



Thank you for your interest in a Benzie Transportation Authority (Benzie Bus) Board member position.

We're thrilled to have a committed group of community citizens, and a representative from our County Board of Commissioners, serve on our Board of Directors. Their combined talents and viewpoints provide the Benzie Bus Executive Director and Management team with insight and guidance, while also providing the citizens of Benzie County with representation from several vantage points.

Our board meets 6 times per year, primarily meeting every-other month. At the moment, our board meetings are conducted at 5:30pm on the third Tuesday, every other month. Meetings include a meal and generally last 60-90 minutes. We have several committees on which Board members can also serve, guided by their gifts and interests. Committee meetings are relatively infrequent, as needed.

We have included items that might be of interest to you regarding the Benzie Bus, and our board:

1. Mission Statement
2. Board of Directors roster and terms of office
3. Annual Report – 2022
4. Schedule of Board meetings – 2022
5. Application for Appointment to Board, Commissions and Agencies

For your convenience, more detailed information about the Benzie Bus, including a schedule of Board meetings, Board & Committee minutes, Bylaws, etc. can be found on our website at <https://www.benziebus.com/>.

After reviewing these materials, we invite you to attend a board meeting as our guest. In order to be officially considered for a board position, please complete the enclosed **Application** OR submit a brief **Letter of interest (or both)** to the Benzie County Administration Office. This Application, or Letter of Interest, may be sent by:

1. Email to - rroelofs@benzieco.net
2. Fax to - 231-882-0035
3. US mail to - Benzie County Administration Office, 448 Court Place, Beulah, MI 49617

Upon receipt, the Executive Assistant will convene an interview committee of County Commissioners to meet with you to fully consider your candidacy.

We appreciate your interest and look forward to hearing from you soon.

Sincerely,

John Morse

Chairperson – Benzie Transportation Authority



BENZIE BUS
CONNECTING PEOPLE TO COMMUNITY

MISSION

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.

VISION STATEMENT

Benzie Bus envisions a future in our Benzie County community in which:

- All people can live, learn, work, and play conveniently and independently without driving.
- People choose to travel via public transportation because it is a safe, affordable, modern, environmentally friendly, and an efficient way of getting where they want to go.
- Employers and employees prosper with convenient transportation solutions that support and strengthen communities and the local economy.
- Families are strengthened and sustained through cost-effective and convenient transportation choices for all family members.

BELIEFS & VALUES At Benzie Bus, we believe that:

- Our community has a moral and economic obligation to provide transportation alternatives to people of all ages and abilities.
- Our transportation system is customer-centered. We provide service that is safe, clean, convenient, affordable, accessible, timely, and dependable. We earn our customers' trust by providing service that is friendly, courteous, respectful, and responsive to customer needs. We will actively pursue continuous public outreach and involvement.
- Our publicly funded transportation system must be a wise steward of the public trust. We operate with fiscal responsibility, competence, integrity, and a spirit of openness and transparency. We actively communicate with the public via direct contact with our staff and board; public outreach; contact with business, groups, and government; our printed materials and website (www.benziebus.com); and the mass media.
- Our public transportation system plays an important role in shaping regional growth

patterns, protecting rural character and scenic beauty, and improving the quality of life in our community. We operate and grow our public transportation system in a way that supports vibrant communities and protects the rural landscape.

- A well-designed public transportation system can support an environmentally sustainable future, control urban sprawl by promoting responsible or “smart” growth, increase energy alternatives and conservation, and reduce traffic congestion. We pursue alternative fuels, including the potential for generating some energy locally through wind, solar, biofuels, and other renewable resources. We will connect our bus system with environmentally friendly mobility options including bicycling, walking, and carpooling. We encourage “green” building and operational practices at all our facilities.
- No single organization can provide all the transportation solutions needed by our customers. We build broad-based collaborations to blend a wide variety of seamless transportation options into a flexible and responsive network focused on the needs of all people. We act as a regional leader in seeking to collaborate with other bus systems (at the regional, state, and national level), government, businesses, school systems, health care institutions, social service and civic organizations, places of worship, and other entities generally in order to deliver integrated service and benefit from efficiencies and economies of scale.
- Our employees are the first line of contact with our customers and, therefore, we value our employees as integral to the success of our organization. Our employees will be well trained and project professionalism through their actions and appearance and their upkeep of the buses and facilities.
- Our public transportation system should be a leader in its industry through the use of modern technology related to clean fuels and innovative service, including the prospect of providing on-board wireless Internet access and real-time information at bus stops (and via the Internet) regarding when the next bus will arrive. We will seek to be at the forefront of transportation technologies related to delivering excellent service that meets our community’s social, economic, and environmental goals.



