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;;;BOSTON CITY COUNCIL
;;;05/25/2018

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>>> GOOD MORNING.

MY NAME IS MICHELLE WU, AND I
CHAIR THIS COMMITTEE.
TODAY I'M JOINED BY ED FLYNN AND
MATT O'MALLEY.

WE'RE HERE FOR THE PETITION,
DOCKET 0617, A PETITION OF LOCAL
MOTION OF BOSTON FOR LICENSE TO
OPERATE MOTOR VEHICLES FOR THE
CARRIAGE OF PASSENGERS FOR HIRE
OVER CERTAIN STREETS IN BOSTON.
I'M EXCITED.

THIS IS MY FIRST PETITION THAT
I'M OVERSEEING A HEARING FOR.
YOU'RE VERY FAMILIAR WITH THIS.
WE HAVE A PETITIONER HERE.
THANK YOU FOR JOINING US.

I WILL REMIND EVERYONE THAT THIS
PUBLIC HEARING IS BEING RECORDED
AND BROADCAST LIVE ON CHANNEL
COMCAST 8, RCN 82, AS WELL AS
STREAMING ON THE CITY OF BOSTON
WEBSITE.

WE'LL TAKE PUBLIC TESTIMONY AT
THE END.

IF ANYONE WISHES TO TESTIFY,
PLEASE MARK THE SIGN-IN SHEET.
I'LL HAND IT OVER TO THE
ADMINISTRATION OFFICIAL.

IF YOU WOULD PLEASE STATE YOUR
NAME, AFFILIATION, AND
STATEMENTS FOR THE RECORD.

>> GOOD MORNING.

>> GOOD MORNING.

>> MY NAME IS JAMES GARGAN.

I'M CAPTAIN OF THE BOSTON
LICENSING DIVISION.

>> I'M THE INSPECTOR OF
CARRIAGES FOR THE CITY OF
BOSTON.

>> GOOD MORNING.

I'M CHRIS CUOMO, A
TRANSPORTATION ENGINEER WITH
BTD.

>> THANK YOU.

OKAY.

WE'LL LAUNCH RIGHT INTO IT.
THERE ARE A NUMBER OF FORMAL
DOCUMENTS THAT NEED TO BE
SUBMITTED, SO I'LL KIND OF KICK
THROUGH THAT LIST AND JUST
VERIFY THAT ALL OF THOSE
REQUIREMENTS HAVE BEEN MET
BEFORE WE GET INTO CERTAINLY
MORE DETAILED QUESTIONS.
PETITIONER, COULD YOU PLEASE
IDENTIFY YOURSELF?
>> [OFF MIC].
>> WHAT'S YOUR RESIDENCE?
>> ATTLEBORO 395 BROWN STREET,
ATTLEBORO, MASS.
>> DO YOU HAVE A COPY OF THE
NOTICE THAT WAS PUBLISHED IN THE
NEWSPAPER?
>> YES, MA'AM.
>> AND RECEIPTS THAT THE NOTICES
WERE SENT --
>> THERE'S THAT GREEN COPY.
>> THERE WE GO.
WE HAVE THE PUBLICATION IN THE
NEWSPAPER.
WE HAVE THE DOCUMENTATION OF
MAIL RECEIPTS SENT TO THE POLICE
COMMISSIONER AND TO THE MBTA.
THANK YOU.
COULD YOU PLEASE EXPLAIN YOUR
BACKGROUND AND ANY EXPERIENCE IN
THIS AREA OF TRANSPORTATION?
>> I'VE BEEN IN TRANSPORTATION
FOR OVER 30 YEARS.
I'VE BEEN WITH LOCOMOTION JUST
OVER EIGHT YEARS.
CURRENTLY, MY POSITION IS
DIRECTOR OF CORPORATE SHUTTLES
AND SPECIAL EVENTS.
>> AND HOW MANY EMPLOYEES OR
DRIVERS ARE YOU OVERSEEING IN
THE AREA?
>> WE HAVE A TOTAL OF 250
DRIVERS.
>> THROUGHOUT BOSTON?
>> THROUGHOUT BOSTON, YES,
MA'AM.
>> OKAY.
AND WHAT IS THE EXPERIENCE AND
TYPE OF TRAINING REQUIRED FOR
YOUR DRIVERS?
>> WELL, WHAT WE DO FIRST IS A
CHECK-RIDE IS INSIDE THE PACKET.
I BELIEVE IT IS THE SECOND AND

THIRD PAGE.

WE OUTLINE OUR HIRING PROCEDURE
OF OUR SCHOOL BUS DRIVERS, OUR
MOTOR COACH DRIVERS, AND OUR
SHUTTLE DRIVERS.

WE DO CHECKS.

WE DO FULL RMV MOTOR VEHICLE
RECORDS NOT JUST IN THE STATE.
OUT OF THE STATE AS WELL.

>> OKAY.

AND IN TERMS OF HOW YOU OPERATE
YOUR SERVICE NOW, WHAT ROUTES DO
YOU CURRENTLY HAVE?

>> WE HAVE A NUMBER OF SHUTTLES.
YOU'RE SPEAKING OUTSIDE OF THE
ONE I'M CURRENTLY --

>> YEAH.

>> WE HAVE PHARMACEUTICALS IN
LEXINGTON.

WE HAVE SUN LIFE.

WE HAVE -- IT USED TO BE JOHN
HANCOCK EQUITY.

IT'S CHANGED NAMES A COUPLE
TIMES.

WE HAVE BENTLEY UNIVERSITY.

WE HAVE NATIONAL FIRE
PROTECTION.

WE HAVE A LUXURY HIGH-END
APARTMENT COMPLEX CALLED HIGH
POINT IN QUINCEY.

RIGHT NOW, WE'RE ALSO IN TALKS
WITH BOSE CORPORATION IN
FRAMINGHAM TO PROVIDE SHUTTLES
FOR THEM AS WELL.

>> AND THESE ARE ALL ALONG SET
ROUTES?

>> YES, MA'AM.

>> AND ARRANGED AHEAD OF TIME
WHAT THE TIME AND LOCATION WILL
BE?

>> YES, MA'AM.

CORRECT.

>> HOW DO YOU SOLICIT AND
RESPOND TO PASSENGERS'
SUGGESTIONS AND COMPLAINTS?

>> ONCE AGAIN, IN THE PACKET,
YOU GO TO THE FIFTH PAGE.

WE HAVE RIDE SYSTEMS.

IT IS A GPS.

PASSENGERS ARE ABLE TO HIT THE
CONTACT US FEATURE ON THE APP
AND SEND US AN EMAIL IF THERE'S
AN ISSUE.

WE GET BACK TO THEM IN 30

MINUTES OR LESS.

>> AND HAVE YOU MET WITH A REPRESENTATIVE OF THE BOSTON TRANSPORTATION DEPARTMENT AS REQUIRED PRIOR TO THIS HEARING TO REVIEW --

>> I HAVE ASKED NUMEROUS TIMES TO GET WITH THEM.

TO NO AVAIL, I DIDN'T GET THE APPOINTMENT.

I HAVE THE EMAILS SHOWING I MADE THE ATTEMPTS.

I DID ASK FOR A COPY OF THE ROUTE, WHICH I HAD SENT TO HIM, AND TRIED TO FOLLOW UP.

I HADN'T HEARD BACK.

I SEEN ED IN HERE THIS MORNING WHEN I WALKED IN, BUT WE DIDN'T HAVE A CONVERSATION AT THAT POINT.

>> CHRIS, WHAT IS THE STANDARD PROCEDURE FOR HOW THAT WORKS WITH BTD.

>> ED HAS THE INFORMATION AND MAY HAVE MADE A DECISION ON THE INFORMATION YOU SENT TO HIM. WE HAD A CONVERSATION TO BE ABLE TO PRESENT HERE, WHICH WE'RE HAPPY TO DISCUSS WHEN WE GET TO THAT POINT.

>> GOT IT.

OKAY.

SO COULD YOU PLEASE GIVE AN OVERVIEW OF THE PROPOSED ROUTE AND STOPS THAT YOU WOULD MAKE?

>> YES, MA'AM.

THERE'S NOT MULTIPLE STOPS. THIS IS PRETTY MUCH AN A AND B.

>> OKAY.

>> STARTING IN THE MORNING, WE WOULD PICK UP AT THE PROPOSED LOCATION, WHICH IS ON RALEIGH STREET NEXT TO UBURGER AT THE CORNER OF DEACON AND RALEIGH. WE WOULD TRAVEL TO NEW BALANCE BY TRAVELING DOWN COMM AV WHICH TURNS INTO BRIGHTON AVENUE TO GUEST STREET.

THE PICK UP IN THE AFTERNOON WOULD BE ON GUEST STREET, REVERSING DIRECTIONS.

SAME EXACT ROUTE.

THE ONLY DIFFERENCE IS WE WOULD BE GOING DOWN BAY STATE ROAD,

MAKING A LEFT ONTO RALEIGH, AND PULLING OVER JUST BEFORE BEACON. ALSO, IN THE PACKET IS THE PROPOSED ROUTE AS WELL AS A PICTURE OF THE STOP.

>> YOU MENTIONED SEVERAL OTHER ROUTES THAT YOU CURRENTLY OPERATE, BUT MANY OF THEM ARE OUTSIDE BOSTON.

