



BETTER TRANSIT = BETTER LIFE

Allegan County Transportation
2010 Annual Report



“IT’S VERY HELPFUL TO GET FEEDBACK FROM THE COMMUNITY, TO LEARN WHAT THEY VALUE IN PUBLIC TRANSIT AND HOW THEY ENVISION A TRANSIT SYSTEM MEETING THEIR NEEDS.”



LETTER FROM THE DIRECTOR

This was an exciting year for Allegan County Transportation as we celebrated the grand opening of the new 22,788 square-foot transit facility. The new facility is a result of \$3,500,000 in state and federal grants. The new building features space for transit administration, vehicle maintenance, bus washing, inside storage, and outside parking. This facility will house all Allegan County transit operations.

Other highlights of the year included the implementation of a mobility manager position, the completion of an educational DVD video on transit in Allegan County, the completion of the Five Year Strategic Plan for public transit, the implementation of a major software upgrade on the scheduling/dispatch system, and a successful Triennial Review by the Federal Transportation Administration.

We were able to make service efficiency improvements through the purchase of equipment items funded by federal and state grants:

- Installation of power wash equipment
- Purchase of a scissor lift
- Purchase of a tire changer and balance equipment
- Replacing 4 vehicles that have met their useful life

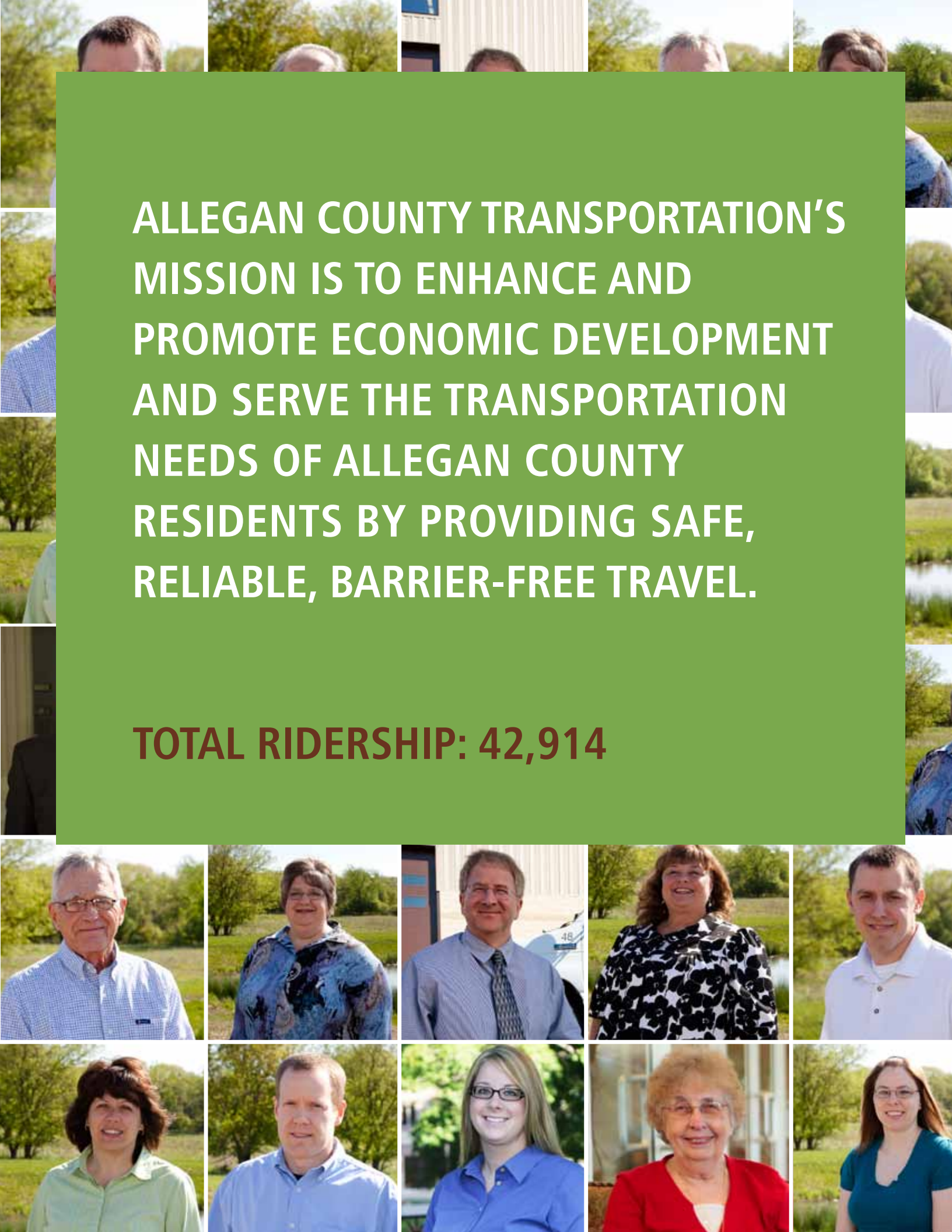
One challenge ACT continues to encounter is how to provide exceptional service while local, state and federal revenues keep declining. This year we had a slight decrease in ridership and vehicle miles because of a lack in operational funding.

