



MORE
THAN A
BUS LINE.
A LIFE
LINE.

Benzie Bus is more than just a mode of transportation. We're the one, reliable connection to the many resources our community needs to function and thrive. We're a mom's way to work. A senior's trip to the doctor. A student's ride

to school. A dad's drive to daycare. Without Benzie Bus, many in our area would, quite literally, be going nowhere. Fortunately, we are here and we're making a real difference in people's lives.





TRANSPORTING PEOPLE. TRANSFORMING COMMUNITIES.

The 2023-2024 fiscal year was a year of growth and resilience for the Benzie Transportation Authority (BTA), marked by strong performance and exciting new developments. BTA celebrated a record-high ridership and achieved significant staffing milestones, all while continuing to adapt to challenges. BTA's commitment to improving service efficiency and meeting community needs helped drive overall success. Here are some of the key highlights from the year.

BUSBITS

11%

Ridership grew 11% from the previous year, while miles and hours rose modestly by 4.5% and 5.7%, reflecting improved service efficiency.

112K+

BTA set a record with over 112,000 trips, up from nearly 105,000 in FY19.

OUR STAFF!

BTA reached a staffing milestone, finishing the year with nearly 50 employees.

FLEX

The Flex Route, a cross-county deviated service, made a successful return.

30K

Each service vehicle averaged 30,000 miles annually, with accelerated wear.

WEAR AND TEAR

Ongoing supply chain issues caused major vehicle mechanical failures, leading to higher parts and service costs.



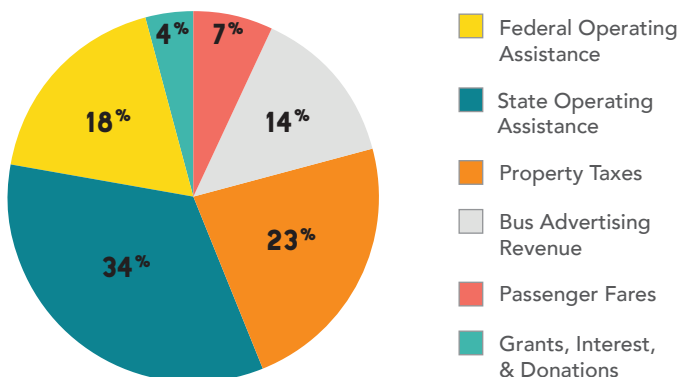
WE NEED MORE THAN FARES FOR FUNDING.

Increased ridership, resulted in a 6% rise in fare revenue over the budgeted amount. The 5-year financial forecast highlighted the need for more sustainable funding, particularly as state operating assistance diminished with the expiration of CARES Act funding. In response, the BTA Board of Directors

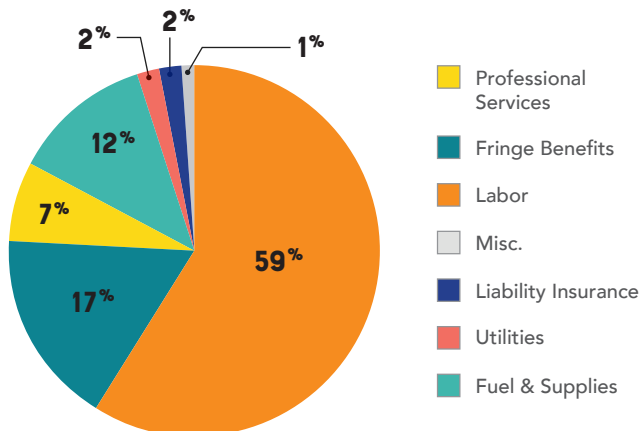
decided to seek an increase in its operating millage and placed the question of a new 1.0-mill rate on the August 2024 ballot. The measure passed, and the new millage rate will take effect on January 1, 2026.



