



2022-2023 Annual Report

HARBOR TRANSIT MULTI-MODAL TRANSPORTATION SYSTEM (HTMMTS)

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LETTER FROM THE PRESIDENT

Exciting times are on the horizon for Harbor Transit with the purchase of 30 acres of land on which to build a new operations center. The property is centrally located within Harbor Transit's 55-square-mile service area, ideally positioning the New Operations Center to serve the area population. In addition to creating a more efficient, safer facility for its employees and fleet, the new operations center will be designed with room to grow in the future.

There is certainly a great need for public transit within Northwest Ottawa County as the population continues to grow. Senior citizens and persons with disabilities make up a significant portion of Harbor Transit's ridership, and there are manufacturing employees and numerous others who rely on Harbor Transit for a ride to work. Without Harbor Transit, many area residents would have difficulty going about their daily activities.

Harbor Transit's mission to "provide high quality transportation service that is safe, efficient, and cost effective, delivered by dedicated employees in a professional manner while addressing the diverse mobility needs of all residents within our service territory," will only be enhanced in the coming years with the new technology being implemented at Harbor Transit. New CASPR air purification systems on every bus offer protection and peace of mind for passengers. In the fall of 2023, Harbor Transit will transition to a promising new operating software by Via Technologies that includes a rider-facing mobile app for a better rider experience.

As the president of Harbor Transit, I am pleased to see HTMMTS leadership continue to look to the future while emphasizing safety and customer care in the present. The Board of Directors appreciates the efforts of all at Harbor Transit to provide excellent public transportation service to the Northwest Ottawa County community.

Craig Bessinger

President

HTMMTS Board

LETTER FROM THE EXECUTIVE DIRECTOR

Northwest Ottawa County is one of the fastest growing areas in Michigan, and public transportation is an essential service that hundreds of people in our community rely on. Harbor Transit has seen ridership numbers rise to near pre-Covid levels, and we continue to focus on safety and customer experience while utilizing the latest available technologies in transportation.

One of the new technologies we've implemented in the past year is air purification systems both in the Harbor Transit facility and on every vehicle in our fleet, procured from CASPR Technologies. Each CASPR unit continuously disinfects the air and surfaces within each bus to effectively kill viruses (including COVID-19) and bacteria. In a survey conducted by Harbor Transit in April of 2023, 82% of respondents said that as a result of CASPR units on each bus, they felt safe while riding the bus as it relates to their health.

Harbor Transit also reached the exciting milestone of purchasing property on which to build a New Operations Center. As our fleet has continued to grow and ridership steadily increased over the past four decades, it became clear that operations needed to be moved to a new facility in order to better serve the communities within our service area. In September, Harbor Transit closed on 30 acres of land in Grand Haven Township for the New Operations Center. The 40,000 s.f. Operations Center will have ample space for a modernized system and enhance access for all residents in Harbor Transit's service area.

As we look forward to the completion of the New Operations Center, we are working to improve operational efficiencies in the here and now. Harbor Transit, along with several other Michigan transit agencies, will transition to a new operations software by Via Technologies in the fall of 2023. We are optimistic that Via's software will not only optimize our operational capacity at Harbor Transit, but provide a better rider experience as well.

