



2024-2025 Annual Report

HARBOR TRANSIT MULTI-MODAL TRANSPORTATION SYSTEM (HTMMTS)

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LETTER FROM THE PRESIDENT

On behalf of the Harbor Transit Board of Directors, I am pleased to share this message as we reflect on an important milestone: 50 years of public transportation service in Northwest Ottawa County. For five decades, Harbor Transit has played a vital role in connecting residents to jobs, education, healthcare, and community life.

This anniversary is an opportunity to recognize the dedication of Harbor Transit's leadership, staff, and operators—past and present—whose commitment has sustained the system through growth, change, and challenge. Their work has strengthened mobility options across Northwest Ottawa County, increased connectivity to essential services like healthcare and places of employment, and improved quality of life for countless residents. There are many residents in our communities that completely rely on Harbor Transit for transportation to their daily activities, and to have this type of on-demand service available is remarkable.

While we take pride in Harbor Transit's 50-year legacy, we are equally focused on the future. The Board remains committed to responsible stewardship and thoughtful expansion that will allow Harbor Transit to serve more riders and better meet the needs of our communities in the years ahead.

Thank you to everyone who has supported Harbor Transit along this journey. We look forward to continuing this work together as we move into the next chapter of service.

Craig Bessinger

President

HTMMTS Board

LETTER FROM THE EXECUTIVE DIRECTOR

In 2025, Harbor Transit celebrated the achievement of 50 years of service in Northwest Ottawa County. What began as a small dial-a-ride operation in 1975, has since expanded to a fleet of 29 accessible vehicles, providing thousands of rides per year to five different municipalities and a meet-point in Muskegon County. It has been an honor to celebrate Harbor Transit's legacy with our community, riders, and staff.

As I reflect on Harbor Transit's fifty-year legacy, I would be remiss if I did not mention the team of bus operators, dispatchers, and staff that have built Harbor Transit's positive reputation. As one community member stated while they recounted an experience they had with one of our bus operators: "I've noticed that all of your drivers seem to be the same great caliber of people." We routinely receive positive comments and stories from our riders and community members about Harbor Transit employees showing care and consideration to the people they serve. I am proud to work with a group of caring and competent individuals that focus not only on the safety of each rider, but also on their well-being.

Our fiftieth anniversary year could not have come at a more exciting time. I am pleased to share that plans for Harbor Transit's new operations center continue to move forward. With the environmental study complete, and the re-zoning approval granted by Grand Haven Township, we plan to break ground on the new operations center site in the spring of 2026, with an estimated project completion date in the summer of 2027. We are also receiving 5 new buses.

Reaching the fifty-year milestone is an incredible achievement for any organization, and while we are proud of what we've accomplished together, we are even more excited about what lies ahead—expanding our services, embracing new technologies, and reaching even more riders in the years to come. With the same commitment that has guided us for five decades, we look forward to continuing to connect people to opportunity and serve our community well into the future.

