



Ann Arbor Area Transportation Authority Local Advisory Committee

Code of Conduct and Guide to Public Participation

Welcome to the AAATA's Local Advisory Council meeting. We hope the following information will help you understand the rules for public participation and comments during these meetings.

The LAC Executive Committee appreciates and encourages your participation and offers these rules of procedure and conduct to ensure that everyone has an equal opportunity to speak in a civil and respectful environment.

PUBLIC COMMENT AT LAC MEETINGS

All LAC meetings follow the order of business presented in the agenda. The agenda is available in the AAATA lobby the day of the scheduled meeting. The Agenda will also be made available virtually prior to the meeting.

Participants may speak publicly during the items designated *Public Comment* on the meeting agenda. The LAC asks that participant comments be framed to provide a point of view, provide valuable information, or express a concern.

Agenda and Procedure

1. Public Comment shall be set prior to and after Business Items on the agenda.
2. In order to designate priority in speaking, attendees shall sign up in person prior to the start of Public Comment.
3. In the case of virtual meetings, participants should use the raise hand feature noted by the moderator and will be called on in order or request.
4. Each speaker will be allowed three minutes. Speaking times may be changed to accommodate the number of speakers in the allotted time frame.
5. A maximum of thirty minutes total will be allowed for public comment time per meeting. Fifteen minutes will be designated prior to the agenda for agenda-related comments. Fifteen minutes will be designated following the agenda for general comments.
6. Following signed-in speakers, others who wish to speak may be recognized by a show of hands.

7. Comments made during Public Comment prior to the Agenda shall be directly related to the topics listed in the Agenda.
8. Comments made during Public Comment after the conclusion of the Agenda may be regarding any matter.
9. Time will be provided after Public Comment for AAATA staff response and/or statements.

HOW TO PARTICIPATE IN PUBLIC COMMENT

Attendees are urged, but not required (unless specifically directed by the LAC Executive Committee) to present requests or complaints in writing to AAATA staff or the LAC before meetings, along with indications of desire to address the LAC.

For meetings held in person, attendees that wish to address the LAC are encouraged to sign in before the start of Public Comment. A sign in sheet will be located at the entrance of the Board Room. Please print and sign your name to ensure correct spelling in the minutes. If you require assistance, please ask. Using the sign in sheet to establish priority, the LAC Chair will call on you to speak.

Please wait to be called on and acknowledged by the LAC Chair before you speak. Direct your comments to the LAC Executive Committee members. Begin by stating your name. (You may also state your address for the record if desired.)

For virtual meetings, please follow the instructions for Public Comment by given by the meeting moderator. Comments will be taken in the order that they are received. Please wait to be called on by the moderator.

Acceptable Conduct

The LAC Executive Committee appreciates and encourages your participation and offers these rules of procedure and conduct to ensure that everyone has an equal opportunity to speak in a civil and respectful environment.

1. Speakers will not share, loan or borrow time.
2. Comments from speakers must be civil and respectful. Comments on physical appearance or character not related to job performance will not be tolerated.
3. Infractions will result in the loss of remaining time, by order of the Chair, after one warning.

4. Additional warnings or behaviors which seriously disrupt the flow of the meeting may be grounds for removal from that meeting including the loss of LAC Membership.
5. The meeting audience is expected to respect the views of others and not interrupt or harass speakers. Persons not following this rule may be expelled from the meeting by order of the Chair after one warning.
6. All speakers are expected to refrain from personal attacks on Council Members, AAATA staff or other members of the audience.

When speaking please direct your comments to the LAC Chair and Executive Committee. State your comments or concerns. It is generally not the practice of the LAC Executive Committee to respond directly to questions during Public Comment. However, the LAC Executive Committee may call upon the AAATA staff to respond.

