

In the ADA law, there is no priority for transportation, for the trips as there are no capacity limits either. So that must be looked at here and maybe in other situations. I don't have a specific question for you. I want you to know that I hear you.

Clinton Bench: I will hand the microphone back to Will for a final comment here. If you could please repeat what you were saying about the service disruptions and how that impacted you.

Will Briere: I believe that it's five or six. Joe, you may know that answer. I think it's six. But what happens and what probably frustrates me the most is a lot times, you get these disruptions three months after they have occurred. I have to go back on the calendar book and reconstruct my schedule to try to figure out what happened. Service disruptions should be mailed out in a timely fashion. I remember talking to a representative who said, well, it saves us money. I literally got ten notices in a huge mailing. So, I think it needs to be looked at because I don't think it's fair to do that to people, especially since most of the time the notices arrive on a Friday, so you can't call to try to work it out over the weekend.

When I talk to most drivers they tell me that people that take priority are people on dialysis and people who are employed. This is always what I have been told. If I am wrong, then I guess I am wrong. Thank you.

Clinton Bench: Thank you. The next person who signed in didn't say whether they wanted to speak, so I will ask now. Matt Pellegrino, would you like to speak? Yes?

Matt Pellegrino: Hi, my name is Matt Pellegrino. I am a Program Director at the Northeast Independent Living Program. Listening to Mr. Costanzo's talk earlier, he actually answered my question. There is a big need for transportation to medical appointments in Boston and medical appointments at different hospitals in the area. I was not aware that in February MVRTA began a program to provide that service. Now that is a great thing, and I hope that it is not just a temporary pilot program. I hope that it's a permanent part of the MVRTA program, because that's very important. People who are on Medicaid can usually get transportation to different appointments, but a lot of people aren't income eligible for Medicaid. So, until now we didn't have any resources. If it could be expanded to include hospitals in this area, that would be a great thing. Thank you.

Clinton Bench: (Commission Member Cheryl Poppe joined the group.) Do you want to introduce yourself Cheryl? Let me give the microphone to another Member of the Commission who just came in so that she can introduce herself.

Cheryl Poppe: Hi. My name is Cheryl Poppe. I am with the Massachusetts Department of Veterans Services and do apologize for being late. I had a personnel issue that I was dealing with, and then Route 93 was fun! I should have taken the train. But obviously, Veterans' transportation issues are very important to us within the Department, so I don't know if there are any Veterans here. I know that I came in late into the conversation, but I'd be interested to speak with anyone who wants to talk about that later.

Clinton Bench: Does anyone want to self-identify as a Veteran for information, you can raise your hand if you'd like. The next person who has listed themselves as wishing to speak is Meg Robertson.

Meg Robertson: There is so much I could speak on. It's been fascinating. I am Meg Robertson. I work for the Massachusetts Commission for the Blind. My department teaches legally blind people in Massachusetts how to get around safely. The types of training we offer include: non-visually using a guide dog, cane skills, public transportation, and walking around the community. So this Executive Order impacts all the consumers I work with directly. If you understand the ADA eligibility, anybody who is legally blind meets the ADA eligibility because they cannot 100 percent negotiate a transit system due to a number of issues. One of the key issues is pedestrian access relative to getting to the station. Winter access issues always impact us. I would like to see this Commission somehow advocate that we, as transit users, have the same access as vehicles do to roads. We do not have that as transit users. We don't have cleared sidewalks. The roads are cleared during the winter, but my sidewalk is not cleared.

The Commission for the Blind has always provided mobility orientation to any legally blind person. That level of travel training is not always available through the various human services agencies. They may have travel training, but the services are not provided by professional travel trainers for the most part. Typically a client-services employee will assist an individual to develop the skills to travel to a single location. Many of the transit authorities offer limited travel training, but cannot provide the mobility training necessary for true community orientation. There is definitely inconsistency in the levels of travel training provided by the transit authorities.

Most Commission for the Blind travel trainers have a Master's or Bachelor's degree in Orientation Mobility. Other travel trainers do not necessarily have this advanced level of education. That's an issue that has been dealt with off and on for many years, and it's never been resolved very well.

In talking to my low-vision groups I tell my elders who are just now starting to complain about transportation that it is too late now. They should have been more vocal 20 years ago. Complaining now might ensure that their grandkids have better transportation. As the gentleman from the RTA stated earlier, improving the public transit system for everybody, not just for paratransit users, will improve the transportation for everybody. We will always need some level of paratransit.

