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RAPID BOARD MEETING

Saturday, December 9, 2017 - 10:00 a.m.

Rapid Central Station Conference Room, 250 Grandville SW

AMENDED AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1) PUBLIC COMMENT		
2) ELECTION OF OFFICERS	Barb Holt	
3) AGENDA ITEMS		
a) Title VI Update	Conrad Venema	Approval
b) CEO Search Firm	Barb Holt	Approval
4) UNION CONTRACT RATIFICATION (Closed session, if necessary)	Brian Pouget	Approval
5) ADJOURNMENT		



Date: November 22, 2017
To: ITP Board
From: Kevin Wisselink / Planning Department
Subject: TITLE VI UPDATE

ACTION REQUESTED

Staff is asking the Board to approve The Rapid's submission of its November 2017 update of its Title VI documentation for the Federal Transit Administration.

BACKGROUND

Federal Transit Administration regulations require public transportation providers to complete a Title VI plan and documentation. This plan outlines how The Rapid ensures that it equitably provides its services and does not discriminate based on race and income levels. The plan includes a demographic and equity analysis of The Rapid's service area population and service provision, a plan detailing The Rapid's public outreach Limited English Plan (LEP), and a review of any Title VI activities and complaints. This plan must be updated every 3 years and approved by the Board of Directors. The plan was last submitted to The Federal Transit Administration in December 2014 and therefore must be renewed.

The Rapid's November 2017 update contains no major revisions. There were no fare changes since the implementation of the previous Title VI plan and only one service change, the realignment of Route 19. There were also no Title VI complaints over the past three years which have required corrective actions, although there was one complaint but the Michigan Department of Civil of Rights determined that no action was needed.

This approval certifies the plan for three years. Once approved by the Rapid Board and the Federal Transit Administration, this plan will be good from November 2017 through October 2020.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2018

Moved and supported to adopt the following resolution:

Approval of The Rapid's update to the Title VI plan.

BE IT RESOLVED that the ITP Board hereby approves The Rapid's updated 2017 Title VI documentation as required by the Federal Transit Administration, in accordance with the information presented to the Board on December 9, 2017.

CERTIFICATE

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership Board, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Interurban Transit Partnership Board.

Robin Crothers, ITP Board Secretary

Date



**2017 TITLE VI DOCUMENTATION
FOR THE
FEDERAL TRANSIT ADMINISTRATION**

November 2017

**Contact: Kevin Wisselink
Senior Planner
The Rapid (Interurban Transit Partnership)**

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I. DATA COLLECTION AND REPORTING REQUIREMENTS

a. Civil Rights Complaints

There are no active lawsuits naming the Interurban Transit Partnership-*The Rapid* that alleges discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. There is one Title VI complaint in process. It involves an individual who alleges that The Rapid buses cannot accommodate someone of his size. It is currently being investigated by Michigan Department of Civil Rights.

b. Pending Grant Applications

There is one pending grant application with the FTA at this time, a Section 5309 Grant to fund construction of the Laker Line Bus Rapid Transit system. There will be three FY 2018 Applications when the federal apportionments are released. These include:

MI-90-X-658-02: Section 5307

MI-95-X064-03: CMAQ

MI-39-0003-02: Section 5339

c. Civil Rights Compliance Reviews

The Rapid requested an independent consultant perform a civil rights compliance review in preparation for the Triennial Review slated for 2016. The review was conducted by John Caruolo, from Caruolo and Associates. It was found that The Rapid is in full compliance with Title VI. The actual Triennial Review conducted in May of 2016 corroborated this finding.

d. DOT Title VI Assurance

The Rapid is fully committed to the DOT's Title VI Assurance policies.

e. Title VI Submittal

The Rapid's 2014 Title VI report was submitted to the FTA in December 2014 and is set to expire in November 2017. The 2017 Title VI report—once approved by the FTA—will be valid from November 2017 to October 2020.

f. Construction Projects

The Rapid has worked on one construction project since 2014:

- Construction of a Compressed Natural Gas fueling station at 1020 Market Ave SE, Grand Rapids, MI. This project was completed in July 2017. A Categorical Exclusion (CE) for the project was submitted to and granted by the FTA in April 2016.

The Rapid continues has completed 60% design for its new Bus Rapid Transit line along its current Route 50 corridor, the Laker Line and a Light Maintenance Facility at 851 Freeman SW to house the buses. This project received a CE in February 2017 Congress appropriate funds to construct and complete the project in its FY 2017 budget and it is now awaiting a Small Starts Grant Agreement from the FTA, after which time construction on the project will begin.

II. TITLE VI NOTIFICATION AND MONITORING

a. Public Notification of Title VI Rights

The Rapid uses a number of methods to ensure the public knows its Title VI rights. The following information appears on The Rapid's webpage, is displayed at our Information Center, and on the bus transfer station platforms:

Notification of Your Rights under Title VI

The Rapid fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. The Rapid operates without regard to race, color, national origin, creed, income, gender, age, and disability. Any person who believes him/herself, or any specific class of persons, to be subject to discrimination prohibited by Title VI may by him/herself or by representative file a written complaint with The Rapid. A complaint must be filed no later than 180 days after the date of the alleged discrimination and contain the following information:

- Name, address, and phone number of the Complainant
- Name, address, phone number and relationship of Representative to Complainant (if applicable)
- Basis of complaint (i.e., race, color, national origin)
- Date of alleged discriminatory act(s)
- Date complaint received by the MPO
- A statement of the complaint, including specific details, relevant facts and documentation.

