**MACATAWA AREA EXPRESS TRANSPORTATION AUTHORITY**

**LOCAL ADVISORY COUNCIL MEETING**

**DATE:** TUESDAY, AUGUST 6, 2019  
**LOCATION:** 171 LINCOLN AVE, SUITE 20, PADNOS CONFERENCE ROOM  
**TIME START:** 4:00 PM  
**MEMBERS PRESENT:** ELIZABETH SCHULTZ (CHAIR), KEN DEUR, MARTHA ZAHN, YEW MENG KOH  
**MEMBERS ABSENT:** SHELBY PEDERSEN, MATT GUINN, NATHAN DREYER  
**MAX STAFF PRESENT:** BRIAN VANDER HULST, ELISA HOEKWATER  
**GUEST(s):**

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<th>AGENDA:</th>
<th>NOTES/MINUTES:</th>
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<tr>
<td>1. WELCOME AND INTRODUCTIONS</td>
<td>BRIAN WELCOMED ALL MEMBERS PRESENT TODAY, AND HAD EVERYONE INTRODUCE THEMSELVES</td>
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<td>2. APPROVAL OF JULY 2, 2019 MINUTES</td>
<td>THE MINUTES OF THE JULY 2, 2019 WERE NOT SENT OUT LAST MONTH, SO BRIAN WILL SEND THEM OUT AND HAVE THEM APPROVED AT NEXT MONTH'S MEETING</td>
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| 3. ANYTHING NEW? | 1. THERE IS STILL SOME ISSUES WITH PROPER TIE DOWN WITH MOBILITY DEVICES, IN PARTICULAR THE VERY FRONT TIEDOWN ON THE GILLIGS AT THE AISLEWAY TIEDOWN. SOME DRIVERS ARE STILL NOT DOING THIS PROPERLY. MAX WILL INVESTIGATE THIS AND REPORT BACK NEXT MONTH.  
2. SEVERAL DRIVERS ARE ENGAGING IN TOO MUCH CONVERSATION WITH PASSENGERS AND ARE BEING DistrACTED FROM THEIR DRIVING, CAUSING THEM TO MISS STOPS, FOR BOTH PICK UP AND DROP OFF LOCATIONS.  
3. WE NEED TO WATCH WHERE WE ARE DROPPING OFF PASSENGERS SO THE RAMP IS NOT TO STEEP, OR NOT IN THE GRASS. THIS IS MAKING IT DIFFICULT FOR PEOPLE USING VARIOUS MOBILITY DEVICES.  
4. DRIVERS SHOULD HELP LOAD AND UNLOAD PASSENGERS IN WHEELCHAIRS IF REQUESTED. THEY DO NOT NECESSARILY HAVE TO PUSH THEM, IT IS FOR CONFIDENCE OF THE PASSENGER THAT IF SOMETHING SHOULD GO BAD, THAT WE ARE THERE TO HELP GUIDE THEM AS NECESSARY. YES, THIS MAY TAKE A LITTLE LONGER, BUT IT WOULD BE GREATLY APPRECIATED.  
5. ALSO DISCUSSED WAS THE QUESTION OF WHY ARE THE BUSES RUNNING AT A 4 MINUTE DIFFERENCE OF TIME? ELISA EXPLAINED THE ISSUE TO THE MOCCITTEE, AND SAID HOPEFULLY BY THE END OF THE MONTH, THIS WILL BE CORRECTED.  
6. ALTHOUGH IT IS HARD TO RESIST, DRIVERS ARE NOT TO PET OR TALK TO ANY SERVICE ANIMALS. IF THEY WANT TO SAY SOMETHING TO THE DOG, IT SHOULD GO THROUGH THE “MASTER” OF THE DOG. THIS IS FOR |
### SAFETY

A driver should not get into the dogs space. The dogs may get protective of the owner.

7. The best comment was that overall, Max is doing an excellent job, and the committee is very satisfied with the service, and the drivers, and they thank us for a job well done!

8. Some drivers are stopping too far away from the curb, and not deploying the ramp when they do so. Please remind the drivers of the 6-12” rule from the curb.