Looking into the future we will continue to take full advantage of our resources to maintain and improve services that are so important to our community.

Dan Wedge
Transportation Director

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**ALLEGAN COUNTY TRANSPORTATION'S
MISSION IS TO ENHANCE AND
PROMOTE ECONOMIC DEVELOPMENT
AND SERVE THE TRANSPORTATION
NEEDS OF ALLEGAN COUNTY
RESIDENTS BY PROVIDING SAFE,
RELIABLE, BARRIER-FREE TRAVEL.**

TOTAL RIDERSHIP: 42,914



LOOKING BACK

290,000 PASSENGER TRIPS

3.6 MILLION MILES TRAVELED

112,900 RESIDENTS

827 SQUARE MILES

151,412 HOURS ON THE ROAD



MOBILITY MANAGER HIRED

Funded by a \$20,000 New Freedom Grant through the Michigan Department of Transportation, ACT partnered with Senior Services to hire a Mobility Manager (part-time). The Mobility Manager is designated in working with people with disabilities and seniors in order to best effectively meet their transportation needs. A final analysis will be completed to further understand what transit options best fit the needs of people with disabilities and seniors.

DVD VIDEO SHOOT

In June, an educational DVD was created summarizing the economic, social, and environmental benefits of Allegan County Transit to the community. Respected local stakeholders were interviewed explaining how transit impacts their employees, clients, citizens, seniors and people with disabilities. The video can be viewed on ACT's website.

NEW BUS FACILITY

An open house was held on July 8 showcasing Allegan County Transportation's new, \$3.5 million transit facility located at 750 Airway Drive, southeast of downtown Allegan near the industrial park. The 22,788 square-foot facility features areas for

administration, vehicle maintenance, bus washing, and vehicle storage. The facility was funded with federal and state funds provided by the MDOT, including funds from the Recovery Act, which allowed for completion of the facility.

DEMAND FOR TRANSIT INCREASES

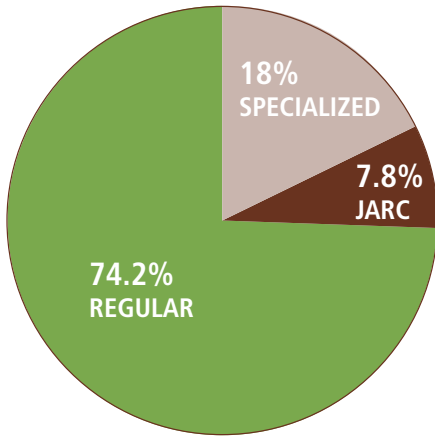
ACT has had to turn away hundreds of people requesting transportation over the years because the demand for rides exceeds the availability of transportation. Jan. 2010 thru Dec. 2010, ACT was unable to service over 575 individuals, roughly 1.5 persons per day. A quarter of those trips were medically related followed by employment related trips. Each month, more residents are turned away from ACT's services because of a lack in funding to provide more transit.

DIRECTOR MEETS WITH ELECTED OFFICIALS

Dan Wedge met with elected officials in Lansing for the Michigan Public Transportation Association's mid-year legislative conference. Citing declines in revenue from state funding, Dan urged elected officials to approve legislation for supporting continued funding for state transportation.

RIDERSHIP

2010 RIDERSHIP



	2010	2009	2008
SPECIALIZED SERVICES RIDES	7,721 18%	7,823 16.6%	7,051 15.7%
JOB ACCESS REVERSE COMMUTE (JARC) RIDES	3,330 7.8%	3,483 7.4%	3,486 7.7%
REGULAR RIDES	31,863 74.2%	35,817 76%	34,452 76.6%

