



Access Advisory Committee

to the Massachusetts Bay Transportation Authority

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AACT Meeting Minutes for Wednesday, May 28, 2008

NOTABLES

- Comments and questions concerning AACT should be directed to the Chairman.
- Members are reminded that when a complaint is filed only the information concerning the complaint is shared with AACT. There is no personal information shared; only the details of the complaint.
- Chairman Haynes recommends that AACT members needing information, or wanting to inquire about MBTA services, do so through the new Customer Support Service Center at 617 – 222-3200 or their Web Site 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 would be appreciated.

ATTENDANCE:

Thomas Gilbert, Elizabeth Salazar, Ben Haynes, Lillian Haynes, Cheryl Ravalli, James Oliver, Frank Taverna, John Kane, April Maselli, Linda Blair, Tammy Perrault, Marilyn MacNab, Lloyd Caswell, Paul Barresi, Philip Beaulieu, Bob Carr, Angela Mannerson, Kathryn Piccard, Reggie Clark

MBTA Representatives:

Tangela Burgess, Mike Festa, Carol Joyce-Harrington, Robert Rizzo, Kathy Cox, Bob Murphy, Richie Corriero, and Mike Hulak

Vendor Representatives:

Joint Venture of Thompson Transit and YCN – Carlton Jones and JoAnne Thompson
Greater Lynn Senior Services, Inc. – John Soucy and Ron Airey
Kiessling Transit, Inc. – Claire DiPillo and Roger Kiessling
Veteran Transportation Services – John Tuttle and Derek Marcon

Agency Representatives

Richard Chapman – Massachusetts Commission for the Blind
Kathy Roach – Massachusetts Office on Disability
Walter Bennett and Janie Guion– Boston Region Metropolitan Planning Organization staff

The AACT Chairman opened the meeting at 1:00 PM with a welcome to everyone.

Agenda

- Members, friends and guests introductions
- Vice-Chair P. Beaulieu read the agenda
- March 26 meeting minutes approved with one abstention.
- February 26 minutes were approved unanimously.

K. Piccard: The information on the back of the agenda states the meeting procedures and are mentioned every month; these are not regulations of the bylaws. I would just like to emphasize that they are not binding. Who gives you the authority to make these changes to the agenda?

Chairman: The procedures of the AACT meeting are at the discretion of the Chairman and the Executive Board. The bylaws govern the activities of AACT in general.

Chairman Overview (see the attached):

Chairman Haynes: These meetings are conducted for the purpose of having serious exchanges that impact or affect accessible transportation issues for people with disabilities. During my research I have found no reason to change the meeting format.

The meeting will continue as outlined by the agenda and according to the AACT Bylaws; how the meeting is conducted, in terms of recognition, and who is eligible to speak or address issues brought to the floor. Anyone can bring a transportation issue to the floor and have it addressed. This is not the place for mayhem. If your question is not answered to your satisfaction, please wait until others have asked their questions before you ask for clarification. You may speak with the person responding at the break for more clarification. The Chair has a responsibility to keep the meeting moving within the set timeframe.

He then asked for questions.

K. Piccard: You commented that you see no valid reason to change the format of the AACT meeting. Did you read the final report that was presented last fall to the MBTA by the Access Committee? The memo goes into great detail about problems in past meetings. Did you study the memo in great detail to come to your conclusion?

Chairman: Yes. I did not discover any valid reason for changing the format for AACT meetings.

The Chairman's overview was approved with one no vote and one abstention.

Overview of the MBTA Safety and Training Department

Robert Murphy presented an extensive overview of his responsibilities for MBTA Safety and Training Department to the AACT members and friends. He reports directly to the General Manager Grabauskas and is in charge of the daily oversight, identification and control of operating and workplace hazards. Mr. Murphy works with many of the MBTA department heads and his staff is involved in all areas of the MBTA operations. He is always looking for ways to prevent accidents. He urges employees to be vigilant and report problems. He states that the Safety Department is integral to the MBTA, supporting the MBTA's mission for safety.

He then asked for questions.

K. Piccard: Are the same trainings being offered to THE RIDE drivers on fatigue awareness as MBTA drivers?

B. Murphy: The RIDE is run by private contractors. We may need to tighten up standards or tweak contract requirements of contractors to make sure their drivers get the same training we offer in our internal training. I will do research.

M. MacNab: Your department is doing a wonderful job. Can you tell if the cameras in the stations are focused on more than just the ticket vending machines, paths-of-travel and parking areas?

R. Murphy: I would like to see more cameras. The acting Police Chief has put more officers in the field. Currently, we are working to make sure all the station areas are being monitored.

J. Oliver: Why wasn't the National Transportation Safety Board (NTSB) called in after the train accident? Why were there no precautions taking on the freight car at the lumber area to prevent a run away train?

