



Access Advisory Committee
to the Massachusetts Bay Transportation Authority
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AACT MEETING

Wednesday August 25, 2010

1:00 – 3:00 pm

AGENDA

Administrative Function

- | | |
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| 1. Introductions, reading of the Agenda, and approval of the July 28, 2010 meeting minutes | 1:00-1:10 pm |
| 2. Update report by the Chair | 1:10-1:20 pm |

Issues

- | | |
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| 3. Speaker | 1:20-2:00 pm |
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Ms. Carla Howze
Director of Customer Support Services Center

Topics: Processing phone calls
Forwarding communications
Responding to complaint issues
Reporting system

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| 4. Break | 2:00-2:10 pm |
| 5. MBTA/AACT Board Fixed Route Services Update | 2:10-2:20 pm |
| 6. OTA/AACT Board Paratransit Update | 2:20-2:30 pm |
| 7. MBTA Police Report | 2:30-2:40 pm |
| 8. Suggested topics of discussion for next AACT meeting | 2:40-2:50 pm |
| 9. Announcements | 2:50-2:55 pm |
| 10. Adjourn | 3:00 pm |

AACT Meeting – 2
August 25, 2010

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.

The Access Advisory Committee to the MBTA provides advice to the MBTA on matters relating to the accessibility and transit needs of persons with disabilities. Agendas for upcoming meetings can be found at the Boston Region Metropolitan Planning Organization's website, at www.bostonmpo.org click on the link AACT.

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.

All materials are available in accessible format

“Got respect – Give it to get it”

Next AACT Meeting – September 22, 2010–Conf. Rm. 2–1:00 to 3:00 pm