

**THE ACCESS ADVISORY COMMITTEE TO THE MBTA  
MEETING MINUTES  
July 21, 2004**

**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, Cheryl Ravalli, Lillian Haynes, Pauline Lincoln, Richard Chapman, Tammy Perrault, Kathryn Piccard, Kathy Mooney, Mike Warshawsky, Frank Taverna, Lynda Hoffman, Pat Lyden, Lea-Ann Markunis, Betty King and Marilyn McNab.

**MBTA Representatives:** Kathy Cox, Bob Rizzo, Mike Festa, Mike Hulak, Ron Mariani, Barbara Boylan, and Ester Johnson.

**Vendor Representatives:** Joint Venture – Frank Osojnicki; Greater Lynn Senior Services – Jacquelyn Hunt and John Soucy; Kiessling Transit, Inc. – Claire DiPillo; VTS – Kevin McDonald and John Tuttle; and B. Haynes Consultants – Philip Beaulieu and Ben Haynes, and Edwards and Kelcey Engineers – Frank Astone.

**Central Transportation Planning Staff:** Bill Moore

Chairman James Oliver called the meeting to order at 1:10 P.M.

Members and guests introduced themselves.

**AGENDA**

**Meeting Minutes:** None were presented.

**AACT Chairman's Report**

Chairman Oliver summarized June and July activities (report attached).

*Report Summary:*

Chairman Oliver:

- Expressed his apology for the change of the AACT meeting due to the Democrat National Convention (DNC).
- Announced the final run through for the unified training for all RIDE vendors was held at VTS on June 29.
- Attended a meeting with the Standing Committee of the Rider Oversight Committee (ROC) on June 29.
- Attended the National Transportation and MBTA Police “anti-terrorism” seminar on June 30.
- Met along with Vice-Chair Hoffman met at 45 High Street with the MBTA Operations personnel on July 2.
- Attended ROC meetings on the following dates: July 6, 13, and 19.
- Attended the first unified RIDE training of all vendors, new hires and the recertification of staff at VTS on July 14.
- Announced that April Maselli will be his alternate for ROC meetings and that she is in the hospital.
- Announced that he will be on vacation from August 14-21.
- Announced that Vice-Chair Hoffman will be chairing the August meeting.

He then asked for questions.

**R. Chapman:** Will you be giving a report on the “anti-terrorism” meeting that you attended?

**Chairman Oliver:** There is a pamphlet that is being distributed with information. Mr. Rizzo and Ms. Cox will give more details during their report.

The report was accepted.

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

Kathy Cox, Manager of Fixed-Route Services for the MBTA Office of Transportation Access, summarized the office activities (report attached).

*Highlights:*

- There was a meeting with AACT representatives to discuss the elevator outages on July 9.
- The Green Line portion of the “Super Station” is now open. This will now allow passengers to transfer between the Orange and Green Lines at North Station.

- An update on the anti-terrorism seminar was provided.
- A shuttle service between Lechmere and Science Park stations will make way for construction of the new trestle and new tracks.
- The Automatic Fare Collection (AFC) equipment was displayed at the June AACT meeting. The equipment will be installed systemwide over the next two years.
- The AFC project team will be responsible for replacing passes for the MBTA's Transportation Access and the Senior Program.
- The AFC project team will issue new passes to all Massachusetts Commission for the Blind passholders. Further information will be given at future meetings.
- The DNC will impact THE RIDE, commuter rail, and North Station/FleetCenter. Please check the Travel Information Center at [www.mbta.com](http://www.mbta.com) or 617-222-3200, 1-800-392-6100 or 617-222-5146 TTY.
- MBTA will have some 200 ambassadors assisting customers during the DNC between July 26 and July 30.

*Ongoing events:*

- The Stop Announcement Monitors continue to ride buses to ensure that drivers are in compliance with ADA requirements.
- The low-floor Green Line cars continue to operate on the B-branch (Boston College) and the C-branch (Cleveland Circle).
- A Free Travel Training Program is provided for registered RIDE users.
- New automated stop announcement equipment continues to be installed in new low-floor vehicles and the new 40-foot and 60-foot buses.
- The new vehicle purchase continues with shipments due to arrive until spring 2005.

She then asked for questions.

**Chairman Oliver:** What percentages of bus stops were monitored?

**R. Mariani:** Sixty-one percent of stops were monitored.

**M. Warshawsky:** What is being done to ensure that the elevators at Porter Square will be working properly at all times, especially during the DNC?

