



*Pinewood Place*  
1500 S. Ferry Street ☎ 16-846-6461  
Equal Housing Opportunity

ANNUAL REPORT  
2016 - 2017



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# President's and Director's Letter

The overall operation of Harbor Transit during the last year continues to reflect a community that has come to utilize and appreciate on demand bus service like never before. Ridership remains on the increase, the number of lives touched by our service has never been greater, and the level of dedication on the part of our staff has never been higher. Even after forty two years of operation we remain steadfast in our commitment to provide dependable, low cost transportation service to our riders each and every day.

While numbers are important, the true satisfaction in what we do comes from knowing that without Harbor Transit tens of thousands of local residents would experience a diminished quality of life. Tangible evidence of the lives we touch is reflected in the following pages of this report. Beyond simply the raw numbers of how many people we have served in the last year is the lives we have touched by way of what we do and how we do it. The new Harbor Transit value statement says it best - Empowered To Serve Our Customers With Professionalism, Compassion, Understanding, and A Willingness To Help.

Over the last twelve months, as much as things have remained the same, one major development deserves specific mention. After nine years of dedicated service as Transportation Director, Tom Manderscheid spent his final day at Harbor Transit on June 16. Harbor Transit is better positioned to address the growing transportation needs of the community then ever before - thanks to his hard work and dedication. On behalf of the board and staff we wish Tom nothing but the best in the retirement years that lie ahead.

As he bid farewell, a highly qualified successor by the name of Tiffany Bowman has stepped in as the new Transportation Director, coming to us following over fifteen years of public transit experience. Her stints at the Georgetown Township Senior Center, Pioneer Resources, and Macatawa Area Transit have prepared her well for the new position. The knowledge she possesses will be invaluable as the organization moves forward over the next few years.

No doubt the coming year will be filled with both opportunities as well as challenges but the dedicated staff of Harbor Transit is up to the task. Through their professionalism and hard work the commitment made over forty years ago to serve the community will continue on; building on the long tradition of service for those who depend on us each and every day.

Craig Bessinger  
President  
HTMMS Board

Tiffany Bowman  
Director of Transportation  
Harbor Transit



# Tiffany's Arrival

Following over a decade of management success at public transportation providers in both Muskegon and Holland Ms. Tiffany Bowman assumed her role as Transportation Director in June. Her knowledge and experience in all phases of bus operations will hold her in good stead moving forward. Past stints at the Georgetown Township Senior Center, Pioneer Resources, and Macatawa Area Transit have provided her with a wealth of experience in the public transportation field. All this she brings with her as she embarks on her new role as Transportation Director. "The opportunity to be a part of this great Harbor Transit team is a dream come true" stated Bowman.

*“ I, as well as other members of the community, know that on any given day we can depend on you . . . We can rest assured that you are there to help us. Thank you for what you do. ”*

Rebecca



# Expansion & Fixed Routes Studied

Harbor Transit was recently notified that it has received a Service and New Technology Grant from the Federal Transit Administration for use in studying the need for and costs associated with enhancements to its service. The study to be conducted will focus on expansion opportunities into adjoining counties as well as the practicality of using fixed routes as part of its service mix. The year long study will provide rider survey feedback, detail available options, and lay out the associated costs for achieving the various expansion alternatives.



# Manderscheid Bids Farewell



**T**om's dedication to his job and commitment to the organization is unparalleled. During his tenure the organization expanded service into an area that now covers 55 square miles. In addition, over \$3.4 million dollars in grants were invested in new buses, upgraded technologies and facility enhancements. Under his leadership the overall operation has seen the number of staff grow to 65 full and part-time employees. In addition, his oversight of the Municipal Airport increased the value and credibility of that city asset like never before. By any measure of success, his contributions will be felt by Harbor Transit and the community for years to come.



