

Local Advisory Council

Meeting Date/Time: Tuesday, December 1, 2009, 4:00pm

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

Members Present (x): x Tony Harmer, Chair, LAC  
Ron Martin, Vice Chair, LAC  
x Leigh Ann Bartels  
x Eric Heiberg

Lisa Scherer  
Gert Vos  
x Elizabeth Ferry

Guests:

Meeting Agenda:

- Open discussion/immediate issues.

Tony repeated some concern over the sidewalk maintenance for the upcoming winter between Greenbriar Apts. and K-mart Plaza. With K-mart closing, the sidewalk will no longer be looked after as well in terms of snow removal. K-mart always made sure the snow was clear after the City of Holland sidewalk plow passed through.

There seems to be some confusion over the Post Office bus stop in downtown Holland among some MAX riders. Riders are running into the street trying to stop buses (Route 5?) that are passing. Route 5 bus (with does not have the Post Office as a listed stop) either missed or did not pick up rider at this stop. Post Office is NOT a listed stop for Route 5.

Question to Operations: Should this stop be closed (<1/2 mile from transfer center) or included as part of Route 5's normal route?

- Possible "northsider" or "connector" fixed route for Holland Township.
  - Linking Rtes. 1, 2, 4 with major destinations, additional fixed route access.
  - Dependent on fleet capabilities before planning could begin.

LAC agreed shorter riding times for northside destinations would be beneficial, especially if the bus remained on the northside with transfers allowed at James Center, Westshore Mall, or FIA. Holland Township ridership could increase with an additional fixed route, and have better fixed route coverage like inside the city limit of Holland.

- Cancellation Policy review (see handout).
  - Same day Reserve-A-MAX ride availability.
  - No Show time limit: from 1/2 hour to 2 hours.

LAC members agreed a program to monitor excessive cancellations would be a benefit to all riders, especially if it allows better chance of same day rides being provided and more timeslots available to those who don't routinely cancel at the last minute. Late cancels don't allow the time slot to be used.

Eric mentioned how it might seem as though the policy would require rides to be cancelled 24-hrs ahead of time rather than 1/2 an hour, and how this might feel like a larger change in policy to some riders used to cancelling rides up to a 1/2 hour or so before their pickup time and not having it count against them.

- Route 1: Two new bus stops added at Riley Plaza (Laroc Rd.) just west of US-31.
  - Bus Stop #1: McDonald's, Rx Optical, Quizno's, Jimmy John's.
  - Bus Stop #2: Habitat for Humanity Store, industrial area along 128th Ave.

Some discussion ensued on the background of these new bus stops. Though in the end this will better serve an underserved area, it was originally brought to MAX's attention to help enable a former ADA individual achieve better/safer access via the fixed routes to her place of employment in the Riley Plaza area. Eric mentioned how fortunate he felt to live in a community where such needs are taken into consideration, and was grateful to MAX for considering and enacting this change to Route 1 for both her benefit and for others. LAC was overall pleased with new stops, offering better/safer access to some additional businesses/restaurants in one of Holland's more vibrant strip malls.

- Annual Report FY 2009 – Green electronic form, via email or MAX website.

LAC was anxious to review the latest report. LAC liked that the annual reports are now electronic versions especially when cost savings can be made.

- REMINDER: NO MEETING SCHEDULED FOR JANUARY!
- Conclusion of Meeting.
- Next meeting, Tuesday, February 2, 2010, 4:00pm.