



ANNUAL REPORT

2022

A ROAD WELL TRAVELED

HISTORY OF THE BLUE BUS

- 1984** Bill Richards founded Community Resource Volunteers (CRV)
Also known as the "Blue Bus," CRV's system of volunteers provided transportation to elderly and disabled members of the community.
- 2001** CRV became Clinton Transit
- 2005** Clinton County residents approved the agency's first local millage
- 2006** Expanded service to include all Clinton County residents
- 2009** Purchased property on Scott Road
- 2010** Expanded routes into the Lansing area
- 2017** Moved into the new Scott Road facility
- 2020** Clinton County residents voted "Yes" to increase the local millage to 0.696 mills

Today, Clinton Transit operates a 30-vehicle fleet that offers a reliable transportation choice for all county residents. We're here to keep everyone connected, regardless of challenges, barriers and/or disabilities, by providing a safe and accessible mobility option.

Clinton Transit plays an important role in Mid-Michigan's economic revitalization, vitality and employment by improving access to area businesses, facilitating employment-related transportation and creating dozens of local jobs.

The Blue Buses operate in response to rider requests and provide curb-to-curb service throughout Clinton County and beyond. Residents can pre-register, then schedule rides on their device using the Clinton Transit mobile app or by calling the dispatch office.



"I retired in 2002, but every time I see a Blue Bus I get a warm feeling knowing a rider who depends on public transportation is being served with care."

*- Bill Richards
(2007)*

Core Values

Communication

We value radical candor; open, honest, and frequent communications with our staff and our community partners. Our internal and external communications will continue to be open, constructive, and empowering.

Service Orientation

We value, above all, compassion for others; going the distance for our staff and the community we serve.

Adaptability

We are committed to the mindset of remaining willing when able and able when unwilling.

Accountability

We are committed to delivering results that make a difference in Clinton County and being accountable for those results.

For more information on riding the Blue Bus, visit mybluebus.com

DEAR CLINTON COUNTY RESIDENTS,

On behalf of Clinton Transit, I am thrilled to present our first-ever Annual Report to the Community!

As your neighbor for more than 20 years, we'd like to thank you for your ongoing support. Providing an essential service to our thriving and growing community, our staff and drivers truly have a heart for service and it has been our pleasure to assist our neighbors with their mobility needs.

I'd like to acknowledge that the COVID-19 pandemic impacted public transit across the globe. We are grateful that Clinton Transit was able to continue its regular service days and times and provide fare-free transportation through February 2022. Creative strategies allowed our dedicated team to meet needs in new ways including:

- Partnering with Beacon of Hope, Clinton County Meals on Wheels and Basic Needs Center of St. Johns to deliver groceries, prescriptions, meals and other necessities.
- Implementing wellness checks in arrangement with social workers as requested.
- Becoming a state leader in the Ride to Your Dose of Hope initiative, providing free rides to COVID-19 vaccination appointments throughout Clinton, Ingham, and Eaton counties.



Communities across Clinton County are stronger because of the mobility Clinton Transit facilitates. In the past year, Clinton Transit provided more than 63,000 rides to residents accessing daily independent living.

Among them were some of our most vulnerable neighbors including senior citizens and those with disabilities. More than a third of all rides were for work-related purposes. Reliable public transportation to and from work eliminates a potential obstacle for workers and provides peace of mind for employers.

Clinton Transit stands committed to removing barriers, making it safe and easy for residents to fully participate in all that our community has to offer. Many of the same programs, expanded hours, strategies and safety protocols that became best practices during the pandemic are still used today. We continue to creatively develop our services to better serve you.

Again, thank you for trusting Clinton Transit's Blue Buses and our wonderful drivers to provide safe, accessible transportation. We look forward to seeing you around town!



MaLissa Schutt
Executive Director

2022 YEAR IN REARVIEW

Laying the Foundation

Here's a quick recap of 2021, which laid the foundation for the work we did in 2022.

