



**HARBOR
TRANSIT**

**Harbor Transit Local Advisory Committee
MINUTES OF THE February 20, 2019 meeting
Grand Haven Community Center**

The meeting was called to order at 1:20 p.m.

Members present: Roger White, Chairperson
Norman Cunningham
Ray Harz
Chrysteen Moelter-Gray

Members absent: Carrie Uthe
Marion McDonald
Warren Roosen
Jeffrey Smith
Jon Toppen
Nancy Anne Moss

Harbor Transit Staff: Steven Patrick, Transportation Director
Anthony Dionise, Operations Manager
Shelly Converse, Customer Care Supervisor
Dana Appel, Finance & Compliance Coordinator

Moved by Roger White and supported by Chrysteen Moelter-Gray, to approve the minutes of December 5, 2018. Motion carried.

3. General Business/Call to Audience:

Chrysteen spoke on behalf of the Momentum Center. The Center would like extended hours in the evening and on weekends. She wondered what options the Centers cliental would have for transportation needs, to or from, missions or mental health facilities. There was a brief discussion of persons utilizing the Ottawa County 211 system for after hour needs.

4. General Business:

A. Review and approval of Harbor Transit's Vehicle Accessibility Plan for FY2020 MDOT Application-

Members reviewed the Application, but tabled the Approval until all members were able to review and comment on said document.

B. Review of Ridership Numbers-

Members received ridership numbers for the past three (3) months in written and graph form. Ridership continues to increase at a steady pace, Shelly explained the demand is exceeding the vehicle and driver availability. Members and staff took note that Harbor Transit transported 255,533 passengers in 2018.

C. Update on RouteMatch's upcoming training for Dispatch and what that means-

RouteMatch training will be held at Harbor Transit February 24th- 28th. This is an extensive group and one-on-one training by a Trainer based out of RM Headquarters in Atlanta. Since the system was installed almost four (4) years ago, many modules have not been utilized. The scheduling process has been done in an incorrect manner, we need to base rides on drop times not pick up times. By implementing the "Optimizer", it allows the automated dispatching system to schedule rides using miles, vehicle capacity, lift availability and any and all information needed to calculate optimum performance. Also available, but not being applied, is the IVR. The IVR is a reminder call for the passenger that they have a bus scheduled or a bus is approaching their pick up. This option has been proven to reduce No-Show's in other transit facilities. The training may show that we have to change in the manner we operate. Mr. White wanted us to make sure the General Public is informed if any changes are made before they are put into place. He was assured that it would take Marketing, radio, newspaper and driver communication to spread the word.

D. Review of Local Advisory Committee Membership and Term Dates-

Mr. White told the Members present, he would be willing to continue serving as Chairperson for the Committee as long as needed. He did state that if there were other plans or candidates for the seat, he would abide by that ruling also. Roger stated that the primary function of serving on the Committee is to, "Serve as a Representative to the Public and the Community." Due to the number of Members, it is suggested that the MDOT criteria be reviewed to determine how many Members are required and if we are over accommodated by persons. It was also suggested by Roger and Steve that a Student and a Business Owner be looked at for filling seats on the committee. It is believed that these two components would have insight to ridership that has been lacking. Other items that need review are, extended hours for nights and weekends and monies to accomplish this mission. Norman gave valuable information associated with his prior experiences in life. He suggested reaching out to see if there may be funding available through

non-traditional grants or Foundations. Many times there may be an alternative revenue source that may have been overlooked. This was interesting and appreciated information given by Norm.

E. Meeting Dates for 2019-

*May 15, 2019 GH Community Center

*August 21, 2019 GH Memorial Airport

*November 20, 2019 GH Community Center

5. Transportation Director Report:

Steven Patrick reiterated the fact that there is a need for recruiting persons associated with local business and/or a student that utilizes our service. Nothing else to report at this time.

6. The next LAC meeting is scheduled for May 15, 2019 at 1:15 located at the GH Community Center.

7. Adjournment:

Motion by Roger to adjourn, second by Ray.

Meeting adjourned at 2:10 p.m.

Respectfully,
Shelly Converse