



Board Members

Charis Austin	Stephen Kepley, Chair	David Bilardello, Vice-Chair			
Jack Hoffman	Rosalynn Bliss	Gary Carey	Tracie Coffman	Randy Gelderloos	Andy Guy
Michael Verhulst	Mark Huizenga	Robert Postema	Terry Schweitzer	Amna Seibold	Paul Troost

RAPID BOARD MEETING

March 28, 2018 - 4:00 p.m.

Rapid Central Station Conference Room, 250 Grandville SW

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES – January 24, 2018 Board Meeting	Stephen Kepley	Approval
3. AGENDA ITEMS		
a) FY 2017 Audit Report	Scott Walsh	Approval
b) CAC Appointments	Meegan Joyce	Approval
c) 2018 Public Transportation Millage Levy	Peter Varga	Approval
d) Bus Stop Bench Procurement	Conrad Venema	Approval
e) Governance Restructure Recommendations	Stephen Kepley	Approval
f) Adoption of Compensation Study Recommendations	Pouget/Groendal	Approval
g) Laker Line BRT Update	Nick Monoyios	Information
4. PRE-BUDGET DISCUSSION	Varga/Pouget	Information
5. STAFF REPORTS		
a) Monthly Financials – Dec 2017/Jan 2018	Scott Walsh	Information
b) Ridership & Productivity – Dec 2017/Jan 2018	Kevin Wisselink	Information
c) Paratransit Ridership – Dec 2017/Jan 2018	Meegan Joyce	Information
d) FY 2018 First Quarter Fixed Route Report Card	Kevin Wisselink	Information
e) FY 2018 First Quarter Paratransit Report Card	Meegan Joyce	Information
f) FY 2018 First Quarter Rideshare Report	Michael Bulthuis	Information
6. CEO'S REPORT	Peter Varga	Information
7. CHAIR'S REPORT		
a) CEO Search Update	Stephen Kepley	Information
8. ADVISORY COMMITTEE REPORT(S)		
a) Consumer Advisory Committee (CAC) for Seniors and Persons with Disabilities	CAC Chair	Information
9. ADJOURNMENT		

MISSION: *To create, offer and continuously improve a flexible network of public transportation options and mobility solutions.*

**MINUTES OF
INTERURBAN TRANSIT PARTNERSHIP BOARD**

January 24, 2018

ATTENDANCE

Board Members Present: Charis Austin, David Bilardello, Gary Carey, Tracie Coffman, Andy Guy, Jack Hoffman, Mark Huizenga, Stephen Kepley (Chair), Robert Postema, Terry Schweitzer, Amna Seibold, Paul Troost, Michael Verhulst

Board Members Absent: Rosalynn Bliss, Randy Gelderloos

Staff Present: Michael Bulthuis, Steve Clapp, Robin Crothers, Judy DeVries, Meegan Joyce, Nick Monoyios, Brian Pouget, Liz Schelling, Peter Varga (CEO), Conrad Venema, Scott Walsh, Mike Wieringa, Kevin Wisselink

Others Present: Derron Hughes (ATU Local 836), Laurel Joseph (GVMC), Allan Klepadlo (MV Transportation), Asher Lockwood (Rapid Intern), Watchdog Miller, Chris Swank (GVSU)

Board Chair Stephen Kepley called the meeting to order at 4:00 p.m.

1. PUBLIC COMMENT

Watchdog Miller stated that he is a senior citizen and had to sit in the back of the room at the Rapid Board retreat. The Rapid is destroying riders' hearing with the loud announcements on the buses. This could mean a lawsuit for The Rapid in the future and the municipalities involved. He missed half of what was going on because he was in the back of the room. He mentioned the 17% fare increase that was put into place 28 months ago and now adding another 56% by cutting the transfer time. In terms of the planned extension to 3 Mile and 60th and Patterson, these are corn field priorities gerrymandered, irresponsible land uses. Ten years ago he wrote Governor Granholm about a dozen corridors within our city that don't have any Rapid service. This is because The Rapid overpays the drivers at \$36 an hour and the CEO makes over \$300,000 a year. Some of these corridors are Diamond, Valley, Richmond, Bristol, no service to West Catholic High School. Who are the stakeholders? On the \$70 million Laker Line project The Rapid ignored constituencies like the Walker firehouse, senior center, Marsh Ridge, Shawmut Inn, the Family Fare, Oakleigh and Colindale NW and to the west.

2. MINUTES – 11/29/17 & 12/9/17 Board Meetings

Mayor Kepley asked for corrections to the minutes. None were offered. The minutes of the 11/29/17 and 12/9/17 Board meetings stand approved as written.

3. AGENDA ITEMS

a) FY 2018 Fixed Route Report Card Standards:

Mr. Wisselink stated that since FY 2015 The Rapid has been breaking out performance measures by service type – Fixed Route Service (Routes 1-44, Silver Line), Contracted Service (GVSU, DASH, GRCC, FSU and vanpool), and Total Service. Staff recommends maintaining this process. He reviewed the recommended standards for fixed route and total service for FY 2018. He noted that the standards recommended for FY 2018 are the same as FY 2017, except the productivity standard has been adjusted to reflect the goal of a ridership increase based on FY 2017 ridership and productivity. There are no standards for contracted service but staff will continue to monitor these services.

A motion was made by Schweitzer, supported by Huizenga, to approve the recommended report card standards for fixed route and total service for FY 2018. Motion passed unanimously.

b) FY 2018 Paratransit Report Card Standards:

Ms. Joyce reviewed the proposed FY 2018 paratransit report card standards. No changes are recommended from last year's standards. Ridership and the ratio of paratransit to fixed route ridership do not have standards but are monitored and reported.

Mayor Seibold inquired about appointment times. Ms. Joyce responded that passengers have to notify The Rapid when they make their reservation for a ride that they have a specific appointment time.

Mayor Seibold asked how passengers per hour is determined when some passenger bring a caregiver along on the trip. She felt this would skew the numbers. Ms. Joyce noted that there aren't many caregivers riding with passengers. She stated she would find out the number of caregivers/escorts.

Mr. Hoffman asked about how the ratio of paratransit passengers to fixed route passengers is determined. Ms. Joyce stated that the number of paratransit passengers is compared to all fixed route passengers.

A motion was made by Seibold, supported by Hoffman, to approve the recommended FY 2018 paratransit report card standards. Motion passed unanimously.

c) Consumer Advisory Committee Appointments:

Ms. Joyce reported that Anne Larson, Stephen Burke, David Covey and Mary Kinnane are recommended for reappointment to the Consumer Advisory Committee (CAC) for two year terms ending 12/31/19. She reviewed the qualifications and backgrounds for these reappointments, noting that all four have been members in good standing.

Mr. Bilardello asked if David Covey was still the chair of the CAC. Ms. Joyce responded that there has not been an election or chair yet this year, but Mr. Covey is not interested in continuing as chair.

A motion was made by Seibold, supported by Hoffman, to approve the reappointment of Anne Larson, Stephen Burke, David Covey and Mary Kinnane to the Consumer Advisory Committee for two years terms ending 12/31/19. Motion passed unanimously.

d) FY 2018 FTA Grant Application:

Mr. Varga reviewed the FY 2018 FTA grant application. The Rapid submits a grant application to the Federal Transit Administration (FTA) each year. The application requests \$9,944,463 in Section 5307 formula funds and \$406,680 in Section 5307 planning funds, \$926,931 in Section 5339 Buses & Bus Facilities, and \$1,670,000 in CMAQ. These funds are 80% federal and 20% state match.

Mr. Varga reviewed some of the capital items shown in Attachment B of the agenda item, noting a change in the amount of Preventive Maintenance funds. The City of Grand Rapids has initiated a Downtown Shelter Project that The Rapid has agreed to contribute \$250,000 each year for two years. A third year has been added and \$250,000 has been taken out of Preventive Maintenance funds bringing that number down to \$750,000. He stated we would probably not spend the FY 2018 Preventive Maintenance funds due to prior years of accumulation.

He noted that we have included money for expansion vans for the vanpool program. An aggressive effort will be made to increase participation in the program.

Mr. Varga informed the Board that we need to make sure our capital needs can be met, especially fixed route buses and paratransit vehicles. He noted that we have money for Clean Air Action Days, but the amount of usage is different each year.

Discussion took place regarding the use of Preventive Maintenance funds for capital needs. Mr. Varga stated these are Section 5307 funds.

In response to a question from Mayor Kepley, Mr. Varga confirmed that we can purchase 60-foot buses instead of 40-foot buses if that is what the Board chooses to do. We can purchase any size bus.

Mr. Schweitzer asked about the status of the Grandville Transit Station. He mentioned that this program was initiated for safety reasons near the Grandville Library where buses layover. Mr. Varga commented that we are still resolving some easement issues with this project. We will also have to do a Section 106 review that is required to determine impacts related to historical properties.

A motion was made by Seibold, supported by Schweitzer, to approve the FY 2018 FTA Grant Application and to authorize execution of the grant contract. Motion passed unanimously.

e) FY 2019 MDOT Grant Application:

Mr. Varga stated that The Rapid submits a grant application to MDOT on an annual basis. MDOT requires an application well in advance which they use in estimating funding for state budgeting purposes. The MDOT application includes requests for the 20% state share for federal capital projects. Requested operating assistance (\$22,600,000) is based on 50% of eligible operating expenses, the maximum amount eligible under Act 51, however, actual state match is anticipated to be approximately 32.9%. We are requesting \$2,431,153 to match FTA Section 5307 Capital, \$103,703 for

FTA Section 5307 Planning, \$220,000 for CMAQ funds, and \$236,409 for FTA Section 5339 funds.

A motion was made by Austin, supported by Hoffman, to approve the FY 2019 MDOT Grant Application and to authorize execution of the grant contract. Motion passed unanimously.

f) FY 2019 Specialized Services Grant Application:

Mr. Varga reported that the Specialized Services grant application is submitted annually. These funds are received from MDOT and are passed through to recipient agencies. This application is required a year in advance.

Specialized Services operating assistance is for senior and disabled transportation in Kent County that is beyond The Rapid's service area and/or hours of operation. The Rapid's role is to provide coordination for the various providers to prevent any duplication of services. There is a Specialized Services Coordination Committee that meets to determine funding level distribution recommendations to the Rapid Board.

The recipient agencies are Kent County (ACSET), Network 180, Hope Network and Senior Neighbors. For FY 2018 The Rapid received \$463,289 for pass-through. This amount is expected again for FY 2019.

Mr. Schweitzer asked about the specialized services funding related to Wheels to Work. Mr. Varga stated that specialized services funds can only be used outside our service area and hours of operation. Mayor Huizenga mentioned that Wheels to Work stands on its own regarding funding.

Mr. Guy inquired about how the amount is determined. Ms. Joyce responded that the state sets the amount based on statistics from previous years. The agency amounts are determined by the Specialized Services Coordination Committee. Mr. Varga commented that the pot for specialized services funds is fixed and stays about the same every year.

Ms. Coffman stated that in the list of agencies receiving pass-through funds, she believed that ACSET should not be listed since they are now under Kent County. Ms. Joyce concurred that ACSET is now under Kent County and the County does handle the billings but including ACSET affirms that it is the same service program even though they are now part of Kent County.

In response to questions from Mr. Guy, Mr. Varga stated that the agencies report quarterly to The Rapid on ridership. The Rapid then reports this information to MDOT for reimbursement according to a set rate and number of trips. Mr. Varga also noted that The Rapid is not responsible for performance of service for the agencies funded with specialized services funds.

A motion was made by Austin, supported by Coffman, to approve the FY 2019 Specialized Services grant application and to authorize execution of a contract with MDOT for third party operating assistance with the four recipient agencies – Kent County (ACSET), Network 180, Hope Network and Senior Neighbors. Motion passed unanimously.

4. STAFF REPORTS

a) Monthly Financials – October/November 2017:

Mr. Walsh reviewed the October and November 2017 monthly financial statements. He noted this is early in the fiscal year and we have not had any three-pay months yet. There will be more activity to report over the next couple months.

In response to a question from Mayor Kepley, Mr. Walsh confirmed that fares shown in the statements are actual and tax receipts are divided by twelve and applied equally to each month.

Mr. Bilardello asked about the adopted budget vs. amended budget shown in the statements. Mr. Walsh responded that we move money within line items but the bottom line doesn't change. If the bottom line needs to change, then a formal budget amendment would come to the Board.

b) Ridership & Productivity – October/November 2017:

Mr. Venema reported on October and November ridership and productivity. Ridership was down 8% in October compared to last October, and November ridership decreased 7.3%. Average weekday ridership was down 8.2% and 6.7% respectively. He noted that decreasing ridership is a national trend. Economic factors such as low gas prices have an impact on transit ridership. Ridership on the Silver Line continues to increase.

c) Paratransit Ridership – October/November 2017:

Ms. Joyce stated that total monthly paratransit ridership increased 1.9% in October and decreased 0.7% in November. Average weekday ridership increased in both months. Average Saturday ridership decreased in both months and Sunday ridership showed increases. ADA ridership remained fairly steady with a 3.7% increase. Ridership increased in all other categories except for a continued decrease for Network 180.

Mr. Schweitzer inquired about the three-year pilot in Cascade Township. Mr. Pouget stated we are two years into the pilot.

In response to a question from Mr. Schweitzer, Ms. Joyce commented that Cascade Township is provided with information on fixed route and paratransit service ridership which has been good. The Township has some concerns regarding the cost of the service. Mr. Varga noted that Mr. Wisselink is working with Cascade on the cost issues and service beyond the three-year pilot.

d) Balanced Scorecard – November 2017:

Mr. Venema informed the Board that the Balanced Scorecard for November remained fairly consistent with the previous month. He commented that he is revisiting the measures being used in the scorecard to determine their effectiveness and to recommend any changes.

Mayor Kepley stated that the Board will review the committee charges that were recommended in the recent governance study. The Governance Committee charge included appointing Board members, which actually is the responsibility of the six mayors. At the retreat, he asked for volunteers to serve on a task force for development

of the committees. Once the committees are established, the Balanced Scorecard will be on the agenda for the appropriate committee for evaluation.

5. CEO'S REPORT

Mr. Varga congratulated Michael Verhulst on being the new chair of the Grand Rapids Area Chamber of Commerce Board.

The FY 2018 appropriations bill has been delayed again. Another Continuing Resolution (CR) has been approved by the Legislature until February 8, 2018. There are several issues that they were not able to come to agreement on, including an increase in the spending caps. Last year the appropriations bill was approved in September, the last month of the fiscal year and partial apportionments were provided after the first six months. The impacts on The Rapid are that we do not get our capital funds for planned projects. He is hopeful that Congress will start passing appropriations bills in a timely manner.

Mr. Varga mentioned that another reason he is anxious for the FY 2018 appropriations bill to get passed is that there is language in the bill that mandates that FY 2017 appropriated Full Funding Grant Agreements (FFGA) be released. They have been holding appropriated FFGAs like our Laker Line project which was appropriated in FY 2017.

6. CHAIR'S REPORT

Mayor Kepley reported on the status of the work by the CEO Search Committee. Emails were sent out to 158 stakeholders to sign up for an interview with the consultant and/or fill out an online questionnaire regarding input on a new Rapid CEO. He noted that there were 32 interviews scheduled so far. The deadline for making an appointment for an interview and for filling out the questionnaire is February 1, 2018.

The Compensation Committee will meet for additional discussion based on information coming forward at the Board Retreat on January 22, 2018.

7. ADVISORY COMMITTEE REPORT(S)

a) Consumer Advisory Committee (CAC):

No report.

BOARD COMMENTS

Mayor Kepley asked for comments from Board members.

Mayor Huizenga asked Mr. Varga to comment on the conference call that was held earlier in the day with the Acting FTA Administrator regarding the Laker Line grant. Mr. Varga stated that there were several people included in the conference call, including representatives from Congressman Huizenga's office, GVSU, the FTA Executive Director, FTA Region V, Mayor Huizenga and others. FTA has been getting pressure from Congressman Huizenga's office about releasing the Laker Line grant. Concerns were expressed regarding construction and cost issues related to the delay. It was mentioned on the call that The Rapid's Silver Line BRT came in on time and under budget. We also noted that it would be advantageous to get the approval by March since there are construction seasons in Michigan due to the winter weather and we don't want to fall even further behind. FTA said they were reviewing the project but no commitment or specific date were noted on the call. Mr. Varga commented that he felt the call

went well and feels optimistic about receipt of the Laker Line grant. Senator Peters' office and Congressman Huizenga's office have assisted in this effort and will continue to do so.

