



2020-2021 Annual Report

HARBOR TRANSIT MULTI-MODAL TRANSPORTATION SYSTEM (HTMMS)

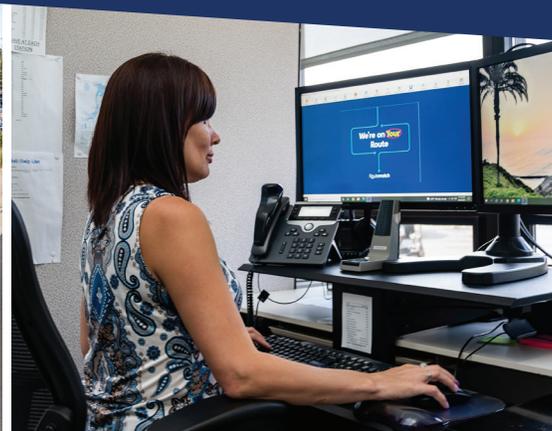


TABLE OF CONTENTS

| | |
|---|----|
| Letter from President | 2 |
| Letter from the Transportation Director | 3 |
| Ridership Report | 4 |
| Returning To Normal | 5 |
| Financial Report | 6 |
| Rider Testimonials | 7 |
| Serving the Community | 8 |
| Return of the Trolley and Beach Express | 9 |
| Looking to the Future | 10 |
| Board of Directors and Local Advisory Council Members | 11 |



LETTER FROM THE PRESIDENT

Harbor Transit celebrated 45 years of service in 2020 - four and a half decades of serving Northwest Ottawa communities with accessible public transportation. We are exceptionally proud of how Harbor Transit has grown and adapted over the years to continue to provide this essential service to our community.

Our history of service has enabled Harbor Transit to successfully navigate the continuing challenges of the Covid-19 pandemic. The pandemic resulted in significant changes to public transportation, from the Federal Transit Administration's mask mandate to the small adjustments in operations that were necessary to keep public transit employees and riders safe. Through these challenging times, the employees and staff at Harbor Transit have shown incredible resilience, continually serving our riders with genuine care.

As the world adjusts to a "new normal," leadership at Harbor Transit continues to think about the future. In early 2021, the West Michigan Shoreline Regional Development Commission began a study to determine the feasibility of a future merger or collaboration between Harbor Transit and Muskegon Area Transit System (MATS).

Harbor Transit has also acquired new vehicles to keep its fleet in top shape while transporting passengers safely. In December of 2020, Harbor Transit received five new buses, and in the summer of 2021 Harbor Transit ordered two brand new trolleys from Hometown Trolley, a women-owned business in Crandown, Wisconsin. Harbor Transit plans the trolleys' debut in the summer of 2022 with two new routes that will encompass more of the Tri-Cities area than ever before.

We at Harbor Transit are proud of our long legacy of service to the Ferrysburg, Grand Haven, Grand Haven Township, Spring Lake and Spring Lake Township communities, providing accessible transportation to those from all walks of life. Though it has been a challenging year, we continue forging ahead to a brighter future with our ridership at top of mind.

Craig Bessinger

President

HTMMTS Board

LETTER FROM THE TRANSPORTATION DIRECTOR

Reflecting on my first year as Harbor Transit's Transportation Director, I am impressed with the resilience of all our staff. Amidst all of the challenges of the past year, our staff have risen to the occasion. Despite the ongoing federal mask mandate, along with the bridge construction, resulting in traffic delays making travel via public transportation more cumbersome, our bus operators and dispatchers have taken on each challenge with optimism and determination. Riders often compliment on the helpfulness of our employees and this is confirmation that we are continuing to provide the high level of service that our ridership expects.

During the height of the pandemic Harbor Transit received both CARES and ARP funding, allowing us to operate even with low ridership. These funds enabled us to sanitize our fleet daily for passengers, and they are supporting us in finding the right electronic fare collection system for Harbor Transit.

After lifting Covid-19 restrictions in May of 2021, the summer season was especially eventful for Harbor Transit. We were pleased to resume our normal summer services including our Beach Express shuttle and the trolley, two services that the community had greatly missed in summer 2020. For the first time since 2019, Harbor Transit was able to offer its shuttle service for Coast Guard Saturday, alleviating area traffic and safely transporting more than 5,000 riders to the downtown festivities from various park-and-ride locations.

As our nation resumes more normal activities and ridership climbs towards pre-pandemic levels, we continue to keep Harbor Transit's future in mind. In early 2021, the West Michigan Shoreline Regional Development Commission began a study to determine the feasibility of a future collaboration between Harbor Transit and Muskegon Area Transit System (MATS).

I am proud of Harbor Transit's 45-year legacy of service in the Ferrysburg, Grand Haven, Grand Haven Township, Spring Lake and Spring Lake Township communities. As we uphold this legacy, we strive to meet a standard of excellence in day-to-day operations, and as we plan for the future, keeping community needs in the forefront.

