended the bus operator Recertification Training and the National Express Transit passenger assistance training

## ***MBTA Department of System-Wide Accessibility (SWA)***

***Rob Sampson, Manager of System-Wide Accessibility*** gave an update on the MBTA's accessible projects and other items. See the SWA report for further details.

*He stated the following:*

- The impact the elevator and escalator outages will have on Route 128; the elevator outage will continue through August and the escalator through February 2016. The MBTA received funding from the Community Transit Grant Program to make a number of accessibility improvements for bus stops
- The Mass Collaboration: Movement for Access Safety & Survivors project is supported by a grant awarded by the Office on Violence Against Women and is in the second phase of the collaboration effort.

Also discussed were the following (but not included in the SWA report):

- MBTA System Orientation Training is designed to familiarized seniors and customers with disabilities with the accessible services offered by the MBTA. To learn more contact Kurt Echols, System-Wide Accessibility at 617-222-5254 voice, TTY at 617-222-5045, and [kechols@mbta.com.com](mailto:kechols@mbta.com.com).

- Red and Orange Line Car Ad Hoc Committee is scheduled to start in May, with AACT involvement. The new vehicles will have a variety of accessible features. The design process will take up to three years for the Orange Line and longer for the Red Line cars
- Casey Overpass Project will impact Forest Hills station; there will be a new head house; and in phase two the accessibility upgrades will take place but not for some time

He then asked for questions.

**R. Clark** stated that MBTA bus signs at Coolidge Corner inbound to Harvard station, are damaged or missing.

**E. Frith** shared that she had a meeting with General Manager Frank DePaola and his staff about her concerns around bus stops. She stated there are many violations in Cambridge and Somerville by private bus carriers. *R. Sampson* asked that she have her complaints logged as disability concerns so that they may go to the proper departments.

**D. Hogan** asked about the funding for public safety. He asked why is there no rush to have elevator service outside at the JFK station where it would benefit tourists as well. *R. Sampson* noted that there is movement to replace the ramp at JFK station and that there is some discussion about an elevator. He is not aware of the timeline for either project.

**Chairman White** reminded everyone to carefully review the SWA report which breaks down complaints into categories; he also asked that when filing ADA complaints people should state if they are ADA complaints.

**L. Weber** applauded the bus operators and other customers for their courtesy to those in mobility devices.

**Chairman White** asked that, when there is a failure to board someone in a mobility device that everything is done to make sure that the person knows that they will be accommodated. He asked for a better breakdown in the report. *R. Sampson* noted that often times the person is not at the bus stop. On-board cameras are reviewed for details.

**Chairman White** thanked Mr. Sampson for his presentation.

### *AACT Board of Directors nominations opened for the term 2015-17*

**Chairman White** opened the nominations for the AACT Board of Directors by reading the guidelines. He noted the names of nominated candidates.

**E. Frith** nominated herself; she is ineligible since she does not meet the criteria.

**D. Hogan** offered a spirited discussion of who is eligible to run for office or vote. He noted that there needs to be new candidates with new ideas.

**Chairman White** clarified the discussion by reading the bylaws section that relate to eligibility. He stated that at his discretion he can designate a

member to serve on the AACT Board at a later date as he has done in the past.

### *Nominees for the AACT Board of Directors:*

None were presented. Nominations were closed; the election will take place at the May 27<sup>th</sup> meeting.

### *MBTA and Vendor Reports*

#### **\*\*MBTA Transit Police Department**

**Chief Ken Green**, answered questions from members.

**Chairman White** thanked Chief Green for his help with an issue regarding THE RIDE vehicles having free range to enter into the Downtown Crossing area.

**C.J. Harrington** stated that OTA had received the complaint and contacted the Chief as this was an issue that surfaced again during the winter storms, only this time with State Police not Boston Police. OTA worked with both MSP and TPD to resolve the matter.

**L.S. Shepard** thanked Chief Green for his actions taken at Newton Center station eliminating locked bikes.

**Chairman White** thanked Chief Green for his diligence.

**Selena Walckner, EEO/Title VI Manager**, stated the following:



- The Attleboro station mini-high work will begin; work will also be done on the Haverhill Line through June 26.

She then asked for questions.

**L. Weber** asked if Keolis had posted online a list of work projects being done at various stations. *Ms. Walckner* noted that she would report back.

**E. Frith** commented that she would like more information posted on the Worcester Line.

**Chairman White** thanked *Ms. Walckner* for her report.

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

***Frank Oglesby, Deputy Director***, submitted the OTA report with no further updates:

**Chairman White** thanked *Mr. Oglesby* for his report.

***\*\*Greater Lynn Senior Services (GLSS)***

***Randy Hendrickson, General Manager***, distributed his report and had no further updates.

**Chairman White** thanked *Mr. Hendrickson* for his report.

## **\*\*Veterans Transportation (VT)**

**Kevin MacDonald, General Manager**, distributed his report and announced upcoming trainings to be held. Please see a full schedule in his report.

He then asked for questions.

**Chairman White** thanked Mr. MacDonald for his report.

## ***National Express (NEXT)***

**Victor Herrera, General Manager**, distributed his report and announced that effective May 20<sup>th</sup> the old name of the Joint Venture will be replaced with the official company name of National Express Transit on all communications, documents, vehicles, etc. THE RIDE contract since 7/1/15 has been with National Express Transit (NEXT)

**N. Miller** commented that her arrival times have been very problematic.

**Chairman White** thanked Mr. Herrera for his report.

## ***Open Discussion & Announcements***

**Randy Hendrickson** announced that Greater Lynn Senior Services is the recipient of a MassDOT grant to purchase 23 of 24 replacement vehicles. Nine new vehicles were also awarded.

Meeting adjourned at 3:00 PM.