WHICH OF THESE OTHER ROUTES THAT YOU CURRENTLY OPERATE ARE ANYWHERE IN BOSTON?

>> NONE.

>> SO THIS WOULD BE YOUR FIRST TIME APPLYING FOR THIS TYPE OF LICENSE?

>> YES.

WE DID APPLY FOR A LICENSE IN CAMBRIDGE AS WELL FOR THE SAME ACCOUNT IN HARVARD SQUARE. WE WERE GRANTED THAT JITNEY LICENSE.

>> OKAY.

HAVE YOU OBTAINED WRITTEN PERMISSION FROM ALL THE OWNERS AND/OR MANAGERS AT THE STOPS?

>> IT IS A PUBLIC ROAD, SO THAT'S WHY I'M HERE.

IT IS NOT PRIVATE PROPERTY.

>> AS OPPOSED TO A NO-STOPPING ZONE WHICH WOULD REQUIRE CHANGES AT BTB.

OKAY.

ASKING ABOUT THE SCHEDULE --

>> THE SCHEDULE IS IN THERE AS WELL.

YES, MA'AM.

>> COULD YOU JUST GIVE AN OVERVIEW?

>> ABSOLUTELY.

SO IN THE MORNING, DEPARTING KENMORE SQUARE 7:55 A.M., 8:45 A.M., AND 9:15 A.M.

>> WHAT IS -- HOW MUCH DOES IT COST?

WHAT IS THE FARE SYSTEM?

>> WE DO A DAILY RATE, AND THE DAILY RATE, I BELIEVE, ON THAT ROUTE IS 3.54 PER DAY.

THAT INCLUDES THE MORNING SHUTTLE AND THE AFTERNOON SHUTTLE FOR A 14-PASSENGER MERCEDES SPRINTER SHUTTLE.

>> AND USUALLY DOES THE -- IS IT

THE COMPANY THAT PAYS IT OR CAN ANY INDIVIDUAL OPT IN?
>> NO, MA'AM.
IT'S BY THE COMPANY.
IT'S NOT A PER USE TYPE OF FEE.
>> OKAY.
A COUPLE MORE.
CAN YOU GIVE A DESCRIPTION OF THE VEHICLES USED?
>> ABSOLUTELY.
THAT'S ALSO IN THE PACKET WITH A PICTURE AND THE HEIGHT AND ALL THAT GOOD STUFF.
IT'S A MERCEDES SPRINTER.
THE HEIGHT IS APPROXIMATELY 9'6".
THAT WOULD BE THIS PICTURE HERE.
>> HOW MANY TOTAL VEHICLES?
>> FOR THIS PARTICULAR ROUTE?
>> YES.
>> ONE.
>> JUST ONE FOR THIS ROUTE.
WOULD YOU BE ADDING THEM TO YOUR CURRENT NUMBER THAT THE COMPANY ALREADY OWNS?
>> NO.
>> HOW MANY TOTAL VEHICLES ARE IN YOUR FLEET CURRENTLY?
>> ABOUT 180.
>> AND ARE THESE VEHICLES ACCESSIBLE FOR PASSENGERS IN WHEELCHAIRS?
>> THIS PARTICULAR VEHICLE IS NOT.
HOWEVER, WE DO HAVE PROBABLY FIVE VEHICLES IN OUR FLEET, FIVE VEHICLES CURRENTLY IN OUR FLEET WHICH ARE ADA.
>> IS THE PLAN TO SUBSTITUTE THEM IN IF ANYONE -- AT ANY OF THE COMPANIES THAT WOULD NEED ACCESSIBLE SERVICE?
>> ABSOLUTELY.
WE HAVE WHAT'S CALLED COVER DRIVERS.
WE OPERATE OUT OF BRAINTREE, MASSACHUSETTS.
WE HAVE COVER DRIVERS THAT SIT THERE IN CASE THERE'S A BREAKDOWN OR ISSUE.
WE HAVE DRIVERS THAT WE CAN DISPATCH ALMOST IMMEDIATELY.
>> AND THOSE VEHICLES ARE ACCESSIBLE ARE SITTING WAITING

YOU RECALLY?

>> YES, MA'AM.

MOST OF THE TIME THEY ARE.

>> IS THERE A WRITTEN PLAN FOR THAT?

>> THERE'S NOT.

>> OKAY.

TYPICALLY, HOW LONG DOES IT TAKE IF SOMEONE MAKES THAT REQUEST -- HOW LONG WOULD IT TAKE FOR THE DRIVER TO GET TO THE VEHICLE?

>> IT WOULD REALLY DEPEND ON BOSTON TRAFFIC.

COMING OUT OF BRAINTREE, WE'RE ONLY EIGHT MILES OUT OF THE CITY.

DURING RUSH HOUR, IT COULD TAKE MAYBE AN HOUR.

>> DO YOU HAVE A CERTIFICATE OF INCORPORATION FROM THE SECRETARY OF STATE AND ARE YOUR VEHICLES INSURED?

>> YES.

INCLUDED IN THE PACKET FROM THE STATE AND THE COPY OF THE COI, THE CERT OF INSURANCE, THE CERTIFICATE HOLDER IS NAMED AS BOSTON.

>> JUST TO CLARIFY, IS THIS JUST DURING THE WORKWEEK OR IS IT --

>> NO, MONDAY THROUGH FRIDAY ONLY CURRENTLY.

>> OKAY.

OKAY.

DO EITHER OF MY COLLEAGUES HAVE FURTHER QUESTIONS FOR THE PETITIONER BEFORE WE HEAR PRESENTATIONS FROM THE ADMINISTRATION?

>> THANK YOU, COUNCILOR WU.

I HAVE ONE FOLLOW-UP QUESTION ON COUNCILOR WU'S QUESTION.

I AM CONCERNED ABOUT IF THERE IS A PASSENGER THAT DOES NEED ASSISTANCE, DISABILITY ISSUES. YOU WOULD THEN CALL IN FOR ANOTHER VEHICLE.

IS THAT RIGHT?

>> THAT'S CORRECT.

>> TYPICALLY --

>> BUT IT MIGHT BE RUSH HOUR.

IT WOULD TAKE AN HOUR FOR THE VEHICLE TO GET FROM THE SOUTH SHORE TO THE LOCATION.

DOESN'T MAKE ALL THAT MUCH SENSE TO ME.

>> TYPICALLY, WHEN WE'RE GOING WITH A CALL, ONE OF THE FIRST THINGS WE ASK ABOUT BEING IN THE BUSINESS -- WE'RE IN OUR 25th YEAR THIS OCTOBER.

KNOWING ABOUT THE BUSINESS UP FRONT, WE ASK DO YOU HAVE ANY ADA NEEDS.

SOME SAY YES.

SOME SAY NO.

THIS PARTICULAR ONE SAID NO, THEY DIDN'T WANT A HANDICAP VEHICLE ON IT, BUT WE DID OFFER IT.

THERE'S NOT MUCH WE CAN DO BEYOND ASKING IF THEY'D LIKE A VEHICLE ON IT BECAUSE WHAT HAPPENS WITH THE VEHICLE, IT IS A HANDICAP, ESPECIALLY THIS SIZE VEHICLE, MR. FLYNN, IS IT TAKES AWAY FROM THE OVERALL CAPACITY OF THE VEHICLE.

THIS PARTICULAR CLIENT NEEDED 15, SO THEY OPTED NOT TO HAVE THE HANDICAP.

>> I DON'T MIND LOSING SEATS. I DON'T WANT TO LOSE THE OPPORTUNITY FOR A PERSON WITH DISABILITIES TO GET ON THAT VEHICLE AS WELL.

>> I CERTAINLY UNDERSTAND YOUR CONCERN.

AGAIN, IT IS BASED ON WHAT THE CLIENT -- THE CLIENT KNOWS WHO THEY HAVE IN THEIR FACILITY. THIS ISN'T AWILLY NILLY KIND OF SHUTTLE.

>> OKAY.

JUST THINKING DOWN THE ROAD, CAN WE ALWAYS BE CERTAIN IF THERE IS A WORKER THAT DOES NEED SPECIAL ASSISTANCE, THAT THAT VEHICLE WILL BE THERE ON TIME FOR THAT PERSON?

>> OF COURSE.

IF IT IS MADE AHEAD OF TIME, WE WOULD JUST PUT IN -- WE HAVE A VEHICLE SITTING.

WE HAVE A MERCEDES SPRINTER SIMILAR TO THE PICTURE.

JUST HAS AN ADA AND HANDICAP RAMP THAT WE CAN PUT ON THIS

SHUTTLE AT A MOMENT'S NOTICE.
IF A CLIENT HAS A TENANT THAT
MOVES INTO ANY ONE OF THEIR
FACILITIES, WE CAN DO IT JUST
LIKE THAT.

WE CAN PUT IT ON NO PROBLEM AT
ALL.

>> OKAY.

I DON'T HAVE ANY MORE QUESTIONS,
BUT THAT'S THE NUMBER ONE
QUESTION FOR ME, JUST MAKING
SURE IT IS ADA COMPLIANCE.

IF THERE ARE ISSUES WITH
DISABLED PEOPLE, THAT THEY
SHOULD BE ENTITLED TO THE SAME
RIGHT AS OTHER PEOPLE AS WELL.