**K. Cox:** The outages of the elevators were due to construction work.

**L. Hoffman:** What is the alternative if the shuttle service is not running at North Station?

**K. Cox:** The Green Line shuttle will be at Kendall Square on the Red Line.

**M Warshawsky:** Have all the elevator sensors on the Red Line been replaced?

**K. Cox:** No. It is still a work in progress.

**L. Hoffman:** What garage is the route #57 located?

**K. Cox:** It is the Albany garage.

The report was accepted.

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

Lynda Hoffman, Fixed-Route Coordinator, presented a brief report, which included the following items.

- The MBTA Web page will be upgraded for elevator information.
- A toll-free telephone line will be established for the elevator update line.
- There is continued monitoring of elevator outages.
- There will be training for elevator line complaint operators.
- A new elevator procedure manual is being developed.
- Elevators at Porter Square continue to have outages.
- New low-floor buses have been added to more routes.
- Doors at the *new* Airport Station are inaccessible.

She then asked for questions.

**Chairman Oliver:** Where are the curb cuts located at the Airport Station?

**L. Hoffman:** I thought they were there.

**K. Cox:** Mike Festa will make A report on the curb cuts.

**M. Festa:** There is construction still going on at the station. The curb cuts will be completed soon.

The report was accepted.

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

Robert Rizzo, Manager, of Paratransit and Contract Operations for the MBTA's Office of Transportation Access (OTA), distributed the attached MBTA June statistical report and gave a brief report of OTA activities.

#### *Highlights*

- There were meetings on June 29 – July 16 for all vendors on the delivery and installation of hardware associated with THE RIDE Management System.
- OTA Fixed Route staff, THE RIDE contractors attended the Security Seminar in preparation for the DNC on June 30.
- A VTS security briefing on July 1 was held for the Fourth of July concert.

- OTA staff and RIDE contractor personnel met on July 1 and 13 with Massachusetts Port Authority officials to discuss direct access to Logan Airport since the September 11 terrorism attack. A special thanks to Peggy Griffin from the Federal Transportation Administration for her intervening on the MBTA's behalf.
- VTS provided the shuttle service to the Esplanade for the Fourth of July concert. Ms. Carol Fraizer, coordinator, did a marvelous job. Thank you.
- Staff participated with representatives from Ontira Communications and StrataGen Systems on July 7 to discuss design, functionality, and installation of the communication components to the new RIDE service contracts.
- OTA hosted two meetings from July 7 and 21 that focused on the mobilization efforts to implement a variety of improvements and products associated with the new RIDE contracts.
- There were site visits from July 12-16 by OTA staff and a supervisor from Bus Operations—Engineering Division to the Braun Corp. to inspect the new lift-equipped vans for the fall delivery.
- There was a presentation on July 20 by the OTA and VTS staff on THE RIDE at the Perkins School in Waltham.

## **Service Updates**

### *Good News*

Ridership increased ten percent over last June. Year-to-date ridership has increased 11.15 percent. The June's "Not Available" (NA) rate was at 0 percent, which is compared to last year's 0.05 percent. Year-to-date, the NA rate has decreased by 92 percent. On-time performance (trips within 30 minutes of the scheduled pickup time), was 98.7 percent in June. There was a 24.8 percent decrease in complaints over the same period last year. Year-to-date complaints have decreased by 12.5 percent. Vehicular accidents decreased by 10.3 percent in June over fiscal year 2003 (from 29 to 26) vehicle accidents.

### *Bad News*

Fiscal year 2004 vehicular accidents increased by 42 percent over fiscal year 2003 (from 336 to 447).

He then asked for questions.

**K. Piccard:** Are you open to possible contributions to the new RIDE Manual?

**R. Rizzo:** Yes.

**L. Hoffman:** Drivers are not giving door-to-door service to riders.

**R. Rizzo:** I will file a complaint about any driver not giving door-to-door service.  
**B. Haynes:** Door-to-door service is emphasized throughout the training. Passengers need to be more patient. Drivers who do not comply are subject to termination.

The report was accepted.

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

James White, Paratransit Coordinator for AACT, was absent.

### **Vendors` Reports**

*Kiessling Transit, Inc.:*

Claire DiPillo, General Manager, read from her report for the month of June (report attached).

She then asked for questions.

**B. Haynes:** Is it true that driver communication to dispatch can become impossible due to signal problems.

**C. DiPillo:** Only if they are out of the service area.

The report was accepted.