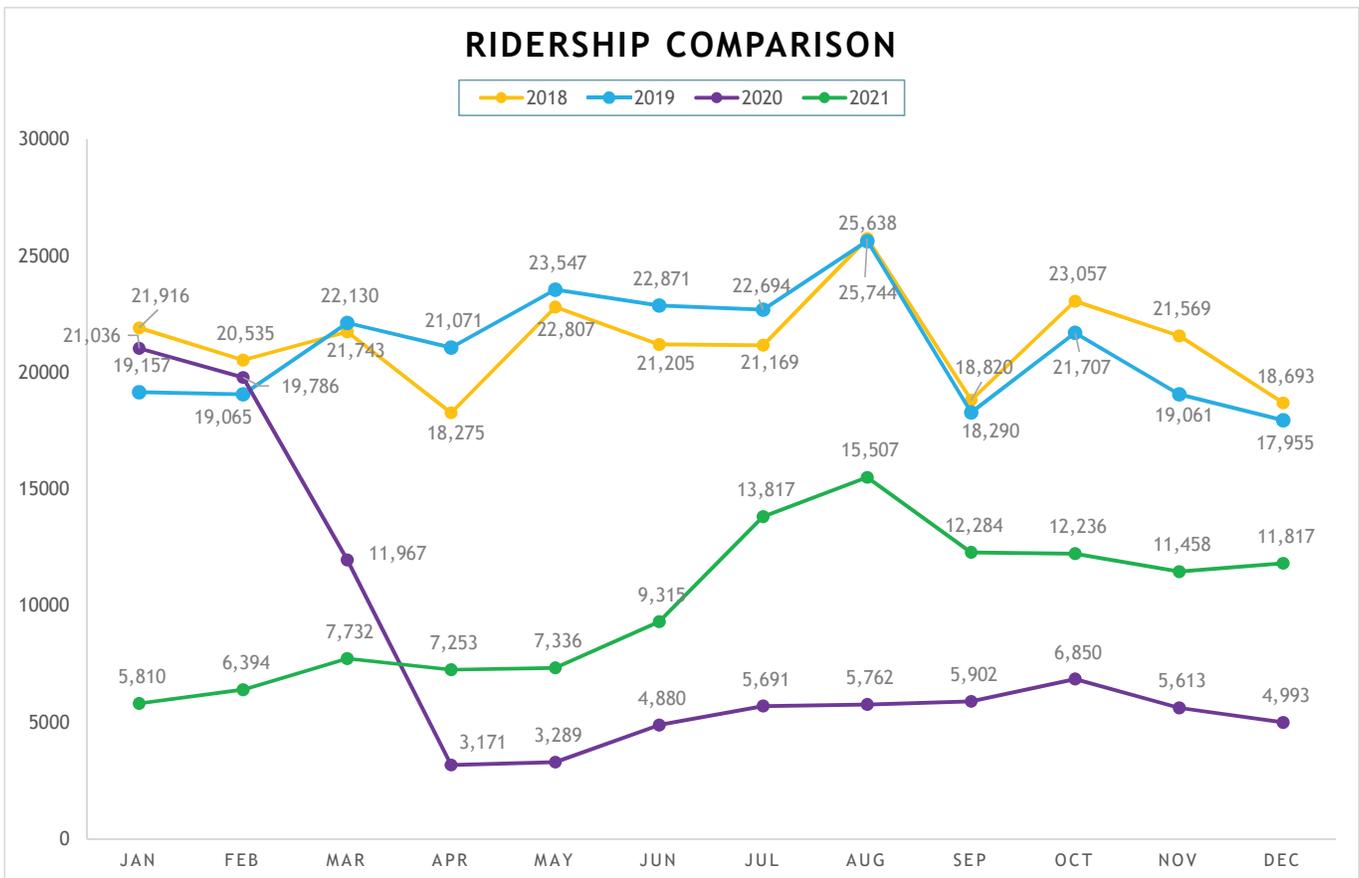


Scott Borg
Transportation Director
Harbor Transit



RIDERSHIP REPORT

Though ridership numbers dropped sharply in 2020 due to the COVID-19 pandemic, Harbor Transit was still able to offer the essential service of transportation to the Tri-Cities area. Operating under Limited Service from March of 2020 through May of 2021, Harbor Transit still provided thousands of rides to medical appointments, pharmacies, work, childcare, and more. Though ridership numbers have not yet fully recovered from 2020, Harbor Transit is now transporting approximately 50% of pre-pandemic ridership numbers.





RETURNING TO NORMAL

As a result of the COVID-19 pandemic, Harbor Transit shifted its operations to Limited Service from March 2020 to May 2021, offering rides only for essential trips like medical appointments, visiting a pharmacy or grocery store, or going to and from work. Also at this time, Harbor Transit stopped collecting fares. Harbor Transit's Limited Service enabled community residents to access essential services and everyday necessities during a time of national crisis.