- Launched Saturday service
- Introduced a new fare structure that's simple and consistent
- Added nine expansion vehicles
- Launched a new ride-scheduling app
- Hosted a 20th anniversary celebration attended by more than 400 community members

In addition, Clinton Transit received new, specialized communications equipment as part of a 2020 millage to upgrade the County's emergency response systems. The agency now backs up the Emergency Operations Center dispatch and plays a critical role in emergency response.

"The equipment allows Clinton Transit to serve as an added layer of support within the community. We were able to get a patient to Jackson for eye surgery. On another occasion, a patient's transport vehicle had broken down enroute to a time-sensitive kidney dialysis appointment in the Lansing area. The Blue Bus was able to intercede and get the patient there on time. We want to help whenever and wherever we can," says Schutt.



THROUGH THE SNOW AND ICE

Early in the new year, Clinton Transit introduced walk-on rides. When available, Blue Buses stand by at strategic locations throughout St. Johns, DeWitt and Bath, meeting more people where they're at with a convenient new mobility option.

In February, the agency expanded weekday service through 9 p.m. based on findings from a recent study conducted by the Tri-County Regional Planning Commission. The adjustment, combined with the 2021 introduction of Saturday service, expands options for residents with less traditional work hours. Now, 34% percent of Clinton Transit's trips are work-related.

St. Johns resident Jon Ingersoll works third shift in downtown Lansing. "I used to ride my bike two miles to the CATA bus stop and then take the bus across town," he says. Now with the agency's extended hours, he can ride the Blue Bus. "I get picked up at home and dropped off right at work. I don't have to worry about the weather so much. And I'm not tired by the time I get there from all the travel." For Ingersoll and many like him, the Blue Bus has been a lifeline to independence.



In time for spring, the agency unveiled its new Clinton Transit mobile app. Today, 278 riders have downloaded the app to conveniently manage their ride schedules at any time.

It was exciting news when Clinton Transit was selected as the only rural transit agency in Michigan to receive Community Project Funding (CPF) made available for facility and vehicle projects by the U.S. House Appropriations Committee. In collaboration with Congressman John Moolenaar's office, Clinton Transit had applied for and was awarded the capital grant for \$2.5 million toward a rural transit facility expansion project.

Clinton Transit's offices, buses and staff relocated to a temporary home at the Southpoint Mall as construction began on a capital initiative to add office space and a new conference center. Project completion is expected spring of 2023.



SPRINGING TO ACTION



Clinton Transit board member Phillip Goodrich took a recent ride-along on the Blue Bus. "I'm really impressed by what I saw," says Goodrich. "Our drivers are all members of the community who know their neighbors and the folks that they're serving. We have a lot of regulars, and we get to know them."

"One woman planned her entire day using the Blue Bus to get around. We picked her up and dropped her off several different times - for groceries, to the library, the bank and back home."

On another run, the rider did not come out to the bus within the allotted time. "We waited a bit. Then the driver and dispatcher tried contacting the rider by phone and knocking on their door. He easily could have moved on," Goodrich recalls. But he didn't. "He knew the passenger was heading to a doctor's appointment and was concerned. As it turns out, the rider did have an issue and came out to the bus moments later. It was the driver's personal choice to stick around and make sure something bad hadn't happened. He truly understood the importance of the service he provides."



A SUMMER OF COOL CONNECTIONS

During the summer months, Clinton Transit played a big role in helping people explore our area, connect with friends, and enjoy fun entertainment like the Mint Festival and Ox Roast. Especially for older adults or those with unique mobility needs, these connections are a ticket to a happier, healthier, and more social lifestyle.

"There is so much joy and community awareness that comes from getting to know our passengers," shares scheduler Tori Hall. "We work as a team to make sure their mobility needs are met as a path to independence." Senior-citizen rider Mary King agrees. "I love what you do for so many people," says King, who utilizes the Blue Bus to visit her husband in his assisted living facility. "I would have no way to see him if it weren't for you."

