

**THE ACCESS ADVISORY COMMITTEE TO THE MBTA  
MEETING MINUTES  
May 28, 2003**

**NOTABLES**

RIDE tickets are available at all AACT meetings.

All meetings are equipped with assistive-listening devices.

Handouts should be distributed at least 15 minutes before the beginning of meetings.

**ATTENDANCE**

James Oliver, Lynda Hoffman, Pat Lyden, James White, Elizabeth Dillard, Cheryl Ravalli, Mark Kalashian, Marilyn MacNab, Kathy Mooney, Lillian Haynes, Cheryl Lieberman, Pauline Lincoln, Richard Mahoney, Mike Warshawsky, David Estrada, Reginald Clark, and Thomas Gilbert (Jeff Grant sent in an absentee vote).

**MBTA Representatives**

Kathy Cox, Carl Merrick, Bob Rizzo, Ron Mariani, Mike Hulak, Michael Festa, Officer Mathew Haney, and Carol Joyce-Harrington.

**Vendor Representatives**

Joint Venture—Albert Maldonado, GLSS—Maria Colameta, Kiessling Transit Inc.—M. Claire DiPillo, VTS—John Tuttle, and B. Haynes Consultants—Ben Haynes and Philip Beaulieu.

**CTPS Support Staff**

Janie Guion and Kate Wall.

**Chairman James Oliver called the meeting to order at 1:04 PM.**

**Introductions, reading of the agenda, minutes (see handouts)**

The April minutes were approved with the following correction:

**Page 1, attendance list:** Jeff Grant attended the April meeting as Ben Haynes' PCA, and not as a representative of B. Haynes Consultants.

**AACT Chairman's Report**

Chairman Oliver summarized the past month's activities:

- May 8 —AACT Executive Board members went to Orient Heights to see a mockup of a new Blue Line car. Some of our questions were answered and some weren't. The MBTA never asked for AACT's involvement during the design and purchase phases of this car. At this morning's board meeting, we discussed the car and "we tore it apart."

A letter will go to the MBTA General Manager summarizing the board's recommendations about the car.

- The Executive Board completed their comments on the MBTA's response to the Focus Report. The comments will be given to the MBTA General Manager.
- May 13 — Chairman Oliver sat in on an Appeals Board hearing about a customer suspended from RIDE service. The Appeals Board has to make a decision within 30 days
- May 21 — Safety meeting at Joint Venture in Hyde Park.
- May 23 — He met with OTA, VTS, and a consumer regarding that consumer's problems. He will not give details, since it's confidential.
- RIDE driver training sessions are still being held regularly and are open to all consumers. He was glad to see a consumer at the Veterans' training two weeks ago and would like to see more customers attending. Please contact Ms. Guion regarding times, dates, and locations of the training sessions.

Chairman Oliver asked for questions.

**M. Kalashian:** What procedure does a consumer have to follow in order to get a meeting with you, OTA/MBTA, and his or her vendor, about unresolved issues that continue to persist.

**J. Oliver:** First contact the vendor. If the issue cannot be resolved, then I get involved, OTA gets involved, and a meeting is set up to try to resolve any issues that may be outstanding.

The report was accepted.

### **MBTA/OTA Fixed-Route Services Report**

Kathy Cox, Manager of Fixed-Route Services for the MBTA's Office of Transportation Access, read the attached handout about the following topics.

- April 28—Outreach activities: OTA staffed a table about fixed-route services and THE RIDE at a Boston Children's Hospital event entitled "Focus on Family Support Day."
- May 13 and 20—Staff met with the Massachusetts Commission for the Blind and Fidelco, a major guide dog training school, to review the new low-floor cars and procedures for boarding all cars from raised platforms.
- High-speed trolley access—Lifts are now available at Ashmont and Mattapan Stations.
- Prudential Center Station on Green Line E Branch—Not a Key Station, but elevators were installed and platforms were raised, paid for by the developers of the Prudential Center mall.

