



Charles D. Baker, Governor
Karyn E. Polito, Lieutenant Governor
Stephanie Pollack, MassDOT Secretary & CEO
Steve Poftak, General Manager



Update on MBTA/BCIL Settlement Agreement: Public Meeting December 4, 2019 Agenda

- I. Welcome
 - Hon. Patrick King, Independent Monitor
 - Jeff Gonneville, Deputy General Manager, MBTA
- II. Status of MBTA/BCIL Settlement Agreement
 - Hon. Patrick King, Independent Monitor
- III. Updates on Accessibility Initiatives

Overview

- Laura Brelsford, AGM, System-Wide Accessibility

Station, Bus Stop & Elevator Upgrades

- Tom Nee, Deputy AGM, Capital Delivery

Improvements in Handling Access-Related Customer Complaints

- Jennifer Ross, Customer Engagement Coord, SWA
- Jeffrey Gorman, Superintendent, Bus Operations

Elevator Cleanliness

- Joe Cheever, Senior Director, Engineering & Maintenance
- Jesse Biroscak, Product Manager, Customer Tech
- Jennifer Ross, Customer Engagement Coord, SWA

Bus Evacuation Drills

- Rob Sampson, Director, SWA
- John Hynes, Senior Security and Emergency Management Coordinator

IV. Statement from Plaintiffs

- Joanne Daniels-Finegold, lead named plaintiff

V. Statement from Riders' Transportation Access Group

- Rick Morin, Co-Chair, R-TAG

VI. Feedback and Q&A