b. Response to Title VI Complaints

The following is The Rapid's official policy for response to Title VI complaints:

If The Rapid receives a Title VI complaint as described in the Notification of Title VI Rights, the following process will be followed:

Within fifteen (15) days, The Rapid shall confirm receipt of the complaint and inform the Complainant of the investigation process. Within sixty (60) days—should the complaint have merit—The Rapid shall commence an investigation of the allegation(s). The purpose of an investigation is to determine whether there is a reason to believe that a failure to comply with Title VI of the Civil Rights Act of 1964 has occurred. In addition, The Rapid will render a recommendation for action in a report of findings or resolution. Within ninety (90) days, The Rapid will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the Federal Transit Administration (FTA) Title VI Coordinator if they are dissatisfied with the final decision rendered by The Rapid. The Rapid maintains a log of all Title VI complaints received.

If a probable cause of a discriminatory practice based on race, color, or national origin is found to exist, The Rapid shall endeavor to eliminate said practice by means of a Remedial Action Plan. The Remedial Plan shall include: a list of all corrective actions accepted by the agency; a description of how the corrective action will be implemented; and a written assurance that the agency will implement the accepted corrective action in the manner discussed in the plan. Where attempts to resolve the complaint fail, the complainant shall be notified in writing of his or her right to submit the complaint to the Federal Transit Administration as cited in FTA C4702.1A.

c. Subrecipients and Title VI monitoring

The Rapid contracts the operation of its GO!Bus paratransit service with *MV Transportation*. All scheduling, call taking, complaints and public inquiries are handled by The Rapid's staff and fall under The Rapid's normal Title VI procedures. *MV Transportation* provides the transportation service as instructed by The Rapid. If *MV Transportation* receives any complaints, including complaints that qualify as Title VI complaints, they are forwarded to The Rapid for response. The GO!Bus Rider's Guide The Rapid includes Title VI rights notification language as outlined in Section II.

III. Public Outreach and Limited English Proficiency (LEP) Outreach

a. Factor 1: Number or Proportion

Experience with LEP Persons

Historically, The Rapid (ITP) has worked closely with a variety of community organizations in our service area that deal directly with Limited English Proficiency populations. Because these organization provide critical services to LEP person beyond transportation, their guidance is integral to the continuing improvement of our existing LEP services.

Our services will be described in great detail throughout this plan, but some of the main components include a transit orientation, on-going contracted translation services with The Hispanic Center of West Michigan for Travel Training, bus familiarization trips for staff or Clinica Santa Maria (Mercy Health) social workers and outreach personnel. Interpreters are provided for our paratransit evaluation 'In Person Assessments'. Availability of one-on-one Travel Training or group familiarization trips with interpreters for businesses and community partners. We have a fully integrated Language Line service in our call centers that can accommodate translations for up to 57 languages. The Rapid also offers correspondence using Google Translate as needed.

Utilization of these services by LEP individuals varies. Our Travel Training department has an ongoing relationship with the KISD (Kent Intermediate School District's) two locations in the city's Northeast end and Wyoming in the Southwest. These schools work with Adult learners in ESL. The director of services requests each semester's morning and afternoon classes take trips with our Travel Trainers as a group to Rapid Central Station. This gives the LEP adult learners an overview of The Rapid's service and intercity travel including Amtrak, Greyhound and Indian Trails buses at this hub. Translation and Travel Training services are implemented by request. Language Line is frequently used, mostly for Spanish translation, but there are somewhat frequent request for Arabic, Bosnian, and Vietnamese.

Census, State, and Local Population Data

The Rapid primary service area includes the cities of East Grand Rapids, Grand Rapids, Grandville, Kentwood, Walker and Wyoming. There are 37 distinct language groups in the service area coming from all over the world. Of these Spanish speaking people make up by far the largest proportion of people with Limited English Proficiency. All six member communities of the Rapid have Spanish as the largest LEP group, and there are areas within the service area where Spanish speaking people are the majority such as Southwest Grand Rapids near Grandville and Clyde Park avenues. The 2000 US Census shows the following languages are spoken in the Rapid's primary service area.

Table 1: People with LEP in The Rapid's service area by city (Source U.S. 2010 Census)

	East GR	Grand Rapids	Grandville	Kentwood	Walker	Wyoming	Total
Total Population	9900	181859	15122	41829	20264	63881	332855
English only	9208	152658	14452	36506	19268	55946	288038
% English only	93.0%	83.9%	95.6%	87.3%	95.1%	87.6%	86.5%
Language other than Eng.	692	29201	670	5323	996	7935	44817
% language other than Eng.	7.0%	16.1%	4.4%	12.7%	4.9%	12.4%	13.5%
Spanish or Sp. Creole	370	20382	318	1360	432	4644	27506
% Spanish or Sp. Creole	3.7%	11.2%	2.1%	3.3%	2.1%	7.3%	8.3%
French	91	629	23	225	40	146	1154
French Creole	0	4	15	8	0	51	78
Italian	0	230	31	77	0	62	400
Portuguese	0	109	8	0	0	16	133
German	59	469	55	286	52	280	1201
Other West Germanic	18	807	96	150	44	155	1270
Scandinavian languages	0	64	27	27	7	7	132
Greek	37	54	6	9	0	0	106
Russian	34	97	0	67	0	0	198
Polish	12	558	8	22	65	57	722
Serbo-Croatian	0	1143	0	452	22	261	1878
Other Slavic languages	0	50	15	28	0	8	101
Armenian	0	21	0	0	0	16	37
Persian	0	50	0	40	9	0	99
Gujarathi	0	30	0	0	16	34	80
Hindi	6	74	0	8	0	50	138
Urdu	0	0	0	46	0	6	52
Other Indic languages	0	118	0	22	97	36	273
Other Indo-European	7	586	0	183	78	119	973
Chinese	14	141	15	315	38	171	694
Japanese	11	107	0	69	0	52	239
Korean	9	260	37	269	0	67	642
Mon-Khmer	0	23	0	0	0	0	23
Miao, Hmong	0	85	0	0	0	11	96
Thai	0	36	0	7	7	32	82
Laotian	0	19	0	0	0	0	19
Vietnamese	0	1281	9	1049	48	1327	3714
Other Asian languages	0	72	0	137	0	74	283
Tagalog	0	118	4	80	0	31	233
Other Pacific Island	0	53	0	0	0	0	53
Other Native N.American	0	58	0	7	0	13	78
Hungarian	0	58	0	7	27	39	131
Arabic	16	576	0	295	0	134	1021
Hebrew	0	52	0	0	0	0	52
African languages	8	599	3	78	14	36	738
Other and unspecified	0	188	0	0	0	0	188