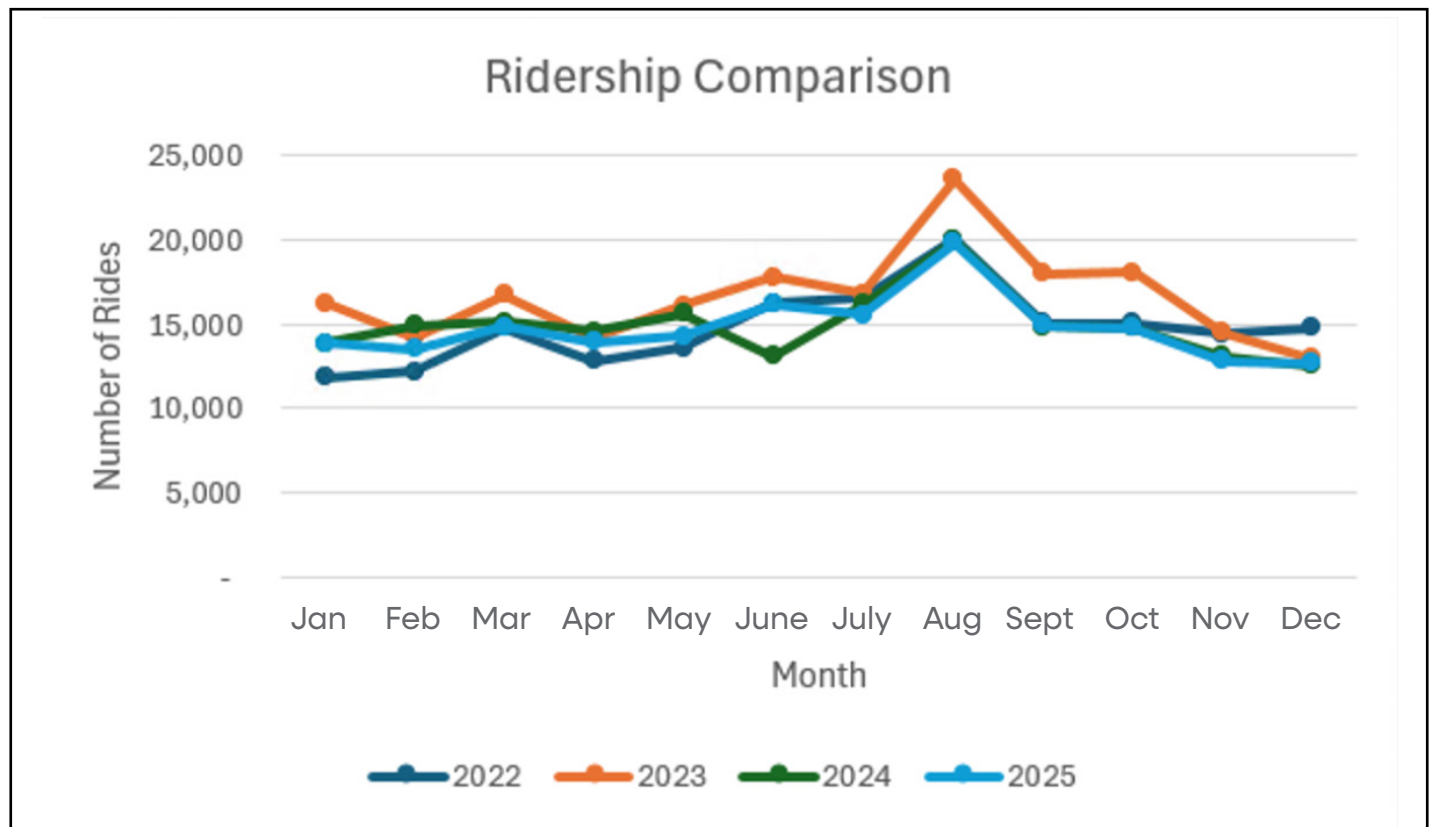


Scott Borg
Executive Director
Harbor Transit



RIDERSHIP REPORT

Harbor Transit ridership during the 2024-2025 fiscal year was slightly lower than the previous year due to the reinstatement of fares, but followed prior years in the month-to-month variation pattern of ridership.





CELEBRATING 50 YEARS OF SERVICE IN 2025

In the mid-1970s, Michigan was looking for new ways to connect small cities and towns through public transportation. Out of that vision came the DART Program, Dial-A-Ride Transit, a flexible, on-demand bus service.

In 1975, Grand Haven became one of those pilot communities. A state status report from 1976 shows our system listed among dozens of other small operations across Michigan. The numbers from that era tell the story of a modest start: just a few vehicles, a small staff, and a simple but powerful mission, getting people where they needed to go.

For the residents of Grand Haven and the surrounding area, it was the first true taste of community transit, reliable rides to work, school, shopping, and medical appointments. What began as a pilot program soon proved its value and started to grow.

Over time, Grand Haven's DART service evolved into what we now proudly call Harbor Transit. We expanded beyond those first numbers, added vehicles, and now serve five municipalities in Northwest Ottawa County, and even a pick up point in Muskegon County. That small entry in Lansing's 1976 report became the foundation for a regional transit system that today provides thousands of rides each year.



Looking back, those early statistics aren't just a curiosity from the past, they're a reminder of how far Harbor Transit has come. From a handful of vehicles and a simple experiment, Harbor Transit has grown into a trusted and essential part of our community.

