

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

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Board of Directors Meeting Minutes

Wednesday, March 25, 2015

Meeting opened at 10:02 AM

Reading of the Agenda

Introductions

Attendees:

James White, Rick Morin, Ian Perrault, Mary A. Murray, and Lisa Weber

MPO Staff:

Janie Guion

MBTA/MassDOT Staff:

Rose Yates, Will Kingade, and Gary Foster

Chairman's Report

Chairman White stated the following:

- He commended the Office for Transportation Access and its vendors for operating during the recent weather conditions.
- He thanked Vice Chairman Rick Morin for conducting the AACT Board of Director meeting in his absence last month.

- He attended the University of Wisconsin's three-day Train-the-Trainer Passenger Assistance Training (PAT) hosted by Veterans Transportation, which recertified PAT trainers from all three of THE RIDE contractors.
- Robert Schmitt, Ph. D., a University of Wisconsin PAT instructor, gave Chairman White accolades for his keen knowledge of the program. Chairman White was touched by the sentiments and commented that the message was a wonderful reflection of AACT and its past chairmen Ben Haynes and Philip Beaulieu, who were his mentors.
- The Taxi Subsidy Program Committee continues its work; more information will be provided when the program is approved by the MassDOT Board of Directors.
- He expressed his concern that municipalities are not clearing snow from sidewalks; the lack of snow removal negatively affects persons with disabilities and limits their independence.

He asked for comments or questions.

MBTA Senior staff from Marketing and Communication, Automated Fare Collection, and Technology Departments

Rose Yates of Marketing and Communication, Will Kingkade of Automated Fare Collection, and Gary Foster, Chief Technology Officer, were invited to discuss numerous issues about the CharlieCard: difficult on-line purchases; promotions; outreach events to senior centers and other facilities; individual bank accounts, debit cards, credit cards linked to Tap-N-Go, vending machine locations; and the lack of station signage and Green Line rear door boarding. As whole the group noted that funding, staffing, and technology are a major source of the issues at hand. As for outreach events it is an area that could be further researched.

Chairman White thanked the MBTA staff for their time.

Treasury Report

Chairman White stated that an account with the funds (\$1280) donated by a former AACT member will be opened in the next several days.

Rider Oversight Committee (ROC) Report

Lisa Weber, AACT Board of Directors and representative to the MBTA's ROC stated the following.

- Secretary of Transportation Stephanie Pollack attended the ROC meeting and answered questions and gave updates. She noted that she would be taking issues into consideration including the needs of persons with disabilities, walkers, and bicyclists.
- ROC members are very vocal about advocating on issues, but they do not include accessibility. She commented that she reminds the members that access is very important to the disability community.

Chairman White thanked Ms. Weber for her report.

Open Discussion

Chairman White commented that AACT is experiencing a lack of communication with the Department of System-Wide Accessibility (SWA) staff. He is concerned about the upcoming meetings and ADA trainings.

He also discussed reviving THE RIDE driver of the month award. He would like to have further discussions with the Office for Transportation Access and each of the vendors to see if they would support program.

He was informed that the Keolis ticket clerks lack the knowledge of commuter rail stations that are accessible when asked by passengers for details. He would like to see more information posted in stations on inaccessible stations. He noted that passengers should make sure they have all the information before boarding trains and speak with the conductor.

M.A. Murray commented that the Greater Lynn Senior Services (GLSS) report shows a rather high number of accidents involving equipment damaged by drivers. She noted that for over a year she has had an outstanding claim for the repair of her mobility device (MD). She has a letter from GLSS stating that they take full responsibility for the damage.

She noted that all efforts to have GLSS repair her MD have been ignored. She is concerned that other consumers may be treated in this manner also.

Chairman White commented that he is concerned whether other passengers are being given the same response.

Old Business/New Business

None was presented.

Announcements

None was presented.

Meeting adjourned at 11:38 AM.

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. 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: 857.702.3658, Fax: 617.570.9192, TDD: 617 570.9193, E-mail: 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 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 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/.

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.