

**Access Advisory Committee to the Massachusetts  
Bay Transportation Authority (AACT)**

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***Executive Board of Directors Minutes***

***Wednesday, July 26, 2017***

***Board of Directors:***

Chairman – James F. White

Vice Chairman – Lisa Weber

***Executive Board***

Nadine Jones

Mary Ann Murray

Beverly Ann Rock

James Tozza

***Meeting opened at 10:05 AM.***

## ***Reading of the Agenda***

### ***Introductions***

***Attendees:*** Beverly A. Rock, James White, Lisa Weber, Jim Tozza, Nancy Houghton

***Other:*** Hang Lee, Laura Brelsford, Lourenço Dantas, Matt Archer

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

None were presented.

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

*He stated the following:*

- He met with Laura Brelsford to discuss the new in-station MBTA Ambassadors program. The pilot will begin at Chinatown Station and Massachusetts Avenue Station.
- He attended the ADA Celebration hosted by the Boston Mayor's Commission for Persons with Disabilities.
- He participated in the National Express Transit passenger assistance training class.
- He will participate in a new bus operator training.

### ***Ad Hoc Committee Update***

***Laura Brelsford, Assistant General Manager, System-wide Accessibility (SWA),*** stated the following:

- She noted that the Ad Hoc Committee and SWA and are actively discussing the potential structure of the new community engagement group.
- She explained that a draft of the new bylaws and a new memorandum of understanding are now under review by SWA to provide early feedback.
- She is optimistic with the direction of the group in terms of involvement with key accessibility projects and MBTA transparency in accessibility decision-making. The documents are not yet finalized.
- She commented that the committee is currently unclear which organization will support the new group. There have been discussions of locating the group outside of the State Transportation Building (STB), though meetings may still take place at the STB. The group may be nested with an organization like Boston Center for Independent Living or Greater Boston Legal Services. These organizations have been providing feedback about feasibility and unintended consequences.
- The group is targeting the takeover in three months.

**Chairman White** expressed strong concern that the new group should remain based in the STB. He stated that over several decades, AACT and Central Transportation Planning Staff built many contacts within the building, and these will carry over to the new group; having the group located elsewhere could negatively impact the group's working relationships. He added that it is easier to cross paths with transportation officials if the group is located in the STB.

## ***Open Discussion***

*Chairman White* stated that the MBTA Customer Call Center is no longer located at 10 Park Plaza. Employees of the call center have been relocated to other departments. He noted that customers can no longer do walk-ins to file complaints.

The Board discussed the MBTA outsourcing various departments. *Chairman White* expressed that AACT had little involvement in this process, adding that AACT should have had a voice in outsourcing the call center.

Outsourcing maintenance will likely be contentious, and the Fiscal and Management Control Board meeting will likely see heavy attendance. *Chairman White* questioned if AACT would have oversight of a private maintenance team. Referencing Global Contact Services (GCS), he noted that outside vendors can take time to learn all of the duties and responsibilities; a maintenance crew that is slow to adapt could put passengers and staff at risk. He added that cost savings should override safety and quality of work. *Vice Chair Weber* stated that AACT should be a voting member in deciding who receives the maintenance contract.

**Chairman White** stated that the Office for Transportation Access (OTA) sent the complaints from THE RIDE Access Center (TRAC); however, they were only for the month of May. He has not seen the total number of complaints for May, June, and July. He noted that the customers who file complaints do not account for all customers. He proposed that AACT, OTA, and GCS meet to discuss the current situation with TRAC and what can be done to move forward. Additionally, he spoke with Mike Hulak and requested that he spend time at the TRAC offices observing their operations.

**N. Houghton** explained that RIDE customers have received conflicting information about who to call with complaints and compliments.

*Chairman White* stated that each vendor has a phone number listed in THE RIDE manual; the number is listed as “contract administrator,” and they should be called if you have an incident with a driver. For issues with dispatch and reservation, complaints should be filed with GCS, and that systemic issues should be reported to OTA.

**Chairman White** stated that Greater Lynn Senior Services is now also handling trips that were previously done by National Express; this has negatively impacted on-time performance, as the drivers are unfamiliar with the geography of the area. *Vice Chair Weber* suggested he raise this issue during the membership meeting.

## ***Old and New Business***

**Chairman White** stated that AACT will be involved in revising the training manual for MBTA bus operators. There will be DVD modules for each component. He noted that the original training manual was written when there was only one type of bus; there are currently five. AACT will wait to have MBTA training personnel as guests until work on the manual is complete. He added that he would like training personnel to be stakeholders during the revising process.

**Meeting adjourned at 11:43 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.

Notices of AACT meetings are posted on the website of the MBTA at [http://www.mbta.com/about\\_the\\_mbta/public\\_meetings/](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](http://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](mailto: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.

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***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.