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transit times

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Harbor Transit Expands Fleet By Adding 2 New Mini-Vans



As a result of obtaining Michigan Department of Transportation and Federal Transportation Administration funding in the amount of \$599,000 Harbor Transit has been able to replace three older buses and add three new vehicles to its fleet. The new buses feature full ADA accessibility, bike racks, and will accommodate up to 18 passengers. "These new buses will help to increase our reliability thereby keeping more buses on the road as well as cut fuel costs," stated Transportation Director Tom Manderscheid. "In addition, the two new mini-vans we now have will make us even more efficient when it comes to the runs made to the far ends of our service area."

For the first time ever Harbor Transit will be utilizing two smaller Dodge mini-vans as part of its operations. The vans can carry up to four passengers and are ADA compliant allowing them to handle wheel chairs and those with mobility issues. The vans will provide added flexibility when only a small number of riders need service and sending out a full size vehicle is not the most cost effective solution. "Having these new vans as an option will greatly improve our turn around time and allow us to get to our customer quicker and more efficiently". Manderscheid said.

Internal Reorganization Announced

The internal management of Harbor Transit will see its first major modifications in nearly three decades with the announcement of the reorganization surrounding two supervisory positions. The newly created job of Customer Care and Compliance Manager will be filled by long term employee Sue Thomae. She will manage various functions dealing with dispatch along with oversight on all compliance matters. Thomae will also be providing leadership to the Lead Dispatchers, other Dispatchers, and the Administrative Assistant.

Anthony Dionise has assumed his position as the new Operations Manager. Dionise holds a BS degree in Civil Engineering from MSU which was followed by a 27 year career with MDOT. His responsibilities will include supervising all drivers, bus restoration, building maintenance, and vehicle repair.

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"...Harbor Transit has a wonderful response time. Also, the drivers are very friendly and helpful."

~ Ryan Krygier,

August 12

Grand Haven Tribune

For more complete information on everything that is going on at Harbor Transit visit our web site

harbortransit.org

Key Bits of Data

| HT carried **188,430** riders last year.

| HT travels approximately **35,000** miles per month and spends **\$16,000** a month on fuel.

| Overall ridership increased **21.6%** from January through December of 2012.

| Last year HT transported nearly **60,000** students to and from school.

| HT has a staff of **44** employees with a annual payroll of **\$1.1** million.

| A record **20,984** people rode the Harbor Trolley this summer.

Harbor Transit Driver Jack



Q & A

For the first time ever, our customers are being asked questions about the quality of service Harbor Transit provides through a survey that is now being conducted. In addition to being mailed out to 300 of our regular riders, over the next few weeks some of you will be asked to fill out an "on board" survey. We appreciate your participation in this effort and look forward to sharing the results of the survey questionnaire with the community in the very near future.

Tips for First Time Riders

- | At least **30 to 45 minutes** prior to your desired pickup call 842-3200. If you have a specific appointment you need to keep or are on a routine schedule please allow for at least **60 minutes**.
- | Under normal conditions the bus will arrive to pick you up within **30 to 45 minutes** of your call to us. In order to avoid any confusion or misunderstanding, when you board the bus make sure to tell the driver where you wish to be taken.
- | If you can, avoid peak hours – **7:30am to 9am and 2:30pm to 4:30pm** (Monday-Friday).
- | Take a seat or if needed the driver will assist with any special needs you might have. We encourage all riders to use the available seat belts that are provided.

Reorganization *Continued from page 1*

In addition he will handle safety training, new employee training, investigation of accidents, and provide leadership to drivers, bus restoration specialist and the mechanic.

"This new position coupled with the realignment of job responsibilities will help us to manage our overall operations in a much more effective manner," stated Transportation Director Tom Manderscheid. "Through the implementation of the re-organizational plan we will improve our knowledge and responsibilities associated with Federal and State grant funding as well as ensure that the quality of the transportation service we provide to the community, both internally and externally, is the very best that it can be."

Get to Know Your Driver

Jack - Has been a driver with Harbor Transit for 10 years.

| Appreciates how well we handle all the people on Coast Guard Saturday and how well all the drivers get along.

| Advises riders to buckle up, says "thanks for flying with us," and relax and enjoy the ride.

| Wants parents to know that we will take very good care of their child while they are on board

| Thinks you should choose Harbor Transit because we have a lot of good drivers and we are very inexpensive.