

**The ACCESS ADVISORY COMMITTEE  
MEETING MINUTES  
State Transportation Building  
February 21, 2002**

**NOTABLES:**

RIDE Tickets are available at all AACT meetings.

All meetings are equipped with Assistive Listening Devices.

**Persons making presentations should submit written/BRAILLE copies to the AACT coordinator at the above address 24 hours before the meeting.**

**AACT member Thomas Gilbert was inadvertently left off the January 2002 attendance.**

**ATTENDANCE:**

Phil Beaulieu, Ben Haynes, Cheryl Ravalli, Barbara Taubenhau, Juan \_\_\_\_\_?, Mark Kalashian, Kathy Mooney, Philip Beaulieu, Isabel McDonald, Jim Oliver, Lynda Hoffman, Larry Haile, James White, Margaret McLellan, Thomas Gilbert, Reginald Clark, Pauline Lincoln, April Maselli, and Elizabeth Dillard

**MBTA Representatives:**

Kathy Cox, Carl Merrick, Michael Festa, Bob Rizzo, Alexander Murkinson, Dottie Winn, John Bugbee, Michael Huglak, Paul Fitzgerald and Ron Mariani

**Vendor Representatives:**

A. Maldonado-JV, M. Colameta - GLSS, C. Dipillo & L. Stevens - KTI, and K. McDonald, & C. Fraizer -VTS

The meeting was called to order at 1:05 PM.

**Nominations for the AACT Executive Board for 2002-2003:**

**Executive Board**

Jim Oliver (Accepted)

James White (Accepted)

April Maselli (Accepted)

**Vice-Chairman**

Ben Haynes (Respectfully declined)

April Maselli (Declined)

**Chairman**

There were none.

**Voting results for the Amended Bylaws.**

**YES (8)**

**NO (1)**

Chairman Beaulieu informed the group that there will be one more bylaws vote held during the next meeting. If the revised bylaws are approved then, they will be adopted and take effect during the 2003 session.

**AACT Chairman's report by Philip Beaulieu** (Please see the attached meeting handouts). The Chair began his report by the appealing to members to get more involved in the Committee. He suggested that consumers do more than just file complaints against The RIDE. He reported on the Stop Announcement meeting with the General Manager and the Bus Operations staff and noted that there is still much work to do. Mr. Beaulieu announced he was pleased that RIDE complaints are at an all time low. Finally, he recommended that vendors speak with Carol Fraiser, Veterans RIDE Manager, about their new informational pouch for RIDE vehicles. Mr. Beaulieu asked for questions.

**M. Kalashian:** Is there any progress for filing complaints by e-mail?

**Chairman:** No, I am not aware of any at this time.

The report was then accepted.

**K. Cox, Manager, OTA Fixed Route Services** (Please see the attached meeting handouts). Ms. Cox reported on: a meeting with the MASS Senior Action Council; the Travel Training Program application notice; the automated fare collection equipment; the low-floor Green Line cars due in service fall 2002; and the 15 NewFlyer CNG low-floor buses due in the Spring 2002 on the #49 route. Ms. Cox asked for questions.

**G. Thomas:** When will the MBTA address the broken transponder box at Park Street Station?

**K. Cox:** This is the first time I heard about the malfunction; I will forward your concern.

**L. Hoffman:** Will there be a notice with regard to lifts and kneelers on the buses?

**K. Cox:** Lifts weren't addressed at the meeting.

**J. White:** The residents of Blake Estates would like to express their appreciation for your assistance in removing the bus stop that was located in the crosswalk.

**K. Cox:** It was their persistence that brought results. Please thank the residents for me.

**K. Mooney:** Are there any plans to eliminate the ABC bus that runs in Salem?

**K. Cox:** I have heard none. New contracts will be going out to bid this summer.

**B. Haynes:** When will the MBTA be conducting monitoring on the commuter rail system to make sure they are in compliance?

**K. Cox:** There was some monitoring done a while ago. I will research this for you.

Ms. Cox's report was then accepted.

**Fixed Route Coordinator's Report - Lynda Hoffman** (Please see the attached meeting handout). Ms. Hoffman urged consumers to file complaints for improved service and noted, with some hesitation, that the Design and Construction Department Report was improved. Finally, a suggestion to the AACT Chair to extend an invitation to have someone from the MBTA in charge of elevators and escalators to discuss the outages and the maintenance of both. Ms. Hoffman asked for questions. There were none.

The report was then accepted.

**MBTA/OTA Report Bob Rizzo, Paratransit Contract Manager:** Mr. Rizzo reported on the following: the AVL demonstration at Veterans; the GLSS accident investigation; the OTA staff road observance of The RIDE; the Midas User meetings; the internal planning for the 2004 RIDE procurement process; and the anti-terrorism training program. He also discussed the unannounced visit to The Joint Venture; the meetings with the Boston Senior Shuttle, the MBTA RIDE Safety Committee; and finally presentations at the Winthrop Senior and Norfolk Adult Day Care Centers in Norwood with OTA staff and their local vendor. Mr. Rizzo asked for questions.