COMMUNICATING WITH LAC EXECUTIVE MEMBERS

If you have a concern or issue that you would like to discuss that exceeds the allowable time, you are encouraged to contact the LAC Executive Committee directly. You may contact the LAC Executive Committee Members in the following ways:

US Postal Mail:

AAATA- LAC
2700 S. Industrial Hwy
Ann Arbor, MI
48104

Or

E-mail:

LAC@theride.org

Last Revised 1/2021



Local Advisory Committee

Meeting Agenda

February 9, 2021

Time: 1:30 to 3pm
Chair: Cheryl Weber
Location: Virtual

<https://theride-org.zoom.us/j/97616615636?pwd=M3I5WWYwckZuTzNUdEdzVVIvc1c5UT09>

Passcode: 324646

By Telephone: US: +1 312 626 6799 or +1 929 205 6099 or +1 301 715 8592 or +1 346 248 7799 or +1 669 900 6833 or +1 253 215 8782

Webinar ID: 976 1661 5636

Passcode: 324646

Agenda Item	Outcome	
1. OPENING ITEMS		
1.1 Approve Agenda	D	Chair
1.2 General Announcements and Introductions	O	Chair
1.3 Public Comment 5 min per speaker	O	15 minutes
2. CONSENT AGENDA		
2.1 Review and Approval of Minutes	D	Chair
3. OPERATIONAL UPDATES		
3.1 Board Report	I	Board Representative
3.2 ARide/ Paratransit Service Update	I	Staff
3.3 Fixed Route Service Update	I	Staff
3.4 Vehicle Accessibility Plan 2022	I	Caitlin Conway
4. ACTION ITEMS		
4.1 LAC Procedures	D	Chair (attachments)
a. Bylaw Review	D	Chair
b. Executive Terms	D	Chair
c. Meeting Frequency	D	Chair
d. Public Comment	D	Chair
4.2 ARide No-Show Policy	D	Chair
5. PUBLIC COMMENTS		
5.1 Public Comment 5 minutes per speaker	O	15 minutes
5.2 Staff Statement	O	Staff
6. CLOSING ITEMS		
6.1 Topics for Future Agenda	O	Chair
6.2 Next Meeting Date	D	Chair
6.3 Adjourn	D	Chair

D = Decision, I = Information, O = Other

CURRENT LAC EXECUTIVE TERMS 2018/2019

	MEMBER	TERM	OCT 1 - SEPT 30	REPRESENTS	STATUS
1	Janet Nutt (Co-Chair)	1	2019-2021	D	Active
2	Clark Charnetski (AAA1B)	N/A	PERPETUAL	AAA1B / S	Active
3	Debra Poster	2	2019-2021	D	Active
4	Stephen McNutt	1	2018-2020	D	Active
5	Larry Keeler	1	2018-2020	D	Active
6	Cheryl Weber (Chair)	1	2018-2020	D	Active
7	Andrea Henry(CIL)	2	2019-2021	CIL / D	Active
8	Jody Slowins	2	2019-2021	D	Active
9	Rebecca Burke	2	2019-2021	D	Active
10	Mary Wells	1	2018-2020	D	Active

- Terms begin October 1.
- AAA1B holds a perpetual seat on the LAC Executive Board.
- Executive members may remain in seat for 2 two-year periods.
- A one-year period must lapse between reappointments.
- There may be no less than 6 and no more than 10 LAC Executive members.

REPRESENTATION

S = A senior age 65 years or better

AAA1B = Area Agency on Aging 1-B

D = A person with a disability

CIL = Center for Independent Living

NOTICE: The Local Advisory Council(LAC) must review and be given the opportunity to comment on this Vehicle Accessibility Plan (VAP). Please attach the signed minutes of the LAC meeting at which this VAP was discussed and approved.

Name of Applicant (legal organization name)

Ann Arbor Area Transportation Authority

1. Total D-R Fleet anticipated for application year (including locally funded vehicles)

30

2.Total Anticipated D-R Fleet Accessible or lift-equipped (including locally funded vehicles)

30

3. Has the agency made any changes in vehicle inventory described in No. 1 and No. 2 above since the last accessibility plan update was submitted?

(If "yes" explain changes and reasons for those changes below.)

Yes No

Explain changes and reasons for those changes

The fleet was reduced from 34 to 30 dedicated A-Ride vehicles because AAATA retired 4 vehicles that were beyond their useful life. All vehicles are now accessible and the current fleet has more high-capacity vehicles than previous fleets.

4.Has the agency made any changes in the following since the last accessibility plan update was submitted?

A. Fare structure

Yes No

B. Service area information

Yes No

C. Service availability information

Yes No

Please Explain

AAATA is operating under a Temporary Service Plan due to the COVID-19 pandemic. Same-day reservations and GoldRide cardholder (65+) access to A-Ride are suspended.

