



Access Advisory Committee

to the Massachusetts Bay Transportation Authority

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AACT MEETING

Wednesday October 22, 2008
1:00 – 3:00 pm

AGENDA

Administrative Function

1. Introductions, reading of the Agenda by a board member,
1:00-1:10 pm
approval of the September meeting minutes
2. Update on current transportation activities by the Chair
1:10-1:20 pm

Issues

3. Guest Speaker:
1:20-2:00 pm

Representative from MBCR

Which MBCR employee is designated to handle ADA complaints?

Does the response to ADA complaints get sent to the complainant?

What is the average time lapse from date of receipt of a complaint to date of response?

What process does MBCR have in place to redress customer dissatisfaction with complaint

responses?

4. Break
2:00-2:10 pm
5. MBTA Fixed Route Services Update
2:10-2:15 pm

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6. OTA Paratransit Update 2:15-2:20 pm
7. Open discussion - Additional transportation issues 2:20-2:40 pm
8. 30th anniversary celebration final report 2:40-2:50 pm
9. Announcements 2:50-2:55 pm
10. Adjourn 3:00 pm

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

- 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.
- 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 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 – Third, Wednesday, November 19, 2008 – Conf. Rm. 2
– 1:00 to 3:00 pm**

