

Local Advisory Council

Meeting Date/Time: Tuesday, June 1, 2010, 4:00pm

Location: Padnos Transportation Center, 171 Lincoln Avenue, Holland

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

Guests:

Meeting Agenda:

- Open Discussion/Immediate Issues.

Bus stop signs: It was mentioned that the bus stop sign along Route 1: Laroc Rd. E. of 128th at (0:36) has been “tipped” and the post is angled heavily. The sign has been this way for a long time and looks really bad. The group thought the sign should be fixed and wondered what the process was for doing so and monitoring bus stops in general. Charlie told them that such occurrences can be called in by passengers to the main office, but more importantly that drivers should be noting any damage or missing bus stop signs along their routes, and reporting them to supervisors.

It was mentioned that some drivers tend to accelerate quickly/turning hard/braking hard on DR runs. For those with mobility aids or limited movement it can make for a rather unpleasant trip. Charlie mentioned that any time a passenger is not pleased with a ride under any circumstances to report it to him or to the main office via phone or email. Passengers should not feel they are “making trouble” when voicing concerns with the service. Constant improvement and guidance work to make the system better for everyone.

Lisa asked if service dogs need any special certifications or tags to be allowed on the buses. Service dogs often wear “capas” or badges identifying them to the public as working or assistance dogs, but Charlie did not believe they are required to display any formal tags or certification in any locality. Trained service animals are permitted on all MAX buses.

- ADA Photo ID Cards required July 1, 2010.

A general overview was given. There was no additional discussion.

- Gillig buses: First day of service May 26th.

Some LAC members have ridden the new Gillig buses. Overall they are very pleased with them. A minor concern was how the entry way seems a little narrow for wheelchairs, but it does work. Also, the foot rest for the extra “high” row of seating over the front right wheel seems to work hard when moving up or down.

- Mobile Data Computers/GPS location systems.

A general overview was given. There was no additional discussion.

- Six (6) new ARBOC buses on order, replacement buses for fleet.

A general overview was given. There was no additional discussion.

- Conclusion of Meeting.

Some discussion was made on the July 1, 2010 formal changeover from MV to MAX Authority for daily operations. Nearly all employees have been rehired, though some office help and marketing positions are still being filled.

- Next Meeting, Tuesday, August 3, 2010, 4:00pm.

SPECIAL NOTE: NO JULY MEETING