

**Public Service and Trust Commission  
Implementation Plan  
Americans with Disabilities Act Committee**

**Agenda**

90 Washington Street, Room 4B, Hartford, CT  
April 17, 2009 at 10 a.m.

- I. Review and approval of draft minutes of March 20, 2009 meeting
- II. Update regarding Grievance Process
- III. Update regarding Accommodation Form
- IV. Update on Process for Handling ADA Accommodation Requests
- V. Update on ADA Q&A Brochure for use on Web Site and as a handout
- VI. Review of committee's report.
- VII. Schedule next meeting.