



440 N. FERRY STREET,
GRAND HAVEN, MI 49417
616.842.3200

transit times

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COMMENTS FROM RIDERS

"Thank you to everyone who helped out concerning my grandchildren. Not being able to step in myself – you were there to do it for me. I'm so glad you were there for us."

Nancy

"Congratulations on the upcoming expansion into Spring Lake Township. Your services have been and will be even more so, such a blessing to LOVE, Inc. and those we serve."

Katie

"Thank you Harbor Transit for keeping me safe going to and from Spring Lake Intermediate School! Thank you for your smiling and cheerful faces."

Andrew

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Spring Lake Township Bus Service To Begin In August



Harbor Transit bus service will truly be a Tri-Cities transportation option following the successful millage vote on November 4. By a margin of 1,120 votes (60% to 40%) voters approved a five year millage which will be assessed annually at a rate of up to 0.7 mills, meaning the residents of Spring Lake Township will soon be able to access on demand bus service for the first time ever. In addition, those living in other parts of our service area will have access to the social, recreational, commercial, and medical services available throughout Spring Lake Township. School students, seniors, residents of all ages will be able to enjoy full mobility in and around Grand Haven, Ferrysburg and Spring Lake like never before. How would you like to be able to visit a friend who lives in Wildwood



Springs or Woodland Ridge Apartments? Enjoy all that the Spring Lake Aquatic Center has to offer? Know that your grandkids have a safe way to get home from school when needed.

All this and more will be available to the residents of the Tri-Cities this coming year when Harbor Transit expands its service area to include all of Spring Lake Township.

"In order to properly serve the 13,000 township residents living in the 16.5 square mile area a number of operational enhancements will have to be instituted prior to service going into effect," stated Transportation Director, Tom Manderscheid. Work has already begun toward the purchase of up to four new buses, eight new drivers will soon be hired and trained, and a new state-of-the-art computer aided dispatch system is now being installed that will help to increase operational efficiency by up to 15%.

Federal funding is currently in the process of being secured that will add new buses to our fleet at a cost of \$125,000 each. Hiring drivers and going through the proper licensing and training will take a number of months before they can get behind the wheel. Installation of new office computers and tablets in each bus will begin next month with the new automated dispatch system expected to be in place the end of March.

Because of the equipment, personnel, and systems required, the expanded bus service into the township will begin on August 31. Every effort will be made to move this major service expansion along just as quickly as possible.

Q & A

Q - From time to time you may see just two or three riders on a Harbor Transit bus and wonder to yourself if this the most cost effective way to move people around the community?

A - While there are times when our buses are less than full, during peak demand we will have all 18 of our buses on the road with many of them near capacity. Likewise, the bus you see may have been full earlier and as riders are dropped off the number on the bus decreases. We have also purchased smaller buses resulting in a 40% reduction in our overall seating capacity while at the same time carrying 23,000 more riders a year. From time to time there will be few people riding a bus but as demand fluctuates throughout the day we have to be prepared to handle the demands of all of our riders.



Exciting News For Harbor Transit Riders

Would you like to know **10 minutes before the bus comes to pick you up?**

Would it be nice to know the **bus number that you will be riding on?**

Would you appreciate knowing the **approximate amount of time it will take before the bus arrives?**



A major investment in "green technology" continues to unfold at Harbor Transit. Not only have four new liquid propane buses been added to our fleet but an on-site LP fueling station has just been installed helping to reduce fuel costs and increase efficiency. This cleaner, greener approach to transportation by way of propane auto gas-powered vehicles will help reduce emissions by generating 12% less carbon dioxide, 75% less nitrogen oxide, and 42% less carbon monoxide than gasoline-powered buses. Propane is a low-carbon alternative fuel that produces significantly fewer greenhouse gas emissions than electricity and many other fuels. "We continue to make strides in ways that not only help to address the climate change issue but also makes it possible for us to reduce our operating costs," stated Tom Manderscheid. "It's a win-win." According to the Intergovernmental Panel on Climate Change, propane auto gas is not a direct greenhouse gas when released into the air, and current research measurements have found no global climate impact from propane auto gas emissions.

Get To Know Your Driver

Name: **Tim** How long with HT: **2 years**
 What do you like most? **Interaction with my passengers.**
 What advice do you have for first time riders? **Plan ahead, be ready to take a ride.**
 Why do you do what you do? **To keep the naughty and nice list.**
 What is your favorite food? **Christmas cookies and milk.**
 What is your favorite TV show? **Charlie Brown Christmas and White Christmas**

If you answered YES, YES, and YES, then you will be pleased to learn that our new Computer Aided Dispatch (CAD) System will do just that, once it is up and running after the end of March. Our new automated system will allow us to call you just minutes before the bus arrives, meaning you will no longer have to keep looking out the window watching for the bus. You will know the bus number picking you up which will help avoid any mix-up or confusion. We will be able to tell you with greater accuracy how long it will take between the time you call for a ride and when the bus arrives to pick you up.

Better service, quicker response, and greater accountability - because our riders are the primary reason Harbor Transit is here.

In order to take full advantage of our new CAD system we will be asking frequent riders to complete a **Rider Profile Form** and return it to Harbor Transit as soon as possible. This confidential information will provide us with what we need in our data base to allow the computer system to assist us to better serve your transportation needs and help to improve our overall performance. **We expect to increase our efficiency by 10% to 15%.**

Doing Our Part To Reduce Carbon Footprint and Contain Costs