>> ABSOLUTELY.

>> THANK YOU, COUNCILOR FLYNN.
COUNCILOR, O'MALLEY?

>> THANK YOU.

I'M CURIOUS AS THE BUSINESS
MODEL, WOULD A NEW BALANCE
COMPANY CONTRACT WITH YOU TO RUN
THIS ROUTE TO HELP MOVE THEIR
EMPLOYEES TO PUBLIC TRANSIT
HUBS?

>> CORRECT.

>> WHAT WOULD IT COST?

DID YOU SAY --

>> 3.54.

>> \$3.54?

>> \$354.

>> PER DAY?

>> YES, SIR.

>> HOW MANY CUSTOMERS WOULD
YOU -- OBVIOUSLY, IT WOULD VARY
BY DAY.

>> HOW MANY ON THIS PARTICULAR
SHUTTLE?

>> YES.

>> RIGHT NOW, IT IS MINIMAL.
THEY'RE DOING SIX OR EIGHT.
WE'RE ACTUALLY GOING TO PROMOTE
THE SHUTTLE.

MOST OF THE COMPANIES THAT WE
DEAL WITH, THEY'RE TRYING TO
RECRUIT FROM THE CITY THIS
YOUNGER CROWD THAT ARE MOVING
INTO THE CITY, THE SEAPORT
DISTRICT AND SUCH.

AND THEY'RE TRYING TO PULL FROM
THE CITY AND OFFER THEM
TRANSPORTATION.

THAT'S PRETTY MUCH THE WHOLE

PURPOSE AND TRYING TO MINIMIZE
THE AMOUNT OF CARS ON THE ROAD.
>> YEAH.
WE'VE BEEN WORKING IN -- PART OF
MY DISTRICT IS WEST ROXBURY.
WE WORKED WITH THE DEVELOPERS TO
PUT IN A SIMILAR-TYPE SHUTTLE
SERVICE.
>> WE DO A SHUTTLE -- SORRY TO
INTERRUPT.
YOU PROBABLY HAVE HEARD OF
UMASS.
>> LONDON, I BELIEVE.
>> AND WE PROVIDE THE SHUTTLE
FOR MASS BIOLOGICS MORNING AND
AFTERNOON SIMILAR TO THIS.
>> GOOD.
DID YOU KEEP KYLIE MINOGUE'S
LOCOMOTION ON AS YOU'RE DRIVING?
[LAUGHTER]
>> WOULD BPD OR BTD LIKE TO GO
FIRST?
>> I DON'T MIND GOING,
COUNCILOR.
CAPTAIN JIM AGAIN.
I'VE REACHED OUT TO THE
COMMUNITIES OF BOTH DISTRICTS,
THE BRIGHTON DISTRICT AND THE
DISTRICT THAT COVERS THE KENMORE
SQUARE AREA.
I REACHED OUT TO THEM THIS WEEK.
THIS IS THE FIRST THAT THEY
HEARD OF IT.
NEITHER ONE HAVE MENTIONED THEY
HAD CONCERNS THAT THERE MAYBE
HAS NOT BEEN ANY INPUT OR
CONVERSATION WITH THE COMMUNITY
ABOUT IF IT WILL BE IMPACTED
WITH THEIR PARKING.
THE POLICE APPROACH IT FROM A
PUBLIC SAFETY ISSUE.
NUMBER ONE MIGHT BE WHERE
THEY'RE PARKING OR WHERE THEY'RE
PICKING UP, DROPPING OFF, IS
THAT GOING TO CREATE HAZARDS
SUCH AS PEDESTRIAN -- INCREASED
PEDESTRIAN.
WILL THERE BE A PROBLEM AT
BEACON STREET?
AS EVERYONE KNOWS, A PRETTY BUSY
STREET.
KENMORE SQUARE, BUSY STREET.
THE COMMANDER IN THE BRIGHTON
AREA SPOKE TO ME ABOUT BRIGHTON

LANDING CURRENTLY UNDERGOING A PARTICULARLY HIGH VOLUME OF

CONSTRUCTION.

TO ADD A ROUTE TERMINI, COULD POSE DANGERS TO PEDESTRIANS OR WHATEVER.

IT COULD POSE A PUBLIC SAFETY PROBLEM.

WE LOOK AT IT FROM THAT STANDPOINT ALSO.

>> [OFF MIC].

>> IF YOU COULD WAIT ONE SECOND. I JUST WANT TO MAKE SURE WE GET EVERYTHING.

>> THE RALEIGH STREET LOCATION, COUNCILORS, THIS IS MY FIRST VIEWING OF THIS ON RALEIGH STREET.

THERE HAPPENS TO BE A SIGN OF A TRUCK.

I'M NOT SURE WHAT IT ABUTS, BUT JUST HAVING WORKED DOWN HERE FOR 19 YEARS AND SERVING THE CHINATOWN COMMUNITY, WE'VE HAD MANY ISSUES WITH TWO OTHER BUS COMPANIES WHO LOOK FOR LOCATIONS THROUGHOUT CHINATOWN.

THERE WAS NO COMMUNITY PROCESS. IT WAS SORT OF AFTER THE FACT THAT THEY REALIZED, AS THE CAPTAIN HAD MENTIONED, THE AMOUNT OF PEOPLE AT THE LOCATION OF THE BUS STOP.

THERE SHOULD ALWAYS BE SOME SORT OF COMMUNITY PROCESS.

AGAIN, I APOLOGIZE FOR NOT KNOWING THE BUILDING ON THE RIGHT IN THIS PICTURE ON RALEIGH STREET, BUT I WOULD HAVE TO BELIEVE THAT THE COMMUNITY ITSELF IS AWARE OF THIS.

>> THERE'S ANOTHER ISSUE THAT WE DO HAVE BEFORE YOU GO BACK TO THAT, IF YOU DON'T MIND.

>> SURE.

>> TWO THINGS.

ONE IS THEY CURRENTLY HAVE DROPOFF AT FOREST HILL STATION FOR SOMEBODY FROM UMASS.

I'M JUST WONDERING IF A JITNEY LICENSE WAS APPLIED FOR AND GRANTED BY THE CITY COUNCIL FOR

THAT.

WE'RE RUNNING INTO -- WE GET CALLS FROM THE DPU.

WE GET CALLS FROM BUS COMPANIES SAYING THERE ARE ALL KINDS OF BUSES PICKING UP AND DROPPING OFF IN THE MIDDLE OF AREA STREETS OR AT VARIOUS LOCATIONS THAT HAVE NOT GOTTEN AUTHORITY. WE'LL BE REACHING OUT TO THE CLERK'S OFFICE UPSTAIRS TO TRY TO GET A CURRENT LIST OF PROPERLY AUTHORIZED, DUALY AUTHORIZED JITNEYS OPERATING WITHIN THE CITY BECAUSE WE DO GET NUMEROUS PHONE CALLS ASKING FOR SOME SORT OF POLICE INVOLVEMENT TO GO OUT AND SCRUTINIZE THAT.

IF YOU ARE INCLINED TO APPROVE SAID JITNEY, AS A PUBLIC SAFETY MATTER, THE DRIVERS, HAVE THEY GONE THROUGH PROPER BACKGROUND CHECKS?

TO WHAT LEVEL OF BACKGROUND CHECK BECAUSE THEY WILL BE TRANSPORTING PEOPLE -- WE WANT TO MAKE SURE THEY'RE SAFE IN THAT VEHICLE.

THANK YOU.

>> THANK YOU.

CHRIS, DID YOU WANT TO WEIGH IN? I'M KEEPING TRACK OF ALL THESE QUESTIONS.

>> YES, I WOULD LIKE TO VERY MUCH.

THANK YOU, COUNCILORS.

I APPRECIATE YOUR TIME.

I HAVE THREE POINTS TO MAKE IN REGARD TO THE ROUTE THAT IS PROPOSED, THE FIRST OF WHICH IS ON BOTH ENDS IT IS IN A NO STOPPING ZONE.

THAT WAS DESIGNED FOR CONGESTION OR JUST SAFETY IN GENERAL.

AS FAR AS THE ROUTE ITSELF, IT'S A BIT REDUNDANT.

EXCUSE ME, IT IS MORE THAN A BIT REDUNDANT BECAUSE THERE WAS JUST A COMMUTER RAIL BUILT FOR THOSE SPECIFIC LOCATIONS, SO THAT REDUNDANCY JUST QUITE SIMPLY ADDS MORE TRAFFIC TO THE CITY STREETS OF BOSTON ALREADY.

THOSE THREE POINTS IN THEMSELVES
WOULD CAUSE US REASONS TO NOT
NECESSARILY AGREE WITH PROVIDING
FOR THIS JITNEY GOING FORWARD.

>> OKAY.

LET'S START WITH THE DESTINATION
AND ORIGIN POINT FIRST, IN THE
NO STOPPING ZONES.

ARE THOSE THE ONLY LOCATIONS --
HOW DID YOU COME UP WITH THOSE
LOCATIONS?

YOU JUST PICKED THEM OR.

>> THE ONE ON RALEIGH STREET IS
A NO STOPPING ZONE, AND I
UNDERSTAND THAT.

WHAT HAPPENED WAS, WHEN WE TOOK
OVER THIS ACCOUNT, WE'RE DOING
THIS ABOVE THE BOARDS.