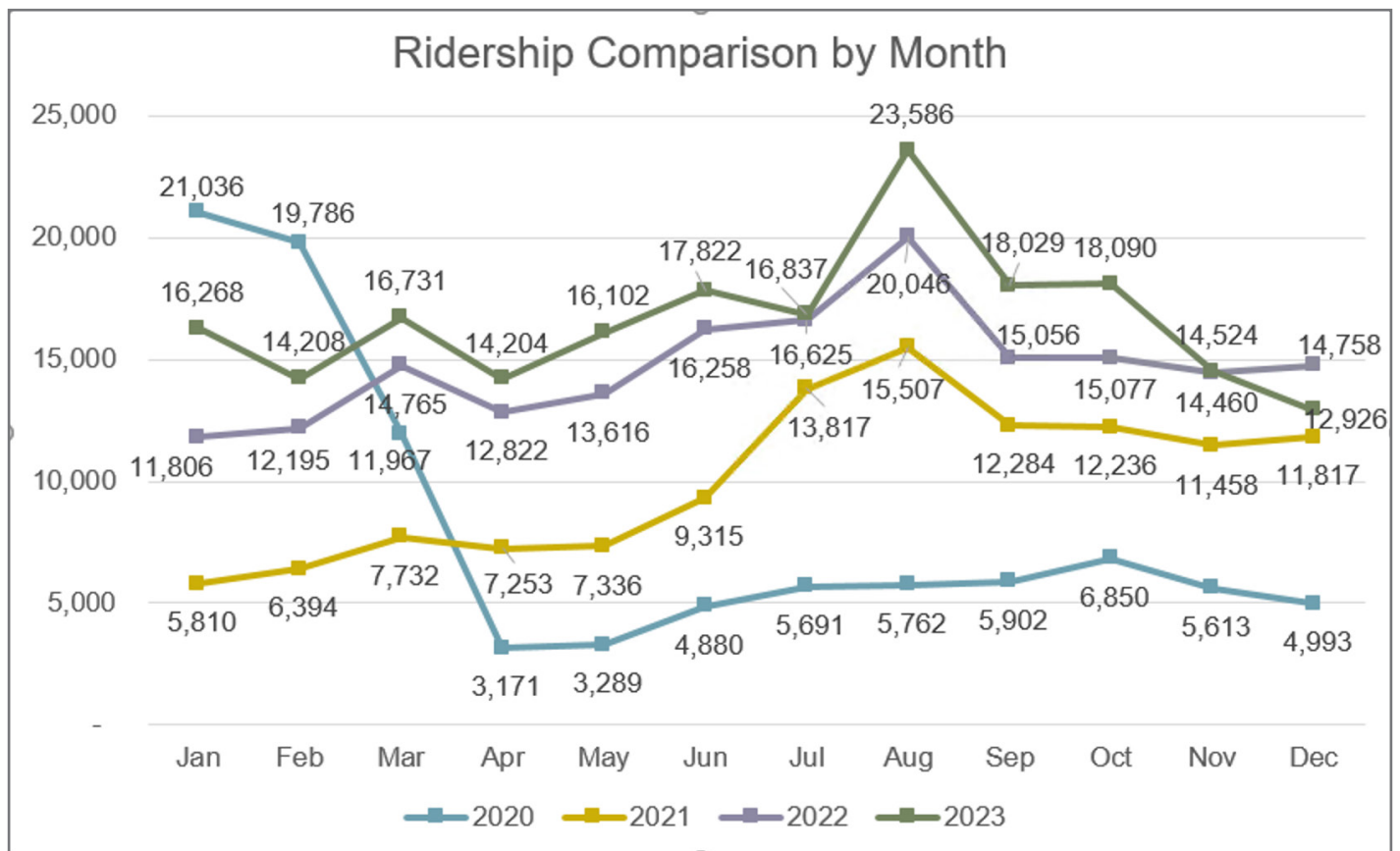


Scott Borg
Executive Director
Harbor Transit



RIDERSHIP REPORT

For the third consecutive year, Harbor Transit saw a steady increase in number of rides year over year. Notably in August of 2023, Harbor Transit provided 23,586 rides total, including riders that utilized Harbor Transit for the Soccer in the Sand and Coast Guard Festival events in Grand Haven.





NEW OPERATIONS CENTER

After a long search, Harbor Transit has purchased land on which to build a new operations center. “It is clear that our operation has outgrown our current facility on North Ferry Street,” says Executive Director Scott Borg. “We are looking forward to building a new facility with more space for our fleet and employees, enabling us to serve our community in the greatest capacity.” Harbor Transit’s new, environmentally-friendly facility will be LEED certified and have equipment for charging electric vehicles.

Two parcels comprising 30 acres have been purchased in Grand Haven Township for the New Operations Center. The Operations Center will be designed at 40,000 internal square feet, providing ample room for the elements necessary to modernize the system and enhance access and mobility for area residents by providing commuter access to the jobs in Harbor Transit’s service area.

Harbor Transit secured a consultant to begin the National Environmental Policy Act (NEPA) process on the new site, and an architect and engineering firm to provide preliminary design concepts. The New Operations Center will include more vehicle storage for the current fleet with room for expansion; sound-proofed dispatch offices; sufficient office space for current staff with room for future growth; waiting and transfer area for passengers wanting to connect to regional services; maintenance space with correctly-sized lifts and equipment; fueling station; and sufficient storage space for vehicles and equipment. The increased vehicle storage at the New Operations Center will also allow Harbor Transit to provide additional demand-response services to persons with disabilities.