Also, I am the guardian of an 87-year old developmentally-disabled adult. I live in North Reading. North Reading does not have access to The RIDE services, so when he wants to come to my house and I am unable to pick him up, he uses The RIDE. The RIDE goes by my house and goes to Reading. I pick him up at a parking lot and follow The RIDE back past my house. I tell people that I currently live in North Reading, but I am not aging in North Reading. There is no sidewalk and no public transportation. So that is a real big issue – trying to get him to my house -- which can take up to two hours each way.

This is kind of a general thing – I have often transported my teenage daughter and other people's teenagers into Boston. They have never used the subway. We live 16 miles from Boston. How

can you not ride the subway? There needs to be a stronger push to educate people to use public transit – not in North Reading, because there is no public transit – but in places where it currently exists. People are afraid to use it. They don't want to and they are too car-dependent. In a global sense, that is a big problem. We need to incorporate the use of public transit into our lives so that it is not an issue when we can no longer transport ourselves. Thank you.

Clinton Bench: Thank you, everybody who has spoken so far. I will remind anyone just coming into the room that there is a sign-in sheet at the table near the door where you entered. If you would like to speak, you need to sign up on that sign-in sheet. I have three more people right now on the list, actually one of them said they don't want to make a comment, so two. I will read those two names and that will help you know that if you are not one of the two people, and you still want to speak, go to the back of the room and sign in.

First will be Jeanna Marie and the second will be Michelle Silbert. So first Jeanna. Are you here, and would you like to speak?

Jeanna Marie: I don't know if I want to speak, but I will say something. I agree with what they are saying, the problems. I wrote them down. I will just hand it to you because everything that they have said has happened, and I just think that there are some things that have to be changed for our future.

Clinton Bench: I am happy to take them, but we do have the notes being typed, so if you want to keep them, you can. We will enter them into the record.

Jeanna Marie: I will take the last two pages, though.

Clinton Bench: Whatever you'd like.

Jeanna Marie: Those are my notes.

Clinton Bench: Okay. We won't read that.

Jeanna Marie: You can read it.

Clinton Bench: Just kidding! Thank you. Next is Michelle Silbert. Are you here and would you like to speak?

Michelle Silbert: I am here. I don't have any personal experience. I am just concerned about access. I have heard lots of stories from different people. I know the bus doesn't run very late in Lowell. Expanding the time of bus service in the evening is really important for people with jobs and even those wishing to attend social events.

More frequency of buses, especially with bus routes and especially in northern communities, and when people have disabilities and they are trying to get ready, it takes longer. Frequency is a big issue – if a bus comes only once every 45 minutes and a person misses it, they might have lost their job.

I didn't realize until I came today that this Commission is looking specifically at transportation for individuals with disabilities – that it is not general transportation access.

Clinton Bench: I think we are running relatively informally here today. If we have a little bit of time left, and you have a specific transportation issue you want to address, we are happy to hear it. To review what our purpose is, it is to conduct a comprehensive review of all paratransit services offered by the MBTA, the regional transit authorities, and funded by Health and Human Services and to provide detailed recommendations to ensure quality service and operational efficiencies. There will be listening sessions going on throughout the Commonwealth. The Commission will be putting forth a set of recommendations for reform and other efficiencies that we would like to recommend regarding paratransit. We will discuss ways to implement some of those ideas as a key part of the charge of our Commission.

Michelle Silbert: I came as an observer, but I do have one personal position or interest which applies to everything. It applies to this as well. I am in strong support of the youth pass campaign, which is a youth-lead campaign taking place in the MBTA area. It is not only the factor of youth, but also a significant affordability issue. Can you imagine not being able to go to the doctor? I know that there are programs in place, and existing eligibility guidelines, but some of that sounds incredibly complicated and frustrating and still probably expensive. I think there should be a pass. I think there should be an unlimited use pass instead of having to pay each time.

Clinton Bench: That's actually quite relevant, even for paratransit services as well because they are paying like anybody else. They are generally paying higher fares than people using fixed-route services and that can be even more of a challenge for younger people who may not have entered the workforce yet. I can certainly appreciate your mentioning the youth pass initiative, an initiative with which I am quite familiar. I can brief the Commission about its relative merits at a later time as well.

I don't have any further names of people who have signed in, so I will ask a couple of things. One is that I will ask members of the Commission if they have any general questions of interest that they don't feel like they heard any testimony on today, that they would like to see if anybody has thoughts on. Is there anything that didn't come up that you would like to ask? Will. I will send the microphone down to you. If nobody has an answer, that's fine, too. But we would just like the Commission members to ask questions that they have.

