

## Local Advisory Council

Meeting Date/Time: Tuesday, April 1st, 2008, 4:00pm

Location: Padnos Transportation Center, 171 Lincoln Avenue, Holland MI

Members Present:     \_\_\_ Mike DeVries                       x   Tony Harmer  
                            x   Elizabeth Ferry                     \_\_\_ Lyle Sanders  
                          \_\_\_ Renea Walkotten                     \_\_\_ Ron Martin  
                          \_\_\_ Gert Vos                                   x   Richard Lichti

### Meeting Agenda:

- Welcome Richard Lichti to the Local Advisory Council.
- Open Discussion/Immediate Issues.

A few training/safety related issues were mentioned:

Wheelchair passengers: Drivers sometimes seem unclear on rules for securing passengers in wheelchairs on buses, and sometimes offering users a choice of whether or not to be belted in. Also drivers sometimes seem unfamiliar with the use of handicapped seat belts. Is there (or should there be enacted) a standard procedure for wheelchair safety/securing that should always be followed, with all chairs being secured the same way? The issue is to be discussed at next operations meeting with managers. Followup: All wheelchairs are secured by drivers as MAX policy, but in situations where oversized/motorized wheelchairs are used the safety harnesses will not work as designed. Drivers are trained to secure all chairs, but may appear unfamiliar/experience difficulty when non-standard chairs are secured.

Driver qualifications: Seems some drivers (possibly new drivers) are not familiar with fixed routes or Holland area locations on Reserve system. Are drivers trained and/or qualified based on routes, and do they actually drive the routes (fixed) before going on-the-job?

It has been noted by LAC riders that drivers are sometimes talking with passengers while driving. Is there a rule (or should there be, with signs posted on buses) against drivers talking while the bus is in motion? To be discussed at next operations meeting. MAX encourages drivers to serve as customer service/customer friendly agents in the field, therefore does not strictly prohibit them from speaking to passengers while driving.

Does MAX have a “secret shopper” passenger to monitor bus system services from a passenger’s perspective?

- Current News & Announcements/Bus System Changes:
  - New Website launched March 3, 2008, [www.catchamax.org](http://www.catchamax.org)
  - Automatic Door Service has installed handicapped-accessible doors at Padnos Transportation Center.

- Strategic Visioning Sessions: Saturday, March 29 & Saturday, April 26 @ Holland Police Dept., 10am-3pm.

LAC wanted to recommend for the transit system to note there is a need for electronic fare boxes, and faster/better ways to handle driver's paperwork on reserve system. There seems to be a lot of written paperwork involved with MAX, and LAC curious if there is a way for faster, more eco-friendly alternative.

- Barnes & Noble Stop: Stop moved from edge of parking area to bench area in front of Shoe Carnival. Route now runs out from property via Beeline and Felch streets, looking to add 1-2 passenger stops along this new route extension (Kragspaugh Court). Thanks for your help, Mike!

LAC was grateful for the new stop location. The new stop along with our new stops at Kragspaugh Court is much more easily accessible to passengers shopping/working at Lowes/B&N center.

- Application for Federal/State Grant Funding Submitted.

- Operation of Night Owl demand response service from 7pm-12am
- Building accessible paths to bus stops.

- Areas identified by LAC: TBD

The LAC determined to make sure all drivers know about this program. They may be aware of routine passengers who would benefit from a better accessible bus stop. Topic will be mentioned at next operations meeting with managers.

\*Added 4/10/2008:

Richard has met with Ruth at Disability Network. He mentioned MAX looking to create more accessible stops on routes, and that MAX was seeking help determine which stops are in need of concrete pads or better accessibility. Ruth was willing to provide a formal review of stops as project for MAX, for a fee. Is this something MAX would like to pursue, or are funds limited to where we can only improve a limited number of stops?

- Faith-In-Motion / Bus Shelter Sponsorships.

- Zion Lutheran, 77 W. 32nd St., seeking to purchase/maintain shelter on own property along sidewalk, considering electric snowmelt system.

The church is still discussing this option, awaiting to hear back from our contact. This is serving as our "guinea pig" for the program.

- Max Board seeking input/criteria to locating new shelters.

Possible location: NW or NE corner of 24<sup>th</sup> St. & Century Lane, located near apartments and East Middle School, and could easily be served by current Routes 6 & 7.

- Conclusion of Meeting.
- Next meeting, Tuesday, June 3rd, 2008, 4pm.