D. Service Hours/days of operation

Yes No

E.Local advisory council membership

Yes No

5.Has the agency made any other changes in its vehicle accessibility plan since last submission of an accessibility plan or annual update?

Yes No

6. How frequently does the agency's LAC meet?

Annually Quarterly Monthly Other

7. LAC MEMBER LIST (List below the members of your agency LAC. Attach a separate page of additional names if necessary.)

NOTICE: The Local Advisory Council (LAC) must review and be given the opportunity to comment on this Vehicle Accessibility Plan (VAP). Please attach the signed minutes of the LAC meeting at which this VAP was discussed and approved.

NOTE: MDOT Administrative Rule 202 requires that the applicant agency shall establish a LAC composed of a minimum of three members. No LAC member shall be a staff or board member of the applicant agency. The applicant agency shall ensure all of the following:

- 1) 50% of the LAC membership represents persons who are 65 years of age or older and persons who have disabilities within the service area;**
- 2) the LAC membership includes people who have diverse disabilities and the elderly who are users of public transportation; and**
- 3) the applicant agency has approved at least one member, or 12% of the membership, jointly with the area agency on aging.**

Does the list of members reflect the membership in the minutes?

Yes No

1. CHAIRPERSON'S NAME**Affiliation (Name of organization, if any)**

Cheryl Weber

Community Member

This member represents

- Persons with Disabilities** **Persons 65 years and older** **Neither of these groups**

This member is

- Jointly appointed by an area agency on aging** **A user of public transportation** **None of these groups**
 Age 65 or older **A Person with Disabilities**

2. NAME**Affiliation (Name of organization, if any)**

Rebecca Burke

Community Member

This member represents

- Persons with Disabilities** **Persons 65 years and older** **Neither of these groups**

This member is

- Jointly appointed by an area agency on aging** **A user of public transportation** **None of these groups**
 Age 65 or older **A Person with Disabilities**

3. NAME**Affiliation (Name of organization, if any)**

Clark Charnetski

Area Agency on Aging 1-B/Community Member

This member represents

- Persons with Disabilities** **Persons 65 years and older** **Neither of these groups**

This member is

- Jointly appointed by an area agency on aging** **A user of public transportation** **None of these groups**
 Age 65 or older **A Person with Disabilities**

4. NAME**Affiliation (Name of organization, if any)**

Andrea Henry

Center for Independent Living/Community Member

This member represents

- Persons with Disabilities** **Persons 65 years and older** **Neither of these groups**

This member is

- Jointly appointed by an area agency on aging** **A user of public transportation** **None of these groups**
 Age 65 or older **A Person with Disabilities**

5. NAME

Affiliation (Name of organization, if any)

Larry Keeler

Community Member

This member represents

- Persons with Disabilities**
- Persons 65 years and older**
- Neither of these groups**

This member is

- Jointly appointed by an area agency on aging**
- A user of public transportation**
- None of these groups**
- Age 65 or older**
- A Person with Disabilities**

6. NAME

Affiliation (Name of organization, if any)

Stephen McNutt

Community Member

This member represents

- Persons with Disabilities**
- Persons 65 years and older**
- Neither of these groups**

This member is

- Jointly appointed by an area agency on aging**
- A user of public transportation**
- None of these groups**
- Age 65 or older**
- A Person with Disabilities**

7. NAME

Affiliation (Name of organization, if any)

Janet Nutt

Community Member

This member represents

- Persons with Disabilities**
- Persons 65 years and older**
- Neither of these groups**

This member is

- Jointly appointed by an area agency on aging**
- A user of public transportation**
- None of these groups**
- Age 65 or older**
- A Person with Disabilities**

8. NAME

Affiliation (Name of organization, if any)

Debra Poster

Community Member

This member represents

- Persons with Disabilities**
- Persons 65 years and older**
- Neither of these groups**

This member is

- Jointly appointed by an area agency on aging**
- A user of public transportation**
- None of these groups**
- Age 65 or older**
- A Person with Disabilities**

9. NAME

Affiliation (Name of organization, if any)

Jody Slowins

Community Member

This member represents

- Persons with Disabilities** **Persons 65 years and older** **Neither of these groups**

This member is

- Jointly appointed by an area agency on aging** **A user of public transportation** **None of these groups**
 Age 65 or older **A Person with Disabilities**

