

# MUSKEGON COUNTY

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# M I C H I G A N

## MATS ACCESSIBILITY ADVISORY COMMITTEE

10 August 2021

### MEETING MINUTES

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ZOOM MTG: 5:00 – 6:00 PM

1. Meeting was called to order at 5:02pm
2. In attendance:

Danna Pittman	Rosemarie Facilla
Lisa Sullivan	Denise Phipps
Jeff VanDyke	Bonnie Gonzalez
Karen Kacynski (MATS)	Mike Milligan (MATS)
3. Mike Milligan (ADA Coordinator) introduced himself and gave a short description of his duties as Paratransit Operations Manager and ADA Coordinator.
4. Briefly discussed the MAAT Charter and meeting guidelines. It was decided to continue having the meeting at 5:00 pm going forward.
5. A description of the updated Matsbus.com website was presented, with emphasis on the expanded Accessibility Tab, including FAQ's, the ADA Complementary Paratransit Program, Online ADA Application, Rider's Guide, complaint procedures, and Accessibility Advisory Committee. Also a new section for the new Go2 Microtransit service.
6. An overview of the proposed Rider's Guide was shared with the group. Once it has been approved, a copy will be delivered to all ADA Certified riders.
7. Comments from committee members included:
  - a. Possibility of having ADA forms submittable from the website, utilizing a Docusign app. [This issue will be discussed with our web designer, and will report back at the next meeting.](#)

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- b. Will pets in carriers be allowed on the Go2? MATS' policy is consistent with the ADA policy which only requires service animals be permitted on public transit. Comfort animals, although serving a purpose, are not a requirement placed on transit agencies by the ADA, so at this time, pets will not be allowed, even if in a carrier.
  
- c. Is there a way for Go2 to give specific location instructions to the drivers for those individuals eligible for curb to curb service, who live in a complex or at a location other than where the street address indicates? We will check with Via to see if there is a comments section on each riders profile, which would allow for this type of information to be included.
  
- d. Concerns about Go2 reliability in regards to individuals using wheelchairs, and what fail-safes are there to ensure people aren't stranded without a return ride. What is the protocol if a vehicle isn't available? Is there a number they can call? Unfortunately with public transit, there are no guarantees regarding return rides outside of the service times. There is however, an expectation for service during published service times and therefore this issue will be discussed with Via, and we will report back at the next meeting. If a solution is reconciled before the next meeting, we will note it on our website.
  
- e. It seems people still refer to the service as the Gobus. Part of the thought process in naming the Go2 service, was that it was the evolution of the GoBus, et: Go2. Also it has a catchy sound to it: Go2 Meijer, Go2 the doctor, Go2 here or there... But in all, the GoBus ended in September 2020. The County Commissioners authorized MATS to operate a Reserve-A-Ride in the local urban area through July 31, 2021, when it was anticipated Go2 would be in place to offer the third piece of our service. Go2 joins our Fixed Route and Certified ADA Complementary Paratransit service. Our Customer Care Representatives were notifying all of the riders who called during most of May and June, of the service change, and we have been getting information on Go2 out to the public as

- quickly and professionally as possible. It is a prominent feature on our website.
- f. There are two (02) Walmarts listed on the Go2, but it doesn't differentiate between Henry St. and E. Sherman. The first one is E. Sherman and the second is Henry Street. Will pass to Via and ask them to add the location.
  - g. Will we be discussing issues dealing with the Fixed Routes. Yes, this committee is a forum to discuss how MATS is meeting our ADA requirements and that includes our Regular Routes as well. The ADA primary requirements for the fixed route buses are to lower the bus and extend the ramp upon request, and to call out major stops or intersections along the route, including specific locations if requested by a rider.
  - h. Lack of air conditioning in the paratransit buses brought up. MATS is aware. Will continue working on buses to resolve issue.
8. Unfinished items for follow-up next meeting:
- a. Submittable forms
  - b. Comments section on Go2 app for notes
  - c. Protocol so no one is abandoned during Go2 serviced hours
  - d. Add locations to the Walmarts in app
9. The next meeting is scheduled for November 9, 2021, (second Tuesday of next quarter).
10. The meeting adjourned at 5:50 pm.