Will Rodman: Thanks. Joe, this question is for you.

Joe Costanzo: Fire away!

Will Rodman: In your role as a long time Administrator for the MVRTA, you've had an opportunity to work with your counterparts from across the State and with what is now MassDOT. One of the things that the Commission is charged with is looking for areas that we can make recommendations about for policy reform, organizational reform, and for things that the State can do to foster efficiency, keep up with demand or expanded demand, or expand services. What specific recommendations do you have, if any, for areas that the Commission can

look to for reform other than getting more funding to the RTAs, which everybody would like. That, of course, would be number one.

Joe Costanzo: Thanks. Off the top of my head, I think quite honestly between the RTAs, all the pieces are there. We do a pretty good job of providing services, but it needs to be stitched together. I think one of the problems we have had, actually since 1990, is that we have been the step child of public transit in this Commonwealth. I think that under transportation reform with MassDOT, we have had an opportunity to get out from under that step child sort of designation we have had. We all have limited services. We all want to provide more, but it needs to be stitched together.

Will Rodman: What do you mean by that?

Joe Costanzo: I think that we did a transportation plan in 2005 among the RTAs. It contained a lot of information which spoke to statewide policy for service hours, frequency of service, connectivity between RTAs. Some of us are actually working among ourselves to implement a new integrated fare collection system. We have our own smart card, which can be integrated with the MBTA's Charlie Card to give us greater interoperability. I think that is basically it from my perspective.

Will Rodman: Are there any recommendations from the 1995 RTA plan that haven't been implemented, that you think the Commission, in particular, should look at and revisit. How about the 2000 plan or the 2005 plan?

Joe Costanzo: None of it has. That is where we as a group come from – particularly for me. I think it's service delivery. We need to have all the pieces – travel training, mobility assistance, all of that. I think it is doable. One of the frustrating things for us is coordination with The RIDE. We tried to make a connection with The RIDE, and they refuse to go into our district – we had to go into the MBTA district to make the transfer. The van never shows up, or is running late, so we gave up on it and just don't do it anymore. In order to make it work, we need a subfleet of the paratransit fleet, because without it, it would take away from services in the core areas, which we couldn't do. We would be taking away service here. We could do it if we had a subfleet of vehicles that did nothing but coordination particularly within The RIDE district. Getting The RIDE to show up and to keep a schedule was impossible – we had to wait 15 minutes, 20 minutes, a half hour – we gave up on the idea. We can't do it, but that's basically it in a nutshell.

Will Rodman: It would seem to me that the Commission should get a copy of the 2005 plan and take a look at the recommendations.

Joe Costanzo: Please do. We can send you a disk.

Will Rodman: Thank you.

Anne Hartstein: Again, I am Secretary Hartstein from Elder Affairs. I have a question for people who use paratransit services. Do you know when it's coming? If you had information about where it was and when it would be there, would that be helpful? Is it the unknown – the

question of having to be ready a half hour before and you have to know exactly what that timeframe is? Is there something about the information that could be shared with you about where it is and what it is and who is coming and that sort of thing that would be beneficial to you? No one likes to wait for a ride. Public transportation is such that everybody is waiting for a ride, so it's not a transportation system that takes away the wait. The question is, how do we address the wait in a way that works for people who are by themselves instead of standing on the platform or being on a platform with others? Is that something you would have some advice for us about?

Clinton Bench: Excellent question. Denise had her hand up, too. So what I would suggest, and Jini does, too. I asked the Commission members if they have any other specific issues that they would like to hear comments on and then we will kind of come around one more time and ask if anybody would like to respond to any or all of the questions that were just asked. So here is Denise.

Denise Karuth: I have a couple of questions. I could also respond to your question at length, but other people may be able to do that as well, so I will give you the first crack at it. One question I have is what is your experience with Medicaid transportation, either some of you who may have used it directly or have consumers who have used it – like some folks from Northeast because we haven't had anyone really comment about that form of transportation other than that it exists. And the second thing is, again, either direct experience or indirect experience, has anyone who is not elderly tried using transportation services through the local Council on Aging? If so, what has your experience been?

Jini Fairley: I was impressed, Joe, with the findings of the 2009 elder survey. I believe that you referred to it in your verbal comments, or in the comments that I was given to read before the meeting. It struck me that I don't know how you work the system here. Am I correct that the non-ADA paratransit services, mostly for the elderly over 60, has different hours and different days of operation?

