

Local Advisory Council

Meeting Date/Time: Tuesday, March 2, 2010, 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  
X Lisa Scherer  
Gert Vos  
Elizabeth Ferry

Guests:

Meeting Agenda:

- Open Discussion/Immediate Issues.

Tony mentioned again about drivers requiring wheelchair passengers to use the shoulder belt. Eric mentioned as well having a driver use a waist belt (Posey Belt) during his use of the lift while boarding the bus. He didn't mind this at all, but was curious if this is required or not.

**FOLLOW UP: MAX drivers are trained in the following:**

1. **Posey Belts:** Belts for passengers with mobility devices, used around the waist to secure them during boarding/d disembarking and throughout the duration of the bus trip.
2. **Shoulder Belts:** Additional belts used inside the bus to secure passengers with mobility devices throughout the duration of their trip.

**SPECIAL NOTE:** Both belts are used for added passenger safety. MAX drivers are trained to assume passengers will use the Posey Belt and Shoulder Belt and will attempt to go through the motion of doing so. However, if the passenger specifically refuses or denies its use, drivers should not be saying it is required, but they will strongly suggest it be used.

In the end, the ADA passenger has the choice, but MAX drivers will strongly recommend the use of both belts and will attempt to use them unless told not to specifically by the passenger.

(LAC members: I will add this item to the next meeting's agenda as a review and time for questions, but feel free to call me before that: Charlie, 928-2494)

- Cancellation Policy (Eff. 1/2010): Counts and Update (See Handout)
- No Show Policy Update & Latest Counts (See Handout)

**The LAC was also told of the new ADA rule that no fees can be charged to ADA riders who No Show, although the suspension policy (3 within a rolling 30-day period) remains unchanged, and penalties equal to the bus fare remain in effect for other fare categories (Full Fare, Charge, Children, etc.).**

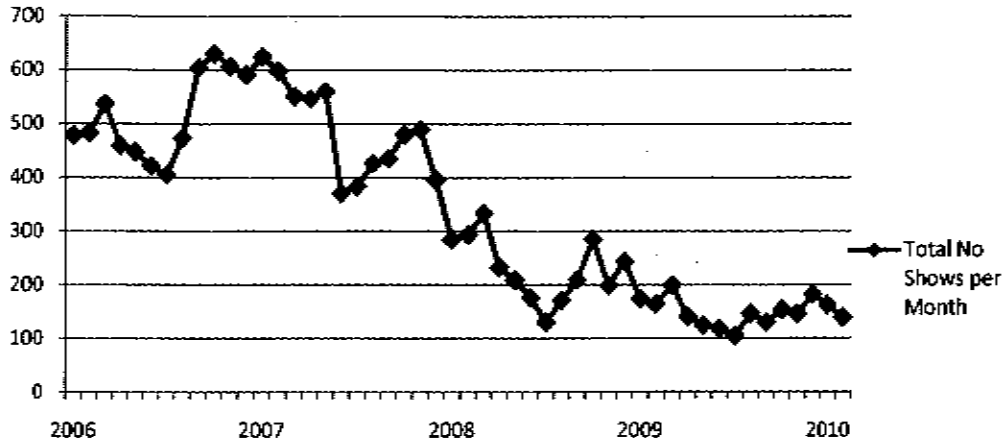
- Free Fixed Route Rides: Earth Day 2010, Thursday, April 22nd.
- Transportation Research Board Survey, Trains/Buses
  - Survey: How Transit Agencies Manage Strollers, Carts, Large Items.
- Conclusion of Meeting.

**Elizabeth Ferry will no longer be able to attend the LAC meetings. She has started a new job and she is really enjoying things there. She wished to say that she truly enjoyed taking part in the meetings and perhaps sometime in the future she may be able to take part again.**

- Next Meeting, Tuesday, May 4, 2010, 4:00pm.

**SPECIAL NOTE: NO APRIL MEETING**

**NUMBER OF NO SHOWS  
ROLLING 12-MONTH  
2006-2010**



**NUMBER OF LATE CANCELS  
ROLLING 12-MONTH  
2009-2010**