In May of 2021, Harbor Transit resumed normal operations and lifted all COVID-19 restrictions with the exception of the Federal Mask Requirement. Harbor Transit ridership has steadily increased since, and riders can once again travel anywhere within Harbor Transit's service area, seven days a week.

Harbor Transit continues to take precautions to reduce the spread of COVID-19, including following the Federal Mask Requirement, fogging buses with disinfectant nightly, and sanitizing on each bus throughout the day as time allows.

FINANCIAL REPORT

HARBOR TRANSIT OPERATING BUDGET 2020-2021

REVENUE

| | |
|------------------------------|-------------|
| Passenger Fares | \$ -- |
| Tax Levy | \$1,562,134 |
| State Operating Assistance | \$1,284,595 |
| Federal Operating Assistance | \$1,055,282 |
| Interest & Other | \$43,234 |

TOTAL **\$3,945,245**

OPERATING EXPENSES

| | |
|----------------|-------------|
| Operations | \$2,228,586 |
| Maintenance | \$270,121 |
| Dispatch | \$409,448 |
| Administrative | \$619,640 |

TOTAL **\$3,527,795**

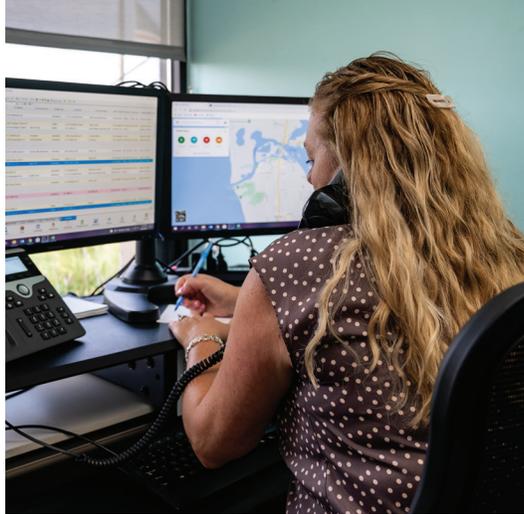
BREAKDOWN OF EXPENSES

| | |
|-----------------------------------|-------------|
| Labor | \$1,676,947 |
| Fringe Benefits | \$587,058 |
| Professional/Contractual Services | \$457,688 |
| Fuel and Supplies | \$247,166 |
| Utilities | \$38,116 |
| Casualty/Liability Insurance | \$71,919 |
| Depreciation | \$429,885 |
| Other | \$19,016 |

TOTAL **\$3,527,795**

“Love all that you do to provide transportation to this community to your best. My adult disabled daughter would not be able to get back and forth from work without your help.”

-DJ Goris H.



“Our family relies on Harbor Transit as we don’t drive. Love the service. Thanks!”
- Tom B.



”
**Kind Words From
Harbor Transit
Riders**



“The staff is exceptional in every way From taking ride requests, responding promptly with service and door to door courteous service.”

-Robert L.



“I can’t say enough about what a wonderful service this is! The drivers are friendly and helpful, wait times are generally short, and the price is beyond reasonable. Thank you so much Harbor Transit!”

-Stephanie W.



“Always on time and a very pleasant ride to work. Very clean too, a huge plus.”

-Christopher A.



SERVING THE COMMUNITY

As a public transportation authority, Harbor Transit considers it an honor to participate in community happenings throughout the year. By providing on-demand transportation and shuttle services during special community events, Harbor Transit helps alleviate traffic congestion and increases accessibility to community events for Tri-Cities residents and visitors.

Traditionally, Harbor Transit has offered a park-and-ride service on “Coast Guard Saturday,” the day during the annual Coast Guard Festival when the most popular events take place, including a firework show that concludes the festival. After temporarily pausing this service in 2020, Harbor Transit once again offered its Coast Guard park-and-ride on August 7th, 2021. Offering eight different parking locations throughout Ferrysburg, Grand Haven and Spring Lake, Harbor Transit transported festival-goers into the heart of downtown Grand Haven from 9am until after midnight following the firework show.

The 2021 Coast Guard park-and-ride service was a success with Harbor Transit transporting more than 5,000 passengers into downtown Grand Haven and back to their vehicles. Passenger Cathy J. shared, “Shout out to Harbor Transit. My granddaughter and I used the shuttle service today. It was a great experience and we would not have been able to get there without this service.”

In addition to the Coast Guard Festival, Harbor Transit will also offer shuttle services during the Spring Lake Sparkle Festival, Grand Haven Winterfest, and other community events throughout the year.





