

Local Advisory Council

Meeting Date/Time: Tuesday, August 3, 2010, 4:00pm

Location: Padnos Transportation Center, 171 Lincoln Avenue, Holland

Members Present (x): X Tony Harmer (Chair, LAC) Lisa Scherer
 X Ron Martin (Vice Chair, LAC) X Gert Vos
 X Leigh Bartels X Elaine Simcoke
 X Eric Heiberg X Charles Veldhoff (MAX)

Guests: None

Meeting Agenda:

- Open Discussion/Immediate Issues.

A member mentioned that wait times on the phone seemed to have lengthened during the last month, and that some of the recorded messages were out-of-date (Zeeland being referred to as a “new” route). MAX has monitored the call rates and determined an appropriate schedule for covering phones, but attention will still be made to ensure the shortest possible wait times. Going forward, members were also asked to record days and times that waiting is long, and to report those back to Charlie.

The group inquired about low floor buses not being lowered for passengers, that sometimes ramps are deployed without the bus being following knelt. This is especially a problem at bus stops where not curbs are present and the “step” into the bus is that much higher. FOLLOW UP: Driver’s will be directly instructed and reminded in the field via radio to lower/kneel buses for all passengers as a boarding courtesy, and to deploy ramps/lifts on request.

- New Operations Building, Background Info.

Information was provided, no discussion ensued.

- Arboc/Gillig Air-Conditioning Systems.

The Gillig A/C units are being recalibrated to not run so cold; initially it was a factory setting, but they are being reset at Maintenance.

The Arboc A/C units not working on hot days: cause determined. The units are being set too low and overworking, causing excessive moisture and freezing—and eventual system failure. Drivers have been instructed and reminded not to put at or below 70 degrees.

- Final Fixed Route Runs of the Day/Stranded Passengers.

It is the responsibility of the passenger to know when the bus routes end during the day. MAX does not want to leave passengers stranded. Drivers remind passengers during the last runs of the day that service will soon end. For passengers still needing an evening ride, there is a chance that Night Owl may be able to place a ride reservation, though it may take some time for it to reach the passenger and cannot be guaranteed. Call takers should always be checking with dispatch for Night Owl availability. Depending on the situation and availability, a supervisor may be able to assist in transporting a passenger, but this cannot be guaranteed or counted on as part of normal service. In event the passenger is confused—or unable to communicate a destination—the police may be called to assist in the matter.

- July 1, 2010 Conversion of Operations, New Staff/Drivers.

Information was provided, no discussion ensued.

- Conclusion of Meeting.

A briefing was given to the LAC over the content and determinations regarding the recent FTA Triennial Review covering FY 2007-2009.

The group was told that new Arbocs are due for delivery this fall, replacing additional bluebird buses that have reached their service age.

- Next Meeting, **Tuesday, September 14, 2010, 4:00pm.**