**B. Haynes:** What is the status of the Mobile Data Computer (MDC) information conveying system?

**B. Rizzo:** There has been no progress. At this time only Veterans has this capability. The MDC is in every Veterans vehicle. Stop information is transmitted to drivers and the recording of data that is very accurate.

**B. Taubehaus:** How long should drivers wait for a consumer?

**B. Rizzo:** Drivers should wait five minutes whether they arrive late or on-time.

**B. Haynes:** I have been hearing of incidents of drivers being abused by consumers. Have those situations been reported to your office?

**B. Rizzo:** Each vendor has been advised to report incidents in writing as soon as they occur. Vendors are advised to call or write the consumer to express their concerns and send a courtesy copy to my office so the incident is properly recorded. Should the incident be repeated, OTA will take steps for appropriate action to be taken.

The report was then accepted.

**Paratransit Coordinator's Report - B. Haynes** (Please see the attached meeting handout). Mr. Haynes began his report with the following concerns regarding The RIDE statistical data on cancellations and no shows. Both have continued to soar. Mr. Haynes is seeking an investigation by OTA to determine what is the source. He is certain that an investigation will lead to corrective measures. In addition, the issue of the "no show" policy was referred to. This policy hinges on the stability of the Mobile Data Computer (MDC). Furthermore, until all

vendors have worked out the bugs in their system, the “no show” policy is prohibited at this time. Mr. Haynes asked for questions. There were none.

The report was then accepted.

**Vendor’s Report:**

**Kiessling Transit Inc. (KTI) by Ms. Claire DiPillo:** (Please see the attached MBTA meeting handout). Ms. DiPillo asked for questions.

**L. Hoffman:** How many of the complaints listed were for securement of equipment or passenger assistance complaints?

**C. DiPillo:** Most are for passenger assistance but few are on securement.

**B. Haynes:** Exactly what does comfort-of-ride mean?

**C. DiPillo:** Perhaps too many people in the vehicle or the vehicle hitting potholes.

**B. Rizzo: Clarification:** Other things that could be considered for comfort-of-ride are radio loudness, type of music or cigarette odors.

The report was then accepted.

**Veterans Transportation Services - Kevin McDonald** (Please see the attached meeting handout). Mr. McDonald asked for questions.

**M. Kalashian:** Is there a policy banning hanging air fresheners and aerosol sprays for persons with sensitivity to certain fragrances?

**K. McDonald:** Yes, we ask drivers not to use aerosol sprays or hang air fresheners.

**L. Hoffman:** How many of the complaints listed were for securement of equipment or passenger assistance complaints?

**K. McDonald:** We have terminated two people for failure to perform vehicle securement. We have a zero tolerance policy for this.

The report was then accepted.

**The Joint Venture (JV) by Albert Maldonado:** (Please see the attached MBTA meeting handouts). Mr. Maldonado asked for questions.

**L. Hoffman:** How many of the complaints listed were for securement of equipment or passenger assistance complaints?

**A. Maldonado:** We had two dismissals.

The report was accepted.

**Greater Lynn Senior Services (GLSS) Maria Colameta:** (Please see the attached MBTA meeting handouts). Ms. Colameta asked for questions. There were none. The report was then accepted.

**L. Hoffman:** How many of the complaints listed were for securement of equipment or passenger assistance complaints?

**M. Colameta:** We had one for passenger assistance.

The report was accepted.

**The Anderson Regional Transportation Center by Mike Festa:** (Please see the attached MBTA handout).

Mr. Festa began his report by describing the many features that make the Anderson Transportation Center in Woburn accessible for persons with disabilities. There are safety railings, two accessible restrooms, detectable warning strips, accessible ticket booths, and Braille/tactile signs. In addition, there are 45 accessible parking spaces, LED signs, and closed circuit television, as well as TTY and accessible pay telephones. Mr. Festa asked for questions.

**B. Haynes:** Will the restrooms be opened at all times?

**M. Festa:** Anytime during normal business hours.

**L. Haile:** Will someone monitor the ramps during inclement weather?

**M. Festa:** I will remind the maintenance department to be aware of the ramps during inclement weather.

The report was then accepted.

**Old Business:** Michael Festa reported on outstanding issues from the Route 128 Commuter Rail presentation at the January meeting. The total number of parking spaces for this facility is 2,649 and the accessible parking requirement is for 36 spaces; however the MBTA is providing 44.

**New Business:** There was none.

**Announcements:** Mr. Haynes asked all vendors, when addressing a letter of appreciation, to be inclusive of AACT as a whole rather than directed to one individual. AACT functions as a team and doing the training it is not a one-person effort.

Mr. Rizzo informed AACT that the administrative position in his office would be filled on Monday, March 4.

**The meeting was adjourned at 3:30 PM.**