



**Local Advisory Committee**

Friday, June 30, 2017 12:00PM

Benzie Bus Station

**Minutes Approved as Presented September 15, 2017**

Members:      Matt Goodlin - Chair **Present**                      Doug Durand - Vice Chair **Present**  
                    Mary Carroll **Absent**    Ingemar Johanssen **Absent**  
                    Richard Heniser **Present**                                      Ruth Ann Taylor **Present**  
                    Bev Popp **Present**     Kelly Thayer **Absent**  
                    Dorene Strang **Present**

**Public Comment** None

**Review and Approve March 10, 2016 Minutes** *Motion* by Doug to approve as presented. Second by Ruby. All ayes, *motion approved*.

**Annual Community Survey Results** Review of annual survey results. Riders and Non-riders stated they would like to receive information about Benzie Bus via Facebook, our website, or a phone app. Drivers and Dispatchers once again scored in the 90<sup>th</sup> percentile for customer service. Overall, Riders and Non-Riders are very happy with what we do.

**Magical History Tours Thurs & Fri, Noon and 2:30** So far, we've had 92 riders, not including about 20 doing the Tour today. A group of 53 from SVSU will be coming up to do a Tour in September.

**Anne Noah LAC Resignation** Anne is now on our Board of Directors, so resigned from the LAC. Kelly Thayer also had to resign due to his busy schedule.

**Husky Bus Accident** One of our drivers was in an accident in May and the Husky Bus was totaled. We hope to have a replacement in September.

**Beach Bums Tuesdays** The Bums aren't partnering with us, but we are still offering free transportation to 5 games this summer. June 20, July 18, August 1, August 8, August 15.

**Cherry Festival Shuttles** We've expanded our TCX during Cherry Fest so people can enjoy the concerts and fireworks

**Senior Expo** Great turnout. Doug shared that the number of attendees quadrupled from last year

### **Mobility Manager**

**Non-Emergency Medical Transportation** - We're having 1000 postcards printed and mailed. DHHS has the mailing labels, Benzie Chamber is letting us use their permit number for postage. Rides through Medical Transportation Management totaled 18 for May, with no advertising. We feel optimistic that NEMT numbers will continue to improve.

**Job Access and Reverse Commute - TC 22 Times & Airport Connections** BATA and Benzie Bus will be doing some joint outreach events the second week of August to promote commuter services. We'll be at Interlochen and Lake Ann with buses, free food, and are seeing if we can get a radio station to do a Live Broadcast. Bill and Jessica met with Munson and are working on designing a commuter program with them. In September Munson is breaking ground on a new parking structure. We'll be doing an outreach event the third week of August at Munson and will be giving Munson employees free rides to work during the month of September.

**New Shelters: Frankfort 2nd St; Thompsonville Library; Honor Public Parking Lot**  
Bill and Jessica are working on the design of the shelter posters

**Regional Connections Cadillac - Grand Rapids via Indian Trails** Jessica and Bill are working with Cadillac on improving connections for Indian Trails.

**CTAA Rural Transit of the Year Award** Thanks to the LAC for all of their help. We take your recommendations and they are pivotal in designing our services. Our "out of the box" thinking is why we were given such a prestigious award.

**Future Meeting Schedule: Sep 15, 2017 & Dec 8, 2017**

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William Kennis, Recording Secretary

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Date