

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

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***Wednesday, September 28, 2016***

***Executive Board Minutes***

***Meeting opened at 10:11 AM***

***Board of Directors:***

Chairman James F. White

Vice Chairman - Rick E. Morin

***Executive Board***

Mary Ann Murray

Ian Perrault

Beverly Ann Rock

Lisa Weber

***Reading of the Agenda***

***Introductions***

***Attendees:***

Rick Morin, James White, Lisa Weber, Ian Perrault, Matt Archer, Jessica Podesva, Greg Sobczynski, Miles Walter, Mike Hulak, Carol Joyce-Harrington, Greg Alcorn-CEO and Bryan Overcash-COO

## ***Approval of Meeting Minutes***

No minutes (*no August meeting*) were presented.

## ***Chairman's Report***

*Chairman White stated the following:*

- On September 29 he will attend the ADA training at Charlestown garage for bus operators. He noted that ADA training is mandatory for all bus operators.
- On September 27 he attended on the Plan for Accessible Infrastructure.
  - He received an invitation from the MBTA to represent AACT and give input on updating key policies on transportation equity and to help define standards for conducting equity analysis. The meeting was held at Northeastern University at Northeastern Crossing.
- On September 21 he was invited to the Perkins School for the Blind to witness the partnership and the signing of the contract between the MBTA and Uber which will give THE RIDE passengers more travel options.
- Gerald Francis is named President of Keolis North American.

No questions were asked.

## ***Representatives MassDOT Office for Diversity and Civil Rights (ODCR) Specialist and the MBTA ODCR, Title VI Specialist***

**Greg Sobczynski, and Miles Walters**, gave an overview of the MBTA's initiative to rework the MBTA's Disparate Impact/Disproportionate Burden Policy. Mr. Sobczynski noted that although this is not a direct accessibility connection but a Title VI matter with fare changes, implications in transportation service monitoring, equitable distribution, and service changes were discussed. AACT was advised that the MBTA will be updating key policies on transportation equity and that their public participation in this policy development process is needed to ensure that the MBTA establishes a fair equity analysis policy and process.

He then asked for questions.

**Chairman White** invited the two to attend a membership meeting to get input from members.

**Chairman White** thanked the men for their presentation.

### ***Introduction of Global Contact Services (GCS)***

**Carol Joyce-Harrington, Paratransit Contract Administrator** from the *Office for Transportation Access*, introduced Greg Alcorn, CEO of Global Contact Services to the Executive Board. Mr. Alcorn spoke briefly and noted that GCS is pleased to have been selected to manage the MBTA's call center now THE RIDE Access Center (TRAC). He stated the GCS mobilization team will be at the full membership meeting this afternoon with

a complete presentation. He went on to explain that his staff has over 15 years of experience with success at organizing call centers across the nation. Mr. Alcorn invited the Executive Board to tour the TRAC facilities located in Medford. He also is looking forward to learning more about AACT and what are the needs of the group. He is looking to make sure that GCS can be a good partner and be transparent.

He then asked for questions.

**L. Weber** asked will passengers request for rides Uber and Lyft go through TRAC. *M. Hulak* stated that those calls would not go through TRAC.

Thanked Mr. Alcorn for his comments.

## ***Committee Report***

### ***Rider Oversight Committee Report (ROC)***

***Ian Perrault*** reported that the guest speaker was Brian Shortsleeve, MBTA Acting General Manager and Chief Administrator. He discussed the purchase of the Orange Line vehicles and other improvements at the MBTA.

## ***Open Discussion***

**Chairman White** discussed that AACT as two Board of Directors seats to be filled by members of the disability community. He noted that he would like to offer the seats to members of the Paratransit Task Force or the plaintiffs from the 2006 Settlement between the Boston Center for Independent Living and the MBTA. He noted that he is looking for people who are knowledgeable in transit accessibility. *R. Morin* suggested that he contact the executive director for each organization so that they can nominate someone who is dependable and knowledgeable.

**Chairman White** rejected that idea and will open the seat to all AACT members according to the bylaws. *R. Morin* was furious that the Chairman rejected his idea and he resigned angrily, explaining that he was not pleased with how the appointments to the Board are being managed.

**J. Podesva** asked if privatization of bus routes was discussed at the Fiscal Management Control Board (FMCB) meeting. *Chairman White* was unclear with his answer. He commented that the Carman's Union was present at the meeting and really making their voices heard.

**Chairman White** discussed his fear of the MBTA privatizing bus routes that would wipe out many years of devoted ADA training of bus operators. He is very concerned that new vendors may not make an effort to have ADA training for their operators to accommodate persons with disabilities. He is considering addressing the Fiscal Management Control Board (FMCB) to advocate against the bus privatization.

**L. Weber** would like to have the support of the plaintiffs and members of the Task Force to sign-off on the letter. *J. Podesva* noted that the plaintiffs have been advocating against bus privatization possibility.

## ***Announcements***

### ***Chairman White announced:***

- That Ian Perrault has resigned from the Executive Board to take a job and pursue other interest. Chairman White noted that Ian is a big contributor to AACT and that his presence will be missed. He commented that AACT is losing a very good member, but he is very happy that he is moving on in his life. He wished him the very best and all the good fortune in his new endeavors.
- That Lisa Weber has been appointed to Chair the annual Summit on Transit Accessibility spring 2017.

- That AACT is seeking members in good standings to become a member of the Executive Board. He noted that if anyone is interested to see the AACT Coordinator.

**Old Business:** None was presented.

**New Business:** None was presented.

**Meeting ended 11:57 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/](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](http://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/relay), 617.570.9193 (TTY),

[AACT@ctps.org](mailto: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. Please contact the MPO staff at 857.702.3700 (voice), 617.570.9192 (TTY), 617.570.9193 (fax), or [publicinformation@ctps.org](mailto:publicinformation@ctps.org) (email).

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[www.bostonmpo.org](http://www.bostonmpo.org).

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[www.mbta.com/customer\\_support/feedback/](http://www.mbta.com/customer_support/feedback/).

### **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 telephone number. A written notice is always appreciated.