Judith O'Connor: I too am curious about your Councils on Aging. There is no report in this book for your agency, and I am not familiar with the towns around here. Councils on Aging do a lot of work with paratransit, and I think that more Councils on Aging (being that I am one) should comingle and that is what we in Millbury do. I try to take anybody at any time to any place they want to go, regardless of the ¾ mile parameter. And, I think that that's a very important point that Councils on Aging need to do more of that. That young fellow, I wish he were still here, because if he lived in Millbury, even if he lived only four feet away, if he had a wheelchair, we would take him to his house. It's very important that Councils on Aging get more involved with regional transit authorities and I feel very strongly about this. I feel that it should not just be elderly people using their bus from 9:00 AM to 3:00 PM. We go out on the road at 7:30 in the morning and if an ADA young person needs a ride to a job at Wal-Mart we find a way to do it.

You need to get money to fund your transportation. The more people you put on the bus, the better it is. You don't ride with one or two people. Stuff the vehicle with 8 or 10 people. So, I would be interested in knowing what Councils on Aging in this area provide. Thank you.

Clinton Bench: You have heard a few extra questions. Now I will ask anybody who would like to respond to one or all. If you can, please raise your hand. Give me a sense of who may be willing to speak. Okay. Three people. Raise your hand high if you would like to speak again on any of those issues. Three people. All right. Why don't we go to the back of the room.

June Cohen: Thanks. I love to hear that about the Councils on Aging and I just wanted to make mention that the reason Will had to leave was to keep his schedule to get a ride home to Lowell. Otherwise, he would have stayed.

NILP sometimes hosts a cookout for over 60 people, including NILP staff. Recently we had to spend over \$3,000 to transport individuals to the cookout which was held from 3:00 PM until 6:00 PM. People from Lowell, Tewksbury, and Dracut were among those who attended. Next time we host such an event, I will call the local Councils on Aging to see if they can help with transportation.

Judith O'Connor: I don't want anybody to reinvent the wheel here. Councils on Aging – their vans were given to them – most of them – by the State at 20% of the cost. They were responsible for raising the 20% local share. The Councils on Aging should be encouraged to use their vehicles, to use them all the time. You can use Senior Aids or other volunteers to drive the vehicles. The City/Town can purchase a low-cost insurance policy to cover volunteer drivers.

Clinton Bench: I would like to recognize Joanne Champa for her work with the Mobility Assistance Program, the program which supplies the vehicles to agencies like Councils on Aging. She has processed purchase orders, Titles, and registrations for probably thousands of vans over her years of service. Joanne, raise your hand. She is wonderful. Thanks.

Meg Robertson: That's great about the COAs. I am Meg Robertson, Massachusetts Commission for the Blind, most COAs have indicated that a person with disability may be served by someone else. That is what I have heard in other COAs. I am telling you what is out there. I think that's great.

The medical transportation issue – the low vision group was asking about that. They got very confused about eligibility for transportation. It appeared that the same vendor provided both Medicaid transportation and the new Medi-Ride service.

There are issues with training drivers to work with individuals with disabilities. I forget what the other question was, but all my elders are legally blind, so they go under the ADA. Most elders will have a secondary disability, and the reason they wouldn't fill out the longer ADA application is because they have to go to the doctor and get somebody to write the application for them. Although this is necessary, I am not arguing the point, they may not go the extra step. Many elders don't realize there is a difference.

I missed the first listening session, so am unaware of whether you discussed capacity issues relative to elder transportation. Regardless of elders being able to use fixed-route services, or

another such alternative some of the time, there will necessarily be some reliance on paratransit for certain purposes or at certain time. The system must be able to absorb these trips.

Clinton Bench: If there is any kind of real-time information, would that be useful in terms of knowing exactly where the rides were?

Meg Robertson: Yes. That would be great. But a lot of people are in senior housing and go downstairs so they are not where their phone is. They don't have cellphones. I think it's an added plus, but it won't meet all of the needs because we have elders who will stand outside and wait and another issue is that the drivers will not come in and tell them that they are there, even though they know they are legally blind and they can't see them. Sometimes people actually miss their RIDE and are unaware. Other times, people are waiting for a long time, even though there is a half hour window, and don't realize that they are not at an appropriate pick-up spot. It would definitely be helpful to have real time information, but the majority of between persons with disabilities and senior citizens would probably not find it useful. It's not unusual for senior citizens to have their own vehicles and keep them. That is the way it works. But I think we have to break down the barriers between elders and persons with disabilities as if they are two separate worlds because they really are not. They don't have the luxury of time, luxury of money, to be maintaining two separate systems of service, and I think it's a cultural thing. I think that we have to figure that one out, that we are all in the same boat there. There aren't enough vehicles and there isn't enough money to do it separately anymore. We need to start that dialogue between those who represent elders and those who represent individuals with disabilities and all come to the same table. It can be figured out, but we need to start relatively soon.