8. ADJOURNMENT

There being no further business, Mayor Kepley adjourned the meeting at 5:06 p.m.

Respectfully submitted,



Robin Crothers, Board Secretary

Date: March 2, 2018
To: ITP Board
From: Meegan Joyce
Subject: CONSUMER ADVISORY COMMITTEE APPOINTMENTS

ACTION REQUESTED

The Consumer Advisory Committee (CAC) recommends the appointments of Dr. G. Thomas Behler and Kristen Kelling for 2-year terms that expire on December 31, 2019.

BACKGROUND

The ITP Board maintains a Consumer Advisory Committee (CAC) to review and comment on public transit service plans and policies as they relate specifically to the needs and concerns of seniors and persons with disabilities. The by-laws of the CAC provide for between 10 and 12 members, of whom at least five must be senior or disabled consumers. The remaining members may be representatives of human service agencies serving seniors and/or persons with disabilities. We have recently had a few members resign from the committee and if approved the addition of these two candidates will bring our committee to 10.

Kristen Kelling, who lives in Grand Rapids, has a degree in social work and has a background of working with seniors and individuals with disabilities and she wants to continue with that. Kristen's experience riding both The Rapid fixed route bus and the GO!Bus can provide valuable insight both to the ITP board and staff at The Rapid as well as to others using or considering using public transportation. Kristen is also an advocate for improved public transportation and in order to better advocate, it will be helpful for her to understand issues that others may face when riding. She is willing to collaborate with a variety of individuals with a variety of backgrounds and feels that being on the CAC, is a great way to give back to her community. Kristen attended the January CAC meeting and after that meeting the committee agreed unanimously that Kristen would be an asset to the group.

Dr. G. Thomas Behler moved to Grandville in 2016 after retiring as a Sociology professor at Ferris State University. Tom used the Big Rapids dial-a-ride service while living there and also served for a time on the Big Rapids Dial-A-Ride Citizens Advisory board. While on the board he assisted other board members and Dial-A-Ride officials as they addressed both general public transportation issues as well as specific issues for those with special needs. Since moving to Grandville, he uses GO!Bus to get to his volunteer position at the Association for the Blind and Visually impaired as well as to medical appointments and other locations when he needs to use public transportation. Tom believes his many years of bus riding as well as his advisory board experience will prove useful to the CAC and thus to The Rapid Board. Tom attended the January CAC meeting and after that meeting the committee agreed unanimously that Tom would be an asset to the group.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2018

Moved and supported to adopt the following resolution:

Approval of Consumer Advisory Committee appointments.

BE IT RESOLVED that the ITP Board hereby approves the appointments of Kristen Kelling and Dr. G. Thomas Behler to the Consumer Advisory Committee for Seniors & Persons with Disabilities for 2-year terms that expire 12-31-19, in accordance with the information presented to the ITP Board on March 28, 2018.

CERTIFICATE

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership, 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: March 21, 2018

To: ITP Board

From: Peter Varga

Subject: CERTIFICATION OF 2018 PUBLIC TRANSPORTATION MILLAGE LEVY

A resolution is attached for your consideration which authorizes the levy of 1.47 mills (as adjusted under Headlee). If approved, this millage collection will be included on July 2018 tax bills. The tax revenue from this collection will be used for The Rapid's FY 2019 budget year (10/1/18 - 9/30/19) based on current services.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2018

PUBLIC TRANSPORTATION MILLAGE LEVY FOR 2018

At a meeting of the Board of Directors of the Interurban Transit Partnership ("ITP"), a public transportation authority organized under Act 196, Public Acts of 1986, as amended ("Act 196"), the following resolution was offered by Director _____ and supported by Director _____.

RESOLUTION

The ITP is a public transportation authority formed under Act 196. In November 2017, voters approved a twelve-year millage of 1.47 mills for public transportation purposes to be levied upon all the taxable property within the ITP's district (collectively the area covered by the six cities of East Grand Rapids, Grand Rapids, Grandville, Kentwood, Walker and Wyoming).

1. Levy. The ITP levies 1.47 mills for the 2018 tax year upon all taxable property within the ITP district in accordance with the November 2017 voter approval. This millage shall be adjusted as required under the Headlee limitation in Article 9, section 31, of the Michigan Constitution (implemented at MCLA 211.34d), and shall be collected on the July 2018 tax bills.
2. Filing with Clerks. A copy of this resolution shall be filed with the City Clerk for each of the six cities listed above and the Kent County Clerk within five (5) days after this resolution is adopted.
3. Other Actions. The ITP Board and its officers and agents are authorized and directed to take all other actions appropriate for carrying out the intent of this resolution.

Adopted this 28th day of March, 2018.

YES votes: _____

NO votes: _____

CERTIFICATION

I certify that the foregoing is an accurate copy of a resolution adopted by the Interurban Transit Partnership Board at a meeting held on March 28, 2018, the original of which is on file in my office and available to the public. Public notice of that meeting was given in compliance with the Michigan Open Meetings Act.

Date: March 28, 2018

Robin Crothers, Board Secretary

Date: March 14, 2018
To: The Rapid Board
From: Conrad Venema – Manager of Strategic Planning
Subject: BUS STOP BENCH PROCUREMENT

ACTION REQUESTED

Staff is requesting Board authorization to award a contract to Conceptual Site Furnishings for 25 bus stop benches with an option of 125 additional benches (150 total) over a five-year period for a total contract not to exceed \$260,100 (\$1,734 per unit including an option for installation of \$75 per bench).

BACKGROUND

In an effort to improve passenger amenities at bus stops, The Rapid has installed over 150 benches at various locations in The Rapid's service area. Typically benches are installed at bus stops with 20 or more boardings per day. There are, however, other factors that are considered such as geographic equity, available right-of-way (ROW), and proximity to senior and minority populations or persons with disabilities.



Input from the public reinforces the fact that a commonly requested improvement at bus stops is a place to sit. Although shelters are the most popular, benches offer advantages over shelters because they require less space and are less expensive while at the same time allowing The Rapid to improve the user experience while waiting for a bus. Furthermore, The Rapid anticipates a need for additional benches for two reasons. First, there are replacement needs for some locations with damaged benches. Second, there is a desire for additional passenger amenities at bus stops throughout the service area.

The Rapid currently does not have a contract for additional benches. This contract will accommodate the need for additional two-seat and three-seat benches for the next five (5) years.

PROCUREMENT SUMMARY

The Rapid sent out a Request for Proposals (RFP) for both two-seat and three-seat stainless steel bench options. Three proposals were received—Conceptual Site Furnishings based in Wyoming, Landscape Forms based in Kalamazoo, and Forms and Services based in Pittsburgh PA. A team was formed to evaluate the proposals. Although price is considered, other factors are considered as well including bench design, durability, and ergonomics.

The results of the scoring are as follows:

	<u>Forms and Services</u>	<u>Landscape Forms</u>	<u>CSF</u>
Price	\$ 306,885.00	\$ 358,080.00	\$ 248,850.00
Evaluator 1	83	91	96
Evaluator 2	69	90	90
Evaluator 3	77	78	84
Evaluator 4	76	83	86
TOTAL	305	342	356

Based on the scoring, staff is recommending that a contract be executed with Conceptual Site Furnishings for a total of 25 benches (5 two-seated and 20 three seated) and an option for 125 more benches over the next five years. This is the same manufacturer of the existing benches at bus stops. These benches have been in place for nearly a decade and are aesthetically pleasing, well-designed, and durable. In addition—although not considered in the scoring—Conceptual Site Furnishings is both a local and a minority owned company.

SCHEDULE

Upon Board approval, the first 25 benches can be manufactured and delivered within 5 weeks of the order.

FUNDING SOURCE

The not-to-exceed cost of \$260,100 will be paid for by a combination of 5307 Federal Formula funds (80%) and State funds (20%).

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2018

Moved and supported to adopt the following resolution:

Authorization to award a contract for bus stop benches.

BE IT RESOLVED that the CEO is authorized to award and execute a contract with Conceptual Site Furnishings for 25 bus stop benches (5 two-seated and 20 three-seated) with an option of 125 additional benches (150 total) over a five-year period for a total contract not-to-exceed \$260,100, including an option for installation of \$75 per bench, in accordance with information presented to the ITP Board on March 28, 2018.

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

Date: March 14, 2018

To: ITP Board

From: Governance Restructure Committee/Stephen Kepley, Board Chair

Subject: GOVERNANCE RESTRUCTURE RECOMMENDATIONS

The Governance Re-structure Committee met on February 15, 2018 to discuss the future governance structure for the Rapid Board. After reviews from staff and the committee board members, the following are the recommendations for full board approval:

1. To create three standing committees to be implemented after Labor Day. The three committees are Future Planning & Innovation, Present Performance & Services, and Finance.

- a. Future Planning & Innovation

Committee Composition: Five Board Members

Responsibilities (partial list)

- i. Prioritize new services for the CEO to budget and implement.
 1. New fixed routes
 2. New flexible services
 3. New technology
 4. New partnerships and services
- ii. Review long and short term planning studies.
- iii. Attend national conferences that highlight new innovations and trends in public transit
- iv. Seek partnerships to increase ridership and/or improve services

- b. Present Performance & Services

Committee Composition: Five Board Members

Responsibilities (partial list)

- i. Review monthly dashboard performance metrics.
- ii. Work with CEO to evaluate and implement changes to improve areas that have been identified by metrics that are consistently at deficient levels.
- iii. Recommend approval of Board related fixed route and service contract modifications.
- iv. Recommend approval of Board related oversight on human resource issues (ensure employee evaluation system is in place, pre-negotiating non-financial

parameters for union benefits & non-union contracts), IT implementations, and other operational issues that would need board approval.

c. Finance Committee

Committee Composition: Three Board Members

Responsibilities (partial list)

- i. Conduct a "Pre-Budget" meeting with CEO & staff to set parameters for the annual budget. Some of the items to be reviewed are:
 1. Review budget request for non-union employees' salaries.
 2. Healthcare premiums and potential healthcare options.
 3. Review additional FTE requested by the CEO.
 4. Review unfunded liabilities along with budget recommendations to provide timeline when liabilities will be eliminated.
 5. Review the Five Year Capital Plan along with budget recommendations and long range capital plan for fleet replacement.
 6. Make recommendations to implement savings and pension goals.
- ii. Represent the Rapid Board on the Administration Pension Board, which consists of five members (the three Financial Board members, Rapid's CEO, and CFO.)
- iii. Review the actuarial report and quarterly performance reports for pension funds
- iv. Set long term financial goals.
- v. Seek other funding options including foundation and other philanthropic resources and revenue strategies derived from Rapid assets.
- vi. Initiate and provide oversight to borrow money, issue notes, and bonds.
- vii. Provide oversight on pre-negotiating financial parameters for union contract

Periodically citizens may be asked by the individual committees to speak on matters of interests. The committees will be responsible for inviting the citizens. The citizens are for consulting purposes only and have no voting authority. The committee will determine the length of duration for each citizen.

Note: Starting after Labor Day allows an opportunity to gain input from the new CEO that may change the initial committee formation.

The Governance Re-structure Committee also recommends to the Rapid Board to continue with a Committee of the Whole format until implementation of the three committees. Details of future board meetings are recommended as follows:

1. March 28th board meeting will be the "Pre-Budget" meeting to discuss budget parameters.
2. May 23rd board meeting agenda will have the Align Study recommendations.
3. August 1st will remain the board budget meeting as previously scheduled.
4. August 22nd will remain the board meeting to approve the budget and the Align Study.
5. A new board meeting(s) in June to discuss/interview CEO candidates will be scheduled.

6. All other full board meeting dates remain the same.
7. All dates for the Board Development Committee are to be canceled.
8. All dates for the Planning and Innovation Committee are to be canceled.
9. Dates and times for the new committees will be scheduled after committee members have been selected.

The Governance Re-structure Committee further recommends to the Rapid Board that Ad-Hoc Committees continue to be used as necessary. Existing and new Ad-Hoc Committees include:

1. Wage & Compensation Committee
2. CEO Search Committee
3. Governance Re-structure Committee
4. CEO Performance Evaluation Committee

Other areas of clarification:

1. The six city mayors will be responsible to annually review board member competencies, characteristics, and future professional board needs for successful succession planning. The mayors will make annual appointments to fill the board positions as defined by the ITP Articles of Incorporation.
2. Board officer elections will to be the first meeting of the calendar year.
3. Committee appointments to be made annually by mid-January.
4. Balanced Score Card Metrics (to be clarified and finalized)
 - a. Ridership levels
 - b. Financial – unfunded liabilities
 - c. Financial - long term budget goals (possible option – a rainy day account)
 - d. Economic Development
 - e. Environmental Sustainability
 - f. Quality of Life
 - g. Increase in non-single automotive use
 - h. On-time performance

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2018

Moved and supported to adopt the following resolution:

Adoption of Board governance restructure recommendations and creation of CEO Search Committee.

BE IT RESOLVED that the ITP Board hereby adopts the governance restructure as recommended by the Board's Governance Restructure Committee, including creation of three committees and their responsibilities, the use of ad hoc committees, and other governance restructure recommendations, in accordance with the information presented to the ITP Board on March 28, 2018.

The ITP Board also approves the creation of a CEO Search Committee. The committee is advisory only and has the authority to search for candidates for a CEO to succeed the current CEO. The attached job description, advertising schedule, and related material are approved. The Search Committee members are: Stephen Kepley, Rosalynn Bliss, Jack Hoffman, Paul Troost, Gary Carey, David Bilardello and Charis Austin.

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



The Interurban Transit Partnership was formed in 2000 to operate a public transportation system ("The Rapid") for the Grand Rapids metropolitan area and surrounding communities. Based in the City of Grand Rapids, The Rapid also provides transportation service to the cities of East Grand Rapids, Grandville, Kentwood, Walker, and Wyoming with limited service to Alpine Township, Cascade Township, Byron Township, and Gaines Township. In 2017, 11.5 million trips were made on The Rapid by commuters, visitors, and community members. In addition to its 28 fixed bus routes, it provides demand response services for people with disabilities, as well as car and vanpooling programs for community members living outside its fixed-route service area. Only four years after its creation, The Rapid received the 2004 "Outstanding Public Transportation Systems Award" from the American Public Transportation Association.

On November 7, 2017 the voters of the six-city partnership renewed the local operating millage for a period of twelve years. Shortly thereafter the Rapid and its local ATU union entered a three contract. On January 31, 2018 the Rapid received a construction grant award from the Federal Transit Administration for a construction grant of \$56,000,000 for the construction of the east-west Laker Line Bus Rapid Transit Line which will intersect with the north-south Silverline BRT line which went into service in 2014.

The Rapid is governed by a 15-member Board of Directors and operates under Michigan Public Act 196. The Board of Directors is comprised of representatives from the six municipalities served by The Rapid, including five from Grand Rapids and two each from East Grand Rapids, Grandville, Kentwood, Walker, and Wyoming.

Grand Rapids sits on the Grand River and is Michigan's second-largest city. Historically known as a manufacturing hub, Grand Rapids now boasts a vibrant community of sports, arts, tourism, and industry while maintaining its small-city feel. The Rapid is vital to supporting the region's economy and community. Its values and beliefs align with those of the community to foster inclusivity, growth, and opportunity.

SCOPE AND RESPONSIBILITIES

The Chief Executive Officer ("CEO") is responsible for overseeing The Rapid's daily operations and for shaping and leading the Authority's strategic long-term vision as well as any planned expansions. The Rapid and its Board of Directors are committed to ensuring that the organization is planning to meet future needs of the community by providing increased transportation options while not compromising the quality of service currently being delivered on a daily basis. The ideal candidate will have a proven track record of successfully managing a large, complex, and diverse organization that operates to provide the highest quality of service to its customers. The CEO must possess outstanding leadership and business skills as well as strong financial management, strategic planning, public relations, community relations, and governmental relations skills.

The Rapid's CEO will be an integral leader in enhancing transportation options in the Grand Rapids region. Elected officials, businesses, residents, and other stakeholders expect the next CEO to lead a team of transit professionals who are capable of identifying and launching innovative transportation solutions to improve mobility and provide greater access to the region which will in turn lead to smart growth, increased business opportunities, jobs, and economic development. It will also provide greater access to existing jobs that are not currently transit accessible.

