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**Notice and Agenda of Accessible Transit Advisory Committee Meeting / Special Meeting**

4:00 p.m.

March 9, 2020

Admin. Board Room

800 W. Myrtle

VIA Metropolitan Transit

San Antonio, Texas

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1. **Call to Order**
2. **Announcements**
3. **Citizens to be Heard**

**NOTE:** Each speaker is allowed a maximum of three minutes to address the VIA Board of Trustees during the Citizens to Be Heard portion of the meeting or prior to the VIA Board's consideration of an item. Speakers are requested to first state their names and any organization(s) they represent.

4. **Committee Community Liaison Members** – *action item regarding the selection of community liaison members*
5. **VIATrans IVR System** – *for information and discussion regarding paratransit IVR System Process*
6. **Performance Dashboard Paratransit Customer Complaints** – *for information and discussion regarding the performance dashboard indicator measuring paratransit services customer complaints*
7. **Pick-Up/Drop Off Location Refresher Training** – *for information and discussion regarding the refresher training program for MV paratransit operators*
8. **Outreach** – *for information and discussion regarding outreach events*
9. **Legal Briefing**
10. **Adjourn**

**ACCESSIBILITY STATEMENT**

The Admin Building is wheelchair accessible at the main entrance on Myrtle and is equipped with automatic doors. A sign language interpreter may be requested by calling 362-2370 (TDD 362-2019) at least 48 hours prior to the meeting.

**SECURITY**

Individuals attending this meeting will be subject to being scanned with a security wand and/or metal detector walk through. You and your property (briefcase, purse, etc.) are subject to being searched.