

Draft Memorandum for the Record Access Advisory Committee to the Massachusetts Bay Transportation Authority (AACT) Executive Board Minutes

Wednesday, February 28, 2018

10:00 AM–11:15 AM; State Transportation Building, Suite 2150
10 Park Plaza, Boston

Voice: 857.702.3658; Fax: 617.570.9192; TDD: 617.570.9193
email: AACT@ctps.org

Board of Directors:

Chair—James F. White

Vice Chair—Lisa Weber

Executive Board

James Tozza

Nadine Jones

Mary Ann Murray

Beverly Ann Rock

Reading of the Agenda

Welcome and Introductions

Attendance

James White

Lisa Weber

Nadine Jones

Hang Lee

Rev. Ellen Frith

James Tozza

Chair's Report

James White, Chair, on Monday, February 26, 2018, addressed the MBTA Fiscal Management and Control Board (FMCB) in support of the Office for Transportation Access (OTA), about the Uber and Lyft Ride Sharing Program, which has been well received and is seeing increased usage.

In March 2018, OTA Selection Committee will begin work on determining a replacement role for Global Contact Service (GCS) at The RIDE Access Center (TRAC).

Chair White shared his experience with his scheduled pick up by THE RIDE at 10 Park Plaza following the FMCB meeting. He noted the following issues about his experience:

- His pick-up location at 10 Park Plaza entrance was not checked by the driver. Instead of checking at the given location as listed, the driver waited at the Stuart Street entrance.
- THE RIDE driver did not follow standard operating procedure. The driver failed to locate him or contact dispatch for permission to leave a location.
- White contacted the Call Center (CC) to report to dispatch that the driver had not arrived. He also contacted Mike Hunter,

dispatch manager, for assistance, who also experienced trouble getting through to the CC. He noted that the wait time was approximately 20 to 30 minutes.

- He asked that this driver's record be investigated for recent customer complaints.

White also shared the following items with the Committee:

- THE RIDE drivers are listing customers as no-shows.
- There have been several complaints regarding drivers leaving pick-up locations without informing dispatch.
- He addressed the vendors to ensure that drivers are aware that this is not permitted.
- MBTA customers were furious with a lack of communication to inform customers of problems during recent chaotic situations.
- He said that customers complained that the lack of communication by MBTA staff in the midst of a crisis is less than desirable.

Committee Reports

Jim Tozza, AACT representative to the Rider Oversight Committee (ROC), reported on the following items:

- MBTA Orange Line cars have started to arrive.
- The MBTA Providence and Fairmount lines run slowly.

- The MBTA is considering the future of electric cars for speed.

Lisa Weber, AACT's representative to the Paratransit Taskforce Committee, reported the following items:

- The Committee discussed THE RIDE customers sharing Uber and Lyft services.
- The Committee announced that the MBTA has made available Uber and Lyft services to all users to maintain cost control per trip.

Announcements

There were none.

Notables

The AACT meeting location is accessible to people with disabilities and is near public transportation. The AACT Executive Board meets on the fourth Wednesday of each month, except when noted, from 10:00 AM to 12:00 PM (noon). The Membership meeting follows immediately from 1:00 PM to 3:00 PM.

Notices of AACT meetings are posted on the MBTA website at [http://www.mbta.com/about the mbta/public meetings/](http://www.mbta.com/about_the_mbta/public_meetings/). Visit the Boston Region Metropolitan Planning Organization's (MPO) 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 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 <http://www.mbta.com/accessibility>.

Comments and questions concerning AACT should be directed to Chair 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 MBTA has advised AACT that interpreter services will be canceled the Friday before each Wednesday monthly meeting unless you notify, the AACT Coordinator, Janie Guion, by the close of business the Friday before the Wednesday meeting. Contact information at AACT@ctps.org or by leave a voicemail at 857.702.3658. Upon request 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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