The ideal candidate will have demonstrated a background and ability as grouped in the following areas:

GENERAL TRANSIT MANAGEMENT

- Experience managing a customer-centric, publicly-financed organization that provides year-round transit service to its customers on a daily basis with an emphasis on safety, security, reliability, cost, and on-time performance.
- Experience creating additional or new sustainable revenue streams including public-private partnerships for business operations and planned growth and expansion.

- Strong financial management skills overseeing large and complex budgets and an ability to offer creative solutions to run the organization more efficiently and effectively.
- Prepares an annual operating budget and any budget amendments for Board review and approval and administers all services and activities within the budget adopted by the Board.
- Develop and implement a service plan that is consistent with Board and stakeholder priorities and reports periodically to the Board on the status of service, relative to the service plan and the adopted budget.
- Experience developing relationships with businesses and other organizations to create public-private partnership opportunities which lessen the reliance on grants, farebox revenues, and public funding.
- Ability to oversee and implement effective cost-control measures and ensure they are in place at all levels of the agency.
- Experience overseeing an effective marketing plan to advance a positive culture and strong public image that promotes the agency, its services, and increases ridership.
- Experience with capital projects and executing system-wide expansion programs that are on-time and on-budget.
- Ability to provide sound oversight and management of daily operations, maintenance, and short- and long-term capital projects.

INTERNAL RELATIONSHIPS

- Challenge the executive management team and their departments to think “outside the box” and offer customer-centric solutions that are innovative and incorporate technology solutions that advance customer service.
- Develop and promote a “yes we can” culture across the organization that allows employees to feel safe, to think creatively and try to deliver mobility solutions that may not follow the traditional way in which transit agencies or The Rapid has always operated.
- Challenge senior management and their teams to be industry trend setters by taking calculated risks and increasing the use of technology and outside partnerships when and where appropriate.
- Motivate staff to set priorities for their departments, accelerate decision making, and communicate and collaborate with other agency departments to ensure that greater communication is occurring, more solutions to challenges are being identified and that these solutions are being implemented as quickly and efficiently as possible without putting the organization at risk.
- Ability to evaluate, develop, mentor, and hire a senior executive management team that will ensure the agency is providing exceptional service that is timely, safe, and affordable and also meeting the expectations of the community.
- Provide strategic vision and guidance to ensure that the agency has successful succession and employee development plans in place and provide leadership to encourage employees to take initiative and develop within the organization.
- Delegate responsibilities and empower senior management and employees to lead their departments, take action and functions effectively and efficiently.

- Establish and maintain a healthy working relationship with the collective bargaining units and all employees across the organization.
- Treat all employees (represented and non-represented) fairly and provide an open, collaborative, positive, professional, and safe work environment for all employees and contractors of The Rapid.

EXTERNAL RELATIONSHIPS

- Regularly attend, participate, and offer transit solutions for increased mobility across the region. Engage other local leaders and the public and provide creative ideas, solutions, and approaches to address the mobility challenges around Grand Rapids.
- Experience engaging and working effectively and persuasively with elected officials, local, state, and federal agencies, the business community, faith-based community, disabled community, organized labor, public constituencies, NGOs, educational and health leaders, the press, and other stakeholders.
- Interact and communicate regularly with employees, customers, the public, elected officials, the press, and all other stakeholders to provide transparency and insight into the agency's implementation of policies and agendas.
- Maintain on-going and effective communication with governmental agencies and elected officials (state, local, and federal) to assure maximum cooperation and to achieve the best possible transportation system for the region.
- Provide a non-partisan outreach program that addresses the needs of all community members and identifies common objectives and goals which The Rapid can work towards delivering.
- Work creatively with constituent groups to address their concerns and generate new programs and instruments that accommodate their needs.
- Meet, speak with, and listen to stakeholders in the community to generate new ideas and approaches to enhance not just The Rapid, but also mobility around the region.
- Listen, respond, and address all community needs regardless of the origin in a fair, open, transparent, honest, sincere, and committed manner.

BOARD INTERACTION

- Develop a strong working relationship with the 15-member Board and Board Chair, including having effective two-way communication.
- Keep the Board informed and assist the Board in its policymaking duties and decisions including furnishing information and support.
- Implement Board policy via actionable management plans and provide strategic direction to senior management that will enable the effective execution of these policies.
- Assist and advise the Board in generating and achieving the Board's short- and long-term transit objectives.
- Advise, inform, and keep the Board aware of The Rapid's engagement and efforts at a local, state, and national level to address its state of operations, capital needs, financial state, and funding needs.

- Engage and partner with Board members to advocate on The Rapid's behalf with elected officials at a local, state, and national level to ensure that The Rapid continues to demonstrate its commitment to quality service, increased mobility, regional growth, and sustainable development.

PERSONAL ATTRIBUTES:

The candidate should possess the following attributes:

- Professional and executive presence, mature, honest, even-tempered, intelligent, trusting, confident, charismatic, and personable.
- Politically savvy, persuasive, open-minded, and fair but firm manager.
- Adaptable to change quickly and often.
- Inspiring visionary who is passionate about transit and can be a champion of The Rapid.
- High energy level, sense of humor, gravitas, integrity, and ethics above reproach.
- Innovative, compassionate, transparent, inclusive in his/her decision-making process, and willing to delegate responsibility.
- Excellent interpersonal, communication, presentation, and writing skills.
- Ability to speak to large and small groups alike.
- Respond in a timely and accurate manner.
- Results-oriented individual with a dedication to accuracy, sense of urgency, efficiency, and on-time delivery.
- Willing to accept, embrace, and adjust to criticism and make suggestions for change.
- Ability to communicate with and treat all stakeholders equal and with respect.
- Ability to facilitate, negotiate, and provide realistic and strategic solutions to problems and comfortable mediating difficult situations and building consensus.
- Strategic leader, open-minded communicator, and critical thinker who is unwilling to let challenges prevent success, but rather looks at challenges as opportunities for success.
- Ability to unify teams, communities, and people during complicated times.
- Strong mentor and teacher who is approachable, open-minded, and treats all employees with respect and dignity.
- Executive leader who embraces diversity and inclusion and has the ability to attract talent.
- Effective manager who listens and encourages employees, teams, and stakeholders to debate and challenge ideas.
- Strong manager and leader with team building skills and excellent problem-solving and conflict resolution skills.
- Creative approach to problem-solving with a proven track record of implementing innovative initiatives in complex organizations.
- Experience developing and implementing metrics used to evaluate individual and company performance, budgets, cost effectiveness, and returns on investments to increase the bottom-line and operational performance.
- A leader who has a strong financial orientation and who can identify inefficiencies and areas of potential cost reduction.
- Demonstrated track record of success during varying economic and business cycles.

EXPERIENCE REQUIRED:

The successful candidate will have a minimum of 10 years' executive management experience with a large complex operating organization, transit agency or another public or private entity of comparable nature, complexity, and size to The Rapid. While transit experience is preferred, candidates with experience from other industries will be considered. A Bachelor's degree in transportation, transportation management, engineering, business management or equivalent is required. An equivalent combination of education and experience consistent with the required qualifications will also be considered.

For additional information or to submit a resume, please contact Gregg A. Moser at gmoser@krauthamerinc.com

The Rapid

General Manager/Chief Executive Officer

The Interurban Transit Partnership (The Rapid) is a public transit authority that provides bus rapid transit (BRT), 23 fixed route bus transit lines, on-demand response paratransit and other special services in the Grand Rapids, Michigan Area. The Rapid currently provides service to the City of Grand Rapids, East Grand Rapids, Grandville, Kentwood, Walker, and Wyoming with limited service to Alpine Township, Byron Township and Gaines Township. In February 2018, The Rapid was awarded federal funding to construct the Laker Line, its second BRT line.

SCOPE AND RESPONSIBILITIES:

The General Manager/Chief Executive Officer ("CEO") is responsible for overseeing The Rapid's daily operations and for shaping and leading the Authority's strategic long-term vision as well as any planned expansions. The ideal candidate will have a proven track record of successfully managing a large, complex and diverse organization that operates to provide the highest quality of service to its customers while ensuring that the organization is planning to meet the future needs of the community. The CEO must possess outstanding leadership and business skills as well as strong financial management, strategic planning, public relations, community relations and governmental relations skills.

The Rapid's GM/CEO will be an integral leader in enhancing transportation options in the Grand Rapids region. Elected officials, businesses, residents and other stakeholders expect the next CEO to lead a team of transit professionals who are capable of identifying and launching innovative transportation solutions to improve mobility and provide greater access to the region which will in turn lead to smart growth, increased business opportunities, jobs and economic development. It will also provide greater access to existing jobs that are not currently transit accessible.

EXPERIENCE REQUIRED:

The successful candidate will have a minimum of 10 years' executive management experience with a large complex operating organization, transit agency or another public or private entity of comparable nature, complexity and size to The Rapid. While transit experience is preferred, candidates with experience from other industries will be considered. A Bachelor's degree in transportation, transportation management, engineering, business management or equivalent is required. An equivalent combination of education and experience consistent with the required qualifications will also be considered.

For additional information, to obtain a copy of the full position description or to submit a resume, please contact Gregg A. Moser at gmoser@krauthamerinc.com.

KRAUTHAMER

& ASSOCIATES, INC.

The Rapid GM/CEO Advertising Cost Summary

AMERICAN PUBLIC TRANSPORTATION ASSOCIATION (APTA)

PRINT & ONLINE

	APTA Member
1 Insertion*	\$1.50 per word
Multiple insertions* (with no copy change)	\$1.36 per word
Display classifieds /column inch rate	\$73.50
Minimum charge	\$85.00
Logo Placement (per issue)	\$40.00
Affidavits	\$3.00
Blind box fee	\$20.00

Based on the attached ad, the price would be approximately \$600.00.

CONFERENCE OF MINORITY TRANSPORTATION OFFICIALS (COMTO)

ONLINE ONLY

30-Day Job Posting	\$350.00
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Based on the attached ad, the price for 60 days would be \$700.00.

GRAND RAPIDS AREA CHAMBER OF COMMERCE

ONLINE ONLY

Member Job Posting	No charge
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Based on the attached ad, the price would be free.

MICHIGAN PUBLIC TRANSIT ASSOCIATION (MPTA)

ONLINE ONLY

Job Posting

No charge

Based on the attached ad, the price would be free.

TRANSIT TALENT

ONLINE ONLY

35-Day Job Posting*

\$110.00

*Includes posting online and publishing in one email newsletter

Based on the attached ad, the price for 60 days would be \$220.00.

WOMEN'S TRANSPORTATION SEMINAR (WTS)

ONLINE ONLY

WTS CAREER CENTER AND OTHER ENGINEERING AND SCIENCE PARTNERS*:

30-Day Job Posting \$295.00

60-Day Job Posting \$419.00

Other pricing options available for packages of three, five and ten 30-Day Job Postings.

ADDITIONS

Featured Job Posting \$125.00

*Posts to relevant partner sites in The Engineering & Science Career Network (which includes 40+ partner sites)

Based on the attached ad, the price for 60 days would be \$419.00 (\$544.00 if featured).

Date: March 15, 2018
To: ITP Board
From: Brian Pouget
Subject: ADOPTION OF COMPENSATION STUDY RECOMMENDATIONS

ACTION REQUESTED

The ITP Board is asked to adopt the recommendations of the Compensation Study conducted by Gallagher Benefit Services, Inc., as modified by the Compensation Study Committee, for use at The Rapid.

BACKGROUND

In October, 2016, Gallagher Benefit Services, Inc. was awarded a contract to complete a compensation study for administrative employees at The Rapid. A committee of board members and staff was assembled to meet with and work with the consultant as this project unfolded. The committee included former Board Chair Barbara Holt, current Board chair Stephen Kepley, Board members Paul Troost and Michael VerHulst, as well as Human Resources Manager Nancy Groendal and Deputy CEO Brian Pouget. The committee met several times during the course of the project to provide direction, review findings from comparable transit and municipal entities, and provide input into the final design of the salary structure. Mark Goldberg, Senior Consultant with Gallagher Benefit Services, made a presentation of the study, findings and recommendations at the Board Retreat in January, 2019. The committee utilized Board member comments from the retreat to modify the recommendations presented by Mr. Goldberg.

RECOMMENDATIONS

As detailed in the presentation, the Board is asked to adopt the following recommendations:

- Salary structure (Attachment A);
- Adopt the Compensation Philosophy (Attachment B).

The salary changes contemplated in the Compensation Study have been budgeted in the current Fiscal Year 2018 budget.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2018

Moved and supported to adopt the following resolution:

Adoption of Compensation Study recommendations.

BE IT RESOLVED that the ITP Board hereby adopts the Salary Structure and Compensation Philosophy as outlined in the report from Gallagher Benefit Services Inc. and as modified and recommended by the Compensation Study Committee, in accordance with the information presented to the ITP Board on March 28, 2018.

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

PROPOSED SALARY STRUCTURE

Attachment A

DBM Classification	Minimum	Midpoint	Maximum	Range*
A11	\$30,497	\$36,596	\$42,695	40%
A12	\$32,582	\$39,099	\$45,615	40%
A13	\$34,810	\$41,772	\$48,734	40%
B21	\$37,198	\$44,638	\$52,077	40%
B22	\$39,742	\$47,690	\$55,639	40%
B23	\$42,460	\$50,951	\$59,443	40%
B24	\$46,126	\$55,352	\$64,577	40%
B31	\$46,126	\$55,352	\$64,577	40%
B32	\$50,943	\$61,131	\$71,320	40%
C41	\$53,129	\$66,411	\$79,693	50%
C42	\$56,762	\$70,952	\$85,143	50%
C43	\$60,643	\$75,804	\$90,965	50%
C51	\$65,880	\$82,351	\$98,821	50%
C52	\$72,760	\$90,950	\$109,140	50%
D61	\$79,043	\$98,804	\$118,565	50%
D62	\$84,449	\$105,561	\$126,673	50%
D63	\$90,223	\$112,779	\$135,335	50%
D71	\$98,015	\$122,519	\$147,023	50%
D72	\$108,250	\$135,312	\$162,375	50%
E82	\$125,640	\$157,050	\$188,460	50%

*40 intervals split evenly between Minimum and Maximum salaries

COMPENSATION PHILOSOPHY

Interurban Transit Partnership (ITP) is committed to being an employer of choice in western Michigan. Our valued employees are the key to delivering on our commitment to improve lives through excellence in transit. Our compensation philosophy, including salary and benefits, is a reflection of our values. ITP will pursue sustainable compensation goals in accordance with its overall fiscal position while respecting the goals of the philosophy. ITP's compensation philosophy is designed to meet the following key objectives:

Externally Competitive Salary and Benefits. ITP will strive for salary and benefits to be at the 50th percentile of comparisons to identified transit agencies and regional employers. We will provide affordable and comprehensive benefit options that best fit employee needs and promote excellent customer service.

- Compensation levels should reflect the transit and private sector (for applicable classifications) labor markets in which ITP must compete.
- ITP recognizes the existence of labor market differences among the variety of jobs within our organization.
- ITP will utilize cost-of-labor differentials to make all market data applicable to the Grand Rapids area labor market.
- The salary structure will be adjusted every year based on the market trend to ensure ongoing competitiveness with the labor market.
- A salary structure adjustment equates to an across-the-board increase for employees. ITP will determine additional increases based on employee performance and budgetary constraints.

Equitable. ITP shall provide a framework of consistent compensation practices that are fair, equitable and free of discrimination. We will commit to maintaining this process by conducting periodic performance evaluations and updating position descriptions. We will assess our market every three to five years to ensure that our salary rates remain competitive.

- ITP believes that staff positions within the organization with comparable responsibilities, decision-making authority, supervisory responsibilities, complexity and difficulty of the work, and other requirements should be paid similarly.
- ITP will use a formal job evaluation method, Decision Band Method (DBM), for staff jobs that is consistent with organizational needs.
- This DBM tool will be used to determine which positions are comparable and to establish an internal hierarchy of classifications. The results of these internal comparisons will form the basis of the compensation structure.

Excellence. ITP employs high quality employees and we value continuous improvement as part of our commitment to excellence. Our compensation practices must attract and retain employees who exemplify our values and delivery on our mission and vision. Qualified employees, who work to advance their skills and knowledge as they contribute to the achievement of organizational objectives, will be paid competitively. External hires will be paid competitively in order to attract new talent within the designated ranges.

