

Harbor Transit Local Advisory Committee
MINUTES OF THE May 17, 2017 MEETING
Grand Haven Community Center

The meeting was called to order at 1:21 p.m.

Members present: Roger White, Chairperson
Carol Soule, Grand Haven Citizen Representative
Carrie Uthe, Spring Lake Township
Jon Toppen, Member at Large
Ray Harz, Member at Large
Warren Roosen, North Ottawa Council on Aging Representative
Ray Harz, Member at Large

Members absent: Marion McDonald, Spring Lake Township

Citizen present: Jeff Smith

Harbor Transit staff: Tom Manderscheid, Transportation Director
Anthony Dionise, Operations Manager
Shelly Converse, Customer Care/Compliance Manager
Denny Swartout, Marketing

Moved by Roger White and supported by Carol Soule, to approve the minutes of the February 15, 2017. Motion carried.

3. General Business/Call to Audience

Roger White thanked Tom Manderscheid for his dedication to Harbor Transit over the past 9 years.

4. General Business:

Committee Member Input on Customer Service

Tom asked the Board if they had any input on customer service. Carrie Uthe mentioned that the pick up for Spring Lake Middle School should be more defined. Students are being picked up in front, as well as behind the school. Shelly said she would look into it and discuss it with the Safety and Training Coordinator. Carrie did compliment John Vella (dispatcher) for phone mannerism and pin-pointing arrival times for vehicles. Also brought to question, was connecting

with Muskegon Area transit. Tom informed the Board that funding is the major issue with this request. Funding for buses and personnel is much needed to take on the endeavor. The same is true for the expansion of hours for service. The Harbor Transit Board has also shown an interest in the expansion of territory and hours. Pat McGinnis and Gordon Gallagher, from the HTMMTS Board, will be discussing strategies and needs with the Chamber of Commerce. The board also understands the need for funding to support any expanded service.

Ridership

Ridership number for the first four months of 2017 were, **79,910**. Last year's numbers for the same time period were, **76,570**. Roger White noted that ridership increases with every month of service, which is GREAT.

Senior Shuttle

After a year of testing the pilot program, known as The Senior Shuttle, we are discontinuing the service. The last day of service will be May 31, 2017. All facilities will be notified by mail as well as verbally. Marion McDonald had expressed she would like to see the shuttle continue on Saturday's, but with a total ridership of 568 for an entire year, it is not feasible.

Connecting with Community Mental Health

Ottawa County Mental Health (OCMH) contacted us to provide transportation for area clients. Herman Miller (SLT) and OCMH are working together to put individuals into the work force. One major obstacle they had to overcome was transportation. At this time, we will be providing service for eight individuals to and from work. The riders come from all different entities of our service areas and have different work schedules. It is wonderful to play a key part in helping those in our community.

Tom's Farewell

On June 16th Tom will be leaving Harbor Transit after 9 years of dedicated service. We will be hosting a Community Open House to honor **his hard work**. The public, employees, board members, friends and family are welcome to attend from 10:00 a.m. until 2:00 p.m. to thank Tom and wish him well. Please mark your calendar and join us at Harbor Transit for the event.

5. Directors Report:

Tom reported that Harbor Transit is doing well. He projected that we will come in \$272,000.00 under budget. Harbor Transit will receive \$129,000.00 back from the City of Grand Haven for over-payment of insurance cost. Big ticket items that are on the agenda to be purchased are:

Bike Racks-\$15,000.00

Standby generator-\$20,800.00

Radio antenna-\$2500.00

Tom also gave an update to the board on Nancy Nielsen. He and Shelly paid her a visit at Sanctuary at the Park in Muskegon. She had spent time in Riverside Nursing Facility and St.

Mary's in Grand Rapids. She is recovering from a fall that occurred several months ago. Her spirits were high and she looked well, but will remain at Sanctuary for approximately one year. Nancy did give her resignation with regrets to the board. It was asked that she be accepted back upon her recovery.

Jeff Smith was introduced to the board and is being recommended to the HTMMTS Board to serve as a Member at Large on the Local Advisory Board. Jeff is a retired fire fighter from Grand Rapids where he lived for over 31 years. He and his wife now reside in the City of Grand Haven, and believe you need to be involved in your community.

Tom ended his report by thanking those whom serve on the board. He has enjoyed his time at Harbor Transit and wished all his best.

6. The next Local Advisory meeting will be held on August 16, 2017 at the Grand Haven Community Center.

Respectfully submitted,

Shelly Converse
Customer Care/Compliance Manager