

***Access Advisory Committee to the Massachusetts
Bay Transportation Authority (AACT)***

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Executive Board Meeting Minutes

Wednesday, February 22, 2017

Board of Directors:

Chairman – James F. White

Vice Chairman – Lisa Weber

Executive Board

Mary Ann Murray

Beverly Ann Rock

Lisa Weber

James Tozza

Nadine Jones

Meeting opened at 10:15 AM.

Reading of the Agenda

Introductions

*Attendees: James White, Lisa Weber, Jim Tozza, Nadine Jones,
Hang Lee*

Chairman White's Report

He stated the following:

- On February 21st he visited The RIDE Access Center (TRAC) in Medford spending time in each department and meeting with each department head. He commented that TRAC had a difficult start due to a system failure, and there were numerous complaints of long hold times. He stated that current operations are improved, though he noted that much of the staff is not experienced.

During his visit, he raised a concern that an accelerated mobilization plan of two months for each vendor may be inadequate if TRAC does not see improvements; he stated he will raise this issue with Michael Lambert.

He stated the Office of Transportation Access (OTA) has not yet assigned a permanent liaison to TRAC. He noted that the National Express contract administrator was not present during his visit.

- On Feb 4th he noted that National Express Transit (NEXT) was the first vendor to transition to TRAC for customer service, reservations, scheduling, and dispatch.

No questions were asked.

AACT Summit Committee

Lisa Weber was appointed Summit Chair by AACT Chair Jim White. She discussed several potential guests: Keolis Commuter Services; Boston Mayor's Commission on Disability; and Director of the Massachusetts Office on Disability. OTA will be our contact for MBTA

and the Fiscal and Management Control Board executive staff. The group discussed the theme of the Summit with a tentative theme as “Future of Transit in the Disability Community.”

L. Weber commented that she is looking to have a different look for this year’s summit. She has suggested having a speaker and a panel. The panel should run from 10:30am to 12:00pm, and the panelists should be different from the previous summit. She asked that the group inform her of any potential guests for the panel.

Rider Oversight Committee

J. Tozza agreed to attend the Rider Oversight Committee (ROC) meeting on February 28.

Ad Hoc Committee Report

Vice Chair Weber stated the following:

- The Ad Hoc Committee is currently discussing the format and mission statement for the group. The group will cover both paratransit and fixed route service.

No name for the new advisory committee has been mentioned although it was suggested to utilize the services of the MBTA Communications Department on this issue.

The Ad Hoc Committee will meet every other week.

THE RIDE Task Force Report

Vice Chair Weber stated that THE RIDE Task Force has been assigned to save money in THE RIDE program. She stated that she

would prefer that the AACT Board read the meeting minutes rather than have a recap the meeting. *Chairman White* stated that because the meeting is not open to the public, Michael Lambert will need to approve of this.

Vice Chair Weber raised a concern during the Task Force meeting about the Uber/Lyft pilot program. Specifically, she noted that Uber uses surge pricing (increased cost of trips during periods of increased demand); this may lead to RIDE users opting to not use Uber. She suggested that if Uber ultimately receives money from the MBTA, it would be reasonable to have a flat rate within a three-mile radius.

The group further discussed how pricing would work with Uber and Lyft. *Chairman White* noted that Lyft can be used without a smartphone by phoning an operator; *Vice Chair Weber* stated this would not function well with Uber, as their pricing is updating every three minutes. *Chairman White* suggested that technology likely exists that would state whether a trip fits into the fifteen-dollar price level. The board agreed that the pricing model used by Uber needs to be clarified.

The group discussed Uber's mobility efforts. *Vice Chair Weber* suggested asking their Uber contact for update. *Chairman White* stated he would propose this during the next Task Force meeting; questions would include how many accessible vans they have in service.

Vice Chair Weber stated that Brian Shortsleeve has received positive feedback regarding the Uber pilot. She theorized that in the future, new RIDE customers could be given their various options (paratransit, Uber, subsidized taxi) during training, as each service is suited to varying needs; for instance, Uber would not be ideal for daily travel to work, while paratransit is.

Open Discussion

Chairman White suggested showing a mandatory driver training video at an AACT meeting about the “Ten Commandments” for accommodating the elderly and persons with disabilities. He suggests that AACT members could benefit from this video that would give them a look into the training aspects of how drivers are trained.

Chairman White stated that the mock-up for the new Orange Line cars should be on display soon. He will ask Laura Brelsford or Rob Sampson of System-Wide Accessibility for details.

Old New Business

None were presented.

Meeting adjourned at 11:52 AM.

Notables

The AACT Executive Board will meet from 10:00 AM to noon and the Membership meeting will be conducted from 1:00 PM to 3:00 PM on the fourth Wednesday of the month, except when noted.

Notices of AACT meetings are posted on the website of the MBTA at http://www.mbta.com/about_the_mbta/public_meetings/. Visit the MPO’s calendar page at <http://www.bostonmpo.org/calendar/month> to find AACT agendas, meeting minutes, and past meeting minutes. For more on AACT, see the Memorandum of Understanding (MOU) between the MBTA and AACT, the AACT Bylaws, and Americans with Disabilities Act (ADA) regulations at <http://www.mbta.com/aact> .

Also, find articles about topics discussed at AACT meetings in the MPO's newsletter, *TRANSREPORT*, at <http://www.bostonmpo.org/transreport>. For more information on accessibility at the MBTA, please visit www.mbta.com/accessibility.

Comments and questions concerning AACT should be directed to Chairman James White by contacting the AACT Coordinator, Ms. Janie Guion, at 857.702.3658 (voice) 617.570.9193 (TTY), AACT@ctps.org (email), or c/o CTPS, 10 Park Plaza, Suite 2150, Boston, MA 02116 (US mail).

The AACT meeting location is accessible to people with disabilities and is near public transportation. Upon request (preferably two weeks in advance of the meeting), every effort will be made to provide accommodations such as assistive listening devices, materials in accessible formats and in languages other than English, and interpreters in American Sign Language and other languages.

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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 is always appreciated.