"Some people have no other means to get groceries, visit family, or get to and from important dialysis appointments. Serving as part of the Clinton Transit team has been such a rewarding experience," Hall explains.

In early September, Clinton Transit, CATA and EATRAN announced a tri-county partnership to expand mobility among the region's counties so riders can cross town without getting off the bus. The historic agreement facilitates one-seat rides, meaning riders won't need to change transit systems to travel between counties.



PAYING IT FORWARD IN FALL

Heading into fall, Clinton Transit provided free rides on Election Day.

In time for Veterans Day, the agency announced that veterans could ride fare-free, indefinitely. The initiative honors those who have served while also addressing mobility as a barrier to education, medical care, employment and other important places around town.

Clinton Transit began offering gift certificates for the holidays, making the gift of cozy, curb-to-curb transportation anywhere in town available for purchase. For those escaping the Michigan snow by plane, bus or train, Clinton Transit provides an easy, low-cost option for riders to get to Lansing's Capital Region International Airport, Greyhound and Amtrak.

Driver Molly Berger loves helping passengers get around safely. "It makes me happy to know we help people," she shares as she recalls an especially touching ride. "I picked up a terminally ill mother and her daughter from the hospital. Mom had been there for eight long weeks, and she and her loving family just wanted her remaining time to be at home. I was honored to play a small part in making that happen," says Berger.



Resident Crystal Maneval found Clinton Transit to be a safer choice when she wasn't feeling well. "I decided I probably shouldn't drive, and despite the short notice the scheduler arranged a ride to my cardiology appointment. They were so polite. I didn't realize the stress I was putting myself under by driving myself. It was only \$4 both ways and a wonderful experience."

"I have had the pleasure of getting to know our clients," shares Emily Stanley, scheduler. "It's been a blessing to help bring them independence. It is a heart-warming experience when someone calls for a ride in desperation, and you know you can count on your team to make it happen."

Clinton Transit also partners with local organizations to facilitate mobility. Kelly L. Schafer, Executive Director for The Voice for Clinton County's Children, shares "Clinton Transit assists us in connecting clients to our services such as Toys for Tots. We coordinate with the Blue Bus so parents can ride to Santa's Remote Workshop to pick up their children's gifts. We are grateful for the many ways Clinton Transit supports the families we are entrusted to serve."



2022 KEY STATISTICS

793,074

service miles traveled
to keep people connected

27%

increase in ridership
over pre-pandemic numbers

80%

increase in new riders since 2019

63,182

total rides
(up from 54,801 in 2019)

280

average trips per weekday
(up from 205 in 2019)

34%

of rides were work related
(up from 14% in 2019)

80%

of Saturday rides were work related
(first offered in 2021)

THE ROAD AHEAD



Clinton Transit has implemented countless improvements in recent years that support the agency's long-term goals and vision. Immediate 2023 plans include developing a comprehensive Transit Development Plan. "The plan features extensive community engagement and outreach," shares Schutt. "It will assess our current services, identify existing barriers and reveal unmet transportation needs. This in turn helps to inform our vision and plans for the future."

The agency will return to its newly renovated facility in March 2023, opening the door for Clinton Transit to better meet growing community needs. The new Watkins Conference Center will house meetings and trainings, with plans unfolding to bring transit-specific and other trainings from across the country to Clinton County (such as the National Transit Institute and Grant Writing USA). "If the community has ideas or training needs, I'd love for them to reach out to us," says Schutt. Down the line, the agency expects to be able to offer the conference center for use by community partners as well.

Residents can also look forward to the following from Clinton Transit in 2023:

- Adding five buses to increase its fleet to 35 vehicles
- Continued progress with one-seat-ride availability throughout the Tri-County region
- A new virtual fare payment option
- Ongoing collaborations with community agencies to meet their clients' mobility needs
- Continued partnership with the Ingham & Clinton County Department of Veterans Affairs in support of the Free Rides for Veterans program

Keeping People Connected.