10. NAME

Affiliation (Name of organization, if any)

Mary Wells

Community Member

This member represents

- Persons with Disabilities** **Persons 65 years and older** **Neither of these groups**

This member is

- Jointly appointed by an area agency on aging** **A user of public transportation** **None of these groups**
 Age 65 or older **A Person with Disabilities**

Local Advisory Council Meeting Summary

Meeting Date: March 3, 2020

Location: Dawn Gabay Operations Center, 2700 S. Industrial Highway, Ann Arbor, MI 48104

LAC Committee Member Attendees: Cheryl Weber (Chair), Debra Poster, Rebecca Burke, Clark Charnetski (Rep.A1B) Jody Slowins, Larry Keeler, Andrea Henry (CIL), Stephen McNutt, Mary Wells

LAC General Members in attendance: Don Stasie, Liz Aldridge, Romona Williams

LAC Committee Members not in attendance: Janet Nutt (Co-Chair)

AAATA Board Liason: Kathleen Mozak-Betts

AAATA Staff Liaison: Robert Williams (AAATA), Michelle Willis (AAATA), Tracy Byrd (AAATA), Julia Roberts (AAATA), Bryan Smith (COO, AAATA)

Guests: Darryl Johnson (RideCorp), Pedro Baez (RideCorp), Michelle Johnson, Charles Dixon (CTAA)

1. CALL TO ORDER
<ul style="list-style-type: none"> • Chairperson Weber called the meeting to order at 1:35 p.m. • Mr. Smith gave a presentation about fixed route changes, and changes to Mobility from the Paratransit Study
2. REVIEW & APPROVAL OF AGENDA
<ul style="list-style-type: none"> • Agenda was approved with no corrections
3. REVIEW & APPROVAL OF MINUTES
<ul style="list-style-type: none"> • Minutes were approved with corrections to grammatical errors.
4. ANNOUNCEMENTS
<ul style="list-style-type: none"> • Mr. Charnetski mentioned the Transportation Commission Meeting will be at the Ann Arbor City Council Chambers on March 18th at 7:00pm
5. BOARD REPORT
<ul style="list-style-type: none"> • Chairperson Weber mentioned the RTA's board approval of the new D2A2 service. Chairperson Weber also mentioned AAATA's renewed talks with the city regarding the old "Y" lot.
6. PUBLIC COMMENT
<ul style="list-style-type: none"> • Mr. Stasie, Ms. Mozak-Betts, and Ms. Williams all mentioned issues with fixed route buses not holding for transfers at the BTC. • Ms. Williams also mentioned issues with fixed route drivers de-boarding at unsafe locations • Ms. Mozak-Betts requested a more functional setup of the board room for future LAC meetings
7. OWNERSHIP AND OUTREACH ITEMS
<ul style="list-style-type: none"> • Chairperson Weber asked the LAC about options that would help them better decipher the Board ends policies. • Mr. Charnetski Mentioned continued meetings with the RTA regarding Tri-County Partnerships • Ms. Willis announced that the RFP for ADA and premium services has been made public and is open for bid

8. OPERATIONAL TOPICS

- Ms. Roberts introduced Mr. Dixon from CTAA. Mr. Dixon spoke about upcoming Flex-Ride changes and CTAA's partnership with Toyota to promote micro transit.
- Ms. Roberts also gave a brief update on current projects
- Ms. Willis introduced the Finalized Mobility Plan for ADA and premium services
- Ms. Willis also introduced newly created charting graphs that will show A-ride service trends from month to month, and year to year.
- Ms. Henry wondered if something like this would be best shown every quarter instead of every month.

9. PUBLIC COMMENT TIME

- No public comment at this time

10. FUTURE NEW BUSINESS TEAMS

- No future business added at this time

11. ADJOURNMENT

- Chairperson Weber adjourned the meeting at 3:35 p.m.

Respectfully Submitted by: Robert Williams, LAC Liaison / AAATA
Paratransit Supervisor

LOCAL ADVISORY COUNCIL BY-

ANN ARBOR AREA TRANSPORTATION AUTHORITY

PURPOSE OF THE LOCAL ADVISORY COUNCIL (HEREAFTER REFERRED TO AS LAC) IS TO:

1. Provide input, review and comment on the Vehicle Accessibility Plan as required by the Michigan Department of Transportation (MDOT).
2. Generate discussion, interpretation, and recommendations to the Board regarding any senior adults and persons with disabilities related issues of a significant nature.
3. Work with the AAATA staff as directed by the AAATA Board toward the achievement of the organization's goals and objectives.
4. Report regularly to the AAATA Board of Directors the activities, actions and recommendations of the Council.

