

Local Advisory Council

Meeting Date/Time: Tuesday, October 6, 2009, 4:00pm

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

Members Present: x Tony Harmer, LAC/Chair x Lisa Scherer
 x Ron Martin, LAC/Vice Ch. x Gert Vos
 x Leigh Ann Bartels x Elizabeth Ferry
 x Eric Heiberg

Guests: None

Meeting Agenda:

- Open discussion/immediate issues.

Tony mentioned the new roadside bus stop at Greenbriar (Outbound Route 4) being located along Waverly and expressed concern about the potential for snow banks being too high for passengers to board. **MAX will pickup at the driveway nearest the bus stop sign, as it does during winter for all its bus stops. To ensure pickup passengers should—in this situation—be sure that they are along the roadside waiting for the bus and to indicate to the driver by waving as the bus approaches.**

Tony also expressed interest in MAX exploring expanded service to Sundays. He has made a connection with a member of the religious community in Holland who was very interested in working with Tony and MAX in organizing support among local churches for Sunday MAX services. LAC and many in the local community are hoping a measure in the next millage can be added to provide some form of Sunday bus service, even if it's a limited number of Reserve-A-MAX buses. Members may express their desire formally to the Authority Board at upcoming meetings during the public comment phase.

Some concern was expressed again about drivers talking with passengers while the bus is in motion. **For road safety and communication purposes (radio/sirens, pull cords, etc.), drivers should not be talking (distracted) while the bus is moving. Passengers who repeatedly do so should be written up by driver or staff (per suspension policy). Drivers who repeatedly talk while driving should also be reported to MAX.**

- MAX Suspension Policy, to be used in conjunction with Passenger Courtesy Rules (see handouts).

LAC was pleased to see a formal Suspension Policy being adopted by the transit authority that clearly outlines offenses and punishment procedures. LAC expressed concern in communicating the policy with the passengers as a deterrent. **The policy has been posted on the website, but for those without internet access, MAX will consider adding all or part of the suspension policy in its general route brochures during its next revision phase. Also, Rider Courtesy Rules have already been posted on all MAX buses for several months now; the suspension policy works in conjunction with these rules, providing drivers and staff with a means to encourage proper behavior for all.**

- Suspension hearing, one LAC seat.

As LAC Chair, Tony agreed to be the first representative to serve at suspension hearings, followed by Ron Martin, Vice Chair. After that, availability of remaining members would be asked to fill the seat should Chair and Vice Chair not be able to attend.

- Fixed Route Passenger study: 307 total surveys submitted (see handout).

LAC was please to see the survey results, and expressed much interest in reviewing the Reserve-A-MAX survey results, which should be available by the November meeting date.

- New DVR security cameras to be ordered & installed during first quarter FY2010.
 - Keys features: On-scene display, easy remote downloading of data, cameras always recording rather than “event” driven, “down time” recording time after vehicle is turned off or parked.
 - Possible GPS option: would include live feeds, speed/braking and location data automatically logged.

The LAC was pleased with the new camera system plan and its potential upgrades that could benefit passengers as well. With cameras to be running at all times rather than event-driven, LAC would also like to see a system of random safety/training reviews of fixed route runs—maybe 4-5 randomly chosen per week—to evaluate drivers in the field as well as the system’s on time performance.

- New LAC meeting schedule FY 2010.

Tuesday, October 6, 2009
Tuesday, November 3, 2009
Tuesday, December 1, 2009
January—NO MEETING
Tuesday, February 2, 2010
Tuesday, March 2, 2010
April—NO MEETING
Tuesday, May 4, 2010
Tuesday, June 1, 2010
July—NO MEETING
Tuesday, August 3, 2010
Tuesday, September 14, 2010

- Conclusion of Meeting.
- Next meeting, Tuesday, November 3, 2009, 4:00pm.