

AGENDA

MDOT MTA Citizens Advisory Committee for Accessible Transportation (CACAT)

April 18, 2024, 1:00 p.m. – 2:00 p.m.

Call in number: 667-262-2962

Conference ID#: 847 883 011#

Facilitator: *Kyana Underwood (MDOT MTA)*

Chair: **Bryan Holley**

Co-Chair: **Maya Redfearn**

Meeting Protocol:

- All meeting participants will keep phones and mics **muted** when not speaking
 - ***6 = Mute, *6 = Unmute to speak**
- Facilitator will call roll of members to establish a quorum
- Meeting participants will identify themselves when they are speaking as well as identify anyone who is present with them during the call
- Members of the general public (non-committee members) are asked to hold their questions/comments until the Chair opens the floor for general remarks

1:00 p.m.	Meeting Called to Order
1:00 p.m. – 1:05 p.m.	Roll Call and Meeting Protocol – Kyana Underwood
1:05 p.m. – 1:20 p.m.	Customer Experience Presentation – Roxana Beyranvand, <i>Director of Rider Experience</i>
1:20 p.m. – 1:50 p.m.	Mobility Updates – Joyce Tarrant, <i>Chief Customer Service Officer, Mobility Services</i>
1:50 p.m. – 2:00 p.m.	CACAT Updates – Bryan Holley, <i>CACAT Chair</i>
2:00 p.m.	Meeting Adjourned

Next Meeting: Thursday, May 16