AUTHORITY

The authority of the LAC is expressly derived from the Americans with Disabilities Act of 1990, within the transportation subsection. This states that every transportation system shall have an advisory committee representing persons with disabilities. This committee shall meet on a regular basis, not less than four (4) times a year. This standard is exceeded by the AAATA LAC which meets eleven (11) times per year.

The accessibility plan is submitted in compliance with Section 10e (18) of the Michigan Transportation Fund Act (MLC 247.660e) ("Act 51") and the administrative rules for Michigan's Comprehensive Transportation Fund which require input from seniors as well as persons with disabilities.

The authority of the LAC is derived from the action of AAATA according to mandates stated above.

EXECUTIVE COMMITTEE: APPOINTMENT, TERM, AND MEMBERSHIP

The Executive Committee of the LAC shall consist of no less than six (6), nor more than ten (10) members appointed by the Board. Of these, at least:

- Two (2) members shall be 60 years of age or older.
- Two (2) members who are transit challenged and
- One (1) member representing the Area Agency on Aging 1-B, totaling five (5).

LOCAL ADVISORY COUNCIL BY-

The remaining 1 to 5 members may consist of representatives of human services agencies, civic organizations and others who have an interest in public transportation services. No members shall be employees of AAATA.

LOCAL ADVISORY COUNCIL BY-

- The Executive Committee members shall serve for a two-year term and may be reappointed for one additional two-year term. If an individual serves two consecutive terms, an interval of one year must pass before a member is eligible again for appointment. Term limitations shall not apply to those Executive Committee Members who are representatives of service agencies whose appointments are mandated by these by-laws, AAATA requirements, or state or federal mandates.
- All Executive Committee members shall be residents within the AAATA service area or be an agency representative whose agency serves residents of the AAATA service area.
- Executive Committee members will vote on items required by state statute or administrative rules.
- Members of the Executive Committee shall be elected to the positions of First Chairperson and Second Chairperson by majority vote of the Executive Committee. Elections will occur each September, with terms effective in October. At least one of these officers shall report to the AAATA Board on behalf of the LAC.
- Each Executive Committee member has one vote to cast for each action before the LAC. The Chair casts the deciding vote when a tie exists.
- All members of subcommittees shall be appointed by the Chair.
- Any Executive Committee member who wishes to resign shall do so in writing to the LAC. If an Executive Committee member misses three meetings per term without explanation, the Executive Committee will recommend removal to the AAATA Board of Directors. At this time, a letter will be sent to the individual explaining why this action was taken. The Executive Committee members will then recommend a suitable replacement to the AAATA Board of Directors.
- A quorum is defined as more than 50% of the Executive Committee. A quorum is not necessary for the approval of LAC minutes.

RESPONSIBILITIES OF THE CHAIRPERSON INCLUDE:

1. To facilitate each meeting of the LAC.
2. To attend AAATA Board meetings and report LAC activities.
3. To set agenda items for the LAC meetings.

In the event that the First Chair is unable to fulfill any of these responsibilities, the

LOCAL ADVISORY COUNCIL BY-

Second Chair will step in. In the event that neither the First nor Second Chair is able to fulfill these responsibilities, any suitable member of the Executive Committee can be asked to fulfill the task at hand.

LOCAL ADVISORY COUNCIL BY-

GENERAL MEMBERSHIP

Upon request to the LAC Executive Committee, any qualifying individual who wishes to attend the meetings of the LAC is eligible to become a non-voting member after attending two LAC meetings.

- Membership will continue as long as the individual attends one meeting per year.
- A member may resign at any time by stating his intention to do so.
- General membership does not vote.
- Membership may be revoked or denied by a majority vote of the Executive Committee for a pattern of violation of the conduct portion of the Guide to Public Participation at AAATA LAC Meetings.

LAC MEETING TIMES

Regular meetings will be held on the second Tuesday of the month from 1:30pm until 3:00pm, excluding July.

