

Q: Will Zeeland residents still be able to reserve rides with MAX?

A: Yes, ADA-eligible passengers and seniors over 70 years will be able to call ahead a day in advance to schedule a ride. However, they will be picked up by and will board the new Route 8-Zeeland bus. The fixed route Zeeland bus will deviate from the route to pick up reserved ride passengers, and then resume the regular route. Able-bodied residents in Zeeland within ½ mile of a bus stop will be required to use the fixed bus route.

Q: How will this change affect school students who originate or travel to Zeeland?

A: Students whose origins and destinations are within ½ mile of a bus stop will be required to use fixed bus routes to get to and from school. The addition of a Zeeland fixed route may mean that your student will no longer be eligible to use Reserve-A-MAX for transportation. Your student will board the bus stop closest to your home, and then may need to transfer to another route at the Padnos Center. They will disembark at the stop closest to their school and may need to walk the remainder of the way.

MAX can help you with trip planning for your student. Call MAX customer service at 355-1010 for assistance in planning your student's bus trip.

QUESTIONS & ANSWERS

ROUTE 8-ZEELAND

Beginning April 6, 2009



Wherever life takes you, we'll take you there

171 Lincoln Ave. Suite 20
Holland MI 49423
Phone (616) 928-2475
www.catchamax.org



Q: How is bus service changing for Zeeland residents?

A: Beginning Monday, April 6, 2009, MAX will begin operating a deviated fixed route that serves the City of Zeeland. The new Route 8 to serve Zeeland residents will replace the existing demand response service. The new fixed route to Zeeland means that most residents will now be able to use MAX's fixed routes for transportation.

Q: Why is this change being made?

A: A deviated fixed route was developed for Zeeland in an effort to offer more dependable and convenient bus service for Zeeland residents, provide a connection between Zeeland and Holland, and help MAX operate more efficiently to meet residents' transportation needs.

Q: What is a "deviated fixed route"?

A: Many transit systems operate deviated fixed routes as a way to combine fixed route service with demand response service. The bus travels along a fixed route, but deviates up to 3 times an hour to pickup/drop off ADA-eligible passengers who reserve a ride in advance. The bus then resumes its normal route. Reserved ride passengers are transferred to another Reserve-A-MAX bus either at the Padnos Center or another location along the route to be taken to their final destination.

Q: Where will Route 8-Zeeland go?

A: Route 8 to Zeeland will come within ½ mile of most residential, retail, medical, and industrial areas in Zeeland. Zeeland bus stops will be within easy

walking distance of all major employers. The route includes 23 stops that serve Huizenga Park, Royal Park Inn, City on a Hill, Lincoln School, area nursing homes, Family Fare, the industrial park on Riley and Fairview and businesses along Washington and Chicago Drive.

Q: How do Zeeland residents benefit from this new fixed route?

A: Zeeland passengers will no longer have to call in advance to schedule a ride with MAX. They can travel the same day by boarding at a bus stop at the hour of their choice. Reserved rides are not always available at the requested time. Fixed routes give passengers the freedom to travel when they choose, and offer more flexibility if plans change. You can catch a bus every hour going to and from Zeeland. Zeeland's fixed route will connect with MAX's other seven fixed routes hourly at the Padnos Transportation Center, allowing passengers to easily transfer to other routes to reach their final destination.

Finally, using the fixed route is less costly for passengers than reserved ride service. Reserved rides cost \$3 one way for adults as opposed to just \$1 on the fixed routes. Plus, Zeeland seniors and ADA passengers (who are able to negotiate to a bus stop) can now take advantage of riding the fixed routes for free all day, every day.

Q: What if I am an ADA passenger who lives in Zeeland, but needs a ride to Holland? How will I get to and from my destination using Route 8-Zeeland?

A: You will call MAX at 355-1010 by 4 p.m. at least a day in advance to request your reserved ride. The Route 8-Zeeland bus will deviate from its fixed route during the scheduled hour/day to pick you up. You must be ready and waiting to board the bus at your designated time. You will be transferred to another Reserve-A-MAX bus met either at the Padnos Transportation Center or another location along the route to be taken to your final destination. Transfers are free; no additional fare is required. All of our vehicles are wheelchair accessible so that we are able to accommodate persons with disabilities or those needing boarding assistance.

Q: What are the hours of operation for Route 8 to Zeeland?

A: Route 8-Zeeland will operate the same hours as MAX's seven other fixed routes. It will operate weekdays from 6 a.m.-7 p.m. and Saturdays from 8 a.m.-7 p.m. There is no Sunday or holiday service.

Q: What if I need a ride in the evening?

A: MAX operates a limited "Night Owl" reserved ride service Mondays through Saturdays from 7 p.m. to midnight after the fixed bus routes stop running. MAX received a New Freedom Grant from the Federal Transportation Administration to fund one vehicle and one driver to provide evening rides, primarily to get late shift workers to and from their jobs. Service is provided on a first come, first reserved basis. The cost for this reserved ride service is \$3 one way for adults and \$1 one way for ADA eligible passengers and seniors.