- Low-floor Green Line cars—Eight cars will be put into service within the next couple of weeks on the B Line, and additional cars on the C Line in the fall.
- Travel training program—Seven RIDE users completed the training in April and 42 in contract year FY03. FY04-07 training has gone out to bid.
- Park Street Green Line elevators allowing travel between the eastbound and westbound platforms have re-opened, after being raised to align with the platforms. Work is still being done to increase accessibility there.
- Automated stop-announcement equipment—More equipment has been ordered from Siemens for 578 vehicles. They may show equipment to AACT in July or August. The new equipment can do more than just announce required stops, —for example, it can make service announcements, and they are open to suggestions.
- Automated stop-announcement monitoring program—The MBTA is still hiring more monitors.
- New automated-fare-collection equipment—AACT may see and comment on a mockup in the fall.
- New vehicle purchase status—Ms. Cox commented on the first two items in the handout: the arrival of a pilot Neoplan 60-foot flow-floor bus and the anticipated arrival in the fall of a demonstration pilot of the Neoplan low-floor electric/trolley bus.

Ms. Cox asked for questions.

**J. Oliver:** In the past has AACT been involved in the selection and design of trolleys or buses? We were not involved in the selection of the Blue Line cars.

**K. Cox:** The material on the trackless trolleys was presented to AACT. For the selection of the low-floor buses, we had four buses on the property, we had demonstration rides, and we had the buses parked at the Transportation Building during several AACT meetings. Phil Beaulieu or Ben Haynes was AACT Chair then.

**M. Warshawsky:** Is the Southbound Chinatown elevator working?

**K. Cox:** Not to my knowledge, but I haven't had a recent update on that. I see that Mike Festa is shaking his head "no".

**M. Festa:** It probably will open in July.

**M. Warshawsky:** Was there a problem? It was due to open in November.

**M. Festa:** Yes, there were problems, mostly with the elevator itself.

**M. MacNab:** Could you please clarify—are there lifts only at Mattapan and Ashmont Stations on the high speed line?

**K. Cox:** Correct. Also, an accessible bus route parallels that line.

**K. Mooney:** Why doesn't your office have information on accessible trains? I called Amtrak yesterday and got nowhere.

**K. Cox:** There are numbers where you can get correct information from Amtrak. We don't keep track of information on everything that has to do with the T vehicles, either. We often refer people to the Travel Information Center. There's a national Amtrak service, and it's not something that we keep track of, but I'll track down a number where you can get assistance in the future.

**M. Warshawsky:** At Park Street the doors open on both sides, so people in wheelchairs need to be told which side to get out on in order to use the elevator. That announcement is being made only about 20% of the time that I've been there.

**K. Cox:** Thanks for bringing that to my attention. The last few times I was there, the announcement was made, so I wasn't aware it was an ongoing issue. I'll bring it to the attention of the superintendent of the Red Line.

**J. Oliver:** This has nothing to do with your report, Ms. Cox, but has anybody in the Authority received confirmation from the Massachusetts Bay Commuter Rail Company that they'll be here next month, and if not, why not?

**K. Cox:** I assume they'll be coming, but I'll double check.

**J. Oliver:** Could you call me at home tomorrow to let me know?

**K. Cox:** Yes, I'll call you today if you want.

**J. Oliver:** Thank you.

**M. Warshawsky:** I'd like to thank the Office of Transportation Access for the signage that's been put on some of the Red Line elevators; it makes it easier to know where to go. However, there are still some issues that remain. For example, at Davis Square, an "up" button points down and vice versa. Consistency throughout the stations would be helpful.

**K. Cox:** I will check with our elevator maintenance people who are responsible for improved signage. Please let me know if you notice other label problems with elevators.

**K. Cox:** I'd like to make one last comment. Changes on the Blue Line cars can still be made at the mockup stage, and AACT has always had opportunities for input.

**J. Oliver:** We're going to mention recommendations.

The report was accepted.

