

MATS ACCESSIBILITY ADVISORY COMMITTEE

13 January 2026

MEETING MINUTES

ZOOM MTG:

1. Meeting was called to order at 5:00 pm

2. In attendance:

Jeff VanDyke (Disability Network); Marquis Childers (Disability Network)
Rosemarie Facilla (rider), Janay Jones (HealthWest) and
Mike Milligan (ADA Coordinator)

3. Mike Milligan welcomed everyone to the meeting.

4. Reviewed the 9 September 2025 minutes.

- Mike provided the ridership numbers for December.

5. New Business

- Jeff wanted to bring up his last Go2 trip, the driver failed to assist him up the ramp, expecting Jeff to roll his wheelchair without assistance. Jeff's concern would be for individuals whose wheelchairs may not have the safety bars behind the rear wheels could result in the wheelchair falling over backwards because of the angle of the lift and no-one to assist. This issue will be brought to Via's attention immediately.

- Rosemarie asked about communicating with Go2 when address is different than actual location. Jeff follow-ed up with scenario where driver drops off at one entrance but the pick up driver goes to a different address. There needs to be a better system for having the driver contact the rider. Mike will relate the suggestion to Via.

- Janay asked about future Travel Training opportunities, and the dates for upcoming events at HealthWest are: January 22, February 19, March 19, April 23 and May 21.

6. There were no issues brought up in regards to MATS meeting its ADA requirements.

7. The next meeting is scheduled for 12 May 2026 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

8. The meeting adjourned at 5:34 pm.