



# Access Advisory Committee

to the Massachusetts Bay Transportation Authority

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## **AACT MEETING**

**Wednesday, October 28, 2009**

**1:00 – 3:00 pm**

### **AGENDA**

#### **Administrative Function**

- |    |  |               |
|----|--|---------------|
| 1. | Introductions, reading of the Agenda, approval of the September 2009 meeting minutes | 1:00 -1:10 pm |
| 2. | Chair's Report   | 1:10 -1:15 pm |

#### **Issues**

- |     |   |              |
|-----|---|--------------|
| 3.  | Suggestions on issues from AACT members   | 1:15-1:20 pm |
| 4.  | Presentation - Carla Howze – MBTA, Director of Customer Service Center, Role of the Customer Service and Q&A            | 1:20-1:45 pm |
| 5.  | Presentation – Mike Festa, MBTA, Senior Accessibility Specialist and Project Manager/<br>MBTA Science Park Station /Q&A | 1:45-2:10 pm |
| 6.  | Break   | 2:10-2:20 pm |
| 7.  | Fixed Route Services Update – Kathy Cox, Manager, System-Wide Accessibility/ Q&A  | 2:20-2:35 pm |
| 8.  | Paratransit Update- Frank Oglesby, Deputy Director of Paratransit Operations-THE RIDE / Q&A                             | 2:35-2:50 pm |
| 9.  | Announcements   | 2:50-2:55 pm |
| 10. | Adjourn   | 3:00 pm      |

**AACT Meeting - 2  
October 28, 2009**

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 – Third, Wednesday, November 18, 2009 – Conf.  
Rm. 2 – 1:00 to 2:45 pm***