### **Fixed-Route Coordinator's Report**

Lynda Hoffman, Fixed-Route Coordinator for AACT, gave a brief report, including the following:

- The station cleaning contractor is not keeping elevators clean. They are supposed to be odor-free and a lot of the elevators are the way they were before.
- Northeastern Station (Green Line) is now open, with accessibility features. She has some questions; for example, how many E and B Line stations need to be finished, minus Brookline Village and Boston College.
- AACT wants to know if there's a problem with design, construction, or procurement in a timely fashion. Are there any answers on the other stations on the E and B Lines?

**K. Cox:** I don't have an answer. Maybe Mike Festa has an update with him.

**M. Festa:** Two stations, BU East and BU Central, hopefully will open in late July or early August. There was a delay because of difficulty with contractors, design problems, and rain. All of the B Line stations are open. There are a few things on our punch list that have to be rectified. The B and E Lines are road-surface lines and involve MassHighway funds. I hope that we'll be starting on those soon.

**M. Warshawsky:** Has there been any talk at all about the Harvard Square re-design that's going on in Cambridge and at the MBTA station, such as an additional elevator or any improvements to the existing elevator?

**M. Festa:** I don't think so. I'll check and get back to you.

**T. Gilbert:** Is it true that they might be moving the bus station closer to North Shore Community College?

**L. Hoffman:** Usually such changes are requested by the city itself, and the T often goes along with the request, so I would recommend, unless Ms. Cox or Mr. Festa has something else to say, that you call city hall.

**K. Cox:** I'd be happy to check as well. Sometimes T drivers hear something and pass it on that may or may not be true.

The report was accepted.

### **MBTA/OTA Paratransit Contract Operations**

Bob Rizzo, Manager, read highlights from the attached handout of RIDE statistics and gave a brief report on OTA Paratransit activities.

- April 25 and 29—Staff held a second round of meetings, each with a representative from a RIDE contractor, to review FY04 service levels and budgets.
- April 28—Staff participated in the Children's Hospital Focus on Family Support 2003 event.
- April 29—A pre-proposal meeting was conducted related to RFP NO. 31-03 for the procurement of paratransit services in FY05-09. Proposals are due on August 12.
- April 30—Staff participated in meetings with Norfolk County Day Care.

- May 1—Staff participated in EOTC’s Technical Specifications Committee, which was hosted by the Worcester Regional Planning Board.
- May 2—Staff participated in the monthly Midas User Group meeting at Trapeze Software Group’s Burlington offices.
- May 3-8— Mr. Rizzo participated in APTA’s Bus and Paratransit Conference in Milwaukee, Wisconsin.
- May 21—Staff attended the monthly RIDE Safety Committee meeting hosted by Joint Venture in Boston. The emphasis was on rail safety, especially vehicles crossing train crossings. A few weeks ago, there was an incident where a RIDE driver’s van (without passengers) was caught in a train crossing. The train stopped in time and there were no injuries. RIDE drivers need to stop at train crossings and then proceed only if certain they can get across. “RIDE contractors need to drum that home.”
- May 23—Staff and representatives from Veterans held a meeting with a RIDE customer, AACT, MRC, and B. Haynes Consulting to review wheelchair passenger securement procedures to ensure her safety while in transit. It appeared to have been resolved to everyone’s satisfaction.
- May 28—At the Federal Transit Administration’s request, staff gave a presentation on the MBTA’s Paratransit Program at a conference in Providence, Rhode Island.

Ongoing:

- The FY05-09 RIDE—Procurement process was launched on April 10 with the release of the RFP. The General Manager formed a selection committee to review and score the proposals received and to make a recommendation to him. The Chairman of AACT serves as a voting member in this process.
- OTA recently purchased Braille software from Duxbury Products and a Braille printer is on order from Enabling Technologies.
- As part of the quality control initiative, paratransit contractor administrators are phoning three customers per day to survey their experience with recent RIDE service. Staff responds to the occasional complaint by following up with the customer’s vendor.