I CAME TO CITY COUNCIL ASKING
FOR THIS AND NOT JUST DOING IT

WILLY NILLY.

THERE'S ANOTHER COMPANY
OPERATING SHUTTLES WHICH I KNOW
DOESN'T HAVE A LICENSE.
I DON'T WANT TO THROW THEM UNDER
THE BUS.

>> WE'RE HAPPY TO TAKE NAMES.

>> I'VE ALREADY GIVEN NAMES.

THEY'VE BEEN RUNNING THE
SHUTTLE.

THEY'RE PICKING UP AND DROPPING
OFF AT A FAR WORSE LOCATION.

WE DECIDED -- I WENT THERE,
OBSERVED IT FOR MANY DAYS, TOOK
PICTURES OF IT.

THE CAPTAIN SAID SAFETY.

WE'RE ALL ABOUT SAFETY.

WE WANT TO MAKE SURE WE DO
THINGS ABOVE BOARD.

WE HAVE A GREAT REPUTATION WITH
THE CITY OF BOSTON.

WE WANT TO KEEP IT THAT WAY.

>> DO YOU HAVE A LICENSE FOR THE
FOREST HILLS ROUTE?

>> FOREST HILLS, WE DON'T HAVE A
JITNEY LICENSE FOR FOREST HILLS.
THE REASON BEING WE PICK UP AT
UMASS -- THIS IS ALL NEW TO ME.
THIS IS THE FIRST TIME WE'VE
EVER DONE THIS.

IF WE NEED TO DO IT FOR THE
OTHER ONES, I WOULD BE HAPPY TO.
THE MASS BIOLOGICS ONE PICKS UP

AT THEIR LOCATION, WHICH IS
UMASS, OFF OF WART HILL.
THAT'S THE NAME OF THE STREET.
THAT'S A PRIVATE LOCATION.
IN THE MBTA WE HAVE PERMISSION
FROM KAREN.
SHE IS THE DIRECTOR OF
OPERATIONS FOR THE MBTA.
WE HAVE PERMISSION TO PICK UP
THERE AS WELL.
IT IS NOT ON THE STREET,
CAPTAIN.
>> I'M SORRY.
I FORGOT TO ASK EARLIER WHO IS
THE CLIENT FOR THIS PARTICULAR
ROUTE THAT YOU'RE PROPOSING.
>> IT WAS A DIFFERENT COMPANY.
I THINK IT IS CBRE NOW, WHICH IS
THE MANAGEMENT COMPANY FOR NEW
BALANCE AND THAT PROPERTY.
>> I SEE.
GOT IT.
AND DID YOU SPECIFY -- THERE WAS
A QUESTION ABOUT WHAT THIS
BUILDING IS.
>> LET ME GO BACK TO THE
PICK-UPS AND DROPOFFS.
RALEIGH STREET, I FULLY
UNDERSTAND.
I WOULD BE WILLING TO LOOK AT
ANOTHER LOCATION.
LIKE I SAID, THIS SHUTTLE HAD
BEEN RUNNING PRIOR TO US TAKING
IT OVER, SO WE'RE JUST TAKING IT
FROM ANOTHER COMPANY.
THEY WANTED A PROFESSIONAL
SERVICE.
THEY WANTED A SAFE COMPANY.
THAT'S ALL.
WE TOOK IT OVER.
THE ROUTE, AS YOU HAD MENTIONED,
THEY BUILT ANOTHER MBTA STATION
FOR NEW BALANCE OR NEW BALANCE
BUILT IT, SO I UNDERSTAND THAT.
WE'RE JUST ASKING WHAT THE
CLIENT ASKED US TO DO -- PROVIDE
A SHUTTLE.
THE LOCATION ON GAS STREET FOR
LIEUTENANT -- IF YOU LOOK AT
THAT FUNKY BUILDING THAT LOOKS
LIKE A CRUISE SHIP, YOU'LL SEE
THE TWO POINTS TO THE RIGHT THAT
I HIGHLIGHTED, I BELIEVE, ON THE
PACKET.

>> YOU MEAN RALEIGH, RIGHT?
>> NEW BALANCE.
>> MY COMMENT WAS RALEIGH.
>> RALEIGH STREET IS A NO
STOPPING ZONE.
YOU SEE A TRUCK THAT WAS THERE
THAT PARTICULAR DAY.
I THINK THEY WERE DROPPING OFF
AT UBURGER RIGHT IN KENMORE
SQUARE.
THE CURRENT OR THE OLD COMPANY
BEHIND THAT, IF THEY TAKE BAY
STATE ROAD, JUST BEFORE MAKING A
LEFT ON RALEIGH, THEY WERE
DROPPING OFF RIGHT THERE.
THEIR DOOR WAS INTO TRAFFIC, SO
THEY WERE LEFTING -- LETTING
PEOPLE OFF INTO TRAFFIC.
I DIDN'T LIKE IT.
WE'RE CURBSIDE.
WE'RE NOT IMPEDING TRAFFIC.
WE'RE OUT OF THE WAY, SAFE.
I WOULD BE WILLING TO LOOK AT
IT.
I LOOKED THE OTHER DAY AT THE
BARNES AND NOBLE IN KENMORE
SQUARE.
I DON'T KNOW IF THAT IS A VIABLE
OPTION.
THAT IS A LOADING ZONE.
I DON'T KNOW IF THAT IS BETTER
THAN A NO STOPPING ZONE.
I DON'T KNOW IF THAT COULD BE AN
OPTION.
>> IS IT A QUESTION OF THE EXACT
END OR --
>> THE PRIORITY IS THE FACT THAT
THERE IS REDUNDANCY CAUSING MORE
TRAFFIC THAN WHAT'S EXIST
ALREADY WHEN WE ACCOMMODATED
THAT WITH THE COMMUTER RAIL.
>> GOT IT.
JUST TO RETURN TO THE COMMUNITY
PROCESS PIECE, HAVE YOU HAD ANY
MEETINGS WITH ANY OF THE
NEIGHBORHOOD ASSOCIATIONS, BAIA,
ON THAT END?
>> I HAVE NOT.
>> OKAY.
ANY OTHER QUESTIONS FROM MY
COLLEAGUES?
AND I'M JUST GOING TO GO THROUGH
BECAUSE COUNCILOR MARK CIOMMO
COULD NOT BE HERE, BUT SENT A

LIST.

>> I'M SORRY, COUNCILOR.
YOU ASKED ABOUT BACKGROUND
CHECKS.

>> OH, YES.

I'M SORRY.

>> WE DO FULL QUERY AND STORY ON
ALL OUR EMPLOYEES.

WE DO IT NOT ONLY IN
MASSACHUSETTS BUT OUT OF STATE.
PEOPLE JUST MOVING HERE, THEY
MIGHT HAVE A GREAT RECORD IN
MASSACHUSETTS.

>> WHEN YOU SAY WE DO THEM, WHO
DOES THEM?

>> OUR HUMAN RESOURCES MANAGER.

>> WHAT IS THAT QUERY SERVICE?

>> I CAN GET YOU THAT, SIR.

WE USE A COMPANY CALLED FOLEY,
BUT I CAN FIND OUT FOR YOU.

>> OKAY.

I FEEL THAT I HAVE ENOUGH
INFORMATION THAT THERE NEEDS TO
BE SOME FOLLOW UP HERE.

WE CAN HELP COORDINATE SOME OF
THOSE CONVERSATIONS.

I'M NOT -- IT SOUNDS LIKE
THERE'S SOME QUESTION OF EVEN
WHETHER THIS SHOULD ALL BE
APPROVED MINUS THE DETAILS GIVEN
THE REDUNDANCY OF TRANSIT AND
HOW MUCH TRAFFIC THERE IS,
GETTING WORSE AND WORSE EVERY
DAY.

IF THAT CAN BE SETTLED, THERE
ARE SOME OTHER ISSUES NEEDING TO
GO BEFORE COMMUNITY GROUPS AND
VERIFY SOME OF THESE OTHER
DETAILS.

>> I DON'T BELIEVE, BASED ON --
YOU'RE TALKING RAILWAY AND
SOMETHING LIKE THAT.

THE GREEN LINE IS IN KENMORE
SQUARE, I BELIEVE.

I APOLOGIZE IF I'M NOT SPEAKING
PROPERLY AS FAR AS THE LINES.
THERE IS A COMMUTER STATION, SO
I DON'T KNOW WHAT THAT ENTAILS
GOING FROM THAT GREEN LINE
TROLLEY TO A COMMUTER LINE.
IT'S NOT A DIRECT LINE FROM
KENMORE SQUARE TO THIS NEW
BALANCE LOCATION.

>> TO THAT END, THE COMMUTER

RAIL GOES FROM ONE TERMINI FOR SURE.

I'M REFERRING TO THE BRIGHTON ONE AND INTO THE CITY, WHICH WHO KNOWS -- I CAN'T SPEAK FOR THE FOLKS THAT MIGHT BE RIDING YOUR SERVICE, BUT THERE IS A ROUTE FROM THE CITY TO THERE.

>> ABSOLUTELY.

>> THAT'S THE POINT THAT WE'RE TRYING TO MAKE.

>> I KNOW IF WE'RE DRAWING PEOPLE FROM THE KENMORE SQUARE AREA.

