

Local Advisory Council

Meeting Date/Time: Tuesday, October 7th, 2008, 4:00pm

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

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

Also in attendance:

  x   Alfonso Mercado (MAX rider/member of the public)

Meeting Agenda:

- Open discussion/immediate issues.

Drivers do not seem to know all passes. Diagrams have been issued to drivers and posted on buses. We will confirm drivers are using them/keeping them available. Also, MAX has been updated their passes are reorders allow. Passes will soon “say what they mean” making it easier for everyone to identify. Example, the words “Half Fare Pass” will be added to the half fare pass.

Trolley: Ron & Tony shared some information from a wheelchair user’s perspective concerning the use of the trolley on the fixed routes:

1. Wondered if a disk securement could be used in the trolley, allowing for faster/easier wheelchair loading and securement.
2. The pull cord is not easy to reach for wheelchair-bound passengers needing to request a stop.
3. Also, they were wondering if the Trolley could not be used on Route 4 (which serves Greenbriar Apts. and several medical offices), but rather on a slower route such as Route 7.

Notes/observations concerning driver behavior:

1. The LAC group is overwhelmingly pleased with the conduct and helpfulness of MAX drivers
  2. Drivers have been observed using pencils to punch bus passes, apparently as a result of having lost/forgotten their punch tool.
  3. Waist belt securement for wheelchair users: It was mentioned whether it was policy or can become policy for drivers to ask all wheelchair users if they wish to be secured with a waist belt in addition to their wheelchair being secured.
- 2008 Ridership Figures through September (Handout)
  - Reserve-A-MAX fare increase for Full Fare,

- Half-fare no longer eligible on Reserve-A-MAX.
- Operation of Night Owl Reserve-A-MAX service began October 1, 2008.
- Bus shelter fund.
  - Two projects for summer 2009/commitments:
    - CBI/Holland Mission on River Avenue, Holland.
    - East K-8/East Middle School, E. 24th St., Holland.
    - PENDING: Waverly Meadows, James Center.

Alfonso Mercado shared with the group some video footage he had shot of vehicles passing through the railroad signal on 8th Street while the Amtrak train was boarding passengers at the Padnos Depot (the CSX signals were working properly at the time). Alfonso shared his concerns with the group about safety at this railroad crossing, and the group mentioned that he share the footage with the Holland PD, who may be able to monitor the crossing and issue tickets.

- Evergreen Commons, accessible pad installed/bus shelter relocated Sept. 8th.
- Brochure updates for 2009
  - Minor updates, minor route changes (Route 3, Route 6)
    - Route 3: Myrtle to Graafschap Road via 32nd St.
    - Route 6: Hope College, Women's Shelter added.
    - Other Misc. changes.

Alfonso Mercado made a request for a bus stop to be added at Beckman Dr. on Route 7, the request will be referred to the MAX Operations Committee.

- Conclusion of Meeting.
- Next meeting, Tuesday, December 2nd, 2008, 4:00pm.