Mr. Rizzo asked for questions.

**M. Kalashian:** I believe we have a systemic issue with VTS. One part of a complaint gets responded to and the other part doesn’t, but it does not appear as an outstanding complaint.

**B. Rizzo:** We’re working on that problem with the vendors. We’ve had a personnel shortage the past few months.

**P. Lincoln:** The OTA presentation at the independent living center was very well advertised and attended. The residents there were very appreciative. I'm just sorry I didn't know about it earlier.

**B. Rizzo:** Thank you. I'll let my colleagues know.

**C. Lieberman:** What criteria, besides cost, do you use in decisions about RFPs?

**B. Rizzo:** We learn from past experience, past bid processes, or RFPs. We get direction from the Secretary of Transportation and the MBTA Board of Directors. We try to get support from other departments. We asked to be allowed to use an RFP (instead of a bid process) so we could use qualitative measures in reviewing the proposals.

**C. Lieberman:** Could you give an example of the qualitative measures that the MBTA will be using?

**B. Rizzo:** The relative experience of staff who'll run the service, the quality of staff, operations and work plans, timetables, and their suppliers. We try to be thorough.

**M. Warshawsky:** I've had good luck getting picked up on time about 70-90% of the time. Once you start [getting more customers], will that cause some problems? Can you handle the increase in people?

**B. Rizzo:** That is our goal. There has been nearly a 10% increase from last April to this April. We've had a 16% increase in ridership the first ten months of this fiscal year over last year. Our goal is to provide as much service as necessary. I hope we've made adequate allocations; if not, we'll have to make adjustments.

**R. Mahoney:** I've been with THE RIDE for some time. I don't understand why Ms. Dorothy Winn found me ineligible.

**B. Rizzo:** One of us will get back to you.

**R. Mahoney:** Thank you.

The report was accepted.

### **AACT Paratransit Coordinator's Report**

Jim White reported on the following issues:

- Of the complaints he received last month, the most prevalent complaints concerned lack of promptness and problems with drivers.
- There was also a spike in problems with reservationists. They either were not entering appointments in the computer or were doing it wrong.
- Some vans still need AACT meeting schedules, even if it's a yearly schedule. The van he rode in today had April's sheet.
- The "late cards" (more than 30 minutes late) are not always available in the vans and cars.
- He'll try to attend at least one vendor's training session each month.

Mr. White asked for questions.

**M. Kalashian:** How can we deal with the problem of drivers using cell phones?

**J. White:** It's simple—report it.

**P. Beaulieu:** The monthly AACT calendars are larger print than the yearly calendars.

**J. White:** I'll see if we can increase the print size. It's important to have them in the vans.

**B. Haynes:** Can these be added to the circle check?

**J. White:** We'll work with the vendors on that.

**C. Lieberman:** Does anyone do anything about rewarding improvements?

**J. White:** I talk to each vendor about how we can improve things.

**C. Lieberman:** My question was what do you do to recognize or reward significant improvement?

**J. White:** I call compliments in just as I do complaints.

**B. Rizzo:** We do have clauses in each contract with penalties and monetary incentives, and most vendors met the incentives last month.

The report was accepted.

### **AACT Election**

Ballots were distributed to the eligible AACT members. Additional Central Transportation Planning Staff (CTPS) assisted with the balloting, collection, and counting of the ballots.

Chairman Jim Oliver thanked CTPS staff for helping and announced the election results: Chair, Jim Oliver; Vice-Chair, Lynda Hoffman; Executive Board, Jim White and Elizabeth Dillard.

### **Chairman Oliver presented his acceptance speech and gave an overview of AACT.**

- AACT will send a mailing between now and July requesting that more people serve on the AACT Executive Board because, there's still one vacancy.
- He thanked AACT members, AACT Coordinator Janie Guion, Ben Haynes, Phil Beaulieu, the MBTA, and THE RIDE vendors.
- "We have a memorandum of understanding with the MBTA and we are going to [make them] live up to that... even if I have to sit on the doorstep of the General Manger every day." A recent example is the Blue Line [new pilot car]; we found 10 or 12 things wrong with it. We'll send a list to the GM (MBTA General Manager).