- Progression within the salary range will be based on performance. Progression above the midpoint of the salary range will be based on consistent excellent performance.
- The hiring range will be from the range minimum up to 10th percentile of the range. Hiring rates between the 10th percentile and the 25th percentile will be offered to exceptionally qualified or preferred qualifications of individuals and will be done in consultation with the Human Resources Department. Appointment above the 25th percentile will require approval by the Human Resources Department and the CEO.

Easy to Communicate. Because ITP is confident of the equity, validity, and reliability of the compensation system and practices, we maintain open communication with employees regarding their individual compensation. The compensation system is easily implemented, communicated and is simplistic in its design. Each employee will know how his/her compensation is determined. ITP will develop a communication plan for our compensation program that supports our status as an employer of choice.

Date: March 13, 2018
To: ITP Board
From: Nick Monoyios, Laker Line Project Manager
Subject: LAKER LINE BRT UPDATE

BACKGROUND

In anticipation of receiving the Laker Line BRT grant, staff prepared a series of resolutions to authorize construction based on the various project contracts. Three (3) contracts were approved by the Board in November 2017, as follows:

1. Laker Line Construction Manager Expenses
2. Laker Line Land Acquisition - 851 Freeman (Light Maintenance & Storage Facility)
3. Laker Line Bus Procurement

The remaining four (4) contracts required to proceed with construction will be presented at the May 2018 Board meeting:

1. Fare Collection Equipment (Ticket vending machines, validators, etc.)
2. Real-time Arrival Signage for Platform Installation
3. Materials Testing Consultants
4. Traffic Signal Priority (TSP)

CONSTRUCTION TIMELINE

In February 2018, The Rapid received notification of the Laker Line BRT grant execution. The current status of design for the BRT alignment (CDM Smith) and the facility (Progressive A/E) are both currently at the 90% milestone. The project team will proceed with design coordination and complete 100% design in May 2018. The project Construction Manager at Risk (CMAR), The Christman Company, will then refine the scope, cost, and schedule in concert with the final design.

February 2018	The Rapid received notification of the Fully Funded Grant Agreement (FFGA) execution.
March 2018	Design/Engineering will commence for both the BRT alignment (CDM Smith) and the light maintenance & storage facility. Both have achieved the 90% design milestone.
May 2018	Design/Engineering will be finalized and the CMAR (Christman Co.) will refine and finalize the scope, cost, and schedule.
June – August 2018	Site work and utility relocations to precede construction work.
August 2018 – December 2019	BRT alignment & facility construction
May 2020	Commence revenue operations



Date: March 14, 2018
To: ITP Board
From: Scott Walsh
Subject: MONTHLY FINANCIAL STATEMENTS

ACTION REQUESTED

Attached for your information are the December 2017 and January 2018 Combined Operating Statements and Grant Revenues & Expenditures Statements.

**Interurban Transit Partnership
Combined Operating Statement
Month Ended 01/31/18**

Page 1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 33%
Revenue & Operating Assistance						
<u>Passenger Fares</u>						
1. Passenger Fares - Linehaul	6,181,859	6,181,859	525,299	1,946,977	4,234,882	31%
2. Passenger Fares - Paratransit	867,763	867,763	73,625	276,241	591,522	32%
3. Passenger Fares - Other	24,402	24,402	3,108	9,548	14,854	39%
4. Total Passenger Fares	7,074,024	7,074,024	602,032	2,232,766	4,841,258	32%
<u>Sale Of Transportation Services</u>						
5. CMH Contribution	1,161,000	1,161,000	58,738	279,110	881,890	24%
6. Dash Contract	1,369,443	1,369,443	122,916	613,921	755,522	45%
7. Grand Valley State University	2,470,886	2,470,886	275,249	1,202,572	1,268,314	49%
8. Employment Transportation (Van Pool)	150,700	150,700	11,946	36,449	114,251	24%
9. Township Services	559,814	559,814	46,651	186,605	373,209	33%
10. Other	699,762	699,762	46,010	181,220	518,542	26%
11. Total Sale Of Transportation Services	6,411,605	6,411,605	561,510	2,499,877	3,911,728	39%
<u>Other Revenue & Support</u>						
12. State Operating	14,391,236	14,391,236	1,154,533	4,885,199	9,506,037	34%
13. Property Taxes	15,523,888	15,523,888	1,293,657	5,174,629	10,349,259	33%
14. Advertising	150,000	150,000	67,020	67,020	82,980	45%
15. Interest & Miscellaneous	351,735	351,735	19,262	74,657	277,078	21%
16. Total Other Revenue & Support	30,416,859	30,416,859	2,495,948	10,201,505	20,215,354	34%
17. TOTAL REVENUE & OPERATING ASSISTANCE	43,902,488	43,902,488	3,659,490	14,934,148	28,968,340	34%
<u>Expenditures Route Service & Demand Response</u>						
<u>Labor</u>						
18. Administrative Salaries	3,815,678	3,815,678	249,863	1,270,691	2,544,987	33%
19. Driver Wages	11,870,322	11,870,322	841,491	4,023,236	7,847,086	34%
20. Maintenance Wages	1,814,044	1,814,044	105,549	492,534	1,321,510	27%
21. Total Labor	17,500,044	17,500,044	1,196,903	5,786,461	11,713,583	33%
<u>Fringe Benefits</u>						
22. FICA/Medicare Tax	1,445,508	1,445,508	110,665	468,892	976,616	32%
23. Pension	1,597,834	1,597,834	52,551	398,035	1,199,799	25%
24. Group Medical	4,035,886	4,035,886	319,799	1,414,793	2,621,093	35%
25. Unemployment Taxes	70,000	70,000	14,825	29,650	40,350	42%
26. Worker's Compensation	500,000	500,000	26,743	143,836	356,164	29%
27. Sick Leave	159,901	159,901	15,198	61,358	98,543	38%
28. Holiday	398,711	398,711	137,531	200,872	197,839	50%
29. Vacation	1,110,911	1,110,911	95,606	379,963	730,948	34%

**Interurban Transit Partnership
Combined Operating Statement
Month Ended 01/31/18**

Page 2

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 33%
30. Bereavement	25,000	25,000	2,974	7,392	17,608	30%
31. Uniforms	112,218	112,218	8,331	35,217	77,001	31%
32. Personal Days	322,384	322,384	64,938	116,480	205,904	36%
33. Fringe Benefits Distributed to Grants	10,000-	10,000-	4,416-	4,416-	5,584-	44%
34. Total Fringe Benefits	9,768,353	9,768,353	844,745	3,252,072	6,516,281	33%
<u>Services</u>						
35. Audit, Legal, and Consultant	575,804	577,804	26,523	109,007	468,797	19%
36. Contract Service: Janitor & Bus Cleaning	1,372,218	1,370,126	129,459	377,576	992,550	28%
37. Contract Service: Other	1,017,175	1,021,976	49,697	288,460	733,516	28%
38. Total Services	2,965,197	2,969,906	205,679	775,043	2,194,863	26%
<u>Materials & Supplies</u>						
39. Fuel & Lubricants	2,500,153	2,495,153	211,214	884,651	1,610,502	35%
40. Tires & Tubes	46,017	46,017	339	8,752	37,265	19%
41. Office Supplies	59,426	59,426	3,671	14,715	44,711	25%
42. Printing	44,485	42,485	16,500	84,372	41,887-	199%
43. Repair Parts	1,572,819	1,574,311	100,380	382,471	1,191,840	24%
44. Other Supplies	113,556	113,556	4,134	16,310	97,246	14%
45. Total Materials & Supplies	4,336,456	4,330,948	336,238	1,391,271	2,939,677	32%
<u>Utilities</u>						
46. Electronic Communications	96,113	96,113	10,185	23,968	72,145	25%
47. Gas Heat	212,000	212,000	24,568	34,599	177,401	16%
48. Electric	461,500	461,500	62,387	157,891	303,609	34%
49. Other	102,000	102,000	7,710	28,738	73,262	28%
50. Total Utilities	871,613	871,613	104,850	245,196	626,417	28%
<u>Casualty & Liability</u>						
51. PL & PD Insurance	1,019,600	1,019,600	189,919	480,087	539,513	47%
52. Building & Other Insurance	288,138	288,138	36,675	213,055	75,083	74%
53. Total Casualty & Liability	1,307,738	1,307,738	226,594	693,142	614,596	53%

**Interurban Transit Partnership
Combined Operating Statement
Month Ended 01/31/18**

Page 3

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 33%
Other						
54. Dues & Subscriptions	75,509	75,708	2,025	27,554	48,154	36%
55. Professional Development	119,289	117,789	4,567	11,565	106,224	10%
56. Marketing & Promotion	225,000	225,000	9,949	98,961	126,039	44%
57. Community Outreach	300,000	300,000	35,933	98,830	201,170	33%
58. Office Equipment	22,000	22,000	236	2,194	19,806	10%
59. Shop Tools	44,032	46,132	1,080	10,445	35,687	23%
60. Miscellaneous	92,480	92,480	10,131	29,565	62,915	32%
61. Total Other	878,310	879,109	63,921	279,114	599,995	32%
62. Purchased Transportation	5,622,432	5,622,432	457,765	1,840,381	3,782,051	33%
63. Purchase Transp. - CMH	1,695,000	1,695,000	87,415	413,388	1,281,612	24%
64. Purchase Transp. - Other	278,792	278,792	30,715	111,976	166,816	40%
65. Purchase Transp. - Suburban Paratransit	178,553	178,553	12,275	47,058	131,495	26%
66. Transfer Out - Grant Budget	0	0	0	0	0	100%
67. Operating Expenses - Capitalized	1,500,000-	1,500,000-	0	0	1,500,000-	0%
68. TOTAL OPERATING EXPENDITURES	43,902,488	43,902,488	3,567,100	14,835,102	29,067,386	34%
69. Net Surplus	0	0	92,390	99,046	99,046	100%
	43,902,488	43,902,488	3,659,490	14,934,148	28,968,340	34%

**Interurban Transit Partnership
Grant Revenues & Expenditures
Month Ended 01/31/18**

GL0376

Page 1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 33%
<u>Grant Revenue</u>						
1. Federal Grant Assistance	32,978,174	32,978,174	724,902	2,129,757	30,848,417	6%
2. State Grant Assistance	8,244,543	8,244,543	181,225	532,439	7,712,104	6%
3. Transfer In - Operating Budget	0	0	0	0	0	100%
4. Use of Restricted Net Assets	0	0	0	0	0	100%
5. Other Local	0	0	0	0	0	100%
6. Total Grant Revenue	41,222,717	41,222,717	906,127	2,662,196	38,560,521	6%
<u>Labor</u>						
7. Administrative Salaries	45,000	45,000	6,242	8,025	36,975	18%
8. Driver Wages	0	0	0	0	0	100%
9. Temporary Wages	0	0	0	0	0	100%
10. Fringe Benefit Distribution	22,500	22,500	4,416	4,416	18,084	20%
11. Total Labor	67,500	67,500	10,658	12,441	55,059	18%
<u>Material & Supplies</u>						
12. Tires & Tubes	350,000	350,000	24,492	55,168	294,832	16%
13. Office Supplies	0	0	0	0	0	100%
14. Printing	0	0	0	0	0	100%
15. Total Material & Supplies	350,000	350,000	24,492	55,168	294,832	16%
<u>Purchased Transportation</u>						
16. Purchased Transportation	900,000	900,000	75,000	225,000	675,000	25%
17. Specialized Services	463,289	463,289	0	0	463,289	0%
18. Total Purchased Transportation	1,363,289	1,363,289	75,000	225,000	1,138,289	17%
<u>Other Expenses</u>						
19. Dues & Subscriptions	4,500	4,500	0	575	3,925	13%
20. Professional Development	25,000	25,000	46	883	24,117	4%
21. Miscellaneous	10,000	10,000	0	0	10,000	0%
22. Total Other Expenses	39,500	39,500	46	1,458	38,042	4%
<u>Leases</u>						
23. Office Lease	0	0	0	0	0	100%
24. Transit Center Lease	0	0	0	0	0	100%
25. Storage Space Lease	0	0	0	0	0	100%
26. Total Leases	0	0	0	0	0	100%
<u>Capital</u>						
27. Rolling Stock	14,111,880	14,111,880	0	1,007,764	13,104,116	7%
28. Facilities	15,287,022	15,287,022	157,012	227,436	15,059,586	1%
29. Equipment	2,044,526	2,044,526	6,640	21,251	2,023,275	1%
30. Other	6,000,000	6,000,000	617,709	1,062,641	4,937,359	18%
31. Total Capital	37,443,428	37,443,428	781,361	2,319,092	35,124,336	6%
32. Planning Services	459,000	459,000	14,570	49,037	409,963	11%
33. Capitalized Operating	1,500,000	1,500,000	0	0	1,500,000	0%
34. Total Expenditures	41,222,717	41,222,717	906,127	2,662,196	38,560,521	6%

PROFESSIONAL DEVELOPMENT REPORT
ALL EMPLOYEES
JANUARY 2018

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$430.00	APTA Programming & Site Selection Committee	P. Varga	Washington, DC
\$1,353.60	APTA Legislative Conference	P. Varga	Washington, DC
\$240.00	DEQ Workshop on Sara Title III Tier Two	S. Clapp, D. Larson and D. Kippen	Grand Rapids, MI
\$714.27	FTA Triennial Review	J. DeVries-Eppinga and L. Schelling	Detroit, MI
\$842.26	Transit Asset Management	L. Schelling	Chicago, IL
\$425.00	Shared Use Mobility Summit	M. Joyce	Chicago, IL
\$971.60	Risk Assessment & Cost or Price Analysis	M. Wieringa and S. Luther	Lansing, MI
\$1,517.89	NTI FTA Procurement Training	K. Stephens	San Francisco, CA
\$1,034.00	APTA Marketing and Communication Workshop	M. Bulthuis	San Francisco, CA

\$7,528.62

*This total does not include incidental travel and meeting expenses such as mileage, parking, lunch meetings, etc.