- It is the responsibility of the AAATA to notify members of the Executive Committee of any canceled and rescheduled meetings.

LIAISON AND SUPPORT

An AAATA Board member shall be appointed by the Board Chair to attend LAC meetings and serve as a liaison between the LAC and the AAATA Board.

The AAATA Chief Executive Officer shall designate a staff member who will:

1. Attend LAC meetings and be responsible for minutes, record keeping, and mailing of notices and minutes.
2. Secure monthly meeting facilities and assure transportation for committee members.
3. Provide the LAC Executive Committee members with AAATA Board packets and other relevant information.

LOCAL ADVISORY COUNCIL BY-

BY-LAW AMENDMENTS

Any LAC member of LAC subcommittee may propose an amendment of these by-laws to the Executive Committee for adoption.

- Notice of intent to amend these by-laws shall be given to the Executive Committee at least three calendar days in advance of the meeting before any vote to amend may be taken.
- Such notice shall be by electronic means and/or by first class mail.
- A copy of the proposed amendments shall be included in the notification.
- At its next meeting, the Executive Committee may consider the adoption, rejection or modification of the proposed amendment.
- Adoption occurs by a majority vote of the Executive Committee members present, providing there is a quorum.

LOCAL ADVISORY COUNCIL BY-

**Adopted by the LAC Executive Committee on November 12,
2013**



Excessive No-Show Policy

The following policy is designed to provide a systematic response for persons who establish a pattern or practice of missing scheduled trips. The intent is to:

- Encourage users to cancel as far in advance as possible trips they do not intend to make.
- Inform users how their no-shows affect other users and the service.
- Remind forgetful users of their responsibilities.
- Stop misuse of service by a few people.

No-Show / Late Cancellation Violations

In accordance with Section 137.25 of the ADA regulations, AAATA will record customer no-shows, cancel at door and late cancellations as **no-shows** and may suspend riders who establish a pattern or practice of missed trips, whether trips are advanced reserved, same day or subscription trips.

Definitions

1. **A no-show** occurs when the vehicle arrives at the correct pickup location within the scheduled pick-up window and the rider fails to board or appear.
2. **A late cancellation** occurs when a customer cancels a scheduled trip on the day of the trip. A same day cancel is considered a no-show if the trip is cancelled within 30 minutes or less of the trips scheduled arrival time.

There are good reasons for some same-day cancellations and even an infrequent no-show. But a high rate of cancellations or no-shows reduces the amount of service available for others and can disrupt service and should not be permitted. This policy is to establish a graduated response to persons who demonstrate a pattern of excessive missed trips.

Excessive No-Show Threshold: No-Show are considered *excessive* when a rider:

- **No-shows** Fifteen (15%) percent or more reservations in a month with at least three (3) no-shows in the month.
- **Cancel at the Door:** Fifteen (15%) percent or more reservations in a month with at least three (3) no-shows in the month.
- **Late cancellations:** Twenty (20%) percent or more reservations in a month with at least five (5) late cancellations in the month.

No-Show Violation Responses

Step 1

The rider may be sent a notice informing them of their trip record, as well as penalties for continued violations. A copy of this policy is included the first time a customer receives a Step 1 notice.

Step 2

Violations within 3 months of receiving a Step 1 notice may incur a Step 2 Letter of Suspension. Step 2 penalties are:

- **Two (2) week suspension (or optional charge in place of)**

Step 3

Violations within 3 months of receiving completing a Step 2 suspension may incur a Step 3 Letter of Suspension. Step 3 penalties are:

- **Thirty (30) day suspension (or optional charge in place of)**

Step 4

Violations within 3 months of receiving completing a Step 3 suspension is considered excessive and may incur a Step 4 Letter of Suspension. Step 4 penalties are:

- **Ninety (90) day suspension**

Continued Violations

Continued violations within three months from receiving completing a Step 4 suspension are considered excessive may result in successive three (3) month suspensions. Missed trip records are wiped clean if no violations are incurred within a three-month period from receiving a violation notice and or completing a suspension.

Optional Charges in Place of Suspension

In place of a Step 2 or Step 3 suspension a charge of five (5) times the current fare for each no-show (beyond 3) and a charge of two (2) times the current fare for each same-day cancellation (beyond 5) in the subject month may be paid. These charges are due by the scheduled suspension date; otherwise the suspension will be imposed.