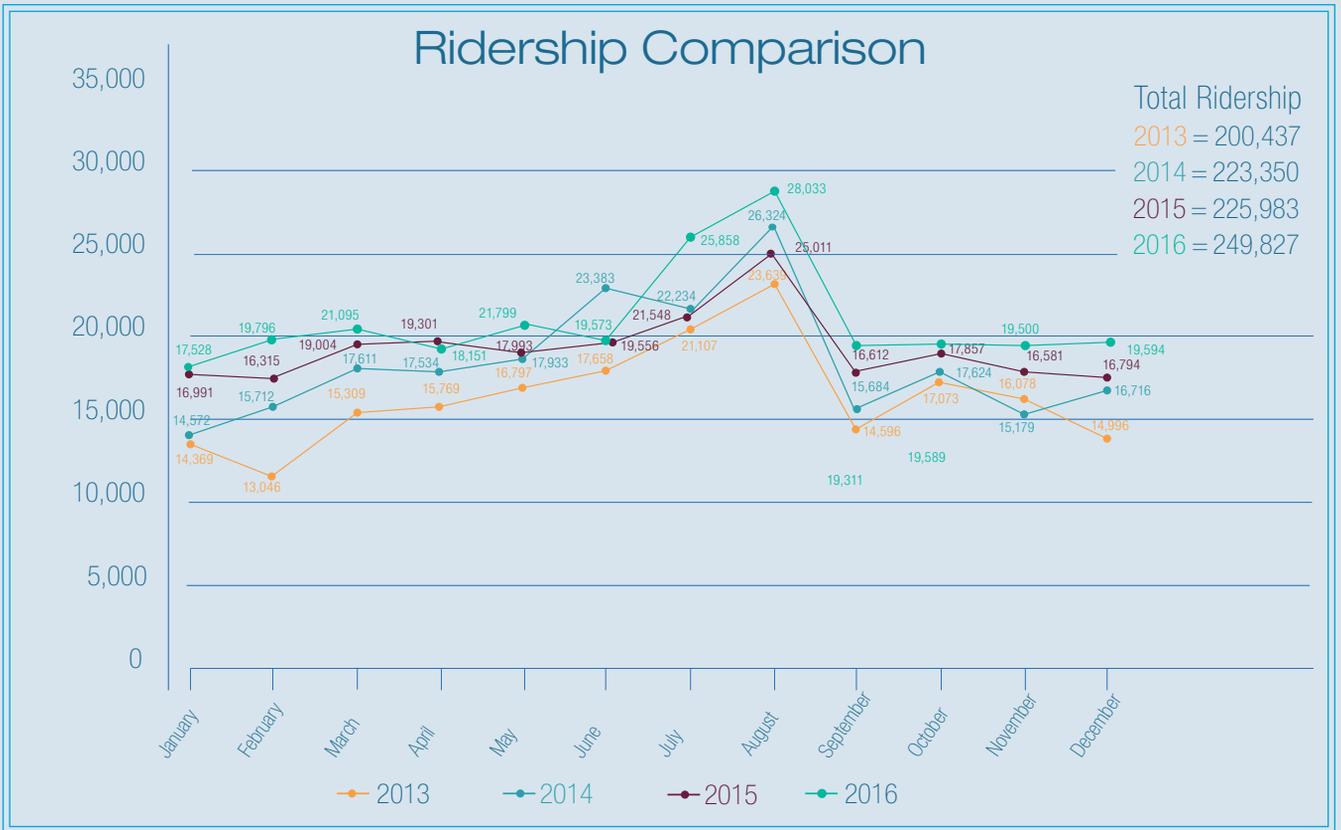


# Better Life For All

On any given day, Harbor Transit will transport dozens of riders to and from their destination giving them the freedom and independence they deserve. Organizations throughout the community avail themselves of our service in order to make life better for those individuals who lack personal transportation. Gracious Grounds represents but one of a number of local non-profits serving adults with unique abilities who deserve the opportunity to be an active part of the community. In addition, places such as Community Based Instruction and the Momentum Center take full advantage of the service we provide. Helping to ensure that regardless of what physical difficulties someone might have they know that their mobility anywhere in the community is just a phone call away.



# Ridership Numbers





# Budget

## Financial Data

### Harbor Transit Operating Budget 2016-2017

#### Revenue

Passenger Fares	\$192,483
Tax Levy	\$1,167,191
State Operating Assistance	\$1,122,321
Federal Operating Assistance	\$131,517
Interest & Other	\$85,791

#### Total

**\$2,699,303**

#### Operating Expenses

Operations	\$1,847,583
Dispatch	\$423,299
Maintenance	\$267,541
Administrative	\$497,203

#### Total

**\$3,035,626**

#### Breakdown of Expenses

Labor	\$1,606,148
Fringe Benefits	\$515,462
Professional/Contractual Services	\$351,967
Fuel and Supplies	\$279,560
Utilities	\$29,111
Depreciation	\$243,172
Other	\$10,206

#### Total

**\$3,035,626**



# The Harbor Way

The hallmark of any good organization is the quality of service it provides to its customers and Harbor Transit is no exception. While previous research has shown that we earned high marks when it came to the level of service provided, improvements can always be made. For that reason a new customer service training program has been undertaken which will lead to the development of a broad, comprehensive approach to how we can better serve the customer. Guided by a new values statement and codes of conduct 'The Harbor Way' will help to ensure the best in customer service is the rule and not the exception.



# Harbor Transit Multi-Modal Transportation System

## Board of Directors

Craig Bessinger	City of Ferrysburg
Michael DeWitt	City of Ferrysburg
Joanne Marcetti	Grand Haven Charter Township
Bill Cargo	Grand Haven Charter Township
Patrick McGinnis	City of Grand Haven
Bob Monetza	City of Grand Haven
Pete LaMourie	Member at Large
Joel TePastte	Village of Spring Lake
Christine Burns	Village of Spring Lake
Gordon Gallagher	Spring Lake Township
Cathy Pavick	Spring Lake Township

## Advisory Committee

Roger White	Village of Spring Lake
Jeffery Smith	Member at Large
Marion McDonald	Member at Large
Norman Cunningham	Member at Large
Carol Soule	City of Grand Haven
Jon Toppen	Member at Large
Warren Roosen	City of Ferrysburg
Ray Harz	Member at Large
Carrie Uthe	Spring Lake Township
Chrysteen Moelter-Gray	Grand Haven Township





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apartment living

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