R. Murphy: An official from the NTSB was called in to do an initial assessment. Since the accident happened on a private way the NTSB felt the freight yard was responsible for the accident.

T. Gilbert: Will the MBTA be adding safe, secure waiting areas on its train platforms?

R. Murphy: I personally don't know of any. There may be areas that are designated as safe areas by the MBTA.

K. Piccard: THE RIDE drivers have always complained about deteriorating driver front seats in the vans. You mention how you addressed the issue for the bus operators. Since 75% of THE RIDE vehicles belong to the MBTA, do you know whether the knowledge of what was found with the bus operating seats has been shared with THE RIDE people?

R. Murphy: I will look into it. This is really an internal matter. Someone from the private contractor needs to inform the MBTA.

T. Gilbert: Will there be more safety signs placed on bus vehicles and trains to keep passengers aware when exiting the vehicles and for other safety issues?

R. Murphy: No.

Chairman Haynes: Thank you. Mr. Murphy, this information was very informative and we look forward to having you back.

MBTA Office for System-Wide Accessibility (SWA)

Kathy Cox, manager for Fixed Route Services and SWA stated the following in addition to her written report (report attached):

- Bus Operations will be getting 155 new buses that will be distributed among the Lynn, Cabot and Quincy garages.
- The public address system at Wollaston Station has been repaired
- Registered users of THE RIDE CharlieCard have taken over 5,400 trips on fixed route services. The Information on the commuter rail and water transportation are unknown since there is no way to gather those numbers

She then asked for questions.

J. Oliver: The training staff for fixed route training was great. I would like to recommend others who will be traveling on fixed route to join in the class.

L. Caswell: I took my first ride on the new low-floor buses and was really pleased.

T. Gilbert: Problems on the Green Line cars between Lechmere and Haymarket are continuing.

K. Cox: I will pass this on.

F. Taverna: What is the status of the monitoring program?

K. Cox: The program is still in development. We are still seeking testers or observers. You may work from 0-20 hours a week. Please call Laura Brelford in SWA.

R. Clark: There needs to be more service on the Green Line at Lechmere.

K. Cox: I will pass on your comments to the MBTA Service Planning Department.

MBTA Office for Transportation Access (OTA) Paratransit (THE RIDE) Contract Operations Update

Bob Rizzo, Manager of Paratransit and Contract Operations for the MBTA, gave an update (reports attached).

A brief update was given:

- On Thursday, April 3 THE RIDE once again broke the previous month's single day trip record at 6,233.
- On Wednesday, April 14, the MBTA notified the MetroWest Regional Transportation Authorities to begin to plan for the transitioning of THE RIDE service within Framingham.
- OTA road safety checks were done throughout THE RIDE service area of all vendors.
- Jim Folk of MBTA Operations briefed the Chairman of AACT and others on the upcoming Request for Proposals for THE RIDE contract.
- He also reported that this March 2008 consumers filed fewer complaints.

He then took questions.

P. Barresi: What the term RFP?

R. Rizzo: A Request for Proposal as differentiated from a bid process.

His report was accepted.

Other:

J. Oliver: In your written report you stated that Mr. Marshall threatened you. Why didn't you summon building security?

Chairman Haynes: Regarding the incident, during a recent presentation Mr. Doucett, head of building security, stated that the security for this building is here to solely direct, assist, observe and check ID's of persons entering the building. The MBTA Transit Police

would be the authorized agency to summon in the event of a disturbance.

Old Business:

Chairman Haynes: The Anniversary Committee is hard at work to make this a memorable celebration and one that will be financially reasonable and accessible by public transportation.

R. Chapman: Are you aware of any catering services the MBTA may have?

B. Haynes: We have not solicited any support from the MBTA. We will be looking for their advertisement or contribution for our program booklet.

K. Piccard: Can we have new business added to the agenda for next month?

Chairman Haynes: You requested that it be removed since you did not have the next meeting agenda. If there is new business to be introduced it can be presented during the announcement section of the agenda.

R. Chapman: The Mike Festa that works for the MBTA has he been appointed to be the new Boston Commissioner of Elderly Affairs?

Chairman Haynes: This would be a different Mike Festa.

L. Casewell: Is there a way to distinguish which vendor has arrived at your location when there are several people waiting in that area for THE RIDE vehicles?

R. Rizzo: I will do some research. A quick fix would be to purchase marking tape and place that color on the hand held sign.

J. Oliver: Is Mr. Summerfield still a member of the AACT Executive Board?

Chairman Haynes: We were contacted by e-mail concerning his resignation. He is now an employee with the MBTA's monitoring program.

The meeting was adjourned at 3 PM.