- I was glad to see a customer at the Veterans training a couple of weeks ago. It would be good to see more customers at vendor trainings.
- “Mr. Nice Guy“ ends June 30 because July 1<sup>st</sup> is the date that the new Executive Board takes office. The vendors aren’t going to get off as easy, either.
- I saw a complaint yesterday about a serious incident I hadn’t been told about, so I called OTA, ranted, and raved because I hadn’t been told about it. I then called the vendor. However, I couldn’t get a straight answer from either one. That’s not going to happen anymore. When a serious incident happens, I’m going to know about it right away, from either OTA or the vendor, or if something happens on a train, subway, or bus, Fixed-Route is going to let me know about it. The board members are attending as many of the training as possible. I will cooperate 100 percent with the MBTA and the vendors and with the members of AACT, as long as I get their cooperation.

Thank you.

### **Vendors’ Reports for March 2003**

#### **Veterans Transportation Services, Inc.**

John Tuttle, Operations Manager, read from the attached report for the month of April. He then asked for questions.

**J. Oliver:** Last month I asked for a list of how many full- and part-time drivers you have and how many drivers were dismissed over a certain period of time. I don’t see it. When you go back, will you tell Mr. MacDonald to email it to me tomorrow? In addition, tell him I was disappointed that we didn’t have it.

**J. Tuttle:** Yes, sir.

**M. Kalashian:** Mr. Tuttle, over time I have brought up the systemic issue about your having multiple people responding to various parts of a complaint so that after part of it is responded to it looks done, but it is not done. You folks have failed repeatedly to fix this problem, so I’m wondering what you are going to do about it before I bring it up in a meeting with AACT, OTA, the vendor, and B. Haynes Consultants?

**J. Tuttle:** I was not aware of this problem. Let me quickly tell you how our response system works. All complaints come in to one person, who reviews them, and if there’s a complaint that involves two or more departments, a complaint copy is generated to a person in each department. The person who’s in charge of complaints is supposed to coordinate it and make sure that all departments get back with their answers. There are checks and balances involved in that procedure.

**J. White:** Mr. Tuttle, I'd like to express my appreciation. I don't use your vendor (VTS) very often, but a couple of weeks ago I had to go to a funeral in Watertown. I called in three compliments to Mr. MacDonald about two drivers. I wish that I could see that type of service more often. I appreciated the help and the professionalism. Thank you.

**J. Tuttle:** You're welcome, Mr. White. We try to provide the best possible service to all of our customers on a timely basis.

**M. Kalashian:** As a follow-up to my last question, other vendors seem to be able to have one, or maybe two, people responding to their complaints. I think that due to the failures that have occurred, your system of having different people for different parts is clearly not working, so I encourage you either to reconsider the system itself or to reconsider Mr. Mike Antonellis' part in that system.

**J. Tuttle:** As I told you before the meeting last week, I've been reviewing this process and I'm not aware of any problems. The reason we do it this way is that if there's a complaint about an employee in a department, such as Reservations, we feel it's very important for the manager of that department to be aware of that complaint, make a response, and then perform a disciplinary action if necessary. That's the reason we do it that way, but we are willing to consider alternative procedures.

The report was accepted.

### **Joint Venture (TTI/YCN)**

Albert Maldonado, General Manager, congratulated the newly elected officers of AACT and then read parts of the attached report for the month of April. The report has a new section on current operations that includes statistics about the drivers. There are 72 operators (drivers) (typo in the report says "73") in "active operations" (61 full-time and 11 part-time drivers). A number of operators separated from the Joint Venture RIDE work force from February through May 2003 (reasons include safety issues, resignations, and disciplinary measures). There were three in February, two in March, five in April, and six in May. He also provided some explanation about the April report on no-show's. The "go" trip is the number of no-show's when the vehicle is in front of the premises. The ones that read "within one hour" refer to cancellations within one hour of the scheduled time that are considered no-show's by the program.