A FIFTY YEAR LEGACY



1975

Harbor Transit's first day of operations as DART (Dial-a-Ride Transportation) on August 18, 1975

1982

Harbor Transit introduces a new logo representing the Tri-Cities Area



2011

Harbor Transit becomes a transportation authority

2012

Harbor Transit expands service area to include Grand Haven Township, and purchases six propane buses and installs on-site fueling station

2015

Harbor Transit expands service area to include Spring Lake Township

2020

Harbor Transit offers free rides during Covid-19 pandemic

2022

Harbor Transit introduces pilot program with Muskegon Area Transit System (MATS) to service a shared stop in Musketon County

2023

Harbor Transit launches its new Lakeshore Go mobile app

2025

Harbor Transit celebrates its 50th Anniversary Year

Resilient Activities - Harbor Transit

In an effort to move toward more environmentally friendly and sustainable practices Harbor Transit has purchased six liquefied petroleum buses and an on-site L.P. fueling station. Harbor Transit also has two L.P. powered trolleys. These help reduce emissions by generating 12% less carbon dioxide, 75% less nitrogen oxide and 42% less carbon monoxide than gasoline buses.



Harbor Transit

According to a recent Harbor Transit user survey, 37.9% of survey responders used Harbor Transit on a daily basis and 22% used Harbor Transit to get to work.

Clipping from the 2016 Grand Haven Charter Twp. Master Plan

FINANCIAL REPORT

HARBOR TRANSIT OPERATING BUDGET 2024-2025

REVENUE

Passenger Fares	\$165,520
Taxes	\$1,987,546
State Grants	\$1,875,739
Federal Grants	\$1,628,214
Interest & Other	\$87,991

TOTAL	\$5,745,010
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OPERATING EXPENSES

Operations	\$3,013,562
Maintenance	\$527,711
Dispatch	\$498,281
Administrative	\$795,156

TOTAL	\$4,834,710
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BREAKDOWN OF EXPENSES

Labor	\$2,382,551
Fringe Benefits	\$780,230
Professional/Contractual Services	\$381,507
Fuel and Supplies	\$332,096
Utilities	\$44,938
Casualty/Liability Insurance	\$146,883
Depreciation	\$702,352
Other	\$64,153

TOTAL	\$4,834,710
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The net position increased in the current year primarily as a result of capital related federal funding and timing of depreciation expense.

RIDER TESTIMONIALS

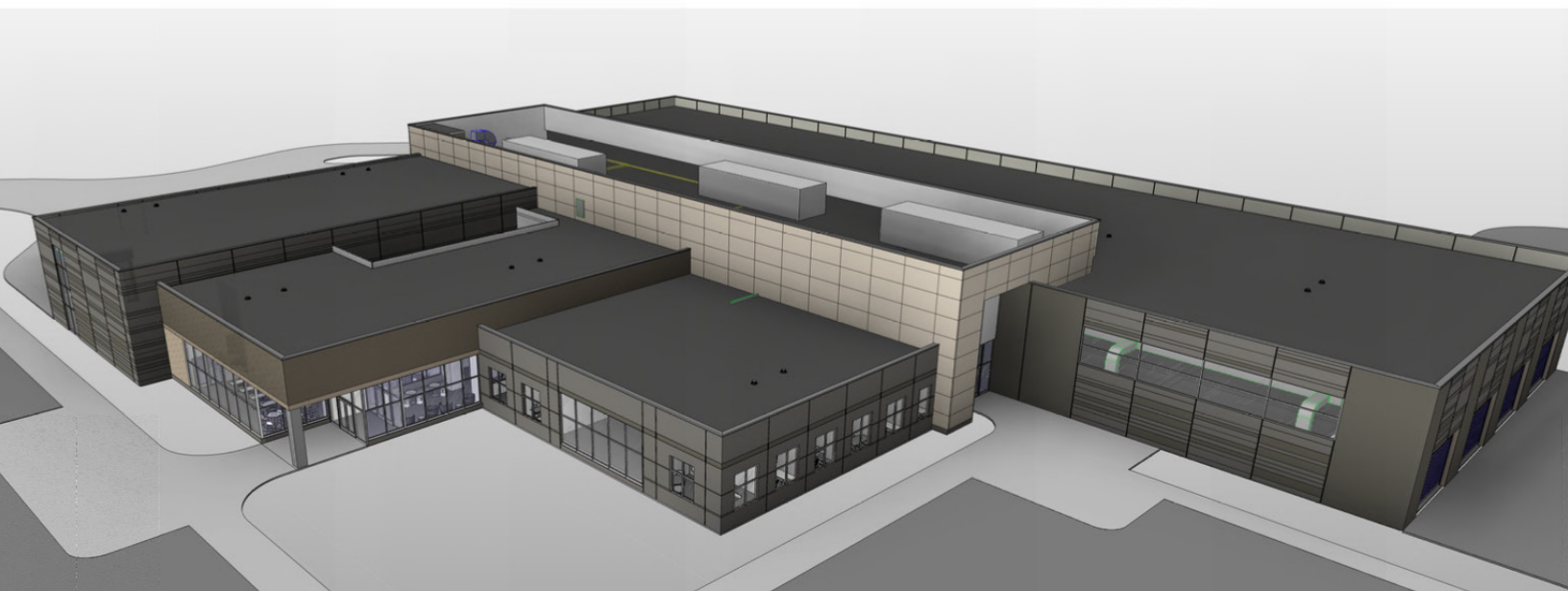
"Thank you so much for providing Harbor Transit bus rides for our field trip to Christian Haven Home on December 4th. Not only did it save our field trip with the terrible weather, but many of our students also said the bus ride was their favorite part." - YMCA-Learning Tree Preschool