BENZIE BUS
CONNECTING PEOPLE TO COMMUNITY

Benzie Transportation Authority
14150 US Highway 31, Beulah, MI 49617
231-325-3000

Board of Directors – Terms of Office *(updated 1/12/2022)*

Board Term Expires on April 30, 2023

Anne Noah
Sara Hienz
Vacant

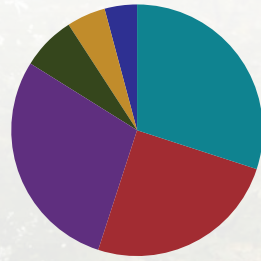
Board Term Expires on April 30, 2024

Chris Kitchen
Dorene Strang

Board Term Expires on April 30, 2025

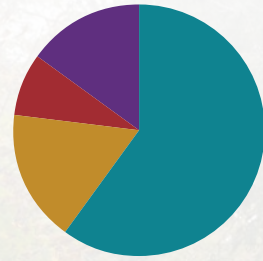
John Morse
Jeannette Feeheley

2021-22 REVENUES



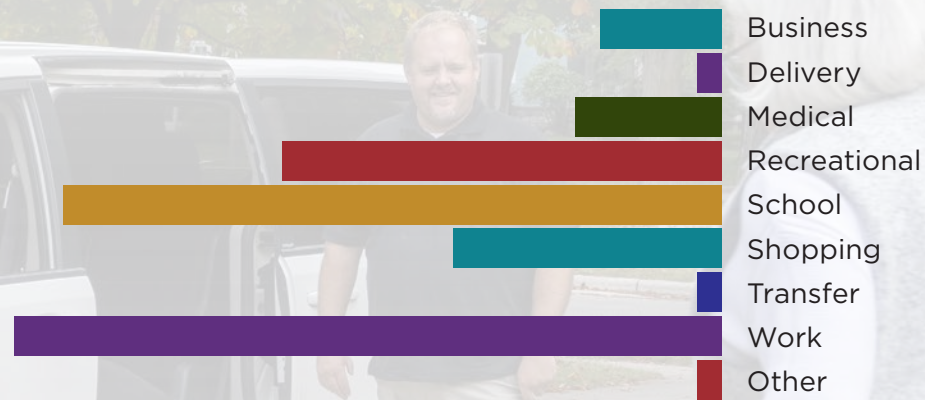
- Millage/Tax Revenue
- Federal
- State MDOT
- Fares & Vehicle Advertising
- Grants
- Other

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%

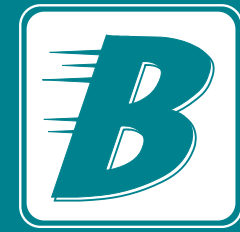
On Time Performance

“ 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

“

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

”

Benzie Bus receives the Benzie County Chamber of Commerce

COMMUNITY IMPACT AWARD

FY2023 GOALS

Improving passenger communications by utilizing customer-preferred technologies

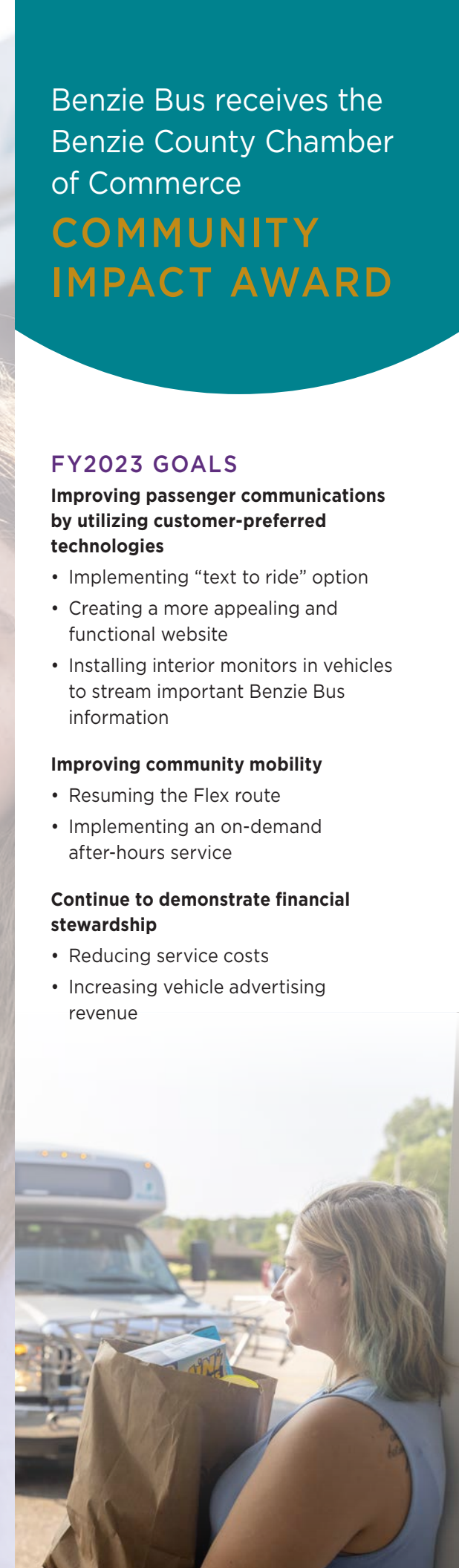
- Implementing “text to ride” option
- Creating a more appealing and functional website
- Installing interior monitors in vehicles to stream important Benzie Bus information

