
Local Advisory Committee

Meeting Agenda (DRAFT)

October 14, 2025

Time: 1:00 to 2:30 pm

Chair: Andrea Henry, First Chair

Location: 2700 South Industrial Hwy Ann Arbor, MI 48104 (Board Room)

To join from PC or mobile device click the following link:

<https://theride.org.zoom.us/j/85998493998?pwd=YzczTEQ1WE10WVhRbnZtTGNNxNUxxdz09>

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Webinar ID: 941 2045 1000

Agenda Item	
1. CALL ORDER AND OPENING ITEMS	
1.1 General Introductions and Announcements	Chair
1.2 Review and Approval of Agenda	Chair
1.3 Review and Approval of September Meeting Summary	Chair
1.4 Public Comment	3 minutes per Speaker
2. LAC Work Plan	
2.1 Board report	Mozak
2.2 LAC Feedback to the Board (re-introduction)	LAC
3. OPERATIONAL FEEDBACK TO STAFF	
3.1 Service Updates (Paratransit, Fixed Route, Customer Service)	Pankey/Hargrave
4.1 Public Comment	3 minutes per speaker
4.2 Action Item Recap and Topics for Next Agenda (August 12, 2025)	Chair
4.3 Adjourn	

Local Advisory Committee

Draft Meeting Summary

October 14, 2025

Time: 1:00 to 2:30 pm

Chair: Andrea Henry Chair

Members: Clark Charnetski
Larry Keeler
Stephen McNutt

AAATA Staff: Sarina Pankey, Mobility Services Coordinator, AAATA
Latonya Hargrave, Customer Service Officer, AAATA
Valenie Hukan, Mobility Services Supervisor, AAATA

Guests: Kathleen Mozak, Chair of the Board of Directors, AAATA
Jade Lathan, Guest

Agenda Item

1. CALL TO ORDER AND OPENING ITEMS

1.1 General Introductions and Announcements

Ms. Hargrave announced that Mr. Williams will not be attending the LAC meeting. Mrs. Pankey announced that Valenie Hukan will begin her role of Mobility Services Supervisor on October 27th.

Review and Approval of Agenda

Chairperson Henry noted the removal of the word August in item 4.2. Mr. Keeler moved to approve the agenda. Mr. Charnetski seconded. The agenda was approved with noted changes.

Review and Approval of September Meeting Minutes

Mr. Keeler moved to approve the minutes. Mr. Charnetski seconded. September minutes were approved with as presented.

1.4 Public Comment

No public comment at this time.

2. POLICY FEEDBACK TO BOARD

2.1 Board Liaison Report

Ms. Mozak gave a summary of the September board meeting which met September 18th at the Ann Arbor Library downtown. The board began working with AAATA staff on auditing which will take several months. The board expects to receive the final draft in February. The board also reviewed a report on Executive Limitations 2.4 Financial planning and Budgeting, which was voted unanimously "A" (compliant). The board also heard the final budget presentation. And voted unanimously to approve the FY 2026 Budget. The board also held officer elections and voted unanimously to vote for Mike Allemang as Treasurer, Jesse Miller as Secretary, and Kathleen Mozak as Board Chair. The board also began talks with AAATA staff regarding Contract negotiations with TWU (Transport Workers Union) which represents MCOs, Maintenance, and customer service staff at AAATA. The board had a retreat on October 7th to discuss the Ends and how the board wishes to move forward with them. Ms. Mozak reported that the next board meeting will be held on October 16th at 6:00pm at the Downtown Ann Arbor District library.

2.2 LAC Feedback to the Board(re-introduction)

Chairperson Henry asked for input from the LAC on whether they wanted to add, change, or submit any new feedback that is different from the previous year's feedback. The LAC continued to discuss

3.1 Service Update (Paratransit, Fixed Route, Customer Service)

Mrs. Pankey reported an on-time performance of 99%. Mrs. Hargrave reported 89 complaints, 3 of which were valid for fixed routes. Mrs. Hargrave mentioned the biggest cause of complaints last month was the detours for fixed route. Mrs. Pankey mentions that there were 192 drivers with 9 in training. There was a posting for new MCOs on October 7th. with the goal of selecting and beginning training on November 4th.

4.1 Public Comment and Staff Response

Ann Arbor Resident (name not given) wanted to comment on how fixed route detours in the area have been difficult for people with disabilities. She stated that the public should have been better informed and that the website is difficult to navigate. She also wanted to stress the need for trash cans at bus stops. She also stated that the fixed route buses are not clean to Ann Arbor standards. She also noted that folded maps at bus stops would be very helpful.

Mr. Keeler announced that the Commission on Disability Issues and the transportation

Commission meetings will be at 4:00pm and 7:00pm respectively on October 15th.

4.2 Action Item Recap and Topics for Next Agenda

Mr. Williams to send previous year's LAC Feedback to the Board
LAC Feedback to the board prep(Decision?)
Board report
Service updates

4.3 Adjourn

Meeting was adjourned at 1:56 PM

Respectfully Submitted; AAATA Staff

LAC Feedback on Ends Monitoring Report

Commentor #1

Below is my feedback on the Ends policies 1.0-1.2. Please let me know if you have any questions. Thank you for your efforts and support of the LAC.

