



AACT MEETING

Wednesday March 24, 2010
1:00 – 3:00 pm

AGENDA

Administrative Function

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| 1. Introductions, approval of the February 24, 2010 meeting minutes | 1:00-1:10 pm |
| 2. Update to the Chair's Report | 1:10-1:20 pm |

Issues

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| 3. Guest Speaker | 1:20-2:00 pm |
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Mr. John Lozada
Director of Civil Rights
Massachusetts Department of Transportation (MassDOT)

To address the following issues and respond to questions

The distinction between safety, civil rights, and sexual harassment complaints.

The difference between MassDOT and the MBTA

The distinction between civil and criminal complaints

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| 4. Break | 2:00-2:10 pm |
| 5. MBTA/AACT Board Fixed Route Services Update | 2:10-2:15 pm |
| 6. OTA/AACT Board Paratransit Update | 2:15-2:20 pm |
| 7. Topics for discussion | 2:20-2:50 pm |

Does consumer get timely responses to complaints?
Are responses targeted to issues raised in the complaint?
Should responses be in writing?
Can anonymity complaints be resolved and to whose satisfaction?

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| 8. Announcements | 2:50-2:55 pm |
| 9. Adjourn | 3:00 pm |

In order for all meetings to run smoothly, please cooperate by adhering to the following standing rules:

- Please be on time for all meetings.
- No outbursts, interruptions, or cross talking from anyone when someone is speaking.
- If you have any questions, please wait to be recognized by the coordinator or a member of the board, and identify yourself before speaking. Please, one question or comment at a time. Each attendee will be given no more than two opportunities to address each issue.
- Place all cellular phones and or paging systems on silent mode or off during the meeting.
- No eating allowed during the regular AACT meeting. Please remove all bags and/or packages belonging to you when you leave.
- All meetings will be recorded.
- Please help make this a fragrance-free meeting.

Assistive Listening Devices are available upon request.

For assistance or special accommodations contact Ms. Janie Guion at least two weeks prior to the AACT meeting at 617 973-7507 or TTY 617 973-7089.

Materials are available in accessible format

“Got respect – Give it to get it”

Next AACT Meeting – April 28, 2010 – Conf. Rm. 2 – 1:00 to 3:00 pm