WE PROVIDE A SHUTTLE FROM HARVARD SQUARE.

AGAIN, THERE IS TRANSIT IN HARVARD SQUARE.

IT IS JUST DIRECT.

THAT'S PROBABLY THE REASON WHY THEY'RE REQUESTING THE SHUTTLE.

>> OKAY.

WELL, THANK YOU FOR APPEARING AND FOR ALL THE INFORMATION. I WOULD BE HAPPY OR MY OFFICE TO HELP FACILITATE SOME OF THESE CONVERSATIONS AS WELL, SO WE LOOK FORWARD TO STAYING IN TOUCH.

THIS HEARING ON DOCKET 0617, PETITION OF LOCOMOTION OF BOSTON WILL BE ADJOURNED AT THIS TIME.

>> THANK YOU TO ALL.

>> THANK YOU.

>>> I WANT TO THANK OUR REPRESENTATIVES FROM THE ADMINISTRATION FOR STICKING AROUND.

WE'RE HAVING A HEARING ON DOCKET 0718, PETITION OF LIMO LINER LLC FOR A LICENSE TO OPERATE MOTOR VEHICLE FOR THE CARRY OF PASSENGERS FOR HIRE OVER CERTAIN STREETS IN THE CITY OF BOSTON. I'M JOINED BY ED FLYNN AND MATT O'MALLEY.

THIS PUBLIC HEARING IS BEING RECORDED AND BROADCAST LIVE ON COMCAST 8 AND VERIZON 1964 AND THE CITY OF BOSTON WEBSITE. WE'LL TAKE PUBLIC TESTIMONY AT THE END IF ANYONE WISHES TO TESTIFY.

IF YOU CAN STATE YOUR NAME,

AFFILIATION, AND RESIDENCE AT THE START OF YOUR TESTIMONY. NOW THAT I'M OLD HAT AT THIS, WE'LL START WITH THE -- IF THE ADMINISTRATION COULD INTRODUCE THEMSELVES.

THEN WE'LL MOVE TO THE PETITIONER FOR SOME QUESTIONS. >> I'M WITH THE BOSTON POLICE DEPARTMENT, LICENSING DIVISION. >> GOOD MORNING.

LIEUTENANT TOM LIMA, INSPECTOR OF CARRIAGES FOR THE CITY.

>> GOOD MORNING.

CHRIS CUOMO, TRANSPORTATION ENGINEER WITH BOSTON TRANSPORTATION DEPARTMENT.

>> THANK YOU.

PLEASE FEEL FREE -- NAME, RESIDENCE, AFFILIATION -- AFFILIATION.

>> MARK RICHARDSON, PRESIDENT OF LIMO LINER LLC.

>> THANK YOU.

I HAVE IN THIS PACKET BEFORE US THE COPY OF THE NOTICES OF HEARING THAT WAS PUBLISHED IN THE NEWSPAPER AS WELL AS THE MAIL RECEIPTS FROM -- GOT YOUR NOTICES THAT WERE SENT TO THE POLICE COMMISSIONER AND THE MBTA.

THANK YOU VERY MUCH.

COULD YOU BOTH EXPLAIN -- OR FROM MARK, CAN YOU EXPLAIN YOUR BACKGROUND AND ANY EXPERIENCE IN THIS AREA OF TRANSPORTATION?

>> SURE.

I'VE BEEN IN THE TRANSPORTATION INDUSTRY OVER 30 YEARS.

I'M IN GENERAL MANAGEMENT OF SOME PRIVATE BUS COMPANIES.

I'VE ALSO WORKED ON THE PUBLIC SIDE.

I WAS AN ASSISTANT MANAGER OF TRANSPORTATION FOR MASS PORT FOR 12 YEARS OVER AT LOGAN AIRPORT. IN CHARGE OF THE GROUND TRANSPORTATION AND PARKING FACILITIES.

I SERVED AS GENERAL MANAGER OF PLYMOUTH AND BROCKTON BUS LINES DOWN IN PLYMOUTH, MASS, FOR SIX YEARS.

FOUR YEARS AGO, I TOOK OVER LIMO
LINER AS PRESIDENT AND PART
OWNER.

>> GREAT.

STEPHANIE, ARE YOU HERE JUST TO
TESTIFY IN SUPPORT OR ARE YOU
AFFILIATED AT ALL ON THE
BUSINESS SIDE OF THIS?

>> SUPPORT.

>> WE'LL FINISH WITH THIS.

THEN FEEL FREE TO CHIME IN.

MARK, CAN YOU OUTLINE THE
EXPERIENCE AND THE TRAINING
REQUIRED FOR EMPLOYEES?

>> WE'RE A SMALLER BUSINESS.

WE HAVE A FLEET OF SEVEN
VEHICLES AND ABOUT 25 EMPLOYEES,
10 OF WHOM ARE DRIVERS.

ALL THE DRIVERS ARE REQUIRED TO
HAVE A CDL CLASS B LICENSE AND
MEDICAL CARD.

WE FALL UNDER THE FEDERAL DOT
RULES BECAUSE WE ALSO GO
INTERSTATE.

WE HAVE A TRAINING PROGRAM WITH
NEW DRIVERS.

WE HAVE A RESOURCE TRAINING BOOK
AND CLASSROOM TIME.

THEN THEY DO SOME ON THE ROAD
TRAINING WITH ANOTHER DRIVER AND
GET ALL QUALIFIED AND ORIENTED
BEFORE THEY START SERVICE.

IN TERMS OF -- DO YOU WANT

BACKGROUND CHECKS?

I GUESS THAT'S A LATER QUESTION.

>> PLEASE, FEEL FREE.

WHAT SERVICE DO YOU USE TO CHECK
THAT?

>> YES, MA'AM, WE DO.

WE ARE SIGNED UP WITH
MASSACHUSETTS QUERY.

WE DO A QUERY CHECK ON THE
DRIVERS AS WELL AS A SEARCH OF
REGISTERED MOTOR VEHICLES.

WE DO A FULL DRIVER ABSTRACT OR
DRIVER HISTORY LOOKING FOR ANY
VIOLATIONS.

SOMEONE WHO HAS HAD FELONIES OR
A REAL BAD DRIVER RECORD WHERE
WE SEE A LOT OF SPEEDING OR
ACCIDENTS AND THAT TYPE OF
THING, THEY'RE DISQUALIFIED.

>> DOES THAT COVER OUTSIDE

MASSACHUSETTS AS WELL?

>> YES.
>> HOW DO YOU SOLICIT AND
RESPOND TO PASSENGER SUGGESTIONS
AND COMPLAINTS?
>> WELL, SEVERAL WAYS.
WE HAVE A WEBSITE,
LIMOLINER.COM.
THERE IS A TAB THERE WHERE YOU
CAN SUBMIT AND INQUIRE.
THAT GOES TO AN EMAIL ADDRESS,
SO PEOPLE CAN SUBMIT COMMENTS OR
SUGGESTIONS OR COMPLAINTS.
WE ALSO HAVE THE PHONE IN THE
OFFICE.
WE'RE LOCATED IN STOTTEN, SO
WE'RE OPEN 8:00 A.M. TO 5:00
P.M. TODAY.
SOME PEOPLE STILL SEND LETTERS.
MOST THINGS ARE ONLINE THESE
DAYS.
I HAVE A MANAGER OF CUSTOMER
SERVICE.
HER JOB IS TO RESPOND PROMPTLY
TO SUCH INQUIRIES AND TRY TO
RESOLVE THEM, SUCH AS A
COMPLAINT.
IN SOME CASES WE'LL OFFER A
REFUND ON A TICKET OR TRY TO
ADDRESS THE MATTER.
>> HAVE YOU MET WITH THE BOSTON
TRANSPORTATION DEPARTMENT PRIOR
TO THIS HEARING TO REVIEW YOUR
ROUTE?
>> WELL, I JUST CAUGHT UP WITH
MR. CUOMO A FEW YEARS AGO.
I WAS UNABLE TO REACH ED.
I WAS TRYING TO REACH HIM, BUT I

DID CATCH UP WITH CHRIS.
>> OKAY.
COULD YOU LAUNCH INTO THE ROUTE,
STOPPING PLACES, ORIGIN AND
DESTINATION, AND WE'LL FOLLOW
ALONG ON THE MAP YOU PROVIDED?
>> THAT'S MOST IMPORTANT TO THE
COUNCIL MEMBERS HERE IS THE
LOCATION AND WHAT WE'RE
PROPOSING.
IF I COULD, MADAME CHAIRMAN, IF
I CAN GIVE YOU A LITTLE
BACKGROUND ON THIS?
>> SURE.
>> WE'VE BEEN DISCUSSING THE
THIS EXPRESS BUS SERVICE.

THE IDEA IS TO RUN A COMMUTER SERVICE FOR RESIDENTS OF BOSTON AND PERHAPS CAMBRIDGE THAT WORK OUT IN THE FRAMINGHAM/METRO WEST AREA, WHICH IS A GROWING INDUSTRIAL AND CORPORATE AREA. THERE'S A LOCATION OUT THERE CALLED THE TECH PARK THAT HAS A NUMBER OF CORPORATIONS, SUCH AS BOSE, STAPLES, SANTA FE, ET CETERA.