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





BENZIE TRANSPORTATION AUTHORITY

PUBLIC NOTICE OF REGULARLY SCHEDULED BI-MONTHLY BOARD MEETINGS

JULY 19, 2022
SEPTEMBER 20, 2022
NOVEMBER 15, 2022
JANUARY 17, 2023
MARCH 21, 2023

Regular Meeting followed by Annual Meeting:

May 16, 2023

ALL MEETINGS ARE HELD AT THE BENZIE BUS STATION, 14150 US HIGHWAY 31, BEULAH, MICHIGAN 49617 AT 5:30PM UNLESS POSTED DIFFERENTLY BEFORE THE MEETING.

THESE MEETINGS ARE OPEN TO ALL MEMBERS OF THE PUBLIC IN ACCORDANCE WITH THE OPEN MEETINGS ACT, PUBLIC ACT 276 OF 1976.

PLEASE CALL 231-325-3000 WITH ANY QUESTIONS OR TO REQUEST SPECIAL ACCOMMODATIONS AT A MEETING.

This notice was posted by Nancy Hunt, Office & HR Manager, on the window located at the main entrance of the Benzie Bus Station at 14150 US Highway 31, Beulah, Michigan and at 448 Court Place, Beulah, Michigan. This notice is to comply with Sections 4 and 5 of the Open Meetings Act (PA 267 of 1976).

Each bi-monthly public meeting of the Benzie Transportation Authority's Board of Directors is for the purpose of conducting the Authority's business. Time for public participation is provided during the meeting as indicated on the agenda. Each statement made by a participant shall be limited to three (3) minutes in duration. All participants must adhere to the BTA's Public Participation at Board Meetings Policy, which is available upon request.

Benzie County
Application to Committee Appointments



Thank you for your interest in serving on one of Benzie County's Committees! Volunteers help to secure our community's future, promote its enhancement, and some may even pay a per diem and mileage.

Board/Committee you are interested in serving (indicate up to three): _____

Name: _____

Residential Address: _____
(Street) (City) (State) (Zip)

E-Mail Address: _____

Preferred Phone No.: _____ Additional Phone No.: _____

Occupation: _____ (if retired, please provide your career)

Before submitting your application, please be sure to attach a brief letter indicating the following:

- Why are you applying for a committee seat?
- How do you believe your appointment would benefit the county?
- Describe your involvement in the community at any capacity.
- Any other helpful information relevant to your application.

While it is not required, a resume is helpful in the recruitment process for the committees.

YES NO Are you in default to the County?
If yes, please note applicants in default to the County are not eligible for consideration.

YES NO Do you or immediate family members currently serve on a County board or committee?
If yes, which board? _____

YES NO Are you a veteran?

YES NO Did you attach the required letter outlining the items requested above?

The applicant acknowledges that the County may be required from time to time to release records in its possession. The applicant hereby gives permission to the County to release any records or materials received by the County from the applicant as it may be requested to do so as permitted by the Freedom of Information Act, MCL 15.231 et seq. The applicant further acknowledges the Benzie County Committees and appointments policy and agrees to it.

Signature

Date

Please return your application, letter, and optional resume to the Benzie County Administration Office, 448 Court Place Beulah, MI 49617. If you have any questions, please feel free to contact our office at (231) 882-0035. Again, thank you for your interest!