



Local Advisory Committee

Meeting Agenda
December 13, 2022

Time: 1:30 to 3:00 pm

Chair: Cheryl Weber, First Chair
Andrea Henry, Second Chair

Location: Virtual

To join from PC or mobile device click the following link: [LAC Monthly Meeting Link](#)

To join by phone dial:

1 312 626 6799
1 929 205 6099
1 301 715 8592 1
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669 900 6833
1 253 215 8782

Webinar ID: 941 2045 1000

Agenda Item	
1. CALL ORDER AND OPENING ITEMS	
1.1 General Announcements and Introductions	
1.2 Review and Approval of November and December Agenda	Chair
1.3 Review and Approval of October and November Meeting Summary	Chair
1.4 Public Comment	3 minutes per Speaker
2. POLICY FEEDBACK TO BOARD	
2.1 Board Report	Mozak
2.2 Board Monitoring 2.1 Update	Chair
2.3 Board Ends Report	Chair
3. OPERATIONAL FEEDBACK TO STAFF	
3.1 Paratransit Update	Williams
3.2 Fixed Route update	Washington
3.3 Customer Service Update	Hargrave
4. CLOSING ITEMS	
4.1 Public Comment and Staff Response	3 minutes per speaker
4.2 Action Item Recap and Topics for Next Agenda	Chair

Local Advisory Committee

Draft Meeting Summary

December 13, 2022

Time: 1:30 to 3:00 pm

Chair: Cheryl Weber Chair, Andrea Henry Co-Chair

Members: Clark Charnetski
Larry Keeler
Jody Slowins

AAATA Staff: Latonya Hargrave, Customer Service Officer
Forest Yang, Interim Deputy CEO, Operations
Robert Williams, Manager, Mobility Services
Leo Pittman, Assistant Manager of Bus Operations
Yvette Washington, Manager, bus Operations

Guests: Eddie Hemp Jr., Interim General Manager, MV Transit
Robert Pawlowski, Wayne County Resident

Agenda Item

1. CALL TO ORDER AND OPENING ITEMS

1.1 General Announcements and Introductions

Chairperson Weber called the Meeting to order at 1:35 pm.

Mr. Keeler informed the group that the City of Ann Arbor Transportation Commission will hold its monthly meeting on Wednesday December 15, 2022. Mr. Charnetski noted that there was meeting with SMART with an update on the paratransit services with DDOT

1.2 Review and Approval of November and December Agenda

Chairperson Weber noted that there was not enough staff in attendance to vote on the agendas. Mr. Charnetski wanted to add the D2A2 experience while attending the SMART meeting. the LAC agreed to table the vote of the agendas to January

1.3 Review and Approval of October and November Meeting Minutes

Ms. Slowins mentioned the correction to the November for item 1.3. Minutes for October and November could not be approved due to not enough members in attendance.

1.4 Public Comment

There was no public comment at this time.

2. POLICY FEEDBACK TO BOARD

2.1 Board Liaison Report

Chairperson Weber mentioned
The October Board meeting was held on Thursday November 17 at the AADA-DT

- The Board began discussion on its Annual Plan of Work. It is scheduled to be finalized at the December Board meeting
- EL Policy 2.9/External Relations is currently being reviewed by the Service Committee and our Governance Coach, Rose Mercier, for possible changes in policy language.
- The Ownership Linkage Taskforce has been formed and is chaired by Rich Change. Meetings will begin soon.
- The Board reviewed EL Policy 2.6/Cash and Investments, and the policy was voted on as 'A' In Compliance.
- Mr. Yang presented the Quarterly Service report and Ms. Reed presented the Quarterly Financial report.

Next Board Meeting is this Thursday December 15 at 6:30 pm and can be attended in-person at the Downtown AADL or online via Zoom.

2.2 Board Monitoring 2.1 Report

Chairperson Weber noted that there were no glaring concerns regarding the Board monitoring report. Co-Chairperson Henry was curious about some of the references regarding language within the policy definition.

2.3 Board Ends Report

Chairperson Weber asked about the board ends report.

3. OPERATIONAL FEEDBACK TO STAFF

3.1 Paratransit Service Update

Mr. Williams 6364 A ride trip for the month of October. With an on-time performance of 96%. Mr. Williams also mentioned the hiring of 2 additional call center staff to prepare for staffing the YTC for call center staff.

3.2 Fixed Route Update

Ms. Washington mentioned 3 new drivers graduating on December 16. With 8 new drivers starting on December 19.

3.3 Customer Service update

Mrs. Hargrave mentioned 5 valid complaints for fixed route for the month of November and 8 compliments. Mrs. Hargrave also mentioned that there were 4 valid complaints for A-ride for the month of November and 1 compliment. Mr. Charnetski inquired if there were patterns with service complaints.

3.4 D2A2 Update

Mr. Charnetski gave a very positive report about his experience riding the D2A2 service to attend the monthly SMART meeting in Detroit

4.1 Public Comment and Staff Response

Mr. Pawlowski commended the AAATA for being the first in the region to reach full staff. Mr. Pawlowski also commended TheRide for their on-time performance. Finally, Mr. Pawlowski commended TheRide's great customer service whenever he rides AAATA vehicles. Mr. Pawlowski also offered support from "Riders' United" for any assistance to properly promote TheRide's Long Range Plan. Mr. Charnetski inquired about a recent grant award for TheRide.

4.2 Action Item Recap and Topics for Next Agenda

Suggested items for the next agenda.

Vehicle Accessibility Plan Update

Board ends report

Approval of November, December, and January Agenda

Approval of October, November, and December Minutes

4.3 Adjourn

The meeting was adjourned at 2:35 pm.

Respectfully Submitted: AAATA Staff