

MUSKEGON COUNTY

M I C H I G A N

MATS ACCESSIBILITY ADVISORY COMMITTEE

11 October 2022

MEETING MINUTES

ZOOM MTG: 5:00 PM

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

| | |
|----------------------|---------------|
| Rosemarie Facilla | Danna Pittman |
| Denise Phipps | |
| Mike Milligan (MATS) | |
3. Mike Milligan (ADA Coordinator) welcomed everyone to the meeting.
4. Reviewed the 7 June minutes.
5. New Business
 - Mike provided ridership numbers for September.
 - Danna asked about Go2 reliability, drivers and training. It was explained that Go2 has our full attention, and although we did experience some growing pains, we feel it is a viable and reliable service. There are now enough drivers to fill all shifts, and Via continues to recruit. Another issue that resulted in high demand and created a significant seat unavailable situation has been resolved, and although Go2 ride numbers are down a bit, our overall met demand percentage is high.
 - There was a discussion on increasing participation in the committee and possibly doing surveys or providing comment cards for passengers as a mechanism for riders to provide input. There is an opportunity to offer comments about the service on the MATS Website. General comments as well as complaints can be put in online.

BOARD OF COMMISSIONERS

Robert Scolnik
Chair, District 4

Susie Hughes
Vice Chair, District 3

Rillastine R. Wilkins
District 1

Marcia Hovey-Wright
District 2

Zach Lahring
District 5

Charles Nash
District 6

Malinda Pego
District 7

Doug Brown
District 8

Kim Cyr
District 9



MUSKEGON COUNTY

M I C H I G A N

BOARD OF COMMISSIONERS

Robert Scolnik
Chair, District 4

Susie Hughes
Vice Chair, District 3

Rillastine R. Wilkins
District 1

Marcia Hovey-Wright
District 2

Zach Lahring
District 5

Charles Nash
District 6

Malinda Pego
District 7

Doug Brown
District 8

Kim Cyr
District 9

- Danna offered a presenter from Disability Network for MATS' future training opportunities, to provide training on a variety of subjects including ADA; Dealing with individuals who have disabilities; Sensitivity; and Managing difficult people.

6. The next meeting is scheduled for 7 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
7. The meeting adjourned at 5:42 pm.