*Veterans Transportation Services, Inc.:*

Kevin McDonald, General Manager, read from his report for the month of June (report attached).

He then asked for questions.

**B. King:** How many wheelchairs do you have scheduled to a van?

**K. McDonald:** We only schedule three. The computer may schedule more.

The report was accepted.

*Joint Venture (TTI/YCN):*

Frank Osojnicki, Manager, read from his report for the month of June (report attached).

He then asked for questions.

**Chairman Oliver:** Is that the unified training with the other vendors?

**F. Osojnicki:** Yes.

**T. Perrault:** Will this training be in Framingham?

**Frank Osojnicki:** Yes.

**C. Ravalli:** Have the notice for the training been mailed?

**Frank Osojnicki:** No.

**B. Haynes:** Will the training be held at the taxi site?

**F. Osojnicki:** No.

**B. King:** Is their special consideration made for oversized wheelchairs?

**F. Osojnicki:** We check the persons RIDE file to see what the mobility device is used.

**L. Hoffman:** Will training be done mainly during the week?

**F. Osojnicki:** Saturday is a very popular day.

**B. Haynes:** How many trainees can you accommodate in the Framingham setting?

**F. Osojnicki:** We can accommodate about 24 very comfortably.

The report was accepted.

*Greater Lynn Senior Services, Inc.:*

Jacquelyn Hunt, Director of Transportation, read from her report for the month of June (report attached).

She then asked for questions.

**B. King:** How many wheelchairs do you have scheduled to a van?

**J. Hunt:** We hardly ever schedule more than two wheelchairs to a van.

The report was accepted.

## ***Presentation on the Fairmount Line by the MBTA Design and Construction Department***

Ester Johnson of the MBTA Design and Construction and Frank Astone of the firm Edwards and Kelcey, they provided an extensive presentation on the MBTA Fairmount Corridor Improvements Project plan for the Fairmount Rail Corridor, all pending funding. They provided a project summaries (reports attached) of the Morton Street and the Uphams Corner Commuter Rail Stops.

Uphams Corner is located between Dudley and E. Cottage Streets in Dorchester just 2.5 miles from South Station. Also the Morton Street stop in Mattapan is located just 5.5 miles from South Station.

*Both existing stops will have the following additions and/or upgrades:*

- Replacing of existing platforms
- Detectable warning strips
- New canopies
- Benches
- Signs
- Accessible routes constructed
- Sloped walkway for easy access
- LED signs and lighting
- Paved parking lot with drop-off area

*Other improvements for the rail line will include:*

- Replacement of bridges
- No crossing at grades
- Track and signal improvements
- Rehabilitation
- Construction of up to four new commuter stops

He then asked for questions.

**K. Piccard:** How will snow removal be maintained? Will there be drainage?

**F. Astone:** The MBTA contracts out the snow removal for the stations. The City of Boston is responsible for the sidewalks. Yes, there will be drainage.

**M. Warshawsky:** Will the canopy cover all the platforms?

**F. Astone:** Some ramps will be covered.

**Consumer:** How convenient will the drop-off area be? Will there be public telephones?

**F. Astone:** The drop-off area will be very close to the stop.

**B. Boylan:** Generally, public phones are not at stops, but are located on the street.

**F. Astone:** Public phones are usually put there at the discretion of the phone company. We have set aside wiring for a telephone line on the inbound and outbound areas.

**L. Hoffman:** Are there curb cuts on Dudley and Humphrey Streets?

**F. Astone:** Yes, there are existing curb cuts.

**B. Haynes:** You indicated that the ramp was very long. How many rest stops along the path-of-travel will there be for persons using mobility devices?

**F. Astone:** There are no ramps. Everyone will be using the walkway.

**B. Boylan:** There are curb cuts and walkways.

**Chairman Oliver:** Will this stop be accessible?

**B. Boylan:** Everyone will use the walkways, even persons with mobility devices.

**L. Hoffman:** When will the work be completed?

**F. Astone:** Completion is expected at the end of 2005.

**L. Hoffman:** Will there be a ramp at the Morton Street stop?

**F. Astone:** A sloped walkway will be added from the Morton Street sidewalk.

**Chairman Oliver:** Thank you for the presentation.

**Old Business:** None was presented.

**New Business:** None was presented.

**Announcements:** None was presented.

**The meeting was adjourned at 3:35 P.M.**