Overall, people with Limited English Proficiency make up 13.5% of our service area population, with Spanish speaking people making up the most significant proportion of this population, representing 8.3% of the total population. Vietnamese speaking people make up 1.12% of the population and no other language group makes up more than 1% of the service area population.

Looking at the data available from the 2015 American Community Survey estimates, the number of people with Limited English Proficiency has increased slightly from the 2010 Census data.

Table 2: Summary of LEP population in The Rapid’s service area using 2015 American Community Survey data

	East Grand Rapids	Grand Rapids	Grandville	Kentwood	Walker	Wyoming
Population 5 years and over	10,394	177,756	14,898	46,597	22,845	68,039
Speak only English	94.8%	84.60%	94.0%	77.3%	93.5%	79.3%
Speak a language other than English	5.2%	15.4%	6.0%	22.7%	6.5%	20.7%
Spanish or Spanish Creole	1.7%	11.1%	3.5%	6.3%	2.9%	16.5%
Other Indo-European languages	1.6%	1.8%	1.5%	10.0%	2.0%	1.4%
Asian and Pacific Island languages	1.0%	1.4%	1.1%	5.3%	0.8%	2.7%
Other languages	0.9%	1.1%	0.0%	1.2%	0.7%	0.1%

Community Organizations

We offer Bus 101 trainings and familiarizations as requested with agencies and schools working with LEP populations, as well as the staff at Clinica Santa Maria and Hispanic Center to offer information and resources, including a ‘train the trainer’ familiarization trip.

b. Factor 2: Frequency of Contact

Review of Programs, Activities, and Services

In addition to transit familiarization trips our existing services include one-on-one travel training with a Rapid staff member and a contracted translator, a “field-trip” program performed by request during which a translator and a Rapid staff member will take a group on an introductory/learning ride as requested by partner agencies and churches, and our Language Line service.

Community Organization and Information Review; Direct Consultation with LEP Persons

Our interactions with the various community organizations previously mentioned serve as the basis of our continuing adaptation of LEP services to best serve LEP persons.

Many of our partnerships with these organizations are long standing, so our LEP services and programming reflect on-going input and review from our partners. Currently, we do not have an official program in place to consult directly with the LEP persons we serve to gauge satisfaction with our current services or identify unmet needs.

c. Factor 3: Importance of Service/Benefit

The Rapid provides two main services that are very important to people with Limited English Proficiency:

- Fixed Route bus service
- Door to door paratransit service

If limited English becomes a barrier to accessing these primary services, people will not have the mobility necessary to access what our community has to offer, including jobs, healthcare, shopping, recreation and social opportunities. Specific barriers that could arise because of limited English are:

- Difficulty reading and interpreting route schedules and maps
- Fare systems
- Rules for riding the bus and utilizing our other facilities
- Information on how to ride the systems
- Difficulties scheduling door-to-door paratransit service.
- Determining how to file complaints/suggestions/commendations

We are constantly working with our community partners on how to improve access for everyone, and have implemented a number of their suggestions including holding bus trainings with translators and the Language Line. We will continue to dialogue with them to improve access for people with limited English proficiency.

d. Factor 4: Resources Available and Costs

Inventory, Additional Needs, and Budget Analysis

The main costs associated with our current LEP services include our Language Line service and our contracted translation services. These services account for approximately \$14,300 worth of costs annually (\$13,800 for Language Line Services, \$500 for contracted services from the Hispanic Center of Western Michigan). In addition, our Travel Trainer/ADA Administrator (Sarah Green) is the main coordinator of our various transit orientation programs. Their staff time contributes the cost of providing LEP services.

We are currently working with the aforementioned partners to conduct a thorough analysis and review of our current LEP programs, as well as working to develop a method to solicit direct input and feedback from the LEP persons we serve (as mentioned above). Depending on the results of these two efforts, we will identify new program needs and/or adjust current programming to reflect any deficiencies in service.

