

Local Advisory Council

Meeting Date/Time: Tuesday, June 2nd, 2009, 4:00pm

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

Members Present:	<u>  x  </u>	Elizabeth Ferry	<u>      </u>	Lisa Scherer
	<u>  x  </u>	Ron Martin	<u>  x  </u>	Gert Vos
	<u>  x  </u>	Leigh Ann Bartels	<u>  x  </u>	Tony Harmer
	<u>  x  </u>	Eric Heiberg	<u>      </u>	Carol Rickey

Kathryn Gillen from Disability Network also joined the group.

Meeting Agenda:

- Open discussion/Immediate issues.

Tony mentioned that he has heard from several ADA passengers that they are very pleased with the care and consideration the drivers have shown.

**Relayed to MAX management.**

Gert mentioned that on Saturday afternoons there are some suspicious looking characters inside the lobby of the depot. Now that the main office closes at noon, is it possible to have a police or MAX person patrol the area?

**Discussed at operations meeting 6/9/2009: A MAX road supervisor will begin regularly patrolling the main lobby & restrooms during Sat. afternoons.**

Gert wondered also if the Family Fare bus stop in Zeeland could be moved to the turnout closer to the main drive on Riley St.

**Discussed at operations meeting 6/9/2009: With the main intersection nearby and the plaza traffic, the operations members felt the bus stop was better left at its current location. The bus will deviate to the front door of Family Fare with a 24hr. or more advanced reservation, or (SEE "SPECIAL NOTE" BELOW) the bus may be able to deviate with a same day reservation if it happens to fit into the daily schedule—riders should call in to find out.**

Leigh Ann liked the MAX coffee Mugs, and asked that they be made available for reward points.

**Request has been forwarded to marketing department.**

Tony wondered if MAX drivers are trained to handle people with specific health conditions (such as epilepsy/seizures).

**The group was told that MAX is trained to call 911 immediately in the event of a health emergency, regardless of the cause. Drivers are not trained to recognize or handle specific conditions, but rather to call 911 and perform basic first aid until help arrives.**

Route 5 bus stop: was this one moved from Walgreens to Speedway as planned in the April routes changes?

**Discussed at operations meeting 6/9/2009. The bus stop sign will be moved later in the month.**

- New Route 8 – Zeeland began Monday, April 6th.
  - Total Zeeland ridership for April 2009 up 25% over April 2008.

Gert mentioned if the Route 8 bus could stop at Royal Park main doors each hour, people may be more willing to catch the bus if it stopped there each hour. She wanted to know if this was possible? (maybe at least during typically slower hours this could work?)

**Discussed at operations meeting 6/9/2009: The fixed route bus cannot make an hourly stop inside Royal Park to the main building. Fixed routes are not setup to do this, especially given the time constraints. The distance to the bus stop is less than ¼ mi from the main building, and there is a sidewalk leading to it. However, for a \$1 fare and a 24hour advanced notice reservation, the bus will deviated into Royal Park for a pickup from any of the buildings or condos.**

**SPECIAL NOTE FOR SAME DAY RIDES: ADA and Senior riders can always call the main office if in need of a same-day ride. Should there happen to be any time openings for a same-day ride, the operators will let the rider know. Availability depends greatly on the schedule and time needed during that particular day. A same day ride may (but not always) be available. The fare will still be \$1 to ADA or Senior riders. A rider cannot request a same-day ride from a bus driver after boarding.**

- MAX Summer Fun Pass on sale, aimed at teens to ride during non-school months.
  - Passport allows for chance to win prizes, discounts offered around town.
- 2010 Millage Renewal/Expansion. (See Table for selected MI systems).
  - The MAX Board is considering two proposal measures:
    - I: Renewal of current millage: 0.40 (2225)
    - II: Addition of service with additional millage request:

LAC and riders in the past have mentioned any new service millage should be clearly researched and planned and made available for public viewing and comment (website, copies at depot) long before the actual vote to help educate public and get the word out.

1. 7pm to 10pm (or 11pm) fixed & demand service. (550)

2. Sunday fixed & demand service, 8am-7pm. (325)

LAC agreed this was the most important option to them.

3. :30 minute peak times, all routes (2:30pm-6:30pm). (150)

Some thought this option might be too confusing for MAX and riders.

4. Combination: Peak ½ hour routes, 10pm service. (700)

Consider shortening headway along routes rather than adding extra buses, making routes like old way as much as possible (back and forth routes). Also, routes 1 & 2 to link up, or having a northside transfer stop.

Tony mentioned a possible use for the Ford vans might be for a limited same-day service for ADA/Senior riders, whether supported through the current structure or as part of a millage funded proposal.

Also, the LAC overwhelmingly voiced their support for Sunday fixed/DR bus hours (preferably beginning at 7am/8am and going until 4pm/5pm or later). They felt this would help people (especially without cars) get to church, jobs, and shopping/leisure activities on weekends, and they believed it would get much support from churches and their congregations.

If possible, the addition of some evening hours would be most ideal along with Sunday service. But, if only one choice was available, the LAC recommended Sunday Service above all other options.

**This information was passed along at the operations meeting on 6/9/2009. Sunday routes and Reserve service will be considered by the MAX board along with all other data, questionnaires, options, etc., should service improvement be considered.**

- Further decreases in No Shows noted with ½ mile DR requirement (See Table).
- Bus Shelters on order, DELIVERY FOR FIRST 3 SHELTERS: Tuesday, June 9.
  - Due to low bid on RFP, just enough funds remained for 4 total shelters.
    - Location of 4th shelter: James Center, delivery later this summer.
- Conclusion of Meeting.
- Next meeting, Tuesday, August 4th, 2009, 4:00pm

Service Times of Some Michigan Transit Systems' Fixed Routes:

Muskegon	M-F 6:30am-6pm	Sat., 9:30am-5:45pm	Sun., Closed
Battle Creek	M-F 5:15am-6:45pm	Sat., 9:15am-5:15pm	Sun., Closed
Kalamazoo	M-F 6am-10:15pm	Sat., 6am-10:15pm	Sun., Closed
Bay City	M-F 6am-6pm	Sat., Closed	Sun., Closed
Saginaw	M-F 6am-8pm	Sat., 6am-8pm	Sun., Closed

**NO SHOWS TABLE**

<b>Year</b>	<b>Avg. No. of No Shows per month</b>
2006	512
2007	489
2008	231
2009	161 (first 5 months)

**MAY 2009 FIXED ROUTE RIDERSHIP**

<b>Route</b>	<b>Total Ridership</b>
2	3,991
6	3,554
1	3,308
5	2,801
4	2,618
3	2,486
7	1,337
8	1,056