Mr. Maldonado then asked for questions.

**J. Oliver:** Congratulations on the zero "not available." That's the first time in many months, isn't it?

**A. Maldonado:** Thank you. It's the first time ever for the Joint Venture.

**J. White:** I see from the table that the figures are the same, but there seems to be a spike in four categories: trips not available, no show's, late-30 minutes, and trips over 60 minutes. Is that correct?

**A. Maldonado:** Yes. There were a lot of changes in operations, and we had to make some changes in personnel, for example a dispatcher. Last week, we had open interviews, and we had approximately 48 applicants.

The report was accepted.

**Greater Lynn Senior Services, Inc.**

Maria Colameta read from the attached report. She stated that she has all of the staffing turnaround data, but did not attach a copy of it to GLSS' handout. She will email it to Jim Oliver: She read the employee statistics that she had with her for January 1-April 30. They had 16 new hires and lost 16 employees. Three were due to disciplinary actions, five were the result of unsuccessful probations, four found other employment, one was due to a background check, and two left for personal reasons and one was not available.

She then asked for questions.

**J. Oliver:** How many full-time drivers do you have, and how many part-time drivers?

**M. Colameta:** I'll find out. It's 135 full-time; I think that includes part-time, but I'll find out.

**J. Oliver:** Do you have my email address?

**M. Colameta:** Yes, sir.

**J. Oliver:** Thank you.

**M. Kalashian:** I commend you on your productivity rate. Other vendors could learn from that.

**M. Colameta:** Thank you very much. We've been working very hard on our productivity.

The report was accepted.

**Kiessling Transit, Inc.**

M. Claire DiPillo, General Manager, read from the attached report, and included staffing information: they have 74 drivers, 68 full-time and 6 part-time. Between January and March, two were let go due to safety concerns.

She then asked for questions. There were none. The report was accepted.

## **MBTA Police Report**

Officer Matthew Haney gave a brief report, including the following topics:

- ◆ Blocked busways—He’s seen a big improvement in the calls coming into the station regarding cars parked in busway. He’s been working 3:30 to 11:30 PM and hears on the radio that officers have gone out to bus lots to remove cars. It’s not 100% yet, but it’s an improvement.
- ◆ Stranded RIDE users—Now on weekends when stranded RIDE users call our station, the dispatcher can go to a list that’s hanging up in the dispatch area to figure out which phone numbers to other stranded RIDE users.
- ◆ Chief Carter, the new Chief of the MBTA Police, will be releasing his 100-day plan that will rejuvenate the department. He’s gotten a lot of people involved, and has gotten lots of feedback from the officers about how to improve the department. He’ll give us the details after the report’s been released, probably in the next couple of weeks.
- ◆ He will try to get Chief Carter to attend an AACT meeting in the next month or so. The interim chief, Chief Fleming attended the August AACT meeting last year.

Officer Haney then asked for questions.

**L. Hoffman:** I heard on the news that the MBTA is going to start ticketing people who avoid paying their fares. The only concern is that the stations aren’t even manned properly now for people to ask questions or get problems resolved. How are you going to ticket? Are you increasing the number of people in the stations?

**M. Haney:** Chief Carter has increased our department by 30 people, and he is hoping to hire double that within the next year, if possible. Most of them will be riding trains and assigned to certain stations. It’s a 50-50 toss-up with issuing citations to people who have avoided paying the fare. As everyone is aware, the MBTA wants to raise fares, and we’ve been getting a backlash of complaints from passengers wondering why we don’t deal with people pulling the turnstile bar back and going through without a token everyday. Most of the offenders are juveniles. There’s not a lot you can do, but there’s a plan for adults. A fare evader will be given the citation and if it has not been paid by the time the person goes to renew their driver’s license, their license will be suspended until the citation’s paid. The revenue will be coming back to the MBTA and help avoid the backlash about the fare increase.