Michelle Forlizzi: Thank you. Professionally, I work with Mass. Rehab. Commission and transportation is always one of our biggest challenges. As far as Councils on Aging, my catchment area for years was Concord, Carlisle, Acton, Littleton area and for years, working with them, I still didn't know the Councils on Aging would offer individuals with disabilities transportation. There was never a directory, that I as a professional could turn to which would inform me that I could get a person from one town to another using paratransit. So I feel that I was very stymied in that regard. That's one of the best kept secrets that I just didn't know. Working with the bedroom communities that did not want transportation within their communities was certainly a barrier for us as well. Thank you.

Clinton Bench: There is a person I recognize. He is holding his hand up, so I will ask him to speak.

Paul Regan: Thank you. Good afternoon. I just wanted to weigh in on the Council on Aging paratransit piece. In 2001 or 2002 there was a law passed that enabled communities within the MBTA area which did not receive The RIDE service and were willing to do some bookkeeping to get paratransit credit. Some communities took advantage of this program. It is an interesting way to try to pump money into the Councils on Aging to help them offset some of the cost of providing the service. It also offers an opportunity to provide the kind of bridge where two populations that normally don't interact with each other are able to share a resource by providing a financial incentive for that to happen. That law is still on the books, and communities are encouraged to take advantage of it.

Judith O'Connor: The Town of Millbury takes advantage of the credit.

Clinton Bench: Thank you. Were there any other folks who wanted to make comments or answer any of those questions? Okay, this is a brief time check. It's 10 minutes until 5:00. The Commission will stay until 5:00 since we advertised that. I will ask one final time if anyone else without a check-mark beside their name on the sign-in sheet wanted to speak or ask a question. It looks like Frank Gay from the Attleboro-Taunton Regional Transit Authority would like to and Denise Karuth would as well. Frank . . .

Frank Gay: (directed to Meg Robertson) If you could talk a little more about travel training, your thoughts about a statewide travel training program, something Joanne Champa and I talked about a couple of years ago but were unable to identify appropriate funding, to look at helping people in Boston learn to use the subway and people living within the regional transit authority areas to learn to use the fixed-route system. How do we help this population get over the fear of public transit? I want to hear your thoughts as a professional about travel training and hear about what you have seen in travel training and would recommend if it were to be recommended by this Commission as a pilot or even a statewide initiative.

Meg Robertson: Well, personally I think it's a great idea. I think you need to have a curriculum and you may want to engage a certified orientation mobility specialist. You should look to MCB as an agency that could possibly work with you. We have orientation mobility specialists that work with people who are not legally blind, not for the Commission for the Blind, but for other agencies. So there is a model service out there already. The problem with travel training programs is that they are typically not funded long enough to produce meaningful results. In the short-term, they do not save money. In addition, as people are moved from costly paratransit to fixed route services, potential paratransit users are applying for services.

Because the positive results are not immediate, it's been hard for agencies to keep funding travel training programs. I know DDS has implemented various travel-training programs, but has not been able to sustain them long enough to produce results. Unfortunately, the travel trainers for those programs were not dedicated solely to the programs; it's only a part of their jobs. They may have had some training over a six-week period, but do not have the credentials needed to develop and implement a travel training program. A certified orientation mobility specialist concentrates on a person's life skills rather than just a single route. I remember as a kid not knowing how to get on the bus and pay. I remember one time, when I was about 12, standing at what I thought was a bus stop. Three buses passed by. I noticed someone standing nearby, also waiting for a bus, and the next bus stopped and picked her up. It was only then that I realized that I was in the wrong place.

Not having the basic travel knowledge stops a lot of people from trying transit. Travel training varies, depending on the needs of the individual being trained, from walking through the route one time, to crossing streets safely, to intensive one-on-one long-term training. There are a lot of different skills needed to use our systems. It's not just because I can see and I can walk across the street that I can get to the bus stop. It's not that easy. It's much more intensive and people

think. Because someone can see and or uses transit fully, he/she does not necessarily have the ability to teach those skills to other people.