1/25/2018
12:00:12AM

Interurban Transit Partnership
Personnel Authorization

ITP_HR_PersonnelAuth.rpt

<u>Positions</u>	<u>Authorized</u>	<u>Actual</u>
Senior Managers	15	13
Supervisors & Admins.		
Administration	3	3
Operations	16	17
Professionals		
Administration	4	4
External Relations	2	2
Operations	6	6
Planning & Grants	2	2
Special Services	1	1
Call Takers/Schedulers		
Special Services - Full Time	6	7
Special Services - Part Time	3	3
Administrative Support		
Administration - Full Time	3	4
Administration - Part Time	2	1
Customer Service/Marketing	1	1
External Relations	3	3
Operations	3	3
Operations - Full Time	1	1
Security	4	4
Special Services	2	1
Total Admin. Personnel	<u>77</u>	<u>76</u>
Mechanics - Facilities	7	7
Mechanics - Fleet	30	24
Bus Operators - Full time	261	248
Bus Operators - Part Time	39	29
Total Union Personnel:	<u>337</u>	<u>308</u>
TOTAL PERSONNEL	<u>414</u>	<u>384</u>

Interurban Transit Partnership
Combined Operating Statement
Month Ended 12/31/17

Page 1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 25%
Revenue & Operating Assistance						
1. Passenger Fares - Linehaul	6,181,859	6,181,859	377,873	1,421,678	4,760,181	23%
2. Passenger Fares - Paratransit	867,763	867,763	88,283	202,615	665,148	23%
3. Passenger Fares - Other	24,402	24,402	1,673	6,440	17,962	26%
4. Total Passenger Fares	7,074,024	7,074,024	467,829	1,630,733	5,443,291	23%
5. CMH Contribution	1,161,000	1,161,000	62,014	220,372	940,628	19%
6. Dash Contract	1,369,443	1,369,443	114,229	491,005	878,438	36%
7. Grand Valley State University	2,470,886	2,470,886	173,461	927,322	1,543,564	38%
8. Employment Transportation (Van Pool)	150,700	150,700	12,176	24,503	126,197	16%
9. Township Services	559,814	559,814	46,651	139,954	419,860	25%
10. Other	699,762	699,762	55,547	135,211	564,551	19%
11. Total Sale Of Transportation Services	6,411,605	6,411,605	464,078	1,938,367	4,473,238	30%
12. State Operating	14,391,236	14,391,236	1,563,578	3,730,666	10,660,570	26%
13. Property Taxes	15,523,888	15,523,888	1,230,410	3,880,972	11,642,916	25%
14. Advertising	150,000	150,000	25,000-	0	150,000	0%
15. Interest & Miscellaneous	351,735	351,735	61,598	93,919	257,816	27%
16. Total Other Revenue & Support	30,416,859	30,416,859	2,830,586	7,705,557	22,711,302	25%
17. TOTAL REVENUE & OPERATING ASSISTANCE	43,902,488	43,902,488	3,762,493	11,274,657	32,627,831	25%
Expenditures Route Service & Demand Response						
18. Administrative Salaries	3,815,678	3,815,678	437,134	1,020,828	2,794,850	27%
19. Driver Wages	11,870,322	11,870,322	1,341,068	3,181,745	8,688,577	27%
20. Maintenance Wages	1,814,044	1,814,044	166,439	386,985	1,427,059	21%
21. Total Labor	17,500,044	17,500,044	1,944,641	4,589,558	12,910,486	26%
22. FICA/Medicare Tax	1,445,508	1,445,508	156,699	358,227	1,087,281	25%
23. Pension	1,597,834	1,597,834	188,647	345,484	1,252,350	22%
24. Group Medical	4,035,886	4,035,886	281,811	1,094,994	2,940,892	27%
25. Unemployment Taxes	70,000	70,000	0	14,825	55,175	21%
26. Worker's Compensation	500,000	500,000	36,873	117,092	382,908	23%
27. Sick Leave	159,901	159,901	27,084	46,160	113,741	29%
28. Holiday	398,711	398,711	63,179	63,341	335,370	16%
29. Vacation	1,110,911	1,110,911	126,067	284,357	826,554	26%

Interurban Transit Partnership
Combined Operating Statement
Month Ended 12/31/17

Page 2

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 25%
30. Bereavement	25,000	25,000	1,362	4,418	20,582	18%
31. Uniforms	112,218	112,218	18,717	26,887	85,331	24%
32. Personal Days	322,384	322,384	22,752	51,542	270,842	16%
33. Fringe Benefits Distributed to Grants	10,000-	10,000-	0	0	10,000-	0%
34. Total Fringe Benefits	9,768,353	9,768,353	923,191	2,407,327	7,361,026	25%
35. <u>Audit, Legal, and Consultant</u>	575,804	577,804	66,902	82,485	495,319	14%
36. Contract Service: Janitor & Bus Cleaning	1,372,218	1,370,126	115,088	248,116	1,122,010	18%
37. Contract Service: Other	1,017,175	1,016,976	80,583	238,763	778,213	23%
38. Total Services	2,965,197	2,964,906	262,573	569,364	2,395,542	19%
39. <u>Fuel & Lubricants</u>	2,500,153	2,500,153	341,256	673,437	1,826,716	27%
40. Tires & Tubes	46,017	46,017	1,076	8,413	37,604	18%
41. Office Supplies	59,426	59,426	3,234	11,043	48,383	19%
42. Printing	44,485	42,485	52,980	67,872	25,387-	160%
43. Repair Parts	1,572,819	1,574,311	100,729	282,090	1,292,221	18%
44. Other Supplies	113,556	113,556	6,904	12,176	101,380	11%
45. Total Materials & Supplies	4,336,456	4,335,948	506,179	1,055,031	3,280,917	24%
46. <u>Electronic Communications</u>	96,113	96,113	4,223	13,782	82,331	14%
47. Gas Heat	212,000	212,000	753	10,030	201,970	5%
48. Electric	461,500	461,500	45,978	95,504	365,996	21%
49. Other	102,000	102,000	10,665	21,029	80,971	21%
50. Total Utilities	871,613	871,613	61,619	140,345	731,268	16%
51. <u>PL & PD Insurance</u>	1,019,600	1,019,600	229,418	290,168	729,432	28%
52. Building & Other Insurance	288,138	288,138	18,686	176,380	111,758	61%
53. Total Casualty & Liability	1,307,738	1,307,738	248,104	466,548	841,190	36%

Interurban Transit Partnership
Combined Operating Statement
Month Ended 12/31/17

Page 3

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 25%
54. Dues & Subscriptions	75,509	75,708	3,299	25,529	50,179	34%
55. Professional Development	119,289	117,789	4,012	6,999	110,790	6%
56. Marketing & Promotion	225,000	225,000	50,986	89,013	135,987	40%
57. Community Outreach	300,000	300,000	21,176	62,897	237,103	21%
58. Office Equipment	22,000	22,000	1,295	1,958	20,042	9%
59. Shop Tools	44,032	46,132	4,205	9,365	36,767	20%
60. Miscellaneous	92,480	92,480	17,694	19,433	73,047	21%
61. Total Other	878,310	879,109	102,667	215,194	663,915	24%
62. Purchased Transportation	5,622,432	5,622,432	505,608	1,382,616	4,239,816	25%
63. Purchase Transp. - CMH	1,695,000	1,695,000	92,500	325,972	1,369,028	19%
64. Purchase Transp. - Other	278,792	278,792	28,284	81,261	197,531	29%
65. Purchase Transp. - Suburban Paratransit	178,553	178,553	11,741	34,782	143,771	19%
66. Transfer Out - Grant Budget	0	0	0	0	0	100%
67. Operating Expenses - Capitalized	1,500,000-	1,500,000-	0	0	1,500,000-	0%
68. TOTAL OPERATING EXPENDITURES	43,902,488	43,902,488	4,687,107	11,267,998	32,634,490	26%
69. Net Surplus	0	0	924,614-	6,659	6,659	100%
	43,902,488	43,902,488	3,762,493	11,274,657	32,627,831	26%

Interurban Transit Partnership
Grant Revenues & Expenditures
Month Ended 12/31/17

GL0376

Page 1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 25%
1. Federal Grant Assistance	32,978,174	32,978,174	881,599	1,404,854	31,573,320	4%
2. State Grant Assistance	8,244,543	8,244,543	220,400	351,214	7,893,329	4%
3. Transfer In - Operating Budget	0	0	0	0	0	100%
4. Use of Restricted Net Assets	0	0	0	0	0	100%
5. Other Local	0	0	0	0	0	100%
6. Total Grant Revenue	41,222,717	41,222,717	1,101,999	1,756,068	39,466,649	4%
7. Administrative Salaries	45,000	45,000	0	1,783	43,217	4%
8. Driver Wages	0	0	0	0	0	100%
9. Temporary Wages	0	0	0	0	0	100%
10. Fringe Benefit Distribution	22,500	22,500	0	0	22,500	0%
11. Total Labor	67,500	67,500	0	1,783	65,717	3%
12. Tires & Tubes	350,000	350,000	26,209	30,676	319,324	9%
13. Office Supplies	0	0	0	0	0	100%
14. Printing	0	0	0	0	0	100%
15. Total Material & Supplies	350,000	350,000	26,209	30,676	319,324	9%
16. Purchased Transportation	900,000	900,000	0	150,000	750,000	17%
17. Specialized Services	463,289	463,289	0	0	463,289	0%
18. Total Purchased Transportation	1,363,289	1,363,289	0	150,000	1,213,289	11%
19. Dues & Subscriptions	4,500	4,500	575	575	3,925	13%
20. Professional Development	25,000	25,000	511-	837	24,163	3%
21. Miscellaneous	10,000	10,000	0	0	10,000	0%
22. Total Other Expenses	39,500	39,500	64	1,412	38,088	4%
23. Office Lease	0	0	0	0	0	100%
24. Transit Center Lease	0	0	0	0	0	100%
25. Storage Space Lease	0	0	0	0	0	100%
26. Total Leases	0	0	0	0	0	100%
27. Rolling Stock	14,111,880	14,111,880	857,038	1,007,764	13,104,116	7%
28. Facilities	15,287,022	15,287,022	47,250	70,424	15,216,598	0%
29. Equipment	2,044,526	2,044,526	10,242	14,611	2,029,915	1%
30. Other	6,000,000	6,000,000	154,900	444,932	5,555,068	7%
31. Total Capital	37,443,428	37,443,428	1,069,430	1,537,731	35,905,697	4%
32. Planning Services	459,000	459,000	6,296	34,466	424,534	8%
33. Capitalized Operating	1,500,000	1,500,000	0	0	1,500,000	0%
34. Total Expenditures	41,222,717	41,222,717	1,101,999	1,756,068	39,466,649	4%

PROFESSIONAL DEVELOPMENT REPORT
ALL EMPLOYEES
DECEMBER 2017

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$603.83	APTA Legislative Committee meeting	P. Varga	Washington, DC
\$1,364.60	APTA CEO Seminar	P. Varga	Miami, FL
\$969.60	APTA Marketing and Communications Seminar	B. Schlacter	San Francisco, CA
\$331.62	Align Transit Study Meeting	C. Venema	Grand Rapids, MI
\$112.96	TRAMS and TAM workshops	L. Schelling	Chicago, IL

\$3,382.61

*This total does not include incidental travel and meeting expenses such as mileage, parking, lunch meetings, etc.

12/25/2017
12:00:11AM

**Interurban Transit Partnership
Personnel Authorization**

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<u>Positions</u>	<u>Authorized</u>	<u>Actual</u>
Senior Managers	15	13
Supervisors & Admins.		
Administration	3	3
Operations	16	17
Professionals		
Administration	4	4
External Relations	2	2
Operations	6	6
Planning & Grants	2	2
Special Services	1	1
Call Takers/Schedulers		
Special Services - Full Time	6	7
Special Services - Part Time	3	3
Administrative Support		
Administration - Full Time	3	4
Administration - Part Time	2	1
Customer Service/Marketing	1	1
External Relations	3	3
Operations	3	3
Operations - Full Time	1	1
Security	4	4
Special Services	2	1
Total Admin. Personnel	<u>77</u>	<u>76</u>
Mechanics - Facilities	7	7
Mechanics - Fleet	30	24
Bus Operators - Full time	261	252
Bus Operators - Part Time	39	32
Total Union Personnel:	<u>337</u>	<u>315</u>
TOTAL PERSONNEL	<u>414</u>	<u>391</u>

Date: March 1, 2018
To: ITP Board
From: Kevin Wisselink / Planning Department
Subject: DECEMBER 2017 RIDERSHIP AND PRODUCTIVITY REPORT

BACKGROUND

Ridership decreased over 10.2% in December 2017, but this was partially due to there being 2 less weekdays of service in December 2017. The average weekday ridership decreased, but a rate of 6.6%, much less than the overall decrease.

RIDERSHIP SUMMARY

December 2017 compared to December 2016

Total Ridership by Category:

- Routes 1 – 44 ridership (559,682) decreased **7.7%** (-46,478)
- Contracted/Specialized Service ridership (169,386) decreased **18.6%** (-38,710)
- Demand-Response ridership (28,009) decreased **4.3%** (-1,272)
- **Total Ridership (757,257) decreased 10.2% (-86,460)**

Daily Averages:

- Average Weekday total ridership (32,225) decreased **4.0%** (-1,336)
- Average Weekday evening ridership (4,191) decreased **8.9%** (-409)
- Average Saturday ridership (11,671) decreased **1.0%** (-115)
- Average Sunday ridership (5,279) decreased **7.8%** (-446)

Fiscal Year 2018 compared to Fiscal Year 2017

Total Ridership by Category:

- Routes 1 – 44 ridership (1,866,814) decreased **6.6%** (-130,847)
- Contracted/Specialized Service ridership (923,571) decreased **8.9%** (-89,697)
- Demand-Response ridership (88,348) decreased **0.9%** (-787)
- **Total Ridership (2,878,733) decreased 7.1% (-221,331)**

Daily Averages:

- Average Weekday total ridership (40,357) decreased **5.7%** (-2,456)
- Average Weekday evening ridership (5,090) decreased **10.9%** (-621)
- Average Saturday ridership (12,618) decreased **9.0%** (-1,241)
- Average Sunday ridership (5,991) decreased **6.5%** (-417)

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

December 2017 fixed-route system performance increased compared to December 2016 (contracted services not included). The fixed-route summary is as follows:

- Average passengers per hour (**21.2**) decreased **5.7%** (-0.6 points)
- Average passengers per mile (**1.71**) decreased **5.7%** (-0.8 points)
- Average farebox recovery percent (**27.2%**) decreased 6.9% (-1.0 point)
- Average daily passengers (**20,700**) decreased **6.4%** (-3.2 points)
- **Monthly system performance (84.4 points) decreased 6.3% (-5.6 points)**
- **FY 2018 system performance (86.5 points) decreased 5.8% (-6.3 points) compared to FY 2017**

Monthly Fixed-Route Point Summary

	FY 18	FY 17	FY 18	FY 17		%
	<u>Avg</u>	<u>Avg</u>	<u>Points</u>	<u>Points</u>	<u>Change</u>	<u>Change</u>
Avg Passengers per Hour per Route:	19.5	19.8	9.7	9.9	-0.2	-1.6%
Avg Passengers per Mile per Route:	1.57	1.60	12.1	12.3	-0.2	-1.6%
Avg Fare-box Recovery % per Route:	25.9%	24.7%	12.9	12.3	0.6	4.8%
Avg Daily Fixed-Route Passengers:	18,104	19,797	41.1	45.0	-3.8	-8.6%
December Total:			75.9	79.5	-3.6	-4.5%
Year Average:			83.0	88.1	-5.1	-5.8%

- 17 of 23 (73.9%) fixed-routes performed within the average range (within one standard deviation of the system mean)
- **The Silver Line performed above standard (greater than 66.7% above the system mean)**
- Route 1 – Division, Route 2 – Kalamazoo, and Route 9 – Alpine performed one standard deviation above the system mean
- Route 17 – Woodland/Airport performed one standard deviation below the system mean
- **Route 19—Michigan Crosstown performed below standard (less than 66.7% below the system mean)**

December 2017 Fixed Route Ridership Change: **-8.1%**

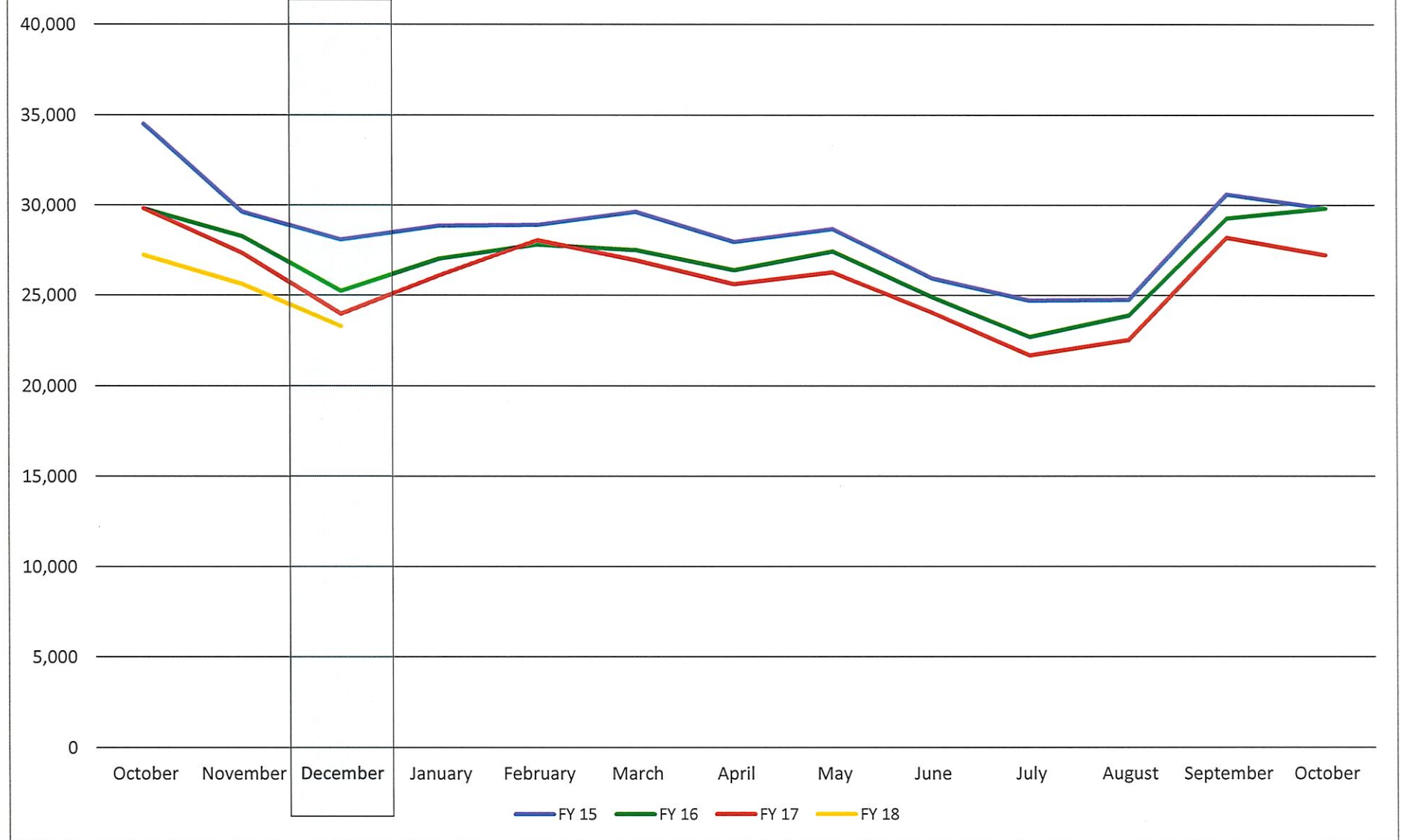
December 2017 Total Ridership Change: **-6.8%**