**M. Kalashian:** Could you please clarify how the MBTA police handle stranded RIDE users? Are they simply just going to be giving us the same numbers that

we already have? Are they going to be making the calls for us, or are they going to be giving us private numbers that maybe we shouldn't have?

**M. Haney:** It depends on what you're looking for when you call. If you're looking to be transferred, we could transfer you. If you're just looking for the number, we could give you the number. If you're looking for a private contact number, Mr. Rizzo, for example, I could contact Mr. Rizzo and have him contact you or do a conference call or something like that, if it is an emergency. If you're stranded, it's just a matter of getting you through to the proper dispatch and getting in touch with THE RIDE.

**M. MacNab:** Thank you for clearing the busway so that THE RIDE customers can load and unload safely and not in the middle of the street.

**R. Clark:** Will there be police on the buses, in case the driver has a problem?

**M. Haney:** With the large number of buses in Boston and in the suburban areas, it's just impossible to have a police officer in every bus. We have a permanent police officer assigned to each station, where all the buses come in. If we start to see an increase in crime on a certain route or at a certain time with a certain driver, when it's reported to us, we can take the necessary steps— either we have a plainclothes detective on the bus to monitor the situation, or we have a police officers in motor vehicles following the buses.

**K. Mooney:** If I'm in Boston and I call the MBTA Police after Mr. Rizzo has left for the day, what kind of help would you be able to give if I can't get through to the vendors' offices?

**M. Haney:** I'd contact the necessary people, who have 24-hour pagers, cell phones, etc. I'd explain to them the situation and they could assist me in assisting you.

**M. Kalashian:** What can the MBTA police do about people who smoke on MBTA platforms?

**M. Haney:** When it occurs right in front of us, we carry citation books and we ask for identification. We write out a citation. If it's not paid, it is sent to the court and it ends up becoming a criminal situation.

**J. White:** With the increase in terrorist alerts now, and last week the increase to an orange alert, what extra precautions and procedures do you go through, and is there an evacuation plan in place to assist disabled people out of the subway system if something happens?

**M. Haney:** Just recently, when the alert changed to Code Orange, detectives in the detective unit were re-assigned to regular patrol duty. They wear a regular police uniform and are assigned to certain stations, especially major stations, to have an increased police presence there. When there's a need for an evacuation, the MBTA Police work with the Boston Fire Department.

**B. Haynes:** I have a comment in response to Mr. White's question. MBTA employees, operators, and other inspectors, as well as supervisors have all been trained for emergency evacuation situations. This has been done over a period of years and more recently there was some re-training with respect to a terrorist attack.

The report was accepted.

**J. Oliver:** Will you let us know the month you can get the Chief here so we won't have a conflict?

**M. Haney:** I'll try.

### **Old/New Business and Announcements**

**No old business. New business:**

**C. Lieberman:** I attended a training that Veterans did. I thought it was superbly done. I thought Carol did a magnificent job. In addition, it gave me a whole new perspective on the way the drivers are trained and it was a good experience.

**M. MacNab:** I'm looking for support from AACT. We can't get advance notice from the MBTA about when they're having their meetings in different neighborhoods about train stations or information about whether the meeting locations are accessible. Is there a way you could get the schedule distributed or posted on the Web site?

**J. Oliver:** It should be posted on the Web site. However, if it isn't, we can contact somebody who can get it posted.

**B. Haynes:** Is there some reason why schedules of public meetings cannot be disseminated at meetings like this, prior to any such meeting taking place?

**J. Oliver:** If we had the schedule of the meetings, we could.

**B. Haynes:** Well, I believe it would be within AACT's responsibility to get them.

**J. Oliver:** Good point. We used to get them, but we don't anymore.

**P. Beaulieu:** I have an announcement. I'd like to congratulate all the newly elected Board members and offer best wishes for every success in your new term.

**The meeting was adjourned at 3:13 PM.**