THE WHOLE IDEA HERE IS TO GIVE PEOPLE A BETTER ALTERNATIVE FOR COMMUTING, WHICH IS A GREEN WAY TO GET TO WORK, WITHOUT PEOPLE DRIVING THEIR CARS OR UBER OR HOWEVER ELSE THEY'RE GETTING THERE.

WE'VE BEEN WORKING ON THIS PROJECT FOR OVER A YEAR NOW. THIS IS IN COLLABORATION WITH STEPHANIE, WHO IS THE DIRECTOR OF THE FRAMINGHAM TRANSPORTATION MANAGEMENT ASSOCIATION, WHICH IS APPROVED AS THE FRAMINGHAM TMA. SHE REPRESENTS A NONPROFIT CORPORATION, AND THEIR SOLE MISSION IS TO HELP EMPLOYEES GET TO WORK AND HAVE ALTERNATIVES FOR TRANSPORTATION.

ANOTHER PARTNER INVOLVED HERE WHO COULDN'T BE HERE TODAY IS THE METRO WEST CHAMBER OF COMMERCE.

THEY SUPPORT THIS SERVICE. IT IS A GOOD THING FOR THE CORPORATIONS OUT THERE TO HAVE BETTER TRANSPORTATION.

WE'VE BEEN DISCUSSING ALTERN

--

ALTERNATIVES ON THIS SORT OF THING.

MASS DOT HAD PROPOSALS FOR NEW COMMUTER RUNS IN MASSACHUSETTS, SO WE PUT IN A BID FOR THAT. WE WERE AWARDED A BID AS PART OF THE MASS BUS PLUS PROGRAM. THEY OWN ROUGHLY, I THINK, 50 COACH BUSES UNDER MASS DOT, SO WE PUT IN A BID.

WE'VE BEEN AWARDED ONE BUS TO START THIS SERVICE.

THAT'S THE BACKGROUND.

THE REASON FOR THIS SERVICE IS

THERE IS A COMMUTER RAIL FROM BOSTON TO DOWNTOWN FRAMINGHAM, BUT THAT'S A GOOD 20 OR 30-MINUTE RIDE.

IT WOULD BE NICE TO GO TO THE OTHER SIDE OF THE MASS TURNPIKE. THAT'S WHY THAT IS NOT A VIABLE OPTION FOR COMMUTERS ON THIS PARTICULAR LOCATION, WHICH IS NORTH OF THE MASS PIKE AT EXIT 12.

GETTING BACK TO YOUR QUESTION ABOUT THE BUS STOP LOCATIONS, THE IDEA OF THE SERVICE IS TO OFFER AN EXPRESS SERVICE, SO WE INTENTIONALLY JUST HAVE ONE BUS STOP LOCATION IN BOSTON. WE'RE TRYING TO MAKE IT A CENTRAL LOCATION THAT'S NEAR THE MBTA.

FOR EXAMPLE, THE PROPOSED LOCATION HERE IS ON ST. JAMES AVENUE AROUND THE CORNER FROM ARLINGTON.

IT IS NEAR THE ARLINGTON T STATION.

THEN OUR GOAL IS TO JUST GO A FEW BLOCKS AHEAD AND GET ON THE MASS TURNPIKE.

THEN WE'RE GOING TO GO EXPRESS WESTBOUND ON MASS TURNPIKE ALL THE WAY TO EXIT 12.

WHEN WE GET OUT THERE, WE'LL MAKE A LOOP AROUND INDUSTRIAL PARK AND HIT PROBABLY FOUR OR FIVE CORPORATION BUILDINGS AND THEN COME BACK.

WHAT WE'RE TALKING ABOUT HERE IS ONE BUS, TWO A.M. TRIPS, MONDAY THROUGH FRIDAY, THEN TWO TRIPS IN THE EVENING COMING FROM FRAMINGHAM BACK TO BOSTON.

WOULD YOU LIKE ME TO GET TO THE BUS STOP LOCATION?

>> COULD YOU SPECIFY WHAT TIMES? THIS IS PROBABLY IN THE PACKET, TOO.

WHAT TIMES IN THE MORNING AND EVENING.

7:00 A.M. AND 8:45.

>> THOSE ARE THE TWO A.M. TRIPS.

THEN THERE'S A 4:00 P.M.

THERE'S ONE TRIP LEAVING BOSTON ON THE RETURN BECAUSE THE OTHER

IS JUST A DROPOFF.

>> OKAY.

THANK YOU.

SURE.

LET'S TALK ABOUT THE STOPS AND ALSO WHETHER YOU HAVE ANY PERMISSIONS NEEDED FROM PROPERTY OWNERS.

>> SURE.

IF YOU COULD TURN TO PAGE 5, THAT'S THE OVERALL ROUTE MAP THAT SHOWS YOU THE ROUTE FROM BOSTON TO FRAMINGHAM.

IT'S ABOUT 25 MILES.

THEN THE NEXT PAGE IS ST. JAMES AVENUE, THE PROPOSED BUS STOP.

IT'S IN FRONT OF CIRCLE FURNITURE.

IT'S NEAR THE -- THE PARK PLAZA HOTEL IS ACROSS THE STREET.

THE NEXT PAGE IS A PICTURE OF THE BUS STOP.

IT IS ROUGHLY TWO BUS LENGTHS THERE.

WHEN WE WERE FIRST LOOKING AT THIS SERVICE, WE WERE LOOKING AT AN AREA CLOSER TO COPLEY SQUARE. WE LOOKED AT THE BUS STOP OWNED BY THE T.

IT'S ON ST. JAMES A FEW BLOCKS AHEAD NEAR DARTMOUTH STREET.

IT IS OPPOSITE THE PLAZA HOTEL NEAR TRINITY CHURCH.

I HAD A CONVERSATION WITH CAPTAIN A FEW WEEKS AGO.

HE HAD SOME SAFETY CONCERNS.

HE SAID IT WAS A VERY BUSY AREA.

WHEN I SPOKE TO DAVID CARNEGIE, HE HAD THE SAME CONCERNS AS WELL.

HE LOOKED IN HIS DATABASE.

WE LOOKED AT SEVERAL LOCATIONS. FROM THE MBTA PERSPECTIVE, THEY FELT THIS WAS THE BEST LOCATION FOR OUR BUS SERVICE.

HE SAID THERE'S NOTHING OVER BY SOUTH STATION.

IT IS TOO BUSY.

COPLEY SQUARE HE THOUGHT WAS TOO BUSY, BUT HE SAID THIS WOULD BE A GOOD LOCATION BECAUSE THERE'S NOT AS MUCH TRAFFIC.

IN TERMS OF THE T BUSES COMING IN AND OUT, THERE'S NOT AS MANY

ROUTES USING THIS BUS STOP, SO WE DO HAVE PERMISSION FROM MR. CARNEY TO USE THIS BUS STOP.

>> MR. CARNEY, COULD YOU JUST EXPLAIN THE AFFILIATION AGAIN?

>> DAVID CARNEY, HE'S DIRECTOR OF BUS OPERATIONS FOR MBTA.

>> OKAY.

OKAY.

DO YOU HAVE WRITTEN CONFIRMATION?

>> NO, MA'AM.

THEY SAID THEY ISSUE A LETTER. IF YOU WOULD LIKE, I COULD TRY TO GET SOMETHING IN WRITING FROM THEM.

>> OKAY.

THAT WOULD BE GREAT.

>> THE NEXT PAGE IS JUST THE FRAMINGHAM LOOP.

THIS IS WHAT STEPHANIE IS VERY FAMILIAR WITH IF YOU HAVE ANY QUESTIONS ABOUT THE OTHER END OF THE ROUTE.

>> THIS WILL BE JUST THE ONE BUS AT LEAST FROM MASS DOT.

IS THIS BUS ACCESSIBLE FOR WHEELCHAIR PASSENGERS?

>> YES, MA'AM.

IF YOU TURN TO -- IT HAS A WHEELCHAIR LIFT ON IT, SO IT IS ACCESSIBLE.

>> GREAT.

>> IF YOU TURN TO PAGE 13, THERE'S A PICTURE OF THE BUS ON THE OUTSIDE.

IT'S CALLED THE METRO WEST EXPRESS.

ON THE NEXT PAGE IS THE INTERIOR.

WE'RE TRYING TO MAKE IT A NICE COMFORTABLE RIDE FOR PEOPLE.

IT IS AIR-CONDITIONED.

IT HAS A LAVATORY AND 51 SEATS.

>> OKAY.

WHAT IS YOUR FARE SYSTEM?

>> WELL, WE HAVE A THREE-TIERED SYSTEM.

THERE'S A ONE-WAY FARE.

BY THE WAY, THIS IS OPEN TO THE PUBLIC.

IF ANYBODY WANTS TO BUY A TICKET ONLINE OR USE THE APP, THEY CAN DO THAT.

