

FLY BENZIE BUS



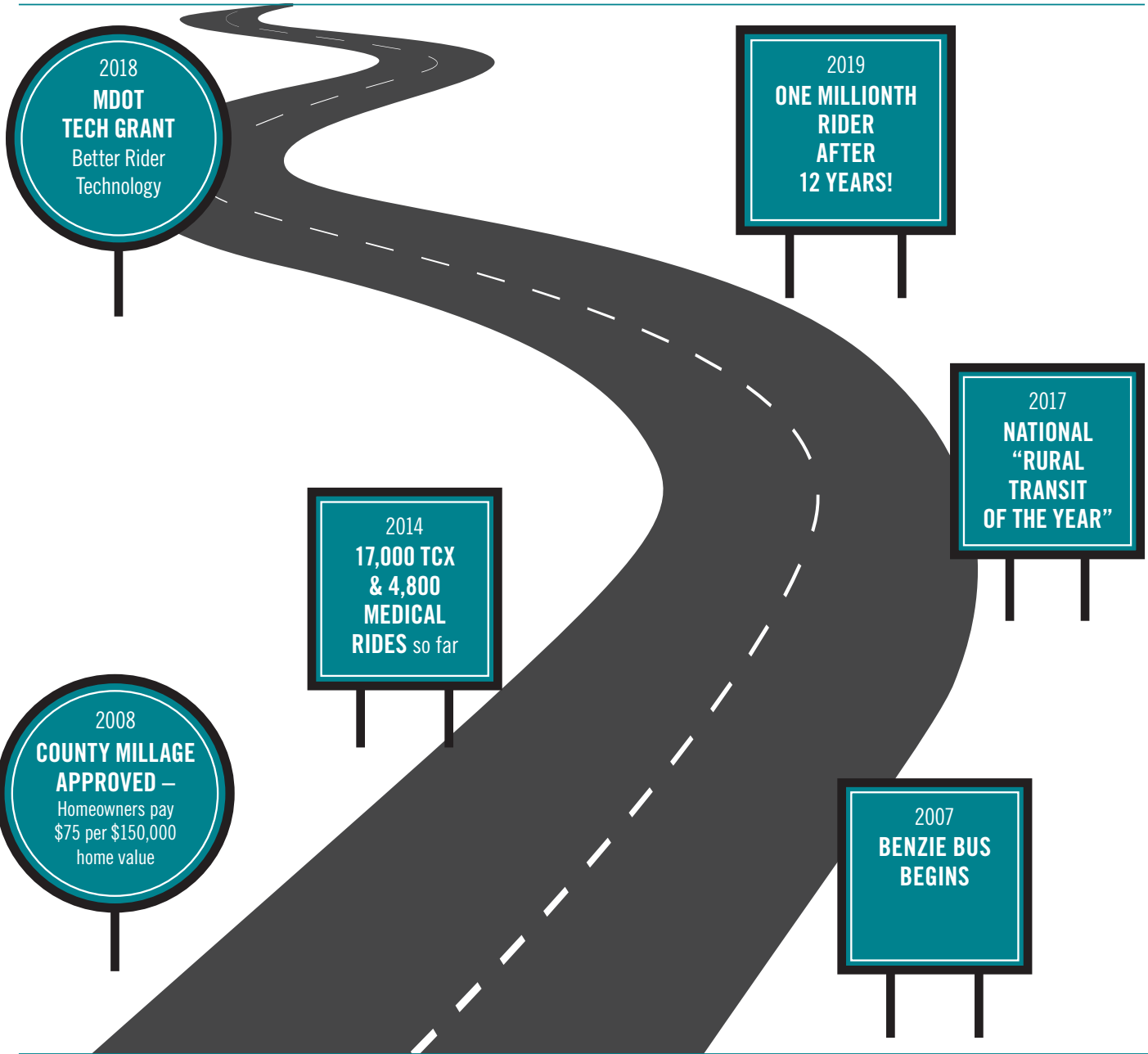
FAST. EASY. RELIABLE.