Change in service days from December 2017 to December 2016

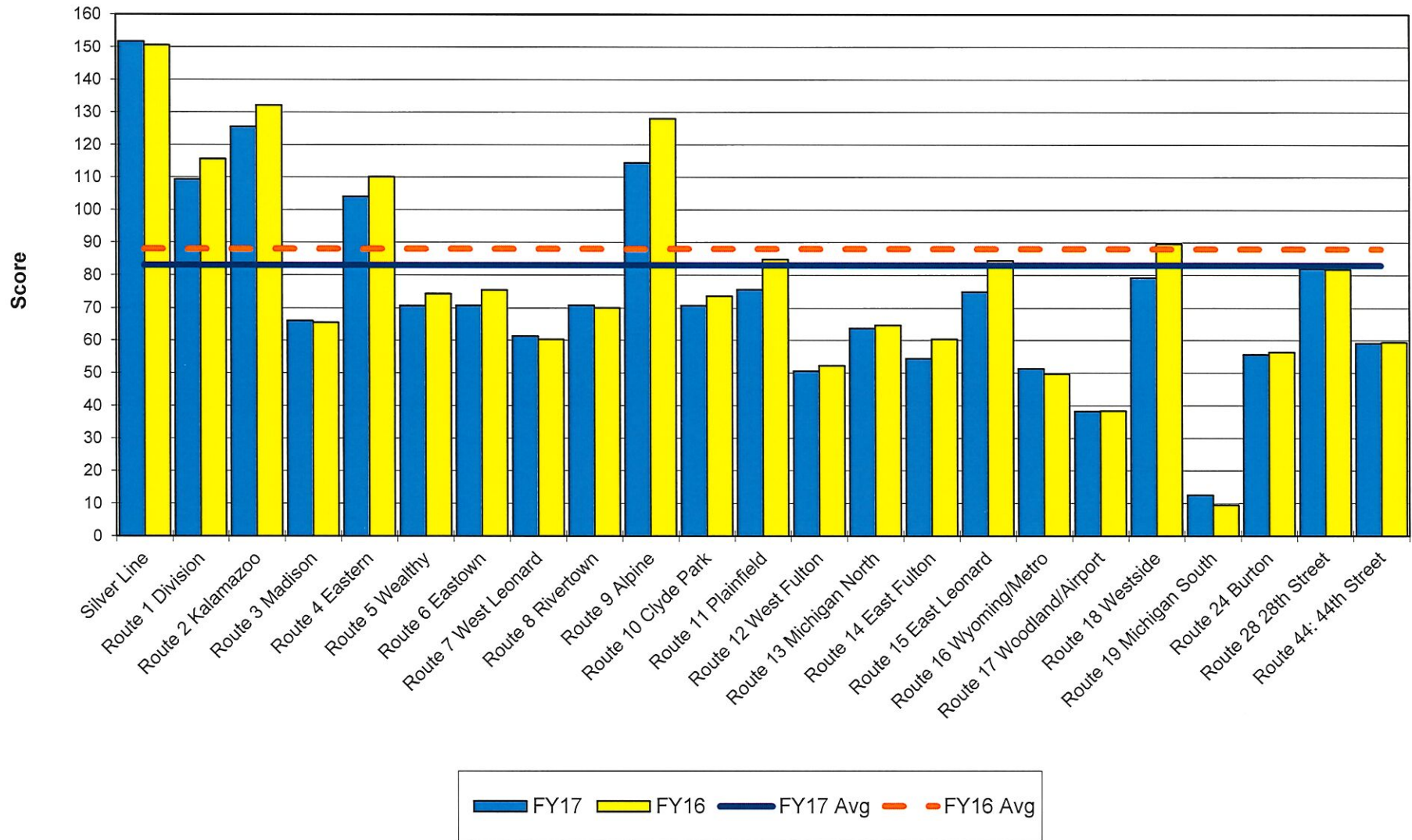
	FY 2018	FY 2017	Change
Total Service Weekdays	20	22	-2
Total Service Saturdays	5	5	0
Total Service Sundays	5	3	-2

Attached is a graphical summary of the system and individual fixed-route performance

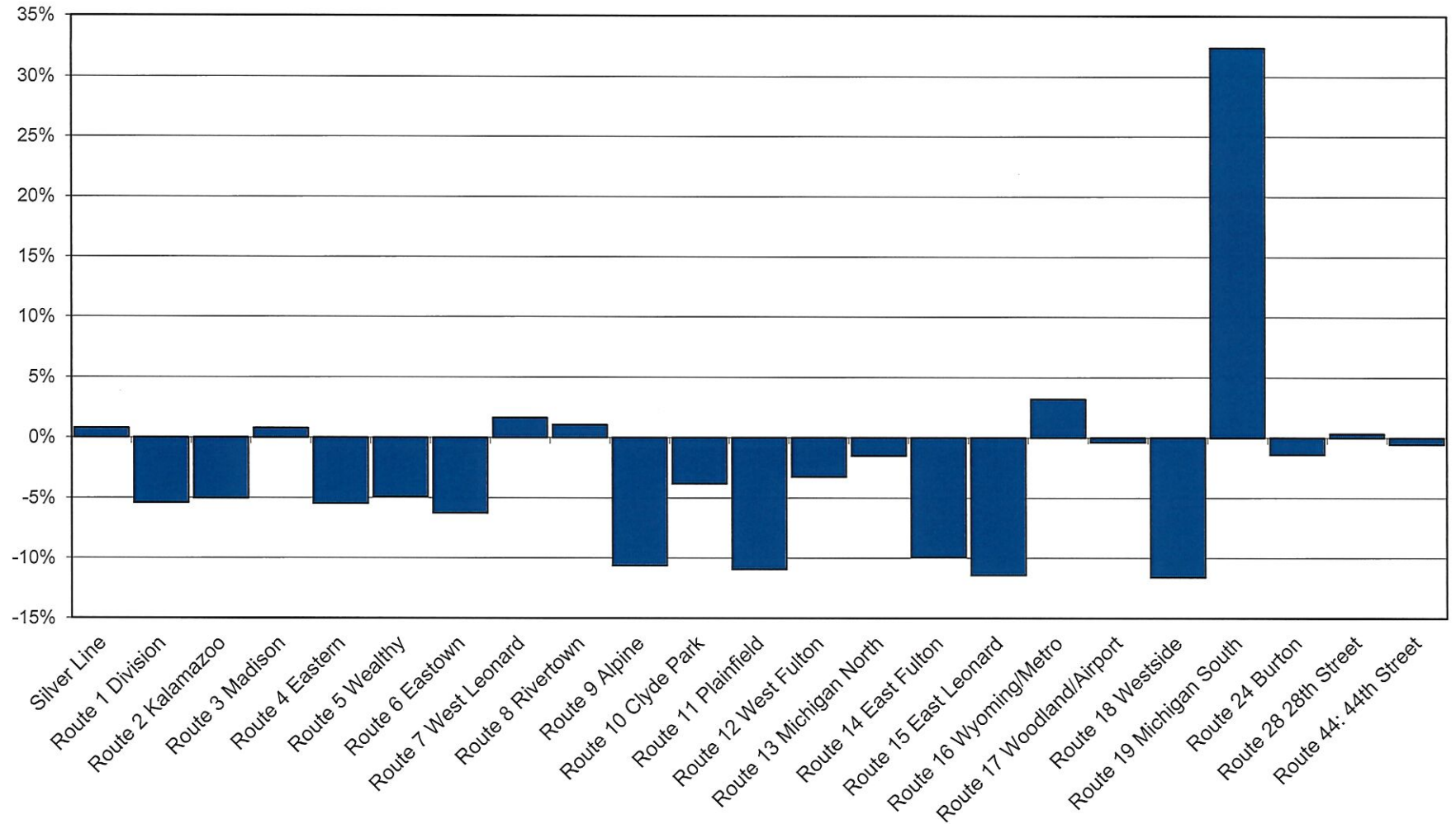
Monthly Weekday Average Ridership History



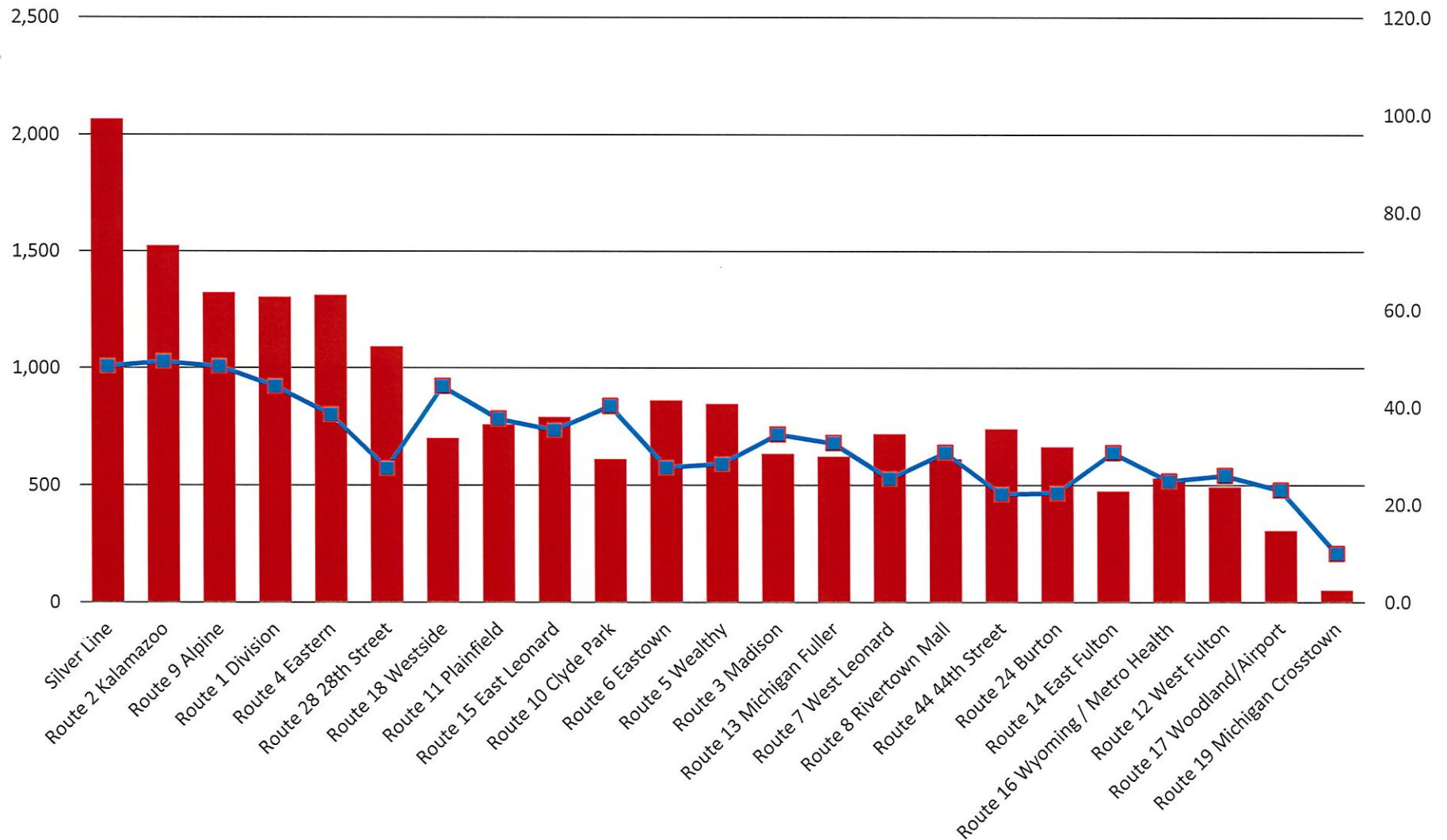
Fixed-Route Scoring Summary: December 2017 Compared to December 2016



Percent Change by Route: December 2017 Compared to Compared December
2016



Fixed Route Efficiency Score and Ridership Levels - December 2017



The Efficiency Score is an average of Farebox Recovery Rate, Passengers/Mile and Passengers/Hour.

Effectiveness Score Efficiency Score

December 2017 Ridership Report
Ridership by Fare Category

	December 2017	December 2016	Actual Change	% Change
Regular Route Summary				
\$1.75 Cash Fare	67,850	77,054	-9,204	-11.9%
\$1.75 Adult One-Ride Ticket	7,923	8,514	-591	-6.9%
\$1.35 Adult Ticket	32,572	35,505	-2,933	-8.3%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	76,562	84,900	-8,338	-9.8%
\$0.85 Senior / Disabled Ticket and Cash	20,732	23,001	-2,269	-9.9%
\$47 Regular and \$30 Reduced 31-Day Month Pass	106,723	121,877	-15,154	-12.4%
\$3.50 One-Day Pass	26,160	28,611	-2,451	-8.6%
\$16.00 Seven-Day Pass	12,182	12,793	-611	-4.8%
Spectrum Health Employee Pass	4,444	3,993	451	11.3%
Free ADA	10,155	7,696	2,459	32.0%
GVSU Students on Routes 1-44	10,583	11,541	-958	-8.3%
Miscellaneous Fare	32,850	23,831	9,019	37.8%
Transfers	89,171	104,098	-14,927	-14.3%
Silver Line	61,955	62,926	-971	-1.5%
Total Regular Route Ridership	559,862	606,340	-46,478	-7.7%

Contracted/Specialized Services Summary

DASH	24,990	24,000	990	4.1%
GRCC Shuttle	6,635	8,023	-1,388	-17.3%
GVSU Campus Connector	63,008	79,349	-16,341	-20.6%
GVSU Off-Campus Shuttle	28,221	30,252	-2,031	-6.7%
GVSU South Campus Express	43,480	62,989	-19,509	-31.0%
FSU	427	334	93	27.8%
Vanpools	2,625	3,150	-525	-16.7%
Total Contracted Ridership	169,386	208,096	-38,710	-18.6%

Demand Response Summary

GO!Bus (does not include PASS)	27,523	28,696	-1,173	-4.1%
PASS North Ridership (Including Transfers)	252	288	-36	-12.5%
PASS SE Ridership (Including Transfers)	156	228	-72	-31.6%
PASS SW Ridership (Including Transfers)	78	69	9	13.0%
Total Demand Response Ridership	28,009	29,281	-1,272	-4.3%

	2017	2016	Change	YTD Change
Total Service Weekdays	20	22	-2	-1
Total Service Saturdays	5	5	0	-1
Total Service Sundays	5	3	2	2
Total Holidays	1	1	0	0
Total Service Days	30	30	0	0
Total Days	31	31	0	0