OPERATING REVENUES

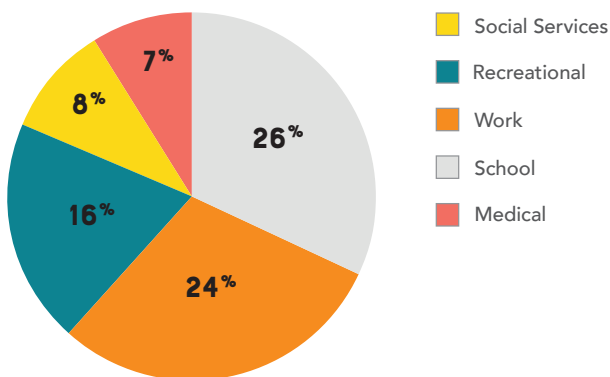


OPERATING EXPENSES

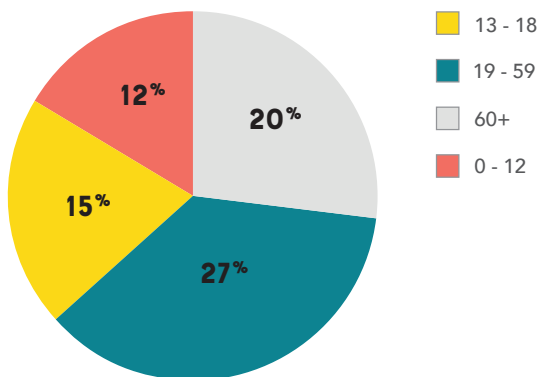


2024 TOP 5 TRIP PURPOSES

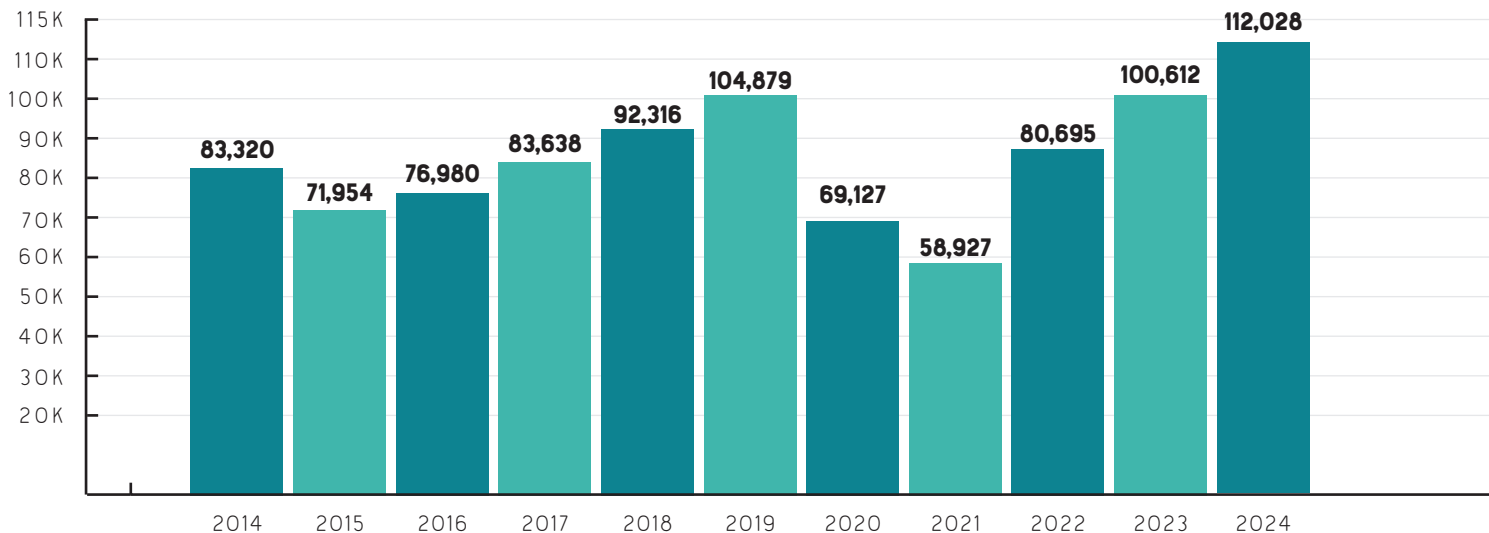
34% of trips have a direct impact on the local economy (work, shopping)



PASSENGER TRIPS BY AGE



PASSENGER TRIPS



LOOKING AHEAD

For 2025, we have several operational and service-oriented goals, including

- Finished A&E for additional parking structure and applying for a grant for construction phase
- Exploring additional daytime routes to keep up with demand
- Adding electric transit vans to the fleet
- Expanding our non-emergency medical transportation services

LOOKING BEYOND

At Benzie Bus, we're always looking down the road. We continue to explore ways to improve the quality of life for people through safe, reliable and affordable transportation. Here are some of the efforts that we're currently focused on

- Offering later evening hours
- Providing Sunday service
- Offering enhanced fare payment options



EMPLOYEE OF THE YEAR

Scott Powell was voted Employee of the Year by his peers for his can-do attitude, outstanding customer service and work ethic. Scott gives 100% of himself to Benzie Bus and the community every day. His smile and willingness to serve others is an inspiration to all.

GRANTS AWARDED

- + **\$3,311** from Michigan Municipal Risk Management Authority for bus surveillance video upgrades
- + **\$8,925** from the Grand Traverse Band of Ottawa and Chippewa Indians 2% Grant program for passenger shelter lighting (safety)
- + **\$34,600** for the Rural Community Innovations: Transportation Planning Grant from the National Aging and Disability Transportation Center (NADTC) to improve access to health services for older adults and people with disabilities
- + **\$39,000** Mobility Management Grant from Michigan Dept of Transportation
- + **\$61,824** Job Access and Reverse Commute Grant from Michigan Dept of Transportation
- + **\$757,229** in Capital grants from Michigan Dept of Transportation for new vehicles and facility improvements

GRANT TOTAL **\$904,889**

BOARD OF DIRECTORS

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Chris Kitchen, Vice Chair

Sara Miller - Secretary

John Morse - Treasurer

Evan Warsecke - County Commissioner, ex officio

Brian Halliday

Jeannette Feeheley

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2024 IMPACT REPORT