DATE: TUESDAY, OCTOBER 1, 2019
LOCATION: 171 LINCOLN AVE, SUITE 20, PADNOS CONFERENCE ROOM
TIME START: 4:00 PM
MEMBERS PRESENT: ELIZABETH SCHULTZ (CHAIR), MARTHA ZAHN, AMY FLOREA
MEMBERS ABSENT: YEW MENG KOH, KEN DEUR, SHELBY PEDERSEN, MATT GUINN
MAX STAFF PRESENT: BRIAN VANDER HULST, NATHAN DREYER, ELISA HOEKWATER
GUEST(S): BRIAN VANDER HULST, NATHAN DREYER, ELISA HOEKWATER

### AGENDA:

| 1. WELCOME AND INTRODUCTIONS | BRIAN WELCOMED EVERYONE THIS MONTH, AND EVERYONE INTRODUCED THEMSELVES FOR OUR NEW MEMBER, AMY FLOREA. |
| 2. APPROVAL OF SEPTEMBER 3, 2019 MINUTES | THE MINUTES OF SEPTEMBER 3, 2019 WERE APPROVED AS PRESENTED. |
| 3. INTRODUCTION OF NEW MEMBER | AMY FLOREA WAS INTRODUCED TO THE COUNCIL AS A NEW MEMBER. AMY GAVE US A VERY QUICK BACKGROUND OF HER WORK WITH SENIOR RESOURCES, A NON PROFIT THAT WORKS WITH SENIORS CITIZENS, HELPING THEM WITH RESOURCES THAT ARE AVAILABLE FOR SENIORS, LIKE TRANSPORTATION, MEDICAL CARE GIVERS, ETC… |
| 4. ANYTHING NEW? | 1. DRIVERS NEED TO BE MORE PATIENT. THEY ARE BUSY AND RUSHED, AND IT SHOWS IN HOW THEY ARE TREATING THE PASSENGERS.  
2. DRIVERS ARE FORGETTING TO TIE DOWN PROPERLY, AND NOT ASKING IF THEY WOULD LIKE THEIR SEAT BELTS. IT WAS SUGGESTED THAT MAYBE WE COULD CALL SOMEONE LIKE AIRWAY OXYGEN TO BRING SEVERAL STYLES OF CHAIRS, SO PROPER TIE DOWN METHODS COULD BE DEMONSTRATED AND PRACTICED.  
3. A SUGGESTION WAS ALSO MADE TO HAVE A LAMINATED MAP OF EACH ROUTE IN EACH BUS, SO A PERSON WITH A SPEECH IMPEDEMENT CAN COMMUNICATE WHERE IT IS THAT THEY WOULD LIKE TO GO. |
| 5. RIDERSHIP REPORT | THE YEAR END TOTAL IS NEARLY READY, BUT WITH JUST A WEEK LEFT, THE PASSENGER COUNT IS AT NEARLY 407,000 PASSENGERS, WITH 2442 OF THOSE FOR ROUTE 11. YEAR END TOTALS WILL BE READY NEXT MONTH. |
| 6. MARKETING REPORT - SHELBY | 1. NO REPORT THIS MONTH |
| 7. DRIVER UPDATE – NATE | 1. WE HAVE HIRED 5 NEW DRIVERS. THOSE THAT HAVE JUST STARTED ARE JAY VAN GRONIGEN, KELLY SWECKER, AND RON VANDER MEULEN.  
2. MARK BALCER IS LEARNING THE PRETRIP PROCESS CURRENTLY |
3. Jeremy Moore has just passed his driving test, and will move on to Mentor driving.

8. Safety Meeting Update - Nathan

1. The safety meeting was again about Q-Straint and attachment procedures for mobility devices. We will be looking into better training videos from Q Straint that cover the various Q Straint systems in our buses.

9. Safety Update / Concerns - Nathan

1. This was covered in the safety meeting update above and "anything new".

10. Road Const. Update - Nathan

1. Routes 3, 4, 6, 8, and 11 all have detours. They are expected to last at least to the end of October.

11. Bus Shelter Update - Brian

1. Wolverine Gas has changed where the placement of the shelter at Family Fare North had to be located. We are awaiting their board meeting approval to keep it where it has been drawn. Moving it back where they want it would be more expensive, and cause issues with snow removal.
2. Concrete work should finally be able to start soon, hopefully this month.

12. Authority Board Update

1. Budget amendments have been passed for FY 2020, and we ended FY 2019 being able to pay all our bills!

13. Director Update

1. Katie Drieseoga, retired ops manager for Max, has been working for us as an interim manager until a new one is hired. She has been working tirelessly to keep us on the right track, and leading us along! She hopes to officially retire again in November so she can go back to Arizona for the winter. She has given up a lot of her retirement time to help us out. Thank you, Katie!
2. We are very sad to report that one of our drivers, Don Stewart, passed away suddenly while at work on Saturday, September 14. Don loved his job, was always happy and healthy, riding his bike to work nearly every day. He will be missed by all.
3. The FTA Triennial Review was held September 12-13. Upon their inspection, they only listed us as having 5 deficiencies.
4. We are happy to report that we have hired a new ops manager, Susan Gorby. Susan will be starting mid October.

14. Bus Updates

1. ArboC buses are due for delivery the first week of February, 2020
2. 5 Gillib buses are due around Christmas time, 2019
3. We are considering ordering 2 additional ArboC buses soon to beat the price increase. They are due for replacement in April of next year. Currently ArboC is scheduling out for mid April
15. NEXT MEETING

THE NEXT MEETING WILL BE ON TUESDAY, NOVEMBER 5, 2019 ON ELECTION DAY!

ELIZABETH SCHULTZ, LAC CHAIR

2019 LAC MEETING SCHEDULE MEET AT 171 LINCOLN AVE (DEPOT) CONFERENCE ROOM

SEPTEMBER 2018 – TUESDAY, SEPTEMBER 4, 2019 @4PM

OCTOBER 2018 – TUESDAY, OCTOBER 3, 2019 @4PM

NOVEMBER 2019 - TUESDAY, NOVEMBER 5, 2019 @4PM

DECEMBER 2018 – TUESDAY, DECEMBER 3, 2019 @4PM

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

SEPTEMBER 2019 – MONDAY, SEPTEMBER 24, 2019

OCTOBER 2019 - MONDAY, OCTOBER 28, 2019

NOVEMBER 2019 - MONDAY, NOVEMBER 25, 2019

DECEMBER 2019 – MONDAY, DECEMBER 23, 2019