One area that we are currently working on is identifying new methods to provide better notice to the local LEP population of our services. We are seeking new ways to “market” and raise awareness of our current services beyond communicating through our partners. We have begun consulting with the West Michigan Hispanic Chamber of Commerce and other allies to find ways to increase the reach of our LEP services.

e. Current Practices and Future LEP Activities

Language Line use varies, but it is predominantly utilized by Spanish speaking persons. For example, from October 1, 2014 through September 30, 2017 Language Line received 1,549 calls: 6 translations for Vietnamese, 1 for Swahili, 1 for Arabic, 2 for Somali, 7 for Kinyarwanda, 5 for Albanian, 5 for Farsi, 3 for Dari, 1 for Hebrew, and 1,518 for Spanish. Language Line is available for all callers to The Rapid, and is used primarily by our Special Services department and the Information Line.

IV. Demographic Data

a. Introduction to Demographic Data

The Rapid last submitted a Title VI Report in November 2014. *The Rapid's* service area includes the entire area of Kent County in which a variety of fixed-route and demand-response services such as Go!Bus are offered. Its service area also extends into Ottawa County as part of its contracted service with Grand Valley State University. Please note that the population data used in this report includes the entire service area of *The Rapid*: The City of East Grand Rapids, City of Grand Rapids, City of Grandville, City of Kentwood, City of Walker, City of Wyoming, Kent County, and parts of Ottawa County including Allendale and Tallmadge Townships.

b. Minority Population by Bus Route

Table 3 illustrates total population, minority population, and population in poverty by route within ¼ a mile of each bus route.

Table 3 – Percent Minority by Bus Route as (Source: U.S. 2015 American Community Survey)

Route	Population Served	Population in Poverty	% in poverty	Minority Population	% minority
Madison	15,032	5,006	33.3	9,846	65.5
Clyde Park	17,090	5,554	32.5	10,750	62.9
Silver Line	14,021	5,664	40.4	8,511	60.7
Kalamazoo	25,670	7,367	28.7	15,428	60.1
Division	20,730	7,380	35.6	11,837	57.1
Burton Crosstown	27,005	6,562	24.3	13,773	51.0
Eastern	31,642	7,879	24.9	15,062	47.6
Metro Health	22,353	5,901	26.4	10,327	46.2
Rivertown	18,754	4,745	25.3	8,364	44.6
Alpine	14,956	5,130	34.3	6,057	40.5
Woodland Airport	2,196	290	13.2	867	39.5
Wealthy	25,288	6,120	24.2	9,761	38.6
44th Street	22,683	3,765	16.6	8,597	37.9
28th Street	22,423	3,789	16.9	8,476	37.8
Westside	14,036	4,646	33.1	5,137	36.6
East Leonard	14,178	4,466	31.5	5,175	36.5
Michigan Crosstown	13,294	4,121	31.0	4,161	31.3
West Leonard	15,527	3,866	24.9	4,736	30.5
Plainfield	13,104	4,324	33.0	3,984	30.4
Michigan Fuller	15,952	3,733	23.4	4,594	28.8
West Fulton	10,527	2,611	24.8	2,800	26.6
East Fulton	13,826	4,203	30.4	3,650	26.4
Eastown	22,332	4,935	22.1	4,958	22.2
Totals	252,801	58,144	23.0	100,362	39.7

c. Service Equity Analysis

The Rapid provides equitable service across its service area to all minorities. Appendices 1 and 2 show that there is a high concentration of bus routes in the Census Tracts with high minority population and high concentrations of people in poverty. This is borne out by Table 4, which analyzes the distribution of minority population in our service area against transit ridership and bus frequency.

Table 4 – Analysis of Minority Population and Transit Service Levels (Source: U.S. 2015 American Community Survey)

Route	Population Served	Population in Poverty	% in poverty	Minority Population	% minority	Annual Ridership	% of Ridership	Peak Bus Frequency
Division	20,730	7,380	35.6	11,837	57.1	531,142	7.1	30 minutes
Kalamazoo	25,670	7,367	28.7	15,428	60.1	624,756	8.3	15 minutes
Madison	15,032	5,006	33.3	9,846	65.5	217,800	2.9	30 minutes
Eastern	31,642	7,879	24.9	15,062	47.6	550,983	7.3	15 minutes
Wealthy	25,288	6,120	24.2	9,761	38.6	293,660	3.9	15 minutes
Eastown	22,332	4,935	22.1	4,958	22.2	367,370	4.9	15 minutes
West Leonard	15,527	3,866	24.9	4,736	30.5	241,564	3.2	30 minutes
Rivertown	18,754	4,745	25.3	8,364	44.6	311,294	4.1	15 minutes
Alpine	14,956	5,130	34.3	6,057	40.5	554,312	7.4	15 minutes
Clyde Park	17,090	5,554	32.5	10,750	62.9	255,091	3.4	30 minutes
Plainfield	13,104	4,324	33.0	3,984	30.4	332,607	4.4	15 minutes
West Fulton	10,527	2,611	24.8	2,800	26.6	176,487	2.4	30 minutes
Michigan Fuller	15,952	3,733	23.4	4,594	28.8	218,752	2.9	30 minutes
East Fulton	13,826	4,203	30.4	3,650	26.4	177,099	2.4	30 minutes
East Leonard	14,178	4,466	31.5	5,175	36.5	334,665	4.5	15 minutes
Metro Health	22,353	5,901	26.4	10,327	46.2	212,870	2.8	30 minutes
Woodland Airport	2,196	290	13.2	867	39.5	84,542	1.1	30 minutes
Westside	14,036	4,646	33.1	5,137	36.6	255,463	3.4	30 minutes
Michigan Crosstown	13,294	4,121	31.0	4,161	31.3	14,265	0.2	30 minutes
Burton Crosstown	27,005	6,562	24.3	13,773	51.0	227,864	3.0	30 minutes
28th Street	22,423	3,789	16.9	8,476	37.8	447,876	6.0	15 minutes
44th Street	22,683	3,765	16.6	8,597	37.9	258,870	3.4	30 minutes
Silver Line	14,021	5,664	40.4	8,511	60.7	817,489	10.9	10 minutes
Totals	252,801	58,144	23.0	100,362	39.7	7,506,821		

Looking at the data further, the half of our routes with the highest minority population served account for 60% of our total ridership, indicating high minority service and ridership.

