
THE ACCESS ADVISORY COMMITTEE TO THE MBTA MEETING MINUTES

April 27, 2006

NOTABLES

- Please sign in at all meetings.
- Keep your attendance current to ensure your right to vote or hold office
- All meetings are equipped with assistive-listening devices
- As a courtesy to the hosting vendor, training sessions are to be attended for the full day. Members, please plan your day accordingly
- Handouts should be distributed at least fifteen minutes before the meetings
- Chairman Beaulieu announced the newest member of the AACT Board. Ben Haynes was named to the AACT Board replacing former member Michael Sears who resigned



10 Park Plaza, Suite 2150
Boston, MA 02116-3968
(617) 973-7100
Fax: (617) 973-8855
TDD: (617) 973-7089
E-mail: AACT@ctps.org

ATTENDANCE

Phil Beaulieu, Marilyn MacNab, Jim Oliver, Paul Barresi, Ben Haynes, Lillian Haynes, Kathryn Piccard, Ann-Marie Leonard, Thomas Gilbert, Reggie Clark, Frank Taverna, Phil Semans, Richard Nurt, Jeff Grant, Cheri Lieberman, Cheryl Ravalli, Richard Mahoney, Chickie Abdallah, Lynda Hoffman, and Pat Lydon

Agency Representatives:

Kathy Roach – Massachusetts Office on Disability
Richard Chapman and Cynthia Gusie – Massachusetts Commission for the Blind
Barbara Garlington-Carrier – Boston Commission of the Elderly Affairs

MBTA Representatives:

Carol Joyce-Harrington, Robert Rizzo, Michael Festa, Michael Hulak, Kathy Cox, and Ron Mariani, Alan Castaline, Eric Scheier,

Vendor Representatives:

Joint Venture – Carlton Jones, Victor Herrera, Ruth Kelleher and Deborah Johnson
GLSS – Jacquelyn Dunlop
Kiessling Transit, Inc. – M. Claire DiPillo
Veteran Transportation Services – Dan MacInnis and John Tuttle

Central Transportation Planning Staff:

Janie Guion

AGENDA

- Self-Introduction of the audience
- The March minutes were approved with corrections

Corrections to April 26 Minutes are as follows:

J. Oliver: Correction from page 6, line 24.

Who monitors the driver supervisor when they are doing a run, making sure they are doing what they are supposed to be doing?

C. Jones: Our Safety Supervisors are doing daily reports that show the different activity that is required for so many inspections a day. They do complaint, accident and incident investigations. During the day we have all their paper work back that shows all their activities for complaint, accident and incident investigations for the day.

Page 4, Line 11:

K. Cox: All the training material has been reviewed by AACT and some of the material has been written by B. Haynes Consultants. The law states that customers must participate in the development and/or delivery of training. A new training is being planned in the near future for all frontline Operations personnel. The disability community will be involved in that training.

Other comments:

A-M. Leonard: Please explain to me why we are using the Charlie Card on the MBTA?

K. Cox: The MBTA is in the process of installing new fare equipment. Everyone who is enrolled in the reduced fare program is being issued new cards. The MBTA is giving new blind access cards to all Massachusetts Commission for the Blind (MCB) cardholders. The new cards will have a computer chip that will work with the new fare gate.

A-M. Leonard: I cannot distinguish which card is the new blind access card.

K. Cox: I will seek guidance from the MCB to see what they may recommend.

MBTA/OTA Fixed-Route Services Report:

Kathy Cox, Manager of Fixed-Route Services for the MBTA/OTA (Office for Transportation Access), summarized the activities of March and April by announcing the following information (report attached).

Highlights:

- A settlement on fixed route access has been reached in the class action suit brought against the MBTA by persons with disabilities
- Looks forward to AACT being very involved in the class action suit
- Customers with disabilities will have an opportunity to provide input into the settlement
- New automated fare equipment continues to be installed at MBTA stations on the Green, Orange and Red Lines
- Reduced fare ID replacement is still underway
- The expansion of the North Station waiting area will be funded by TD North Bank and the completion date is November 2006.
- Rowe's Wharf ramp, which will be replaced proved to be very unreliable
- Stop Announcement compliance rate for March was 83.9 percent
- Travel Training Program continues
- She gave a brief update on Green Line cars that are in revenue service

She then asked for questions.

B. Garlington – Carrier: Will there be personnel at the Forest Hills Station when the Automatic Fare Collection equipment is in revenue service?

K. Cox: Yes.

C. Abdallah: I have noticed the staff at the openings and they are very helpful.

J. Grant: I was on a train and the public address system was inoperable. My concern is the Green Line needs more monitoring to make sure the equipment is in good working condition.

K. Cox: I'll pass this information on.

T. Gilbert: There is a safety hazard for the visually impaired when escalators are switched in the opposite direction.

K. Cox: It does happen on occasion when an escalator may not be working. We do have the ability to switch the direction of the escalators during morning rush hour to go up and during the evening rush hours to go down. A decision is made to follow the flow of the passengers. I cannot say it will not happen simply because it does.

J. Gilbert: I am concerned about the direction of the Prudential Station escalator going in the direction as other stations.

K. Cox: I will check.

M. MacNab: Is there any way to have elevator and escalator status posted in a centrally located place? Many times you pay your money and then find out the equipment is not working.

K. Cox: Over the past year we have posted signs at the collector's booth as to the status of escalators and elevators throughout the system so you will know the status of the equipment. The list is updated three times a day. I will do some research.

R. Clark: On bus route number 70 there appears to be a lack of buses in the morning and afternoons.

K. Cox: Please call these complaints in immediately on that day. Often time traffic is jammed. I will

check to see if there has been a scheduling change.

G. Thomas: Can you re-instate the #70 bus stop back to where the connection meets the trackless trolley? What about placing a bus stop there. This would make the way better for wheelchair access.

K. Cox: I will speak with an official.

G. Thomas: The location would be going toward Cambridge Street. This would be better for the wheelchairs.

K. Cox: The stop there now is prior to the light.

C. Abdallah: More should be done to alert drivers that the elevators in MBTA parking garages are out of order before you drive to the upper levels.

K. Cox: Good idea.

M. Festa: We have private development happening near the North Station head house and there will be some changes. This is just to inform you that this is upcoming.

The report was accepted.