



Charles D. Baker, Governor
Karyn E. Polito, Lieutenant Governor
Stephanie Pollack, MassDOT Secretary & CEO
Brian Shortsleeve, Chief Administrator and Acting General Manager



**Fiscal and Management Control Board
Transportation Board Room
10 Park Plaza
Boston, MA
March 20, 2017
*MEETING MINUTES***

Present: Chairman Joseph Aiello, Director Steven Poftak, Director Brian Lang and Director Monica Tibbits-Nutt

Quorum Present: Yes

Others Present: Secretary Pollack, Brian Shortsleeve, Jeffrey Gonneville, Owen Kane, Mike Abramo, Nathan Peyton, Andrew Brennan, Gerry Polcari, Michael Lambert, Margaret Young, Nick Easley, Bill Griffiths and Ben Schutzman

PROCEEDINGS:

At the call of Chairman Aiello, a meeting of the Fiscal and Management Control Board (FMCB) was called to order at 12:01 p.m. at the State Transportation Building, Transportation Board Room, 10 Park Plaza, Boston, Massachusetts.

Chairman Aiello opened up the public session.

The following individuals commented on the RIDE Premium Service agenda item: James White, Chairman of the Access Advisory Committee; Corinne Burke, Town of Needham Disability Committee; Stephanie Valedes, Waltham student; Bill Henning, Executive Director, Boston Center for Independent Living; Rick Moran,

Bay State Council of the Blind; Patricia Malphrus; Jeanette Kutash; Carolyn Villers, Executive Director, Mass Senior Action Council; Kathy Paul, Massachusetts Senior Action Council; Brian Charlson, President, Bay State Council for the Blind; Jeff Thompson; Amy Ruell, President, National Association for the Blind – Massachusetts; Thomas Gilbert, Somerville; Christine Daniels; Nancy Houghton; Mark Ebuna, co-founder of Transit Matters and Jim Tozza.

Next, Don Summerfield and Louise Baxter commented on the Customer Experience agenda item.

Next, MBTA Local 264 employees Nathaniel Debois, Ilir Licori and Jim Mastrandea, President of Local 264 commented on outsourcing of bus maintenance garages.

Next, Michael Small, John Vago and Richard Prone, MBTA Advisory Board representative from Duxbury commented on the proposed weekend commuter rail suspension of service.

Next, Rhoda Gibson from BCIL and Mela Bush Miles, Chair of the Fairmount Indigo Coalition commented on the commuter rail weekend suspension of service and The RIDE premium service.

Next, was the approval of the minutes of the March 6, 2017 meeting.

On motion duly made and seconded, it was ;

VOTED: to approve the minutes of March 6, 2017.

Next, was the approval of the minutes of the March 13, 2017 meeting.

On motion duly made and seconded, it was;

VOTED: to approve the minutes of March 13, 2017.

Next, Chairman Aiello called upon Chief Administrator and Acting General Manager Brian Shortsleeve to present Agenda Item D, the report from the Acting General Manager, a discussion of financial performance and other related matters. Mr. Shortsleeve noted Transit Driver Appreciation Day was celebrated on Saturday, March 18, 2017; commented on the new MBTA Bus Lottery and discussed the framework for upcoming budget option discussion dates, as set forth in the attached presentation labeled "GM Remarks, March 20, 2017." Discussion ensued.

Next, Secretary Pollack updated the Board on the House Ways and Means budget hearing held the prior week., and referenced her testimony she provided at that hearing., stressing the need for fiscal sustainability.

Next, the Chair called upon Chief Operating Officer Jeffrey Gonneville to present Agenda Item E, the report of the Chief Operating Officer, a discussion of system performance and other related matters. Mr. Gonneville began with discussing weekly reliability, commented on the recent winter storm "Stella", the St. Patrick's day parade and updated the Board on the Forest Hills single track operation, as set forth in the attached presentation labeled "COO Remarks, March 20, 2017." Discussion ensued.

Next, Chair Aiello called upon Chief Financial Officer Michael Abramo to present Agenda Item H, the FY18 Budget Options Discussion. Mr. Abramo's presentation outlined the historic mismatch between operating growth and

ridership and provided various scenarios on options to present a balanced budget, as set forth in the attached presentation labeled “FY18 Preliminary Itemized Budget – 5 Year Sensitivity Analysis.” Discussion ensued.

Chairman Aiello called upon Deputy Director of Transit Michael Lambert to present Agenda Item I, the RIDE Premium Service Discussion. Mr. Lambert began with an overview of “premium” service and the RIDE in general. Mr. Lambert noted that the MBTA is evaluating the most cost-effective and customer-oriented options to provide the service. Director of Transportation Innovation Ben Schutzman continued with specific utilization usage data on The RIDE premium service, as set forth in the attached presentation labeled “The RIDE: Premium Service Area.”

Next, Chair Aiello called upon Chief Customer Experience Officer Margaret Young to present Agenda Item J, the Customer Experience/Customer Service Agent discussion. Ms. Young provided an overview including structure, vision, mission and goals, as set forth in the attached presentation labeled “Transforming the In-Station Customer Experience, March 2017.” Discussion ensued.

Director of Flexible Contracting Nick Easley followed Ms. Young in presenting the second portion of Agenda Item J relating to the process for issuing a RFP for partnering with industry to increase coverage and improve customer experience. as set forth in the attached presentation labeled “In-Station Customer Experience, March 20, 2017.” Discussion ensued.

Next, Chair Aiello called upon asked Deputy Director Policy and Analysis Byron Lynn to present Agenda Item F, FMCB Public Schedule, a review of upcoming FMCB agenda items, as set forth in the attached presentation labeled “FMCB Public Schedule.” Discussion ensued.

Next, Chair Aiello called upon Director Steven Poftak to present Agenda Item G, an update off the Fleet Plan. Mr. Poftak focused specifically on vehicles. Senior Director of Vehicle Maintenance Bill Griffiths contributed to the presentation, as set forth in the attached document labeled “Integrated Vehicle Fleet and Facilities Plan – Fleet Plan update, March 20, 2017.” Discussion ensued.

Lastly, Chair Aiello called upon Director of Energy and Environment Andrew Brennan to present Agenda Item K, a discussion on Climate Resiliency, Mr. Brennan provided an overview of the MBTA Climate Change Resiliency Program, as set forth in the attached document labeled “Climate Change Resiliency Program.”

On motion duly made and seconded, it was by roll call;

Chair Aiello	Yes
Director Lang	Yes
Director Poftak	Yes
Director Tibbits-Nutt	Yes

VOTED: to enter into Executive Session for a discussion of strategy related to collective bargaining and real estate at 3:45 p.m.

Documents relied upon for this meeting:

Minutes of March 6, 2017

Minutes of March 13, 2017

GM Remarks, March 20, 2017

COO Remarks, March 20, 2017

FMCB Calendar, March 20, 2017

MBTA FY18 Sensitivity Analysis: Operating Growth Scenarios

The RIDE: Premium Service Area Discussion

Transforming the In-Station Customer Experience, March 20, 2017

In-Station Customer Experience, March 20, 2017

Climate Change Resiliency Program, March 20, 2017