Finally, it is worth noting the vast majority of our service has access to adequate transit service. Using the Remix program, it was found that 92% of the residents in our primary service area live within ½ mile a fixed route bus line.

V. SERVICE STANDARDS AND POLICIES

a. Vehicle Load

Vehicle load factor for *The Rapid* route system is monitored on an ongoing basis. The method used to monitor this activity includes passenger sampling, analysis of ridership data, and use of driver feedback. Overcrowding is a rare occurrence except during a few isolated peak periods, particularly on Route 50 – Grand Valley State University (GVSU) Campus Connector. Nevertheless, Route 50 is a contracted service and GVSU retains the right to modify the route.

If overcrowding consistently occurs on a particular route, *The Rapid* examines frequency improvements, schedule changes, or enhanced transit modes such as BRT, and brings these suggestions forth to *The Rapid* Board who provide final approval on major route changes or investments. Routes 3 and 18 both have a higher load factor and are priorities for enhancement moving forward.

The vehicle load factor (ratio of peak hour seats available compared to peak hour boardings) is illustrated below in table 5.

Table 5 – Vehicle Load Factor

<u>Route</u>	<u>Peak Hour</u>	<u>Frequency</u>	<u>Peak Hour Buses</u>	<u>Capacity</u>	<u>Ridership at Peak Hour</u>	<u>Seats per Passenger</u>
Silver Line	3:00-3:59 pm	10	8	320	317	0.99
Route 1 - Division	3:00-3:59 pm	30	3	120	194	1.62
Route 2 - Kalamazoo	3:00-3:59 pm	15	5	200	212	1.06
Route 3 - Madison	3:00-3:59 pm	30	2	80	97	1.21
Route 4 - Eastern	3:00-3:59 pm	15	6	240	263	1.10
Route 5 - Wealthy	3:00-3:59 pm	15	5	200	146	0.73
Route 6 - Eastown	3:00-3:59 pm	15	6	240	155	0.65
Route 7 - W. Leonard	3:00-3:59 pm	15	5.5	220	122	0.55
Route 8 - Rivertown	3:00-3:59 pm	15	5	200	116	0.58
Route 9 - Alpine	3:00-3:59 pm	15	5	200	145	0.73
Route 10 - Clyde Park	3:00-3:59 pm	30	2	80	106	1.33
Route 11 - Plainfield	3:00-3:59 pm	15	4	240	160	0.67
Route 12 - W. Fulton	3:00-3:59 pm	30	2	120	72	0.60
Route 13 – Michigan North	3:00-3:59 pm	30	2.5	140	99	0.71
Route 14 - E. Fulton	2:00-2:59 pm	30	2	120	88	0.73
Route 15 - E. Leonard	3:00-3:59 pm	15	5	300	151	0.50
Route 16 - Wyoming/M.H.	3:00-3:59 pm	30	3	180	92	0.51
Route 17 - Woodland/Airport	3:00-3:59 pm	30	1	40	56	1.40
Route 18 - Westside	2:00-2:59 pm	30	2	80	119	1.49
Route 19 – Michigan Crosstown	6:00-6:59 am	30	2	80	17	0.21
Route 24 - Burton	3:00-3:59 pm	30	4	160	100	0.63
Route 28 - 28th Street	4:00-4:59 pm	15	6	240	142	0.59
Route 44 - 44th Street	3:00-3:59 pm	30	5	200	92	0.46
				4,000	2,744	0.686

The Rapid regularly monitors service performance vehicle load factors. If a route has a load factor greater than 1.0 we closely monitor the route while is a route has a load factor of greater than 1.5 we look to take actions to address the load factor issue. The routes we do experience higher load factors on are Routes 1, 10, 17 and 18. All of these have ½ hour peak frequencies opposed to 15-minute peak frequencies on our highest ridership routes, leading to the higher load factors. In the case of the highest load factor, Route 1 – Division, this route shares much of its running way with the Silver Line BRT, meaning there is a very high level of bus service on this corridor already.

If a route has a load factor of less than 0.50 we will monitor the load factor of the route, and if the load factor falls below 0.30 we will take measures to address this issue, whether it be cutting service or modifying existing service. This is the case for Route 19 where The Rapid adjusted its alignment last year in an attempt to improve performance.

b. Vehicle Headways

As of November 2017, eleven routes provide 15-minute service or greater during weekday peak hours. These routes are the Silverline, Route 2 – Kalamazoo, Route 4 – Eastern, Route 5 – Wealthy, Route 6 – Eastown, Route 7 – West Leonard, Route 8 – Grandville, Route 9 – Alpine, Route 11 – Plainfield, Route 15 – East Leonard and Route 28 – 28th Street. The rest of the system operates every 30 – minutes during weekday service. Table 8 illustrates vehicle headways by route.