### 4. RIDERSHIP REPORT

The total ridership thru July, 2019 is 342,167 unofficially. Route 11 had 203 passengers for the month of July for a yearly total of 2026.

### 5. MARKETING REPORT – SHELBY

Marketing doesn’t really have anything going other than the bike & bus event going and here is a write up on that:

August 15th at the depot from 2-5PM (August 16th is rain date). Here are the details from Facebook:

We are excited to end this summer with a fun-filled, community event!

We will be having a free raffle for a chance to win some awesome bike themed gifts. You can earn extra entries by bringing school supplies to "Stuff the Bus" with!

Come enjoy an exciting event to teach children (and adults) bike safety, taking the MAX bus and using your bike, the importance of bike lights and more! There will be something for everyone!

Kids! We will have a bike safety course, so bring your bike and helmet to ride along with us! There will be spare bikes available if you are unable to bring your own or do not own a bike, but our spare bikes will be limited!

*One extra entry person into the raffle. To earn an extra raffle ticket individuals must donate school supplies to "Stuff the Bus"

### 6. AUTHORITY BOARD REPORT - ELISA

1. Elisa reported that there were too many board members absent so they did not have a quorum.

2. "Snow guards" were added on the Arboc bid to protect the wiring and mechanicals of the ramps from getting too much snow on them and causing wiring problems as we have in the past.
3. Members of the committee from West Michigan Express Transit Corridor gave a presentation about starting a transit service connecting Holland to Grand Rapids. The hope is to have this operational sometime in FY 2020. Max is reviewing different options as to how we can link our service a service to coincide with what they are trying to accomplish.

7. **Bus Update**

   The contract for a total of 25 buses over 5 years, was awarded to Holland Motorhome and Bus Company in Holland. 4 are now on order, but no completion date has been announced as of yet.

8. **Route Changes Update**

   Route 7 update- Route 7 changes began on August 1. We are now running the point of Waverly Ave around to where it connects to Lincoln Ave at the light by Haworth. This has been requested by passengers that work at Nova 1, and Residence Inn.

9. **Bus Shelter Update**

   Bids are due on the 14th for concrete work for 2 bus shelters. Also, a bid was received for the replacement of the shelter that was destroyed by a car on Hastings and Idarred. Bids for the other “new” shelters will go out soon.

10. **Executive Director Report - Elisa**

    1. Max is searching for a new operations manager, and hopes to hire one by the end of the month.
    2. A new safety committee has been formed, and held their first meeting recently. They will be meeting once a month to discuss various topics as needed.
    3. Michigan State University is conducting passenger satisfaction surveys and will have results of this survey soon for our review. This is another way to hear passenger suggestions and ideas, and to get a feel for how satisfied they are with our service, or ways to improve.
    4. The FTA will be here in September for the triennial review. The triennial review is a very important review, as they review all our policies, and give us suggestions as to how to be in full FTA compliance.

11. **Next Meeting**

   The next meeting will be Tuesday, September 3, 2019
2019 LAC MEETING SCHEDULE
MEET AT 171 LINCOLN AVE (DEPOT) CONFERENCE ROOM

SEPTEMBER 2019 – TUESDAY SEPTEMBER 3, 2019 @ 4:00 PM
OCTOBER 2019 - TUESDAY, OCTOBER 1, 2019 @4:00 PM
NOVEMBER 2019 - TUESDAY, NOVEMBER 5, 2019 @4:00 PM
DECEMBER 2019 - TUESDAY, DECEMBER 2, 2019 @4:00 PM

2019 BOARD AUTHORITY MEETING SCHEDULE (MEET AT SAME LOCATION AS LAC)

AUGUST 2019 – MONDAY AUGUST 26, 2019 @ 3:30 PM
SEPTEMBER 2019 - MONDAY, SEPTEMBER 23, 2019
OCTOBER 2019 - MONDAY, OCTOBER 28, 2019
NOVEMBER 2019 - MONDAY, NOVEMBER 25, 2019
DECEMBER 2019 – MONDAY, DECEMBER 23, 2019