"Harbor Transit is the main way I get around, such a blessing and the drivers are so kind and wonderful... thank you so much for doing all you do to keep us safe!" -Erinn Chapman

"I just saw one of your drivers at Meijer unloading a large wheelchair rider and his two large bags of cans for him to go return. Your driver treated the rider with such great respect and dignity. Seeing you guys around town, this is really such a great service for our town. So great for our community and helpful for people who would otherwise be stuck at their homes. I've noticed that all your drivers seem to be the same great caliber of people." -Anonymous

"I work with older adults and Harbor Transit is such a blessing to them! And the drivers & dispatchers are so kind & helpful! Keep it up!" - Beth DeWyn

"Been a regular on the bus since I was a teenager. Great service. Not many cities have door to door services. Thank you Harbor Transit!" – Jennifer Stiles



NEW OPERATIONS CENTER UPDATE

Harbor Transit continues to make progress with its new operations center in Grand Haven Township. The new facility will be designed at 47,350 internal square feet, providing ample room for the elements necessary to modernize the system and enhance access and mobility for low-income and underserved communities by providing commuter access to the jobs in Harbor Transit's Service Area.

The NEPA process is underway on the 30-acre site in Grand Haven Township, and Progressive A&E has provided 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 placed for efficient vehicle fueling, 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 that live in the service area.

As we move closer to breaking ground on the site, our anticipation and excitement grows. We are confident that the new operations center will secure the legacy of Harbor Transit for decades to come, and therefore securing mobility for all in the Northwest Ottawa County community.

COMMUNITY PARTNERSHIPS

Besides our on-demand and fixed deviated-route services, Harbor Transit seeks to be a community partner, especially to assist in alleviating area traffic for the numerous large-scale events that take place each year in the Northwest Ottawa County community.

Harbor Transit provided transportation for a number of community events in the winter months, including Spring Lake's Sparkle Festival, the Grand Haven Wine About Winter event, and Grand Haven Winterfest. In August 2024, Harbor Transit transported nearly 6,000 riders during the 100th Coast Guard Festival in Grand Haven.

Besides providing rides, Harbor Transit enjoys other opportunities to partner with the community we serve. For the second year, Harbor Transit participated in a partnership program with Ferry/Voyager Elementary School, which provides the opportunity for elementary students to learn about career pathways in public transportation and visit the Harbor Transit facility. In August 2024, Harbor Transit participated in a mass casualty training with Ottawa County Emergency Management, which was also attended by various emergency personnel, multiple fire departments, ambulance services, and Ottawa County Central Dispatch.





BOARD OF DIRECTORS & LOCAL ADVISORY COUNCIL (LAC)

HARBOR TRANSIT BOARD OF DIRECTORS

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City of Ferrysburg

GORDON GALLAGHER
Spring Lake Township

BILL CARGO
Grand Haven Township

CATHY PAVICK
Spring Lake Township

ASHLEY LATSCH
City of Grand Haven

BRADY SELNER
Village of Spring Lake

KEVIN MCLAUGHLIN
City of Grand Haven

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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City of Grand Haven

JOHN PHILLIPS
Grand Haven Township

CHRYSTEEN MOELTER-
GRAY
Grand Haven Township

SARAH WHEELER
Village of Spring Lake

HEATHER PHILLIPS
Grand Haven Township

REBECCA HOPP
City of Ferrysburg

CHRISTINA SHANNON
City of Grand Haven

KIM SIBILSKY
City of Grand Haven

CARRIE UTHE
Spring Lake Township

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City of Grand Haven

SARAH WHEELER
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BONNIE SHEARS
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