Table 6 – Vehicle Headways by Route and Time

Route:	Weekday Peak ⁱ	Weekday Off Peak ¹	Weekday Evening ⁱⁱ	Saturday AM ⁱⁱⁱ	Saturday Mid-day ^{iv}	Saturday PM ^v	Sunday ^{vi}
Silver Line	10	20	30	30	30	30	60
1 – Division	30	30	30	30	30	30	30
2 – Kalamazoo	15	30	30	60	30	60	30
3 – Madison	30	30	60	60	30	60	
4 – Eastern	15	30	30	60	30	60	60
5 – Wealthy	30	30	60	60	60	60	
6 – Eastown/Woodland	15	30	30	60	30	60	60
7 – West Leonard	15	30	60	60	60	60	60
8 – Rivertown	15	30	60	60	60	60	60
9 – Alpine	15	30	30	60	30	60	60
10 – Clyde Park	30	30	60	60	60	60	60
11 – Plainfield	15	30	60	60	60	60	60
12 – West Fulton	30	30	60	60	60	60	
13 – Michigan/Fuller	30	30	60	60	60	60	
14 – East Fulton	30	30	60	60	60	60	
15 – East Leonard	15	30	60	60	60	60	60
16 – Wyoming/Metro Health	30	30	60	60	60	60	60
17 – Airport/Woodland	30	30	60				
18 – Westside	30	30	60	60	60	60	
19 – Michigan Crosstown	30						
24 – Burton	30	30	60	60	60	60	
28 – 28th Street	15	30	30	60	30	60	60
44 – 44th Street	30	30	60	60	60	60	

Weekday Peak: 6:30 AM - 8:45 AM and 2:30 PM - 5:30 PM

¹ Weekday Off Peak: 8:45 AM - 2:30 PM and 5:30 PM - 6:45 PM

¹ Weekday Evening: 6:45 PM - 11:30 PM

¹ Saturday AM: 6:30 AM - 9:30 AM

¹ Saturday Mid-day: 9:30 AM - 5:00 PM

¹ Saturday PM: 5:00 PM - 10:00 PM

¹ Sunday: 8:00 AM - 7:00 PM

c. On-Time Performance

The Rapid maintains a standard of 83.0% on-time with for the fixed-routes system which is measured on an ongoing basis and reported on a quarterly basis. The standard is based on real time vehicle information from all its fixed route buses, as opposed to random time checks

completed by road supervisors, which was the former method. This has provided a much more comprehensive picture of The Rapid’s bus on-time performance. Various obstacles such as inclement weather, construction, and traffic delays occasionally hinder the overall performance of the system. On-time is defined as being less than five minutes late and zero minutes early. Table 7 illustrates the on-time performance by quarter since FY 2014.

Table 7 – Fixed-Route On-Time Performance Summary

<u>Quarter</u>	<u>Months</u>	<u>On-Time Performance</u>
FY 2015 1st Quarter	Oct-Dec	80.9%
FY 2015 2nd Quarter	Jan-Mar	85.8%
FY 2015 3rd Quarter	Apr-Jun	84.4%
FY 2015 4th Quarter	Jul-Sep	84.4%
FY 2016 1st Quarter	Oct-Dec	84.8%
FY 2016 2nd Quarter	Jan-Mar	86.5%
FY 2016 3rd Quarter	Apr-Jun	85.0%
FY 2016 4th Quarter	Jul-Sep	80.8%
FY 2017 1st Quarter	Oct-Dec	81.9%
FY 2017 2nd Quarter	Jan-Mar	87.8%
FY 2017 3rd Quarter	Apr-Jun	83.8%
FY 2017 4 th Quarter	Jul-Sep	82.1%
	Avg	84.0%

d. Distribution of Transit Amenities

Passenger shelters are generally located at stops that demonstrate at least forty boardings per operating day. On occasion, *The Rapid* will locate at shelter at stops with less passenger activity that demonstrate a need such as locations near senior housing, sizable disabled population, or in locations where a partnering entity or jurisdiction helps pay for a new shelter and its installation. Currently, *The Rapid* has 1,745 bus stops. All of *The Rapid* routes have bus stop signs at intervals of one to three blocks, with more dense areas receiving more frequent stops at every city block. In addition, all of the stops in the system contain information panels that illustrate route schedules and maps. Furthermore, *The Rapid* has installed 159 benches and 106 shelters at various stops throughout the system based on boardings per day, transfer locations, and proximity to senior or disabled demographics.

e. Service Availability

The Rapid’s Accessibility Policy is based on the premise that a route is accessible for the general public if the person must travel no more than 2,000 feet (approximately a five-minute walk) to get to the nearest bus stop. In addition, all of *The Rapid’s* fixed-routes are accompanied by its GO!Bus demand-response paratransit service, available to all residents of The Rapid’s six-city service area who cannot access the fixed route buses as defined by the Americans With Disabilities Act. The Rapid also offers its PASS service, which is a demand response service which can be used by anyone living in The Rapid’s six-city service area. The PASS service is available to destinations more than ¾ of a mile from a Rapid fixed route bus

line, and will take riders from their origin/destination to the nearest bus line, to ensure that all areas of our six-city service area are accessible by public transportation.

Using the U.S. 2015 American Community Survey data and the Remix program, 92% of *The Rapid's* fixed-route service area population is within ½ mile of a bus stop.

f. Vehicle Assignment

The Rapid has a fixed-route fleet size of 174 wheel-chair accessible buses. Forty-foot buses are able to seat approximately 40 people and thirty-five foot buses are able to seat approximately 35 people. Buses are predominately assigned based on route ridership. Occasionally other considerations such as bus availability, narrow streets, excessive curbage or operational factors influence how buses are assigned to particular routes. In addition, approximately 35% of the buses are equipped with automated passenger counters (APCs). In order to achieve accurate national transit database (NTD) reporting information, these buses are randomly dispersed throughout the system. Table 7 details *The Rapid's* fleet as of November 2017.

