



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



**Fiscal and Management Control Board
Transportation Board Room
10 Park Plaza
April 1, 2019 #163
12:00 Noon
*MEETING MINUTES***

Present: Director Monica Tibbits-Nutt Director Chrystal Kornegay and Director Brian Shortsleeve

Quorum Present: Yes

Others Present: Secretary Stephanie Pollack (departed at 3:09 p.m.), General Manager Steve Poftak, Jeff Gonneville, Nathan Peyton, Owen Kane, Marie Breen, Michelle Kalowski, Karen Anton, Evan Rowe, Kat Benesh, Laurel Paget-Seekins, Beth Larkin, Angel Pena, Bill Wolfgang, and Laura Brelsford

At the call of Vice-Chair Tibbits-Nutt, a meeting of the Fiscal and Management Control Board (Board) was called to order at 12:00 p.m. at the State Transportation Building, Transportation Board Room, 10 Park Plaza, Boston, Massachusetts.

Vice-Chair Tibbits-Nutt opened up the public comment period for items appearing on the agenda.

Massachusetts Bay Transportation Authority

Ten Park Plaza, Boston, MA 02116

www.mbta.com

The first speaker, Wendy Landman from WalkBoston commented on the PATI update and bus stops.

Next, Bill Henning from the Boston Center for Independent Living commented on the PATI process.

Next, Louise Baxter from the T Rider's Union commented on recent bus issues and the professionalism of MBTA staff and the PATI update.

Next, Jim McCarthy from the Alliance of Unions commented on Mancon's performance.

Lastly, Evan Foss from Newton commented on lithium batteries on buses and the Green Line Transformation.

Public comment period concluded at 12:12 p.m.

Next, was the approval of the minutes of the March 18, 2019 meeting.

On motion duly made and seconded, it was:

VOTED: to approve the minutes of March 18, 2019.

Next, was the approval of the minutes of the March 25, 2019 meeting.

On motion duly made and seconded, it was:

VOTED: to approve the minutes of March 25, 2019.

Director Kornegay abstained from voting.

Vice-Chair Tibbits-Nutt continued with the agenda and called upon General Manager Steve Poftak to present the Report of the General Manager, Agenda Item D. Mr. Poftak discussed the name change of Yawkey Station to Lansdowne Station, the wheelchair accessible vehicle rideshare pilot that began today, the closure of the Washington Street Bridge on April 8, the Tobin Bridge/Chelsea curves lane reduction project starting later that night and MBTA additional service, the new mobility device pilot launched today and the station brightening program that was also kicked off today, as set forth in the attached document labeled, "General Manager's Remarks, April 1, 2019." Discussion ensued.

Next, Vice-Chair Tibbits-Nutt called upon Deputy General Manager Jeff Gonneville to present Agenda Item E, the Deputy General Manager's Report. Mr. Gonneville first updated the Board on the delay on the Red Line during the morning commute, noting there was a problem with the airline system. He discussed the mitigating factors in resolving the issue and congratulated staff for handling a "very cumbersome process." Discussion ensued

Mr. Gonneville continued his report discussing on-time performance on all modes including Rapid Transit, Bus, Silver Line, The RIDE, Commuter Rail and Ferries, as set forth in the attached document labeled, "Deputy General Manager's Remarks, April 1, 2019." Discussion ensued.

Next, MassDOT's Deputy Chief of Staff Nathan Peyton presented Agenda Item F, the FMCB Calendar. Mr. Peyton reviewed upcoming agenda items with the

Board, as set forth in the attached document labeled, “FMCB Public Schedule, April 1, 2019.” Discussion ensued.

Next, the Vice Chair called upon Mr. Gonneville to present Agenda Item G, an update on Operations Headcount. Mr. Gonneville noted this was a complicated, complex issue and asked Kat Benesh, Chief of Operations Strategy, Policy & Oversight to continue with the presentation. Ms. Benesh provided a detailed Executive Summary and focused on service delivery and what influenced a positive customer experience: dropped trips, on time performance, comfort, frequency, span of service and coverage.

Ms. Benesh continued with a summary of dropped trips across rapid transit and bus and how the availability of employees affected service delivery. Ms. Benesh discussed what the MBTA was doing to reduce dropped trips, noting that over the last 12 months dropped trips for bus decreased 50%. She said 45 additional drivers were requested for FY20 as part of the Better Bus Project. Discussion ensued.

Ms. Benesh next addressed run-time deficits on Rail, with contribution from Mr. Gonneville, noting six additional Green Line motor persons were requested for FY20.

Ms. Benesh concluded her presentation discussing continued goals and next steps including the addition of Orange and Red Line operators for the new trains, as set forth in the attached document labeled, “Impact of Operations Headcount on Service Delivery, April 1, 2019.” Discussion ensued.

Next, Vice Chair Tibbits-Nutt next asked Director of Human Resources Matt St. Hillaire to present Agenda Item H, an update on Workforce Planning Operating and Capital. Mr. St. Hillaire provided an overview of the Human Resources department at the MBTA and the six areas of focus, key strategic initiatives and current projects.

Mr. St. Hillaire continued with hiring details, including historical hiring and separation – both retirement and termination. Mr. St. Hillarie concluded with workforce planning and next steps, as set forth in the attached document labeled, “Human Resources/Workforce Planning Update, April 1, 2019.” Discussion ensued.

Vice Chair Tibbits-Nutt next called on Laura Brelsford, Assistant General Manager of Systemwide Accessibility to present Agenda Item J, an update on the Plan for Accessible Transit Infrastructure (PATI). Ms. Brelsford provided an overview to the Board on the primary goals, PATI surveys and databases, and a snapshot of barriers at bus stops, commuter rail and rapid transit stations.

Ms. Brelsford continued with a priority list for station and bus stop accessibility improvements, and concluded with bus stop and station projects currently underway and the additional impact of PATI, as set forth in the attached document labeled, “Plan for Accessible Transit Infrastructure, Preview of 2019 Recommendations, April 1, 2019.” Discussion ensued.

The Board and Secretary thanked Ms. Brelsford, her staff and the PATI External Engagement Committee for their hard work.

Vice-Chair Tibbits-Nutt noted that Agenda Item I, the Green Line Transformation, Agenda Item K, the Positive Train Control update and Agenda Item L, a discussions on Bus Shelters were deferred to a future meeting.

On motion duly made seconded, it was:

Director Tibbits-Nutt	Yes
Director Kornegay	Yes
Director Shortsleeve	Yes

VOTED: To adjourn at 2:20 p.m.

Documents relied upon for this meeting:

- Minutes of March 18, 2019
- Minutes of March 25, 2019
- General Manager Remarks, April 1, 2019
- Deputy General Manager's Remarks, 2019
- FMCB Public Schedule, April 1, 2019
- Impact of Operations Headcount on Service Delivery, April 1, 2019
- Human Resources/Workforce Planning Update, April 1, 2019
- Plan for Accessible Transit Infrastructure, Preview of 2019 Recommendations, April 1, 2019