TOTAL RIDERSHIP

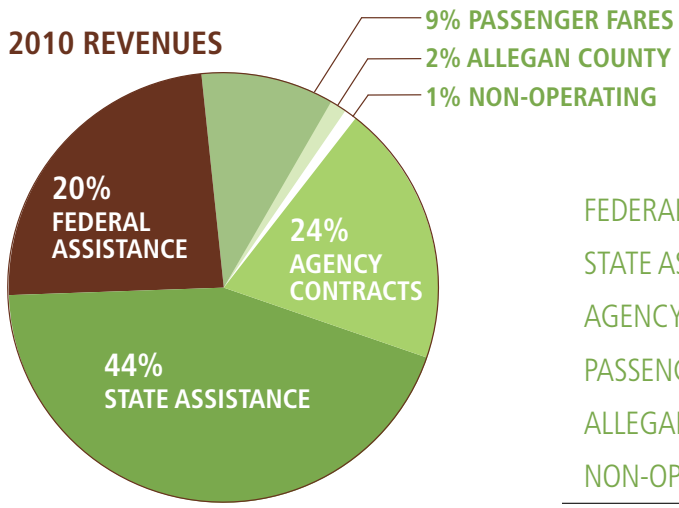


VEHICLE MILES



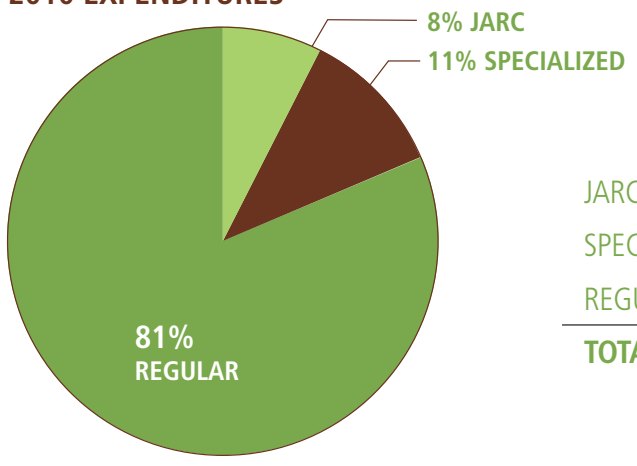
FINANCIALS

2010 REVENUES



	2010	2009	CHANGE
FEDERAL ASSISTANCE	\$248,407	\$221,966	11.9%
STATE ASSISTANCE	547,686	538,385	1.7%
AGENCY CONTRACTS	298,893	417,110	-28.3%
PASSENGER FARES	122,646	138,229	-11.3%
ALLEGAN COUNTY	17,250	40,500	-57.4%
NON-OPERATING	8,992	2,633	341.5%
TOTAL REVENUES	\$1,243,874	\$1,358,823	-8.5%

2010 EXPENDITURES



	2010	2009	CHANGE
JARC	\$100,391	\$89,886	11.7%
SPECIALIZED SERVICES	144,305	128,425	12.3%
REGULAR SERVICE	1,069,484	1,104,428	-3.2%
TOTAL EXPENDITURES	\$1,314,180	\$1,322,739	-0.6%

DEFINITION OF EXPENDITURES

JOB ACCESS REVERSE COMMUTE (JARC) is a state funded program that provides trips for employment related services.

SPECIALIZED SERVICE is a state funded program that provides medical, shopping or recreational trips for seniors and persons with disabilities.

REGULAR SERVICE funding primarily provides transportation to the customers, clients and consumers of organizations that contract with ACT for service.

DRIVING FORWARD

13 ACCESSIBLE VEHICLES GENERAL PUBLIC, RESERVE-A-RIDE NEW ADVOCACY GROUP



NEW VEHICLES

This coming year, ACT will receive 13 accessible vehicles to add to their growing fleet. Twelve of the 13 vehicles are wheelchair accessible and will be replacing older buses that have reached the end of their useful life. The new vehicles will assist ACT in providing more efficient services to the increasing number of riders, as well as be more sustainable and environmental friendly to meet the growing miles driven from the ACT fleet.

FIVE YEAR PLAN

The ACT Five Year Plan is culmination of over two years of collaborative facilitated by Disability Network/Lakeshore. During the research process, the ACT Workgroup conducted surveys, one-to-one interviews, and community input sessions, held several meetings, and performed extensive research, data collection, and analysis. The research and analysis has always centered on one central goal: how to best improve general public transportation services for the residents of Allegan County.

As a result, the Workgroup decided to recommend the following improvements to Allegan County Transportation

over the next five years: offer general public transportation in Allegan County through a Reserve-A-Ride, five community service area system Monday through Friday from 5:30 a.m. to 9:00 p.m., with limited employment related service from 9 p.m. to 11 p.m.

LAKESHORE TRANSIT ADVOCACY GROUP FORMED

Transit systems along the lakeshore will receive the support of a newly formed advocacy group, Lakeshore Friends of Transit (LFOT). Organized by Disability Network/Lakeshore, the coalition is a group of 1,600 local business and community leaders, organizations, and individual residents throughout Allegan and Ottawa Counties that support improved, expanded and coordinated public transportation.

MAX and LFOT will work closely together in the coming year to educate the business community, elected officials and residents of the value of public transportation in supporting economic development and promoting more livable communities. More information about LFOT can be found online at www.transitmeansmore.org.



“ACT’s has strategically aligned itself with the County’s vision of providing our citizens superior and innovative services. ACT is doing that by creating efficient business processes that are cost effective and by providing transportation services that are easily accessible. Additionally, ACT maintains a high level of quality service by educating and promoting healthy behaviors ensuring access to medical care for hundreds of citizens.”

– Dan Wedge

“This is the biggest irony because it is our vulnerable populations: people with disabilities, low income, senior citizens—shame on us, we need to find the political power, if we don’t change this we are failing.”

“What we bring in strengthens the economy. By bringing people into the area, we are bringing money to the area. But we need transit to bring people here.”

“If we can’t get patients in [because of a lack in transit], then that affects our income, and then you have to lay people off and that starts a vicious cycle. A lot is on the line—sometimes we are talking about the life or death of a person.”



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