Table 8 – Vehicle Inventory

Number in Fleet	Length	Year Manufactured	Company
13	40'	2004	GILLIG
9	40'	2005	GILLIG
14	40'	2006	GILLIG
3	30'	2006	DMC
14	40'	2007	GILLIG
7	40'	2008	GILLIG
15	40'	2009	GILLIG
24	35'	2009	GILLIG
17	40'	2011	GILLIG
23	40'	2012	GILLIG
8	40'	2013	GILLIG
10	40'	2014	GILLIG
1	40'	2016	GILLIG
32	40'	2017	GILLIG
174	N/A	N/A	N/A

g. Transit Security

The Rapid utilizes various tools to maximize transit security and the safety of passengers. The Rapid employs a full time Security Manager and 4 more full time Fare Enforcement Officers. The Rapid has 24 hour security at its Rapid Central Station facility and contracts with local law enforcement for assistance during busy times at the station. Furthermore, Central Station and all buses are equipped with video surveillance and covert microphones. *The Rapid* also exercises a policy of reporting any and all suspicious persons and activities. In addition, all operators and staff have gone through security training programs and emergency response protocols.

VI. TITLE VI MONITORING POLICIES

a. Overview of The Rapid's Monitoring Policies

There are three primary tools that *The Rapid* uses to monitor service. These three tools are monthly ridership and productivity reports, quarterly report cards, and Geographic Information Systems (GIS) technology.

The Ridership and Productivity Report is presented to *The Rapid* Board each month. This report measures route performance based on passengers per mile, passengers per hour, farebox recovery percentage, and ridership. The culmination of this information determines route effectiveness and efficiency and is a tool used by staff and *The Rapid* Board to establish planning policy.

Report Cards to the community are presented to *The Rapid* Board and made available to the public on a quarterly basis (every three months). The report card is designed to measure service quality and safety by reporting system productivity (ridership), safety (accidents per 100,000 miles), customer service (complaints per 100,000 passengers, on time performance, and cost effectiveness (cost per passenger). This report is posted on *The Rapid's* web site and is given to the local media.

The Rapid Planning staff use Geographical Information Systems (GIS), on-board survey data, and farebox data, passenger surveys and the Remix planning tool to gather and monitor data and ridership patterns for the fixed-route system. Internally, *The Rapid's* Route and Service Planning Committee uses this data to evaluate and adapt service where necessary. *The Rapid* uses U.S. census data to analyze recent and upcoming route changes and/or enhancements for our current fixed route services. In addition, this data is used for other analysis and planning activities such as an ongoing corridor assessment study (The Align Study -- <http://aligntransit.org/>)

b. Monitoring Service Quality Using Ridership Surveys

The Rapid conducts statistically significant onboard surveys every two years. The Rapid will use the information gleaned from these surveys to monitor service to quality to Title VI protected classes.

The surveys identify individuals who identify themselves as a member of a minority group and/or in a low income bracket. The Rapid will analyze these responses to see determine if there is significantly differing responses between different demographic groups, whether minority or income. Questions analyzed will include those that deal with customer satisfaction of the services The Rapid offers, including those dealing with wait times, schedule adherence, and overall satisfaction with The Rapid's services.

If there is a greater than 20% response difference identified for a protected demographic, The Rapid will look at the responses and take corrective action to address the disparity.

c. Continual Assessment of Compliance by the Grantee

In order to allow for ongoing compliance assessments, *The Rapid* will take the following actions:

- To the extent feasible, the procedure and practices listed in this text will be monitored for assessment and compliance on a quarterly or annual basis.
- *The Rapid*, through its Route and Service Planning Committee, will monitor new and existing service to assure compliance with Title VI requirements.
- *The Rapid* will take action to address Title VI deficiencies raised by official reviews.

The Rapid conducts statistically significant onboard surveys every two years. The Rapid will use the information gleaned from these surveys to monitor service to quality to Title VI protected classes.

The surveys identify individuals who identify themselves as a member of a minority groups and/or in low income brackets. The Rapid will analyze these responses to see determine if there is significantly differing responses between different demographic groups, whether minority or income. Questions analyzed will include those that deal with customer satisfaction of the services The Rapid offers, including those dealing with wait times, schedule adherence, and overall satisfaction with The Rapid's services.

If there is a greater than 20% response difference identified for a certain demographic, The Rapid will look at the responses and take corrective action to address the disparity.

The Rapid has had no Title VI complaints in the past three years that have resulted in the need for corrective actions.

