

MUSKEGON COUNTY

M I C H I G A N

MATS ACCESSIBILITY ADVISORY COMMITTEE

23 November 2021

MEETING MINUTES

ZOOM MTG: 5:00 – 6:00 PM

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

Rosemarie Facilla	Lisa Sullivan
Karen Kacynski (MATS)	Mike Milligan (MATS)
3. Mike Milligan (ADA Coordinator) welcomed everyone to the meeting and apologized again for the technical difficulties that caused the 9 November meeting to be moved to 23 November.
4. Reviewed the 10 August minutes.
5. Old business:
 - MATS is still working on being able to submit forms from the website.
 - When making reservations for Go2, you can ask the operator to add a comment for the driver as to specific location in complexes.
 - Unfortunately, there is nothing we can do in the event a rider is stranded if Go2 does not have a WAV vehicle on a shift.
 - Some Go2 APP locations are pre-loaded, make sure you ask for the correct site for multiple store locations,
6. Provided ridership numbers for the month of October:
 - Fixed Route 12,173
 - ADA Paratransit 262
 - Go2 2,580

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7. New Business

- For Go2, although Walmart on E. Sherman is not in the service area, the Applebees restaurant on E Sherman is.
- Complementary Paratransit riders may still use the Fixed Route bus service. If you need assistance in understanding the system or which routes meet your needs, please contact our Customer Service Representatives at 231-724-6420.
- MATS is producing Instructional videos for Go2. There will be three videos: 1. Installing the Go2 APP; 2. Scheduling a Ride; 3. Taking a Ride. These videos should answer the majority of questions you may have in regards to the Go2 service.

8. The next meeting is scheduled for 8 February and will be a Zoom meeting. If you would like more information or receive an invite, please contact the ADA Coordinator by email at: milliganmi@co.muskegon.mi.us

9. The meeting adjourned at 5:35 pm.