1.0 - In agreement with policy and its current compliance status and rationale

1.1 - In agreement with policy and its current compliance status and rationale

1.1.1 - In agreement with policy and its current compliance status and rationale

1.1.2 - In agreement with policy and its current compliance status

1.1.2 People with disabilities or mobility impairments, seniors, minors, and non-English speakers have equitable access to opportunities and destinations in the area.

1.1.2 Measure/Standards & Achievement

A: Anyone using an ADA compliant wheelchair is able to access all buses and passenger terminals (p.14 Monitoring Report for FY23)

Feedback: Use of an ADA compliant wheelchair doesn't guarantee access to all buses and passenger terminals. Even if the bus is accessible, if a stop or stops along that particular route are not wheelchair accessible then this would be inaccessible to the rider regardless of wheelchair/mobility device.

1.1.2 Rationale/Evidence

D: % of bus stops with sidewalks that are accessible. Compliance timeline: TheRide intends to complete this work by 2033. (p.15 Monitoring Report for FY23)

Feedback: This is too long. Would like to see this by 2030 (40th anniversary of Americans with Disabilities Act).

1.1.2 Evidence

Advance Booking: (p.16 Monitoring Report for FY23)

ADA minimum: Allow up to 14 days in advanced booking

TheRide: Allows up to 3 days in advanced booking

Feedback: TheRide should increase advanced booking window to a higher threshold of 7-14 days. Three (3) does not minimally meet a 5-7 day work week, nor does it necessarily allow for equitable access to opportunities and destinations in the area if this shorter time frame causes a rider to not be able to book a ride on a day/time that aligns with an opportunity/destination in the area. This would also revert this policy back to a standard previously in effect.

Will-Call Return Trips: (p.16 Monitoring Report for FY23)

ADA minimum: No stipulation

TheRide: Allows for medical, SOS, DHS, SSA trips.

Feedback: TheRide should open this up for all trips. When it was stopped/modified the explanation was that it was not equitable because not all vehicles were accessible to all riders. That issue has been resolved, so recommend reinstatement for all trip types to allow riders to have equitable access to opportunities and destinations in the area.

- 1.2 - In agreement with policy and its current compliance status and rationale
- 1.2.1 - In agreement with policy and its current compliance status and rationale
- 1.2.2 - In agreement with policy and its current compliance status and rationale
- 1.2.3 - In agreement with policy and its current compliance status and rationale

Commenter #2

POLICY 1.1: Residents in the area have equitable access to public transportation services that enables full participation in society. [Partially Compliant]

"Fixed route covers all major medical facilities in the membership area."

The problem here is that it applies to "the membership area" only. There are three major medical facilities that lie just outside the membership area: Michigan Medicine East Ann Arbor, Domino Farms and Michigan Medicine West Ann Arbor.

The first two have a connecting bus service provided by the University, while the third has no such connecting service. While AAATA has limited responsibility in this case, there is a need for improved public transportation to these three clinics.

POLICY 1.3.2: Students can access education opportunities without need of a personal vehicle [Compliant]

"Compliance will be demonstrated when riders can access all post-secondary educational campuses in the Ann Arbor, Ypsilanti, and Ypsilanti Twp. areas within a reasonable walk from a bus stop (0.25 miles) using fixed route services."

"Access to high schools is not included in this interpretation because those trips are the responsibility of the local school board."

If the primary responsibility lies with the local school board, AAATA does have some responsibility to supplement that service. This is especially the case outside of normal school hours such as afternoon extracurricular activities and evening concerts and sporting events.

An example of a difficult situation: Traveling from northeast Ann Arbor neighborhoods to Huron High School, a distance of approximately two miles, involves using three bus routes with two connections.

POLICY 1.3.3 Visitors use public transportation in the area. [Compliant]

"Compliance with this policy during the monitoring period will be demonstrated when: A. People arriving in the membership area via inter-city carriers (i.e., Detroit Metro Airport, intercity rail, or bus) have reasonable access to fixed route and paratransit services."

"Connections with Inter-City Carriers"

"Amtrak and intercity bus (325 Depot Street): Routes 22, 33 and paratransit"

Only the outbound Route 33 bus stops near the station, and that route does not operate on weekends when intercity carries are most busy.

The Route 22 buses stop on the Broadway Bridge approach that requires riders to climb a 15- foot stairway to reach the bus stop. Wheelchair users must use a combination of sidewalks for a distance of four blocks-if they can find their way.

Other cities in Michigan the size of Ann Arbor have easy access to local transit at intercity stations.

The Ride is an excellent transit authority; however these three policy examples indicate that improvements are still needed.

11-2024 Feedback from LAC on Treatment of the Traveling Public:

Rebecca Burke:

POLICY 2.1.2

Operate without providing effective, comprehensible, accessible, and timely information

Compliance of policy 2.1.2.1

The availability of accurate information on how to use our services (i.e., fixed route time tables and maps, paratransit information, staff contact information) and general information about the agency is available prior to travel.

Printed Material: Printed Ride Guides available in English, Spanish, Arabic, and Mandarin (per federal requirements).

Feedback

This document seems very useful. I do notice, however, in 2.1.2 I would mention the audio options that exist for those that are print challenged.

Clark Charnetski/Andrea Henry:

Having examined the final "Monitoring Report: Treatment of the Traveling Public," I have no reason to question its conclusions.

The issue of the timetable for completing the ADA-compliant bus stops is something that needs to be addressed by the LAC over the next several months. Of course, it will be up to the Board of Directors to decide how the cost of a more aggressive program stands up to other needs. It may then be considered in next year's monitoring report.