THE RETURN OF THE TROLLEY & BEACH EXPRESS

Generations of Grand Haven Area locals remember taking a ride on the Harbor Trolley, enjoying the cool breeze off of Lake Michigan and learning about the history of some of the area's most beloved landmarks. Unfortunately in 2020, the trolley joined the list of summer activities that were put on hold due to the COVID-19 pandemic.

To the delight of the local population, Harbor Transit's trolley was able to resume service in the summer of 2021, with an expanded route including stops in Spring Lake and Ferrysburg. The trolley route included stops at many local favorites including several ice cream shops, Chinook Pier, Central Park, and the Tri-Cities Historical Museum.

Another summer service that was reintroduced in the summer of 2021 was Harbor Transit's Beach Express shuttle. Beach Express brings passengers directly to the Grand Haven State Park and City Beaches from four different parking locations around the Tri-Cities. The park-and-ride service helped to alleviate summer traffic and assisted locals and visitors in getting to the beach while avoiding the headache of finding downtown parking.

Harbor Transit is glad to offer these special summer services that are both fun and functional, and we look forward to many more summers with the trolley and Beach Express for the community to enjoy.



LOOKING TO THE FUTURE

A NEW FACILITY

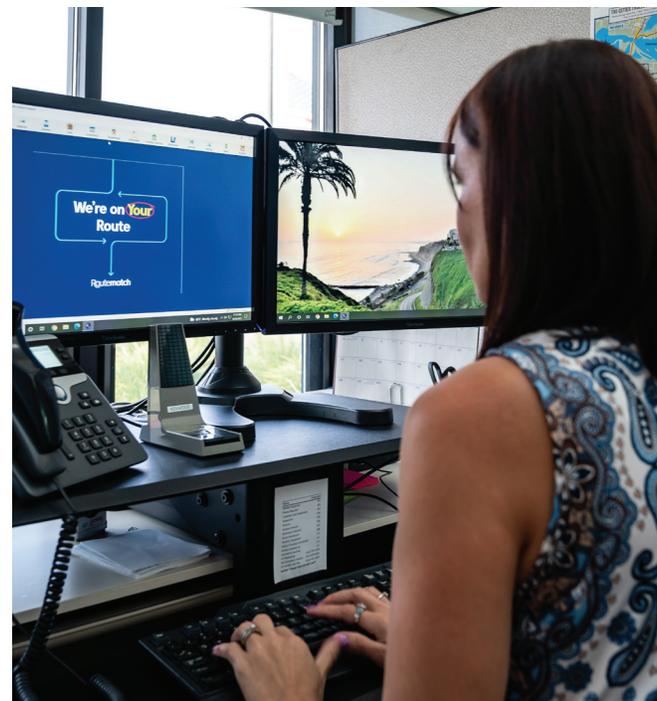
Harbor Transit is currently searching for land on which to build a new facility. “It is clear that our operation has outgrown our current facility on N Ferry Street,” says Transportation Director Scott Borg. “We are looking forward to building a new facility with more space for our fleet and employees, 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.

EXPANDED HOURS OF OPERATION

Borg also foresees an expansion of Harbor Transit’s operating hours. “We have received feedback from members of the second-shift workforce expressing the desire to utilize Harbor Transit for rides to and from work,” says Borg. “Harbor Transit is looking to expand our operating hours in the future to accommodate the needs of the workforce in the Tri-Cities.”

TOUCHLESS FARE COLLECTION SYSTEM

In light of the COVID-19 pandemic, Harbor Transit ceased collecting fares beginning in March 2020. The Harbor Transit team is currently researching touchless fare collection systems that would replace cash collection and punch cards when fare collection resumes. Harbor Transit will give the public many months of advanced notice before fare collection resumes.





BOARD OF DIRECTORS & LOCAL ADVISORY COUNCIL (LAC)

HARBOR TRANSIT BOARD OF DIRECTORS

CRAIG BESSINGER
City of Ferrysburg

PATRICK MCGINNIS
City of Grand Haven

CHRISTINE BURNS
Village of Spring Lake

MIKE DEWITT
City of Ferrysburg

BILL CARGO
Grand Haven Charter
Township

JOANNE MARCETTI
Grand Haven Charter
Township

BOB MONETZA
City of Grand Haven

CATHY PAVICK
Spring Lake Township

GORDON GALLAGHER
Spring Lake Township

DONALD REIS
Grand Haven Township

JOEL TEPASTTE
Village of Spring Lake

PETE LAMOURIE
Member at Large

LOCAL ADVISORY COUNCIL (LAC)

ROGER WHITE
Chairperson

CHRISTINA SHANNON
Grand Haven

WARREN ROOSEN
City of Ferrysburg

RAY HARZ
Member at Large

CHRYSTEEN MOELTER-
GRAY
Grand Haven Township

NORMAN
CUNNINGHAM
Member at Large

CARRIE UTHE
Spring Lake Township

JON TOPPEN
Member at Large