THE ONE-WAY FARE IS \$8.
WE'RE GOING TO OFFER A TEN-RIDE
FARE, WHICH IS \$75.
THAT IS FOR OCCASIONAL
EMPLOYEES.
OUR MAIN TARGET IS THE REGULAR
COMMUTERS.
THEIR CHEAPEST ALTERNATIVE WILL
BE THE MONTHLY PASS.
THE MONTHLY PASS IS \$295 FOR TMA
MEMBERS.
THERE IS A HIGHER RATE THAT'S
PROPOSED ON PAGE 9, THE FARE
TABLE.
THERE'S A HIGHER RATE FOR
NON-TMA MEMBERS, SO IT IS STILL
OPEN TO THE PUBLIC, BUT THE IDEA
HERE IS TO GIVE EMPLOYEES AND
EMPLOYERS A REASON TO BE MEMBERS
OF THE TMA BECAUSE STEPHANIE
NEEDS THE SUPPORT.
THE IDEA IS TO HAVE AS MANY
EMPLOYEES AND EMPLOYERS AS
MEMBERS OUT THERE IN METRO WEST,
SO THAT'S WHY THERE'S A
DISCOUNTED FARE FOR TMA MEMBERS.
>> OKAY.
FINALLY, DO YOU HAVE A
CERTIFICATE OF INCORPORATION
FROM THE SECRETARY OF STATE AND
ARE THE VEHICLES APPROPRIATELY
INSURED?
>> YES.
IF YOU COULD -- BY THE WAY, THE
LETTER OF AWARD IS ON PAGE 15.
THAT'S FROM THE MASS DOT
REGARDING THE BUS AWARD.
TO YOUR QUESTION, PAGE 17.
THE COMPANY HAS BEEN AROUND
SINCE 2003, LIMO LINER, BUT WE
TOOK IT OVER IN 2014.
>> THANK YOU VERY MUCH.
I'M GOING TO TURN IT OVER FIRST
TO THE DISTRICT COUNCILOR FOR A
PARTICULAR QUESTION.
>> THANK YOU, COUNCILOR WU.
I HAD JUST ONE QUESTION.
HAVE YOU HAD ANY OUTREACH AT ALL
WITH ANY OF THE IMPACTED
NEIGHBORHOOD GROUPS FROM THAT
AREA?
>> NO, SIR.
IS THERE SOMEBODY YOU THINK WE
SHOULD REACH OUT TO?

>> IF YOU WANT TO REACH OUT TO BAY VILLAGE NEIGHBORHOOD ASSOCIATION, THAT WOULD BE ONE, AND I BELIEVE THE BACK BAY NEIGHBORHOOD ASSOCIATION WOULD BE ANOTHER.

>> OKAY.

I CAN FIND OUT AFTER THE HEARING HOW WE CAN REACH OUT TO THEM.

>> THANK YOU, SIR.

THAT'S ALL I HAVE.

>> OKAY.

>> COUNCILOR O'MALLEY?

>> OKAY.

LET ME JUST SEE WHAT ELSE WE NEED TO COVER.

OKAY.

I WILL TURN IT OVER NOW TO THE ADMINISTRATION.

CAPTAIN, WOULD YOU LIKE TO START?

>> SURE.

THANK YOU, COUNCILORS.

AS COUNCILOR FLYNN MENTIONED, I REACHED OUT TO A COMMANDER OF DISTRICT 4, AND HE HAD NOT HEARD ABOUT THIS HEARING OR THIS PROPOSAL.

HE WAS CONCERNED ABOUT NEIGHBORHOOD INPUT AND PUBLIC SAFETY CONCERNS IN THAT AREA, KNOWING THAT AREA.

I WILL CREDIT MR. RICHARDSON. HE DID REACH OUT TO SPEAK TO ME ABOUT THE PROPOSAL WHEN IT WAS PROPOSED FOR COPLEY SQUARE.

I VOICED MY STRONG CONCERN ABOUT THE CONGESTION IN THAT AREA, AND CLEARLY HE LISTENED AND FOUND A DIFFERENT LOCATION AT ST. JAMES. I WENT DOWN AND TOOK PICTURES OF THE STOP AT 9 ST. JAMES.

WHAT CAN YOU NOT SEE FROM THE PICTURE IS THERE'S ACTUALLY THREE DIFFERENT ROUTES THAT STOP AT THE ONE STOP, THREE DIFFERENT BUS ROUTES, SO I IMAGINE IN THE MORNING THERE'S PROBABLY A CONSTANT FLOW OF BUSES.

I WENT DOWN.

IT WAS A LITTLE BIT LATER IN THE MORNING.

MIGHT HAVE BEEN THIS TIME OF MORNING, SO IT WASN'T BAD, I

HAVE TO SAY, BUT AT THE PROPOSED TIMES OF 7:00 A.M. -- YEAH, AT 7:00 A.M. AND AT 8:45 A.M., IT MIGHT BE A CONSTANT FLOW OF THE MBTA BUSES COMING THERE FROM THE DIFFERENT ROUTES, SO I DON'T KNOW IF THAT WILL AFFORD ROOM FOR THIS PROPOSED BUS LINE. FROM OUR STANDPOINT, THERE'S A VERY NICE BUS TERMINAL ONLY A COUPLE OF BLOCKS DOWN THE STREET WE FEEL PROVIDES A SAFER DROP OFF AND PICK UP LOCATION THAN ARNE STREET.

I REALIZE MBTA DOES USE ARNE STREET.

BUT FOR THESE BUSES PROPOSED TO COME IN AND OUT OF BOSTON, THERE'S A NICE TERMINAL THEY CAN USE.

THAT PROVIDES PUBLIC SAFETY. LIMA MENTIONED AT THE PRIOR HEARING THAT THERE WERE BUSES ACTING OUTSIDE THE LAW AND DROPPING DOWN ANY STREET, LINCOLN STREET.

YOU WOULD FIND BUSES DOWN DIFFERENT STREETS.

MAYBE BEECH STREET AND HARRISON AVENUE.

PRESENTED QUITE A PUBLIC SAFETY PROBLEM.

THE BOSTON POLICE ARE CONCERNED WITH PUBLIC SAFETY FIRST AND FOREMOST, AND SO THERE IS A BIT OF REDUNDANCY.

MAYBE THERE WAS SOMETHING MR. CUOMO WILL SPEAK TO, SO I WON'T BELABOR THE POINT, BUT THE COMMUTER RAIL THAT IS THERE, MOSTLY FROM A PUBLIC SAFETY STANDPOINT, THAT WOULD BE OUR CONCERN.

NINE ST. JAMES HAS THREE BUSES. IT IS BASICALLY PARK SQUARE

REALLY, AND IT IS A BUSY, WELL TRAVELED AREA AT THAT TIME OF MORNING.

>> THANK YOU.

>> COUNCILORS, I WOULD LIKE TO ASK MR. RICHARDSON A COUPLE OF QUESTIONS.

JUST ON THE QUERY CHECKS, YOU

SAID YOUR COMPANY ITSELF GOES
ONLINE?
>> YES, SIR.
>> OKAY.
SO YOU PERFORM YOUR OWN QUERY
CHECKS.
IS THAT CORRECT?
>> YEAH.
>> SO YOU DON'T PAY FOR ANY
COMPANY TO PERFORM THE QUERY
CHECKS?
>> NO, WE PAY DIRECTLY TO THE
STATE OF MASS RIGHT TO THE
QUERY.
\$5 PER RECORD.
>> THE BUSES ARE 42 FEET IN
LENGTH.
IS THAT ON AVERAGE 42 --
>> NO, IT IS 45 FEET.
>> IT SAYS 51 PASSENGERS.
IS THAT CORRECT?
>> YES, SIR.
>> I WOULD GO BACK TO THE
COMMUNITY PROCESS.
I THINK THERE'S A CIRCLE
FURNITURE.
THEY HAVE A BUSINESS THERE.
I THINK IT WOULD BE A GOOD IDEA
TO SPEAK WITH THEM TO HAVE 51
PEOPLE -- DIFFERENT THAN THE
MBTA, I'M SURE THEY GET AMOUNTS
OF PEOPLE.
BECAUSE YOU DO TWO DROPOFFS IN
THE MORNING, IN THE AFTERNOON
YOU MIGHT HAVE 51-PLUS PEOPLE
THERE AT THAT STOP.
I THINK IT WOULD BE IMPORTANT.
OBVIOUSLY, THERE'S SOME ROOM ON
THE SIDEWALK.
THEY CAN CONDUCT THEIR BUSINESS.
IT MIGHT BE A GOOD IDEA TO AT
LEAST SPEAK WITH CIRCLE
FURNITURE.
>> OKAY.
I WILL DO THAT.
>> MY NAME IS CHRIS CUOMO WITH
BTD.
THANK YOU FOR BEING HERE TODAY.
A FEW POINTS I'D LIKE TO MAKE.
THE INFORMATION I HAVE WAS IN
REGARDS TO THE FIRST STOP.
BUT IN LIGHT OF THE NEW
INFORMATION, I HAVE A FEW MORE
POINTS.

THE FIRST VIEWPOINTS APPLY TO WHAT I WAS GOING TO SAY, WHICH IS YOU CLEARLY HAVE MBTA APPROVAL.

THE OTHER THING THAT WOULD HAVE BEEN CONTINGENT UPON FROM OUR PERSPECTIVE IS THE FACT THAT COPLEY ACROSS FROM THE FAIRMONT IS YOU WERE IN AND OUT.

THERE WAS NO IDLING.

APPRECIATING THE FACT THAT YOU MOVED IT DOWN THE STREET, FAR LESS BUSY INTERSECTION, I STILL ASK YOU TO TAKE INTO CONSIDERATION WHERE YOU'RE NOT STOPPING TO IDLE.