VII. Changes in Service Features and Fare Levels

a. Threshold for Major Service Changes

The Rapid's established threshold for a "major" service change is as follows:

If 25% or greater of either the vehicle revenue miles or the passenger miles on one of The Rapid's routes is to be affected by a service change, this constitutes a Major Service Change for The Rapid and public hearings must be held.

b. The Rapid's Disparate Impact and Disproportionate Burden Policy

The Rapid Board adopted a Disparate Impact and Disproportionate Burden Policy in February 2014. The preparation for this policy included a rider survey indicating fare types used by demographic. This policy dictates that low income and minority populations will not bear a disparate impact or disproportionate burden of any fare or service changes that The Rapid makes. A copy of the policy can be found in Appendix 3.

c. Changes in Service Level

The Rapid has had one significant change in service level since December 2014. In August 2016 Route 19 was modified from a radial route serving Michigan Avenue to a Michigan Crosstown route. Service levels were not affected, just the routing. More than 25% of the route was affected so a Disparate Impact and Disproportionate Burden review was conducted. The study found that all the residents along the section of Route 19 being removed were still within ¼ of a mile of an existing bus route, all of which had better service than Route 19 which is only peak service. Therefore, no one was having service removed and there was found to be minimal impact with the routing change.

d. Changes in Fare Levels

The Rapid has had no changes in fare levels since the last Title VI study completed in December 2014. The Rapid is set to implement an E-Fare system in early 2018 which does include the addition of a number of fare levels to accommodate the new E-Fare system and the adoption of fare capping. However, no actual fare levels are changing and the legacy magnetic ticket system will be in place during the roll out of the E-Fare system. The plan is to phase out the magnetic ticket system once the E-Fare system is fully implemented, but The Rapid will undergo a full Disproportionate Impact and Disparate Burden analysis before making this change.



INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

FY 2018

Moved and supported to adopt the following resolution:

Approval of a CEO search firm.

BE IT RESOLVED that the CEO is hereby authorized to execute an agreement with Krauthamer & Associates to conduct a search for CEO candidates for The Rapid at a cost of 33.33% of the first year's total annual expected compensation, in accordance with the information presented to the ITP Board on December 9, 2017.

CERTIFICATE

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership Board, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Interurban Transit Partnership Board.

Robin Crothers, Board Secretary

Date

Date: December 5, 2017
To: ITP Board
From: Brian Pouget
Subject: COLLECTIVE BARGAINING AGREEMENT

ACTION REQUESTED

Authorization is requested from the ITP Board to enter into a collective bargaining agreement that spans the period December 11, 2017 – December 10, 2020. A resolution authorizing the Chief Executive Officer to execute this agreement with ATU Local 836 is attached for Board approval.

BACKGROUND

The Collective Bargaining Agreement between ITP and Amalgamated Transit Union Local 836 (representing bus operators and maintenance technicians) expired on June 30, 2015, and the subsequent extension agreement expired on August 31, 2015. Management and union representatives have been meeting periodically since December 9, 2014 on a new agreement. A tentative agreement was reached on November 27, 2017 and the Union has scheduled a ratification vote on December 7, 2017.

HIGHLIGHTS OF TENTATIVE AGREEMENT

- Wage increases for bus operators of 3% in the first year, and 2% in each of years two and three of the agreement. Maintenance technician wages will increase 3.5% in the first year, and 2% in each of years two and three of the agreement.
- Adoption of a defined contribution retirement plan, with initial employer contribution of 6% and non-elective employee contribution of 1%. In year two of the agreement, employer will match up to 1% of additional employee contributions.
- Current pension plan will be frozen upon adoption of the agreement.
- Employee share of health insurance premiums will be fixed at 20%, subject to limitations on annual health insurance premium increases.
- Employer contribution to HSA is established for the first year of the agreement, with such contribution subject to negotiation for subsequent years.
- Change from daily overtime to weekly overtime effective August 2020.
- Increases in the number of part-time operators from 15% to 20% over the three years of the agreement.
- Addition of certification requirements for Maintenance Technicians in Electrical/Electronics.
- Provisions updating the agreement to comply with Michigan Right-to-Work laws.

A chart of the proposed wage rates is included as Attachment A.

The proposed agreement meets Board objectives as initially outlined at Board meetings on December 17, 2014 and January 21, 2015, and as updated throughout the course of collective bargaining since that time.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2018

Moved and supported to adopt the following resolution:

Adoption of a collective bargaining agreement with Amalgamated Transit Union Local 836.

BE IT RESOLVED that the Chief Executive Officer is hereby authorized to execute a collective bargaining agreement, on behalf of the Interurban Transit Partnership Board, with Amalgamated Transit Union Local 836 covering the period December 11, 2017 – December 10, 2020, in accordance with the information presented to the ITP Board on December 9, 2017.

CERTIFICATE

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership Board, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Interurban Transit Partnership Board.

Robin Crothers, Board Secretary

Date

ATTACHMENT A

		12/11/2017 through 12/09/2018	12/10/2018 through 12/08/2019	12/09/2019 through 12/10/2020
All Linehaul Operators	CURRENT	+3.00%	+2.00%	+2.00%
Entry	\$17.91	\$18.45	\$18.82	\$19.20
After 6 months of Service	\$18.71	\$19.27	\$19.66	\$20.05
After 1 Year of Service	\$19.50	\$20.09	\$20.49	\$20.90
After 2 Years of Service	\$20.30	\$20.91	\$21.33	\$21.76
Maintenance Employees	CURRENT	+3.50%	+2.00%	+2.00%
Master Technician	\$25.61	\$26.51	\$27.04	\$27.58
Class I Technician (certified)	\$24.39	\$25.24	\$25.74	\$26.25
Class I Technician	\$23.30	\$24.12	\$24.60	\$25.09
Class II Technician (certified)	\$22.30	\$23.08	\$23.54	\$24.01
Class II Technician	\$21.48	\$22.23	\$22.67	\$23.12
Class III Technician	\$20.56	\$21.28	\$21.71	\$22.14
Utility Technician				
Entry		\$14.00	\$14.00	\$14.00
After 1 Year of Service		\$15.00	\$15.00	\$15.00
After 2 Years of Service		\$16.00	\$16.00	\$16.00