BENZIE BUS

CONNECTING PEOPLE TO COMMUNITY



On Our Way to the Millionth Rider!



LOCAL ADVISORY COMMITTEE

Matt Goodlin - *Chairman*
Douglas Durand - *Vice Chair*
Mary Carroll, Jerry Heiman, Richard Heniser,
Ingemar Johansson, Beverly Popp, Dorene Strang,
Ruth Ann Tyler, Jeannette Feeheley & Irene Nugent

BOARD OF DIRECTORS

Amy Herczak - *Chairwoman*
Eric VanDussen - *Vice Chair*
Susan Kirkpatrick, Jennifer Kolinske, Anne Noah,
Patti Roth, County Commissioner Evan Warsecke
& Eugene Allen

MANAGEMENT

Bill Kennis - *Executive Director*
Chad Hollenbeck - *Operations Manager*
Jessica Carland - *Mobility Manager*
Wendy Wedemeier - *Financial Manager*
Nancy Hunt - *HR & Office Manager*



MSU Rider Survey Results

BATA, Bosch & Benzie Bus received grant funding from MDOT to address rural technology solutions. We are now working to meet the Top 3 Improvements identified through the MSU survey recommendations.

Top 3 Improvements	2018	
Real time location information on app	72%	1
Text for reservations	59%	2
Online reservations	46%	3
Mobile ticketing app	42%	
Real time location information in bus shelters	31%	

Satisfaction w/ overall service	2018	TOT
Very Dissatisfied	0%	
Dissatisfied	1%	
Neutral	5%	
Satisfied	34%	94%
Very Satisfied	60%	

What Riders Say

“I write to express my total gratitude to the Benzie Bus. I previously worked there and knew that we helped about 350 people each day but, until I became dependent on it; never realized the personal touch they deliver. I suffered a neck injury this past summer and was unable to drive for six weeks. I was able to get back and forth from work and grocery shop seamlessly using their service. In addition their TC Express route was able to accommodate my physical therapy appointments in Traverse City again making my transportation needs stress free. Their drivers are friendly, courteous and timely. Their dispatch team was amazing when it came to last minute changes in my schedule. Really proud to see the growth of this organization over the last eleven years and the service it provides to Benzie County residents.” ~ Jennifer Kolinske



Grant Funding

Benzie Bus received grant funding

- ✓ for 2 passenger shelters and 6 Ford Transit Buses = \$288,000
- ✓ to reward passengers for wearing seat belts!
6 weeks = \$20 worth of groceries



2018 Performance #'s

- ✓ **RECORD RIDERSHIP** 95,051 Rides! (12% more than 2017)
- ✓ **RECORD FAREBOX** paid by passengers \$136,637 about 8% of Expenses
- ✓ **LIQUID PROPANE LP** propels 60% of our fleet saving \$36,000 per year



Revenue & Expenses

INCOME

Passenger/Contract Fares	135,637
Advertising Income	14,675
Taxes Levied Directly for/by TA	602,586
State Operating Assistance	599,707
Federal Assistance	282,520
Total Income	\$1,647,218

EXPENSE

Total Labor Expense	928,902
Health & Retirement Benefits	236,639
Board Compensation	1,160
Service Expense	94,709
Fuel and Lubricants	102,786
Utilities & Business Insurance	74,586
Total Expense	\$1,531,640
Estimated Reserves (unaudited)	\$115,578

Sponsored Shuttles

New Year's and Halloween shuttles are sponsored by local businesses giving riders safe options.



Employee Bonuses

Employees earned bonuses and raises for reducing costs and exceptional customer service according to MSU survey results.

Driver professionalism	2018	TOT
Very Dissatisfied	0%	
Dissatisfied	0%	
Neutral	2%	
Satisfied	31%	97%
Very Satisfied	66%	



Benzie Transportation Authority

Connecting People to Community

231.325.3000 office

231.325.3007 fax

14150 US Highway 31

Beulah, Michigan 49617

www.BenzieBus.com

BENZIE BUS