YOU'RE JUST DROPPING OFF PEOPLE AND THEN MOVING ALONG TO BE ABLE TO DO THAT.

THE OTHER THINGS TO THINK ABOUT WHICH COUNCILOR FLYNN TOUCHED UPON, AS WELL AS COUNCILOR TO MY LEFT HERE, IS QUITE SIMPLY GETTING NEIGHBORHOOD APPROVAL, TO UNDERSTAND HOW CIRCLE FURNITURE WOULD BE AFFECTED, THE NEIGHBORHOOD ASSOCIATIONS, WHETHER IT BE BAY VILLAGE OR BACK BAY AND UNDERSTANDING THE OTHER ABUTTERS THAT MIGHT BE IN THE AREA AS WELL.

YOU ALREADY HAVE THE MBTA APPROVAL THERE FROM MR. CARNEY. THE OTHER THING I DON'T SEE IN THE PACKET IN LIGHT OF THE NEW INFORMATION IS THE INGRESS TO THAT PARTICULAR POINT, HOW THAT MAY HAVE CHANGED.

BEFORE, THE TWO POINTS I WAS GOING TO MAKE IS GETTING IN AND OUT AND YOU ALREADY HAVE THE MBTA APPROVAL.

WITH THE NEW INFORMATION, HOW ARE YOU GETTING TO THAT POINT, BECAUSE THAT'S A ONE-WAY STREET? BEING ABLE TO RECOGNIZE THAT WOULD BE A NEW THING TO REALIZE AND THINK ABOUT AS WELL TO BE ABLE TO GO FORWARD WITH THAT.

IF YOU WERE TO TELL ME THAT IT IS THE SAME OR THAT WAS THE ROUTE YOU WERE GOING TO TAKE ANYWAY, I WOULD BE OKAY WITH THAT.

NOT KNOWING THAT NOW, I WOULD
LIKE TO HAVE THAT REVIEWED AND
GET BACK TO YOU ON THAT AS WELL.

>> OKAY.

WELL, IN THE MORNING COMING UP
FROM THE SOUTH SHORE, WE WOULD
BE COMING UP FROM THE
EXPRESSWAY.

WE WOULD GO ON CHARLES.

RIGHT ON CHARLES TO PARK PLAZA
WHICH TURNS INTO ST. JAMES.

>> STILL SAME ROUTE AS BEFORE?

>> CORRECT.

>> THAT WAS IT FROM BTD.

THANK YOU.

>> THANK YOU.

HOW LONG DO YOU IDLE?

IF THE DEPARTURE TIME IS 7:00
A.M., FOR EXAMPLE, WHEN DOES THE
VEHICLE GET THERE AND HOW LONG
DO YOU GIVE PASSENGERS TO GET
ON?

>> I UNDERSTAND THE CONCERN
ABOUT NOT LAYING OVER, IDLING,
AND SO WHAT WE WOULD DO TO
MINIMIZE THAT TIME NOT HAVE THE
BUS SIT THERE FOR 10, 15
MINUTES.

WE'LL TIME IT SO WE'RE PULLING
UP TO THAT STOP A COUPLE MINUTES
BEFORE DEPARTURE.

THAT DRIVER WILL LINGER
SOMEPLACE ELSE AND THEN COME IN
AND PICK UP AND GET ON THEIR
WAY.

>> WHERE WOULD THEY LINGER?

>> WELL, PERHAPS BY SOUTH
STATION.

WE'D HAVE TO TIME IT.

WE HAVE TO BE CAREFUL COMING UP
IN THE EXPRESSWAY.

YOU'RE IN THE HOV LANE AND
GETTING OFF THE HIGHWAY.

>> I WOULDN'T WANT TO SEE --

>> THERE WAS A BUS LAYOVER SPOT
ON TRAVELER STREET.

IS THAT STILL THERE, CAPTAIN?

>> NO.

>> I KNOW THAT'S WHERE P&B BUSES
USED TO GO.

WE'LL LOOK INTO THAT.

>> AND THERE MIGHT BE SOME
ADDITIONAL COMMUNITY INPUT ON
THAT TOO.

I KNOW THERE ARE SEVERAL --
PARTICULARLY IN CHINATOWN, THERE
ARE BUSES ALL OVER THE PLACE.
MANY OF THEM WITHOUT APPROVAL.
I THINK THE RESIDENTS ARE SORT
OF WARY OF ADDING ADDITIONAL
FUMES AND ALL THAT TO THAT AREA.
OKAY.

DO MY COLLEAGUES HAVE ANY
FURTHER QUESTIONS?

OKAY.

IT IS SOUNDING TO ME LIKE THE
FOLLOW-UP STEPS -- AND WHY DON'T
WE TRY TO FOLLOW UP WITHIN A
TWO-WEEK STINT -- THE FOLLOW-UP
STEPS TO GIVE US WRITTEN PROOF
OF THE MBTA'S APPROVAL, WHICH
WILL ADDRESS WHETHER THE
STOPPING CONFLICTS WITH THE
THREE ROUTES THAT THE CAPTAIN
POINTED OUT FOR BUSES, TO
COMMUNICATE WITH CIRCLE
FURNITURE AND HAVE THAT
CONVERSATION, AND TO COMMUNICATE
WITH THE BAY VILLAGE
NEIGHBORHOOD ASSOCIATION AS WELL
AS THE NEIGHBORHOOD ASSOCIATION
OF BACK BAY ON THE ACTUAL PICK
UP BUT ALSO ON THE PRE-LAYOVER
SPOT.

IF YOU CAN CC MYSELF AND
COUNCILOR FLYNN ON THAT, THAT
WOULD BE GREAT.

ANY OTHER QUESTIONS?

>> DO YOU HAPPEN TO KNOW IF
THOSE NEIGHBORHOOD ASSOCIATIONS
HAVE REGULAR MEETMEETINGS?

>> THEY DO.

BAY VILLAGE HAS A WHOLE SET OF
SUBCOMMITTEES.

I'LL DEFER TO COUNCILOR FLYNN,
BUT I THINK IN MY CASES IT MIGHT
NOT NEED GOING TO A FULL MEETING
AND GIVING A WHOLE PRESENTATION.
TALK TO THE CHAIR OF THE
ASSOCIATION AND SEE WHAT HE OR
SHE, SHE IN THIS CASE, WOULD
WANT YOU TO DO.

>> OKAY.

>> GREAT.

ANY FURTHER PROVISOS FROM THE
ADMINISTRATION?

>> IF YOU CAN GET BACK TO US ON
THAT BECAUSE EVERY BUS DRIVER

SORT OF THINKS DIFFERENTLY,
WORKING ON THIS DISTRICT FOR 19
YEARS, ONE OF THE FAVORITE SPOTS
ALWAYS SEEMS TO BE THE FOUR
SEASONS.

BUSES SAY, OKAY, THIS IS THE
BEST SPOT.

WE HAVE CONSTITUENTS THAT KNOW
THE FEDERAL, STATE, AND LOCAL
LAWS ON THAT.

THEY CONTINUOUSLY CALL US ABOUT
IDLING BUSES.

IF YOU CAN GET BACK TO US ON HOW
YOU WILL FORMAT THAT, THAT WOULD
BE GREAT.

>> I SURE WILL.

YOU ASKED A QUESTION EARLIER
ABOUT SOUTH STATION.

AT THE MOMENT, THERE'S NO GATES
AVAILABLE AT SOUTH STATION.

>> GOT IT.

OKAY.

WELL, THANK YOU VERY MUCH.

SORRY.

STEPHANIE, DID YOU WANT TO
CONTRIBUTE ANYTHING ELSE TO
THIS?

>> THE ONLY OTHER THING I WANTED
TO SAY IS THE GOAL FOR MY KIND
OF ORGANIZATION -- AND MY
COUNTERPARTS ARE IN BOSTON AND
CAMBRIDGE AS WELL -- IS TO
REDUCE SINGLE OCCUPANCY VEHICLES
IN AND OUT OF HIGH DENSITY
AREAS.

THE GOAL IS TO -- AFTER
EXTENSIVE ZIP CODE ANALYSIS
WHERE FOLKS ARE LIVING AND
COMING INTO FRAMINGHAM, WE HAVE
FOUND THAT WE CAN DRIVE FOLKS TO
USE THE MBTA TO CONVERGE ON THIS
SPOT AND TAKE AN EXPRESS BUS
INTO THE TECH PARK WHERE THE
SCHEDULE FOR THE COMMUTER ROUTE,
WHICH I ALWAYS PROMOTE, DOES NOT
MEET THE NEEDS OF THE EMPLOYEES
FOR OUTBOUND COMMUTING.

THERE'S NO FIRST AND A LAST MILE
ON OUR END.

THIS WILL HELP REDUCE CONGESTION
IN AND OUR TECH PARK IN
FRAMINGHAM AS WELL AS DRIVE
FOLKS TO USE THE T TO USE THE
SERVICE.

>> THANK YOU VERY MUCH.
HOPEFULLY, YOU'LL FIND SOME FANS
IN THE NEIGHBORHOOD ASSOCIATION
AS WELL BECAUSE IT WILL MAKE
LIFE EASIER FOR THEM PRESUMELY
TOO.
THANK YOU.
THIS WILL ADJOURN THE HEARING.