Total Weekday Fixed-Route Ridership	560,671	637,118	-76,447	-12.0%
Total Weekday Evening Fixed-Route Ridership	83,826	101,213	-17,387	-17.2%
Total Weekday and Weekday Evening Fixed-Route Ridership	644,497	738,331	-93,834	-12.7%
Total Saturday Fixed-Route Ridership	58,354	58,930	-576	-1.0%
Total Sunday Fixed-Route Ridership	26,397	17,175	9,222	53.7%
Avg Weekday Daytime Fixed-Route Ridership	28,034	28,960	-926	-3.2%
Avg Weekday Evening Fixed-Route Ridership	4,191	4,601	-409	-8.9%
Avg Weekday and Weekday Evening Fixed-Route Ridership	32,225	33,561	-1,336	-4.0%
Avg Saturday Fixed-Route Ridership	11,671	11,786	-115	-1.0%
Avg Sunday Fixed-Route Ridership	5,279	5,725	-446	-7.8%

	2017	2016	Change	% Change
Fixed-Route Ridership Month to Date	559,862	606,340	-46,478	-7.7%
Contracted/Specialized Service Ridership Month to Date	169,386	208,096	-38,710	-18.6%
Demand Response Ridership Month to Date	28,009	29,281	-1,272	-4.3%
Total Monthly Ridership	757,257	843,717	-86,460	-10.2%
	2017	2016	Change	% Change
Fixed-Route Ridership Year to Date	1,866,814	1,997,661	-130,847	-6.6%
Contracted/Specialized Service Ridership Year to Date	923,571	1,013,268	-89,697	-8.9%
Demand Response Ridership Year to Date	88,348	89,135	-787	-0.9%
Total Ridership Year to Date	2,878,733	3,100,064	-221,331	-7.1%
Projected Annual Ridership	10,189,325	10,972,730	-783,405	-7.1%

December 2017 Productivity Report

Fixed-Route Services	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean	Current Rank	FY 2017 Rank	Change	Total Passengers	Peak Frequency
Silver Line	27.6	2.06	37.3%	48.3	2,065	103.3	151.6	100.0%	1	1	0	61,955	10
Route 2 Kalamazoo	26.1	2.51	33.9%	49.3	1,523	76.1	125.5	65.5%	2	2	0	45,681	15
Route 9 Alpine	23.8	2.48	34.7%	48.4	1,321	66.1	114.4	50.9%	3	3	0	39,631	15
Route 1 Division	24.4	1.93	34.4%	44.3	1,302	65.1	109.4	44.3%	4	4	0	39,057	15
Route 4 Eastern	20.4	1.71	30.4%	38.5	1,311	65.6	104.1	37.3%	5	5	0	39,336	15
Route 28 28th Street	15.7	1.09	22.4%	27.5	1,091	54.5	82.0	8.2%	6	6	0	32,723	15
Route 18 Westside	24.0	2.19	30.8%	44.3	699	34.9	79.2	4.5%	7	7	0	17,470	30
Route 11 Plainfield	20.5	1.72	28.3%	37.6	759	37.9	75.6	-0.3%	8	8	0	22,757	15
Route 15 East Leonard	18.8	1.78	24.5%	35.3	791	39.5	74.8	-1.3%	10	9	-1	23,725	15
Route 10 Clyde Park	23.6	1.69	31.0%	40.2	610	30.5	70.7	-6.7%	11	11	0	18,300	30
Route 6 Eastown	14.8	1.41	18.7%	27.6	862	43.1	70.7	-6.7%	9	10	1	25,847	15
Route 5 Wealthy	15.3	1.32	21.1%	28.4	846	42.3	70.6	-6.8%	12	12	0	21,138	15
Route 3 Madison	21.8	1.30	27.0%	34.4	633	31.6	66.0	-12.9%	14	14	0	15,817	30
Route 13 Michigan Fuller	18.1	1.58	22.9%	32.6	621	31.1	63.7	-16.0%	13	15	2	15,537	15
Route 7 West Leonard	15.1	0.99	20.3%	25.3	718	35.9	61.2	-19.3%	15	16	1	17,940	15
Route 8 Rivertown Mall	17.9	1.25	24.2%	30.7	610	30.5	61.2	-19.3%	16	13	-3	18,300	30
Route 44 44th Street	11.7	0.87	19.2%	22.1	739	36.9	59.1	-22.1%	17	17	0	18,465	30
Route 24 Burton	11.8	0.92	18.9%	22.4	663	33.1	55.5	-26.7%	18	19	1	16,567	30
Route 14 East Fulton	16.2	1.54	21.3%	30.6	473	23.7	54.3	-28.3%	20	18	-2	11,837	30
Route 16 Wyoming / Metro Health	14.0	1.04	19.5%	24.8	529	26.5	51.3	-32.3%	19	21	2	15,878	30
Route 12 West Fulton	14.4	1.34	16.8%	26.0	492	24.6	50.5	-33.3%	21	20	-1	12,288	30
Route 17 Woodland/Airport	13.7	0.97	17.4%	23.0	305	15.3	38.2	-49.5%	22	22	0	6,103	30
Route 19 Michigan Crosstown	4.8	0.40	9.0%	10.0	59	2.5	12.5	-83.5%	23	23	0	1,001	30
System Summary	19.5	1.57	25.7%		823		75.8	n/a				537,353	

	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean
System Average (mean)	19.5	1.57	25.7%	34.6	823	41.1	75.8	n/a
Standard deviation	5.2	0.53	6.7%	10.0	354	17.7	30.3	n/a
Routes above standard (equal or greater than 66.7% of mean)	32.5	2.62	42.8%	57.8	1,372	68.6	126.3	66.7%
Routes above one standard deviation of mean	32.4	2.61	42.7%	57.6	1,371	68.5	126.2	66.6%
Above average routes within one standard deviation of mean	24.7	2.10	32.3%	44.6	1,177	58.9	106.1	39.9%
Average routes	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean
Below average routes within one standard deviation of mean	14.3	1.04	19.0%	24.7	469	23.4	45.5	-39.9%
Routes below one standard deviation of mean	6.6	0.53	8.6%	11.7	275	13.8	25.4	-66.6%
Routes below standard (equal or less than 66.7% of mean)	6.5	0.52	8.5%	11.5	274	13.7	25.3	-66.7%

Contracted/Specialized Services	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean	Current Rank	FY 2014 Rank	Change	Total Passengers	Peak Frequency
GVSU Campus Connector	34.8	1.91	n/a	49.8	2,864	143.2	193.0	n/a	n/a	n/a	n/a	63,008	7
GVSU South Campus Express	103.6	10.85	n/a	206.8	2,718	135.9	342.7	n/a	n/a	n/a	n/a	43,480	10
GVSU Off-Campus	88.0	10.61	n/a	191.5	1,764	88.2	279.7	n/a	n/a	n/a	n/a	28,221	10
GVSU CHS Express	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5
GRCC Shuttle	49.8	12.57	n/a	183.0	1,327	66.4	249.4	n/a	n/a	n/a	n/a	6,635	10
DASH South	n/a	n/a	n/a	n/a	0	0.0	n/a	n/a	n/a	n/a	n/a	0	5
DASH West	18.0	2.42	n/a	42.0	1,060	53.0	95.0	n/a	n/a	n/a	n/a	21,191	5
DASH North	4.1	0.53	n/a	9.4	190	9.5	18.9	n/a	n/a	n/a	n/a	3,799	20
FSU	3.7	0.10	n/a	4.1	27	1.3	5.4	n/a	n/a	n/a	n/a	427	120
	33.59	2.73	n/a									166,761	

Total System Summary	21.86	1.77	26.20%	Farebox includes GRPS services									
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The range of values comprising approximately 68% of the samples above and below the mean
 Routes with scores greater than 66.7% above the mean
 Routes with scores between 1 standard deviation above the mean and 66.7% above the mean
 Routes with scores within 1 standard deviation above the mean
 Routes with scores with +/- 12.5% of the mean
 Routes with scores within 1 standard deviation below the mean
 Routes with scores between 1 standard deviation below the mean and 66.7% below the mean
 Routes with scores greater than 66.7% below the mean

Date: March 7, 2018
To: ITP Board
From: Kevin Wisselink / Planning Department
Subject: JANUARY 2018 RIDERSHIP AND PRODUCTIVITY REPORT

BACKGROUND

Ridership was helped by there being no major school closure days in January 2018 while there was such as day in January 2017; however, ridership for the month was still down over 5%.

RIDERSHIP SUMMARY

January 2018 compared to January 2017

Total Ridership by Category:

- Routes 1 – 44 ridership (611,335) decreased **6.8%** (-44,846)
- Contracted/Specialized Service ridership (318,840) decreased **2.5%** (-8,265)
- Demand-Response ridership (31,017) increased **1.9%** (575)
- **Total Ridership (961,192) decreased 5.2% (-52,536)**

Daily Averages:

- Average Weekday total ridership (39,966) decreased **4.7%** (-1,935)
- Average Weekday evening ridership (4,821) decreased **8.3%** (-437)
- Average Saturday ridership (12,423) decreased **13.3%** (-1,907)
- Average Sunday ridership (5,807) decreased **11.1%** (-727)

Fiscal Year 2018 compared to Fiscal Year 2017

Total Ridership by Category:

- Routes 1 – 44 ridership (2,478,149) decreased **6.6%** (-175,693)
- Contracted/Specialized Service ridership (1,242,411) decreased **7.3%** (-97,962)
- Demand-Response ridership (119,365) decreased **0.2%** (-212)
- **Total Ridership (3,839,925) decreased 6.7% (-273,867)**

Daily Averages:

- Average Weekday total ridership (39,997) decreased **5.5%** (-2,327)
- Average Weekday evening ridership (5,020) decreased **10.3%** (-575)
- Average Saturday ridership (12,572) decreased **10.0%** (-1,392)
- Average Sunday ridership (5,950) decreased **7.6%** (-489)

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

January 2018 fixed-route system performance increased compared to January 2017 (contracted services not included). The fixed-route summary is as follows:

- Average passengers per hour (**20.2**) decreased **6.7%** (-0.7 points)
- Average passengers per mile (**1.63**) decreased **6.7%** (-0.9 points)
- Average farebox recovery percent (**26.2%**) decreased 3.4% (-0.5 points)
- Average daily passengers (**19,797**) decreased **7.2%** (-3.5 points)
- **Monthly system performance (80.7 points) decreased 6.5% (-5.6 points)**
- **FY 2018 system performance (82.4 points) decreased 5.2% (-5.2 points) compared to FY 2017**

Monthly Fixed-Route Point Summary

	FY 18	FY 17	FY 18	FY 17		%
	<u>Avg</u>	<u>Avg</u>	<u>Points</u>	<u>Points</u>	<u>Change</u>	<u>Change</u>
Avg Passengers per Hour per Route:	20.2	21.6	10.1	10.8	-0.7	-6.7%
Avg Passengers per Mile per Route:	1.63	1.74	12.5	13.4	-0.9	-6.7%
Avg Fare-box Recovery % per Route:	26.2%	27.1%	13.1	13.5	-0.5	-3.4%
Avg Daily Fixed-Route Passengers:	19,797	21,331	45.0	48.5	-3.5	-7.2%
January Total:			80.7	86.3	-5.6	-6.5%
Year Average:			82.4	87.6	-5.2	-6.0%

- 16 of 23 (69.6%) fixed-routes performed within the average range (within one standard deviation of the system mean)
- **The Silver Line performed above standard (greater than 66.7% above the system mean)**
- Route 1 – Division, Route 2 – Kalamazoo, Route 4 Eastern and Route 9 – Alpine performed one standard deviation above the system mean
- Route 17 – Woodland/Airport performed one standard deviation below the system mean
- **Route 19—Michigan Crosstown performed below standard (less than 66.7% below the system mean)**

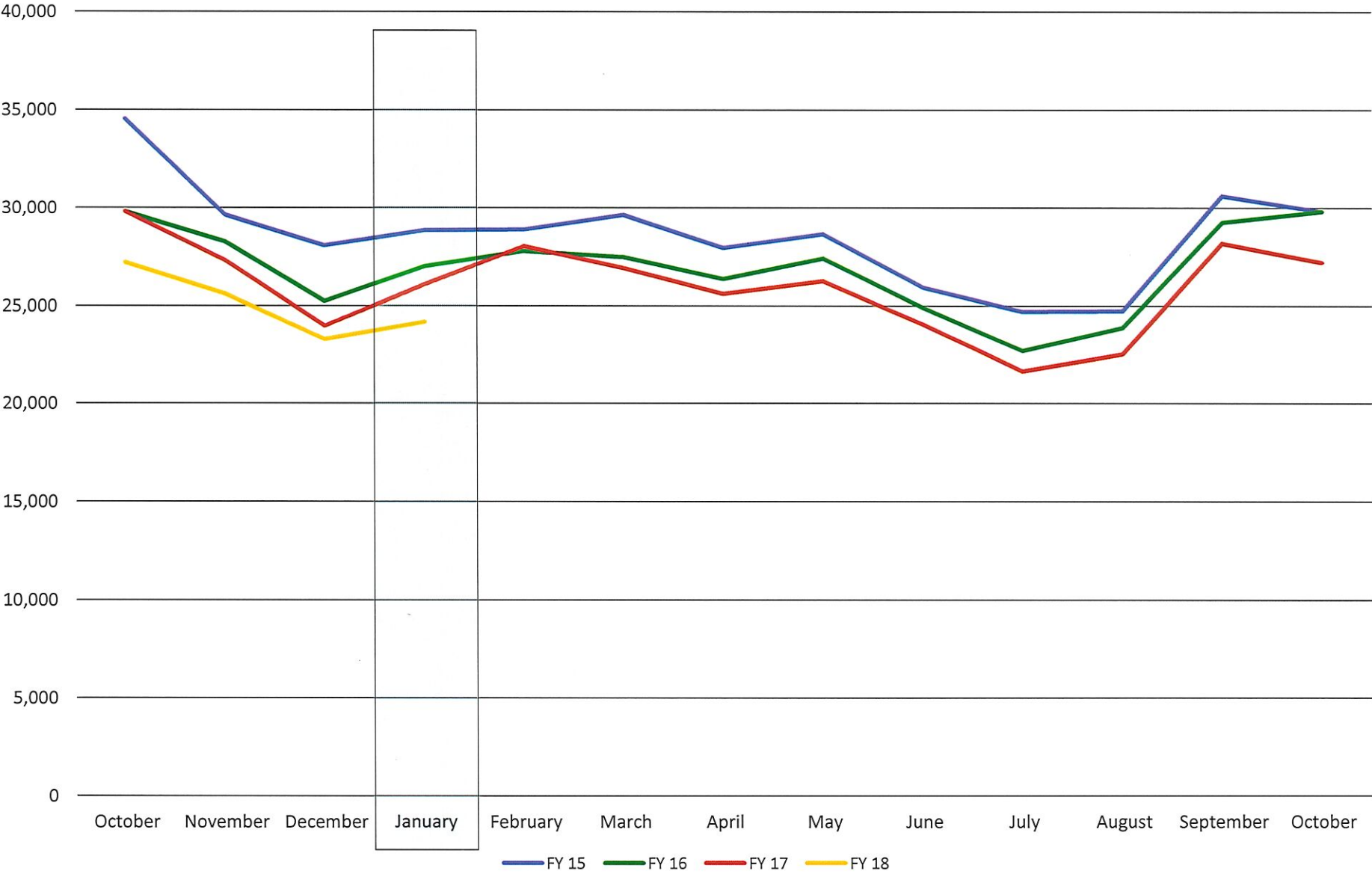
January 2018 Fixed Route Ridership Change: **-9.5%**
January 2018 Total Ridership Change: **-10.1%**

