

Local Advisory Council

First Meeting: Tuesday, October 9th, 2007, 4:00pm

Location: Padnos Transportation Center, 171 Lincoln Avenue, Holland

Members Present: ___ Mike DeVries ___ Tony Harmer
 ___ Elizabeth Ferry ___ Lyle Sanders
 ___ Renea Walkotten ___ Ron Martin
 ___ **Barbara Blume** ___ Gert Vos

***Barbara Blume was only member not in attendance. She has recently taken ill and may be unable to attend future meetings.**

Meeting Agenda:

1. Introductions/Welcome to members.
2. Purpose of Committee. **Reviewed with council members.**
3. Election of Officer-Chair and Vice-Chair.

Tony Harmer was elected Officer-Chair, Mike DeVries was elected Vice-Chair.

4. Review of Recent Changes to Max Transit System (effective Sept 4, 2007).
 - Expanded Fixed Routes (7 Routes, 50 minute runs).
 - Operation of Transfer Center.
 - New Fares (Seniors & ADA/Medicare cardholders Free Fixed Routes).
 - Recent Changes: Greenbriar/Evergreen Commons/S. Meijer: 2 stops.

The council was looking for consideration for the idea of having ride-along greeters on the buses to answer questions, rather than the drivers doing so while behind the wheel. Greeters could explain policies, routes, etc.

Also, it was mentioned to incorporate better signage at the Padnos center in terms of the information/pass sales now being offered on-site at the MAX office "Customer Center."

5. Review of No Show policy.

Members reviewed No Show policy, agreed it was very fair policy—perhaps not harsh enough to those who are repeated No Shows. Several users in council reported being frustrated when No Shows occur.

To help eliminate No Shows, the council agreed operators could remind Reserve-A-Max users at time of scheduling about the No Show policy, especially for

newer users. Also, recommended posting of Reserve-A-Max No Show policy on buses, to reinforce the policy. Council agreed reinforcing the idea that repeated offenders risk losing Reserve-A-Max service might be enough to make users pay closer attention to the rules.

6. Future Ideas/Improvements.

- Addition of new bus shelters along route/locations.
Mentioned moving shelter to Riley St. Meijer. Project pending approval of location from Aaron Bessmer at Meijer. Charlie is waiting to hear back from him/leaving messages. Hoping to complete during October.
- Other considerations.
 1. The Route 1/Route 4 question was brought up to the LAC. After discussion of whether to expand Route 4 to include trailer park/Riley St. neighborhoods vs. Route 1 also stopping at Meijer, the committee would rather see the expansion of Route 4 to Trailer park/Riley St. neighborhoods. Cited better service to Eaglecrest school (students no longer crossing road) as well as adding service to new individuals as more important than a “second” bus stopping at Meijer.
 2. Barnes & Noble Bus Stop: Tony mentioned the current stop at Barnes & Noble is located in a dangerous place. Suggested moving the stop to the next light pole south (or two) to allow the bus to stop further away from the “corner” of the parking lot. This would allow better vision for automobile drivers (and cars turning the corner) to view traffic while passing alongside bus.

7. Communities In Motion Day

- Friday, October 12th. Free Fixed Routes, Cider & Doughnuts at Padnos Transfer Depot, beginning 8:30am.

8. Review/Conclusion of Meeting.

- Next meeting, Tuesday, December 4th, 2007, 4pm

Next meeting is scheduled for date shown above.