People also have to be taught what questions to ask in order to get the responses they need. This is a very difficult skill.

It is important to ensure that communities shovel their sidewalks, shovel out the bus stops, make sure that people don't have to walk over three-foot snow mounds to get down the street – these factors are important not only for individuals with disabilities, but for elders and anyone else.

What are the barriers preventing people from using public transit versus paratransit and the waiting issue – sometimes it's the same. Sometimes they think it is easier to wait for a paratransit vehicle – you go up to the bus and get in. It takes ten minutes. Travel training to use the fixed-route is labor intensive and in-person intensive. I am not sure why the travel training programs have not been kept up. When budgets are not adequate to fund services, travel training is the first program to go. For the Commission for the Blind, travel training has always been a model service. It's expected. It's not expected within other organizations which serve individuals with disabilities.

Denise Karuth: I want to make a comment about a few things including eligibility for people with mental health disabilities. I don't know if Joe is still here. I am not sure there is presumptive eligibility for many disabilities. Eligibility is a huge issue. I know people who use wheelchairs who have been turned down for paratransit services. You have to know how to fill out the application in order to get the service. So I wanted to put that out there.

The second thing is accurate time information. For people without cell phones, people that are waiting in their lobbies, it's not going to work. But the time information that transit authorities give now is terrible. You get a call that says your ride will arrive at 9:37. The MBTA has a number you can call to confirm or check on a ride. I once called that number and was informed that my ride would arrive in 22 minutes. I called over the space of 45 minutes and every time I called I was informed that my ride would arrive in 22 minutes. So that's a problem too.

And, again, Judith when you talked about your COA services – oh, my gosh – I couldn't believe it; I felt like I had suddenly been transported into heaven. I think you are the exception rather than the rule in the provision of service. A lot of agencies say that they do not serve non-elders with disabilities, although they have signed an agreement with the Commonwealth saying that they will. They just don't. We need to make that happen. Thanks.

Will Rodman: I am really excited about your comments (to Meg Robertson) because travel training is something that straddles the RTAs, MBTA, human services transportation – and it would be great if we could come up with a statewide approach to this. For a point of clarification – did I hear you correctly, that you think that there is a shortage of certified mobility specialists, or just a shortage of personnel in general to be delivering these kinds of services. If that is correct, would it behoove the State to try and possibly fund, maybe through U.Mass or some other institution, a program that is going to churn out certified mobility specialists so there will be somebody to provide all the services.

Meg Robertson: U.Mass/Boston does have a program for certified orientation specialists. There just isn't enough funding to provide enough people to implement a statewide program. There is a certified orientation mobility specialist program in Western Michigan as well. I am not certain what is happening with that. At this point in time, we do not have adequate staff to implement a program statewide.

Clinton Bench: It is 5:00. A couple of quick thank-yous. Paula (George) from the Cape Cod Regional Transit Authority – thanks for being our microphone toter. Carol Joyce-Harrington, Heather Hume, and Joanne Champa – over here at the table up in the front of the room to the left, they have been among the staff who have been helping make the listening sessions possible. Certainly others as well from other agencies.

Also, I just wanted to clarify, I think Jeanna just left. I was misunderstanding. She handed me a group of comments and I thought she was writing down a lot of things that she had been hearing today. It is actually four pages of ideas and concerns that she has developed over a long period of time. We will enter those comments into the record. I wanted to clarify that.

Thank you to everybody who made the effort to come today. For some of you, it was probably harder to get here than others, and I certainly appreciate that effort to speak with us. If you have further comments, I am going to do two things. Let me just say since it is 5:00, if you have to leave go ahead. The e-mail address again is execorder@mbta.com. The phone number where you can leave comments is (617) 222-6260. The TTY number is (617) 222-5415. You can send regular mail to the MBTA at 45 High Street, Fifth Floor, c/o Executive Order 530, Boston, MA 02110. And the website where you can get additional information is: www.MBTA.com/execorder530. All of this is on the flyer with the information about the listening sessions, so you can pick up a copy before you leave.

Finally, we have five more listening sessions. I will say the dates and locations. All of these are from 3:00 PM – 5:00 PM. September 21 in Barnstable; October 4 in Worcester at Union Station; October 12 in Springfield; October 27 in Pittsfield; and November 7 in Boston at the State Transportation Building.

Thank you everybody for coming. I look forward to hearing more from you via other means, if you wish.