



**Harbor Transit Local Advisory Committee
Minutes of the May 15, 2019 Meeting
Grand Haven Community Center**

The meeting was called to order by Chairman White at 1:15 PM.

Members Present: Roger White, Chairman
Norman Cunningham
Ray Harz
Chrysteen Moelter-Gray
Carrie Uthe
Warren Roosen
Jon Toppen
Nancy Anne Moss

Members Not Present: Jeffrey Smith

Harbor Transit Staff: Shelly Converse, Customer Care Supervisor
Anthony Dionise, Operations Manager
Dana Appel, Finance, Compliance Coordinator
Dennis Swartout, Marketing Rep

Minutes of the February 20, 2019 LAC meeting were approved by consent.

1. Review of Ridership Number: Shelly reviewed year-to-date ridership numbers that reflect a slight decline due primarily to school snow days. Weather played a major part in causing the reduction in total rider's year over year.

2. LAC Member Comments: Ray Harz related a recent experience he had when he requested a pickup from D & W. He waited 45 minutes and after being picked up the bus stopped and loaded on 8 school kids. Because of that Ray became first on and last off. He questioned why that was.

Shelly responded that from a recent MPTA seminar she attended, she learned that we cannot decline service to students. But, given that we will be looking into limiting the number of students per bus.

Chrysteen asked if there is a way to limit the 'wait time'.

Carrie suggested we request "early dismissal" or "parent pickup" for GH Public Schools like they do in Spring Lake. This is an 8 minute early release of school transit passengers that could help reduce wait times for general public passengers.

Shelly will be reaching out to Spring Lake and Grand Haven school officials about the level of service Harbor Transit is able to provide. She will discuss the issue with wait times. There was further discussion regarding reasons for service delays and solutions that could be employed.

3. Carrie suggested that more use of social media would help to get the word out concerning any type of service delays (ie. no phones, weather, limited service) and that she would be happy to assist in getting items posted on Facebook.

Meeting was adjourned at 2:15pm