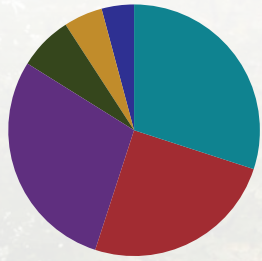
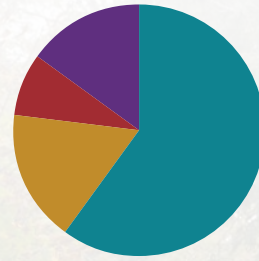


2021-22 REVENUES



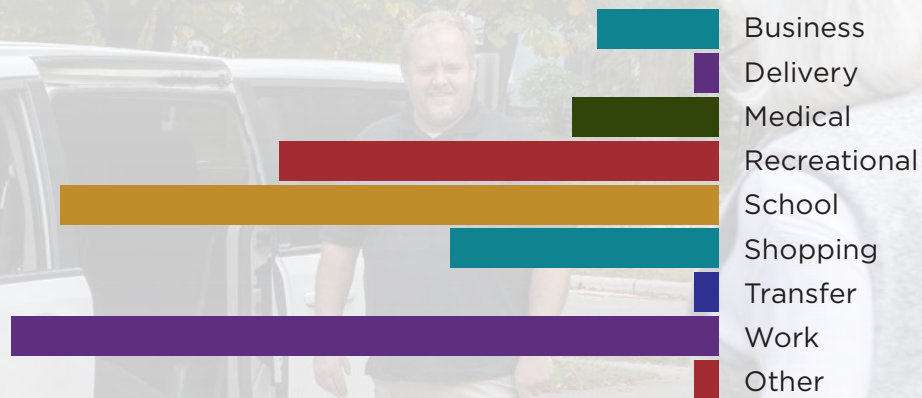
- Millage/Tax Revenue
- Federal
- State MDOT
- Fares & Vehicle Advertising
- Grants
- Other

2021-22 EXPENSES



- Labor
- Benefits
- Fuel
- Other Operating Expenses

TRIPS BY PURPOSE



80,695
Total Trips

FUN FACTS

765,805
Total Miles Served

28,674
Total Hours Served

24
Vehicles

5
Avg Vehicle Age

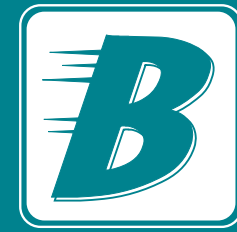
97%
On Time Performance

“ Benzie Bus is a lifesaver for me. It lets me keep doctor’s appointments and other appointments and supports me living alone at the age of 80. Drivers and office staff have all been so kind and friendly. Thank you Benzie Bus. ”



BENZIE BUS

231.325.3000
BenzieBus.com
14150 US Highway 31
Beulah, MI 49617



BENZIE BUS

2022 ANNUAL REPORT

PRESENTED BY THE BENZIE TRANSPORTATION AUTHORITY



“ You won’t find a better bunch of drivers, dispatchers and management to work with when scheduling your rides. ”

A MESSAGE FROM OUR BOARD OF DIRECTORS



The Board of Directors are so pleased to welcome Jessica Carland as our new Executive Director. She has been working with the Benzie Bus in various capacities for several years. Her past contributions to Benzie Bus have included Board Member, Dispatch Supervisor and Mobility Manager.

Our management team consists of Operations Manager Chad Hollenbeck, Office and Human Resources Manager Nancy Hunt, and Finance Manager Wendy Wedemeier. We look forward to their strong leadership in the upcoming years.

The Chamber of Commerce Community Impact Award we received this year reflects on the professionalism and quality of our entire staff, and the essential role Benzie Bus plays in our community. Our award-winning staff also did very well at the 2022 State Bus Drivers Rodeo, and we look forward to participating in the National Rodeo in 2023.

We look forward to continuing to grow and meet the transportation needs of the Community. I'm honored to have the opportunity to serve as the Board Chairperson.

"Benzie Bus connects people of all ages and abilities to our community and promotes independence and prosperity through a safe and convenient public transit system."

John Morse

BOARD OF DIRECTORS

- John Morse
Chair
- Chris Kitchen
Vice Chair
- Jeanette Feeheley
Treasurer
- Dorene Strang
Secretary
- Evan Warsecke
County Commissioner
- Anne Noah
- Sara Hienz

LOCAL ADVISORY COMMITTEE

- Matt Goodlin
Chair
- Ingemar Johansseen
Vice Chair
- Ruth Ann Tyler
- Beverly Popp
- Jessica Gardner
- Douglas Durand
- Jerry Heiman

MANAGEMENT TEAM

- Jessica Carland
Executive Director
- Chad Hollenbeck
Operations Manager
- Nancy Hunt
Office & HR Manager
- Wendy Wedemeier
Finance Manager



BENZIE BUS DRIVERS PLACE HIGH IN MICHIGAN ROADEO

- 2nd place in TEAM COMPETITION
Bryan Potts, Scott Powell, Chris Geetings
- 1st place in INDIVIDUAL COMPETITION -
Scott Powell

Scott will head to Oklahoma City, OK in May 2023 to compete in the National Rodeo

Rodeo is an opportunity for drivers to show off their driving skills while focusing on passenger safety and sensitivity

EMPLOYEES

- 44 employees with an average of 6 years of service
- 91% employee satisfaction rate
- Increased wages to stay competitive
- Avg monthly turnover rate of 1.7%

COMMUNITY

- Thanks to support from Benzie Senior Resources, Health Rides launched April 2022
- 7 community partners subsidizing trips for clients

CLIMATE

- 90% of our fleet runs on propane
- Purchase of Toyota Sienna Hybrid Minivan

Benzie Bus receives the Benzie County Chamber of Commerce
COMMUNITY IMPACT AWARD

FY2023 GOALS

Improving passenger communications by utilizing customer-preferred technologies

- Implementing "text to ride" option
- Creating a more appealing and functional website
- Installing interior monitors in vehicles to stream important Benzie Bus information

Improving community mobility

- Resuming the Flex route
- Implementing an on-demand after-hours service

Continue to demonstrate financial stewardship

- Reducing service costs
- Increasing vehicle advertising revenue



“ I LOVE Benzie bus! They were awesome for school transportation... I am grateful for the service and the wonderful customer service we got. ”