FINANCIAL REPORT

HARBOR TRANSIT OPERATING BUDGET 2022-2023

REVENUE

Passenger Fares	
Tax Levy	\$1,746,697
State Grants	\$1,872,716
Federal Grants	\$1,441,545
Interest & Other	\$115,672

TOTAL **\$5,176,631**

OPERATING EXPENSES

Operations	\$3,066,701
Maintenance	\$253,954
Dispatch	\$427,983
Administrative	\$663,822

TOTAL **\$4,412,460**

BREAKDOWN OF EXPENSES

Labor	\$2,233,137
Fringe Benefits	\$682,108
Professional/Contractual Services	\$458,763
Fuel and Supplies	\$424,466
Utilities	\$39,948
Casualty/Liability Insurance	\$96,492
Depreciation	\$447,838
Other	\$29,708

TOTAL **\$4,412,460**

"You have great service
and are kind to people."
- Marissa



"The staff is exceptional in
every way... From taking
ride requests to responding
promptly with door to door
courteous service."
- Robert



” Kind Words From Harbor Transit Riders



"Amazing people work here
and are very kind. They
help out so much!"
- Cate



"Great service and
great drivers."
- David



"Always on time and a very
pleasant ride to work. Very
clean too, a huge plus."
- Christopher



COMMUNITY PARTNERSHIPS

Harbor Transit embraces opportunities to work with businesses and organizations in Northwest Ottawa County that make a difference in our community. Harbor Transit offered transportation for numerous community events, including the Lakeshore Trolley park-and-ride during the Spring Lake Sparkle festival in December, shuttle in downtown Grand Haven during Winterfest in January, and of course, the Coast Guard Festival shuttle which transported thousands of riders in August 2023.

Harbor Transit also participated in the Ferry/Voyager Elementary Partnership Program through the Chamber of Commerce for the second year. This program connects classrooms with businesses and organizations in the Grand Haven community to provide unique learning opportunities for students outside of the classroom.

This year Harbor Transit was paired with two fourth grade classes and in March, the students visited the Harbor Transit facility. The group was given a tour of the garage, mechanic bay, dispatch office and administrative offices. Following their facility tour the students were taken on a bus ride around downtown Grand Haven. Highlights for the students included seeing a bus in the mechanic bay, watching the view from the security cameras, and their bus tour of the Lakeshore Trolley routes. Harbor Transit looks forward to continuing this partnership with the Chamber of Commerce and our local schools.





CASPR SYSTEMS INSTALLED

In 2022 Harbor Transit procured air-purification systems for its fleet and facility to add another layer of protection for riders and Harbor Transit employees. The CASPR (which stands for Continuous Air & Surface Pathogen Reduction) transit model is specifically designed for buses and trains and destroys 99.96% of pathogens both in the air and on surfaces, including COVID-19 and other viruses, bacteria, mold, and odors. The units were installed in January of 2023.

CASPR utilizes a Natural Catalytic Converter (NCC) to create highly effective and safe levels of hydrogen peroxide molecules out of ambient air. CASPR's molecules then circulate the air and land on all surfaces, destroying harmful pathogens at the cellular level. These units create no noise, odor or residue, ensuring a safe environment for all passengers. The units run continuously to ensure maximum protection.

In a survey conducted by Harbor Transit in April of 2023, 82% of respondents said that as a result of CASPR units on each bus, they felt safe while riding the bus as it relates to their health.

Harbor Transit continues to seek opportunities to implement the latest technology in transit to provide the safest, most comfortable rider experience for its customers.

LOOKING TO THE FUTURE

As ridership continues to increase, Harbor Transit is preparing to launch into a season of change. “Harbor Transit has a dedicated rider base, but we are behind the times when it comes to the transit technology that is available globally,” Executive Director Scott Borg shares. Harbor Transit joined several other Michigan transit agencies in a joint procurement process for a new dispatch operating software, with the group eventually selecting Via Technologies (Via) as the provider.

Along with the dispatch operating software, Via will also provide a custom, rider-facing mobile app where passengers can schedule rides, pay their fares, and even track their bus en route to their pick up location. “We are very excited to offer our riders a mobile app where they can schedule rides at their convenience without having to call us. We are confident the app will improve rider experience tremendously and even draw in a new customer base,” says Borg.

Harbor Transit also expects to receive eight new buses to replace older vehicles in the fleet. The buses were ordered in 2021 and 2022, but due to national chip and chassis shortages the delivery of the vehicles was delayed. The new buses are also lift buses which will help Harbor Transit offer better service to riders with mobility limitations.





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HARBOR TRANSIT BOARD OF DIRECTORS

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Village of Spring Lake

BILL CARGO
Grand Haven Charter
Township

GORDON GALLAGHER
Spring Lake Township

ASHLEY LATSCH
City of Grand Haven

CATHY PAVICK
Spring Lake Township

KEVIN MCLAUGHLIN
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BILL CATE
Village of Spring Lake

JOEL TEPASTTE
Village of Spring Lake

DEANNA MCINTYRE
Member at Large

WILL WHITEMORE
Grand Haven Township

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Grand Haven Township

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CHRYSTEEN MOELTER-
GRAY
Grand Haven Township

CARRIE UTHE
Spring Lake Township

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Member At Large

SARAH WHEELER
Village of Spring Lake