Change in service days from January 2018 to January 2017

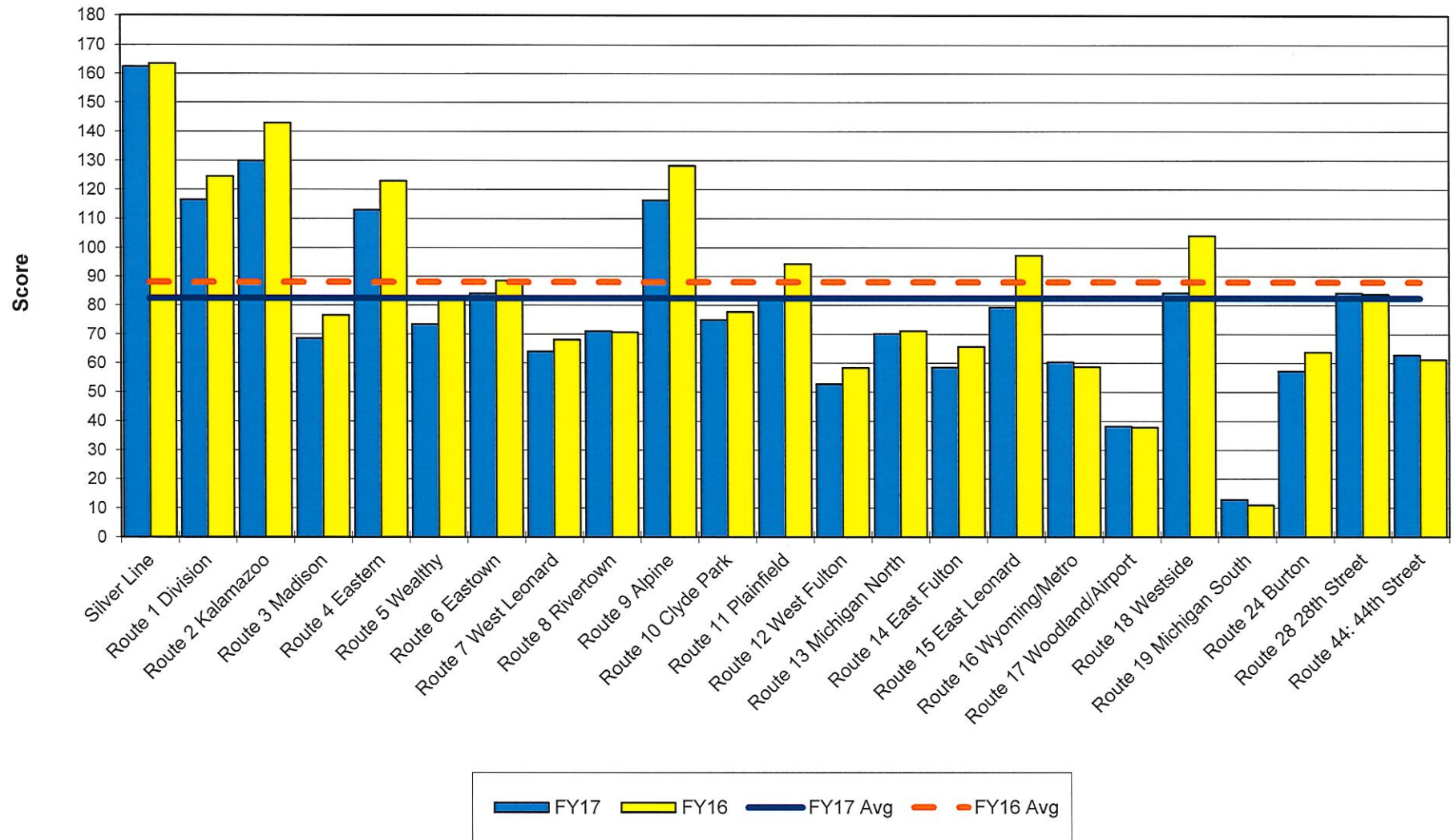
	FY 2018	FY 2017	Change
Total Service Weekdays	22	22	0
Total Service Saturdays	4	4	0
Total Service Sundays	4	4	0

Attached is a graphical summary of the system and individual fixed-route performance

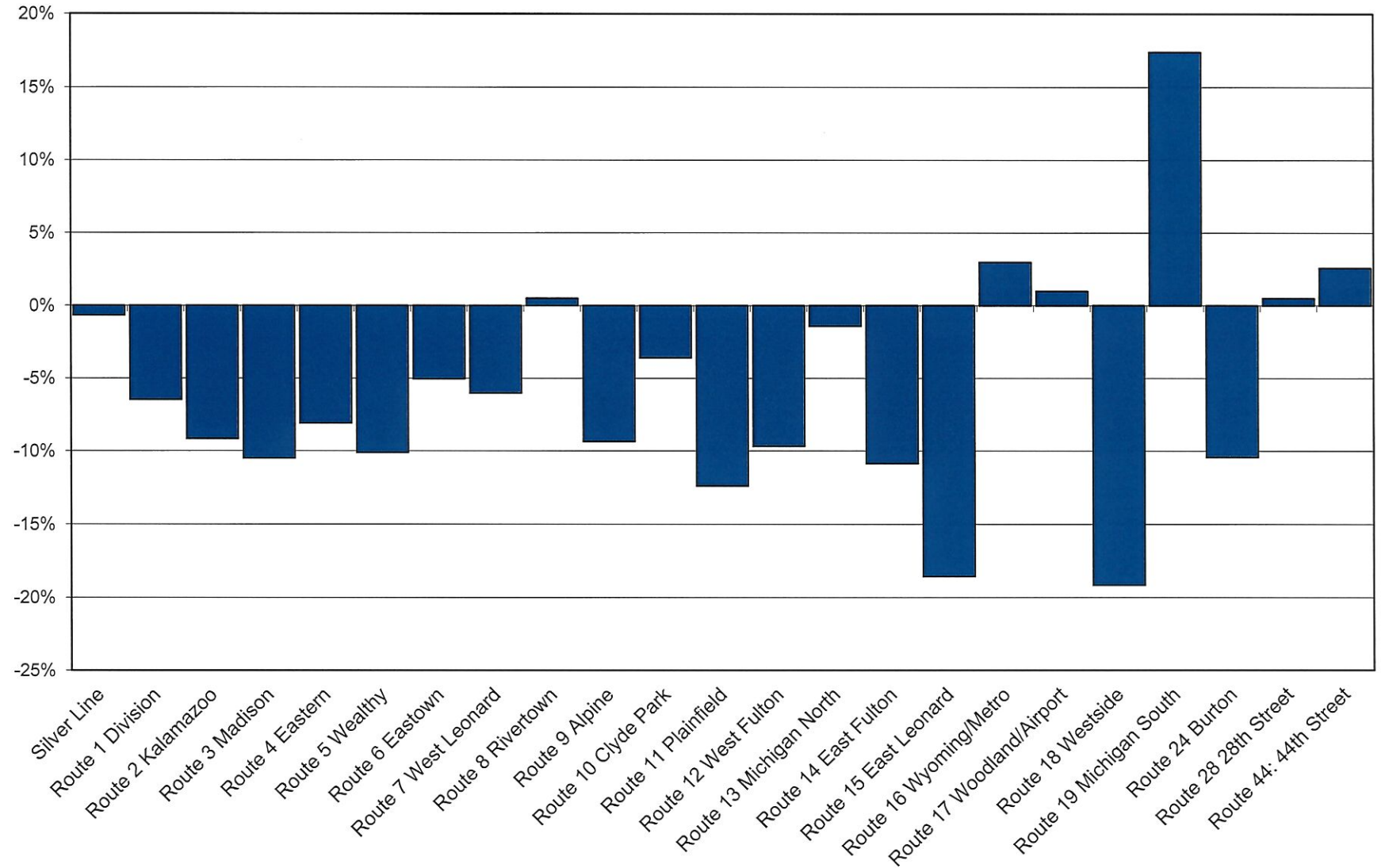
Monthly Weekday Average Ridership History



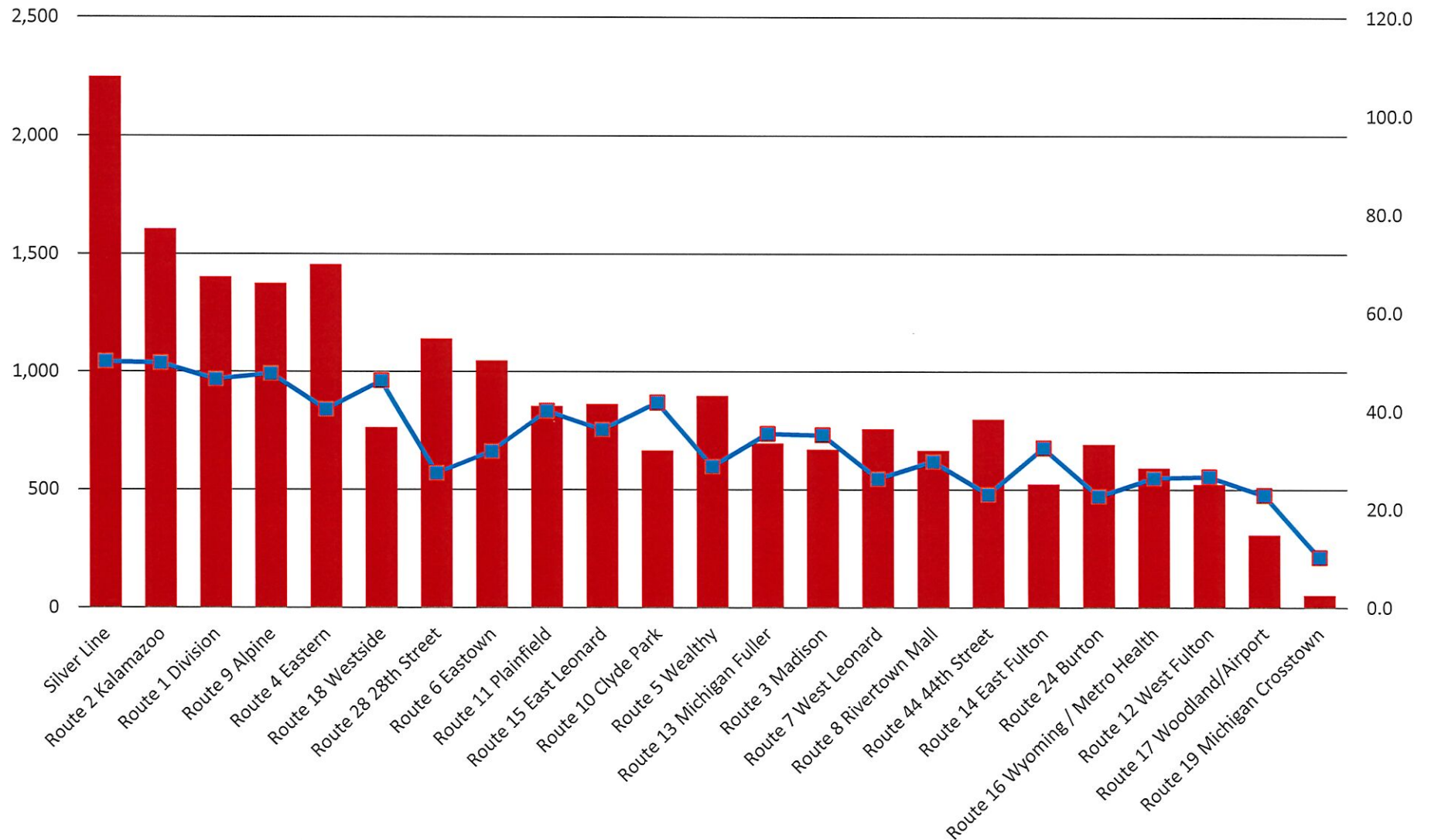
Fixed-Route Scoring Summary: January 2018 Compared to January 2017



Percent Change by Route: January 2018 Compared to Compared January 2017



Fixed Route Efficiency Score and Ridership Levels - January 2018



The Efficiency Score is an average of Farebox Recovery Rate, Passengers/Mile and Passengers/Hour.

Effectiveness Score Efficiency Score

January 2018 Ridership Report
Ridership by Fare Category

Regular Route Summary	January 2018	January 2017	Actual Change	% Change
\$1.75 Cash Fare	72,709	76,675	-3,966	-5.2%
\$1.75 Adult One-Ride Ticket	8,818	8,931	-113	-1.3%
\$1.35 Adult Ticket	35,322	37,645	-2,323	-6.2%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	87,688	106,462	-18,774	-17.6%
\$0.85 Senior / Disabled Ticket and Cash	21,410	21,376	34	0.2%
\$47 Regular and \$30 Reduced 31-Day Month Pass	117,721	130,856	-13,135	-10.0%
\$3.50 One-Day Pass	28,258	27,807	451	1.6%
\$16.00 Seven-Day Pass	14,163	14,833	-670	-4.5%
Spectrum Health Employee Pass	5,177	4,149	1,028	24.8%
Free ADA	9,896	8,138	1,758	21.6%
GVSU Students on Routes 1-44	13,275	14,396	-1,121	-7.8%
Miscellaneous Fare	28,881	24,157	4,724	19.6%
Transfers	100,605	112,623	-12,018	-10.7%
Silver Line	67,412	68,133	-721	-1.1%
Total Regular Route Ridership	611,335	656,181	-44,846	-6.8%

Contracted/Specialized Services Summary

DASH	34,736	30,272	4,464	14.7%
GRCC Shuttle	19,231	17,307	1,924	11.1%
GVSU Campus Connector	130,181	131,794	-1,613	-1.2%
GVSU Off-Campus Shuttle	58,867	58,105	762	1.3%
GVSU South Campus Express	71,408	85,465	-14,057	-16.4%
FSU	1,056	546	510	93.4%
Vanpools	3,361	3,616	-255	-7.1%
Total Contracted Ridership	318,840	327,105	-8,265	-2.5%

Demand Response Summary

GO!Bus (does not include PASS)	30,486	29,810	676	2.3%
PASS North Ridership (Including Transfers)	237	333	-96	-28.8%
PASS SE Ridership (Including Transfers)	205	223	-18	-8.1%
PASS SW Ridership (Including Transfers)	89	76	13	17.1%
Total Demand Response Ridership	31,017	30,442	575	1.9%

	2018	2016	Change	YTD Change
Total Service Weekdays	22	22	0	-1
Total Service Saturdays	4	4	0	-1
Total Service Sundays	4	4	0	2
Total Holidays	1	1	0	0
Total Service Days	30	30	0	0
Total Days	31	31	0	0

Total Weekday Fixed-Route Ridership	751,207	784,173	-32,966	-4.2%
Total Weekday Evening Fixed-Route Ridership	106,051	115,662	-9,611	-8.3%
Total Weekday and Weekday Evening Fixed-Route Ridership	857,258	899,835	-42,577	-4.7%
Total Saturday Fixed-Route Ridership	49,690	57,317	-7,627	-13.3%
Total Sunday Fixed-Route Ridership	23,227	26,134	-2,907	-11.1%
Avg Weekday Daytime Fixed-Route Ridership	34,146	35,644	-1,498	-4.2%
Avg Weekday Evening Fixed-Route Ridership	4,821	5,257	-437	-8.3%
Avg Weekday and Weekday Evening Fixed-Route Ridership	38,966	40,902	-1,935	-4.7%
Avg Saturday Fixed-Route Ridership	12,423	14,329	-1,907	-13.3%
Avg Sunday Fixed-Route Ridership	5,807	6,534	-727	-11.1%

	2017	2016	Change	% Change
Fixed-Route Ridership Month to Date	611,335	656,181	-44,846	-6.8%
Contracted/Specialized Service Ridership Month to Date	318,840	327,105	-8,265	-2.5%
Demand Response Ridership Month to Date	31,017	30,442	575	1.9%
Total Monthly Ridership	961,192	1,013,728	-52,536	-5.2%
	2018	2016	Change	% Change
Fixed-Route Ridership Year to Date	2,478,149	2,653,842	-175,693	-6.6%
Contracted/Specialized Service Ridership Year to Date	1,242,411	1,340,373	-97,962	-7.3%
Demand Response Ridership Year to Date	119,365	119,577	-212	-0.2%
Total Ridership Year to Date	3,839,925	4,113,792	-273,867	-6.7%
Projected Annual Ridership	10,242,244	10,972,730	-730,486	-6.7%

January 2018 Productivity Report

Fixed-Route Services	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean	Current Rank	FY 2017 Rank	Change	Total Passengers	Peak Frequency
Silver Line	28.8	2.14	38.3%	50.0	2,247	112.4	162.4	101.3%	1	1	0	67,412	10
Route 2 Kalamazoo	26.5	2.57	33.4%	49.8	1,604	80.2	130.0	61.1%	2	2	0	48,121	15
Route 1 Division	25.8	2.04	35.7%	46.4	1,401	70.0	116.5	44.4%	3	4	1	42,029	15
Route 9 Alpine	23.6	2.46	33.8%	47.6	1,374	68.7	116.3	44.2%	4	3	-1	41,220	15
Route 4 Eastern	21.4	1.80	31.5%	40.3	1,453	72.7	113.0	40.1%	5	5	0	43,603	15
Route 18 Westside	25.5	2.33	30.8%	46.1	762	38.1	84.2	4.4%	6	7	1	19,820	30
Route 28 28th Street	15.6	1.09	22.2%	27.3	1,138	56.9	84.2	4.4%	7	6	-1	34,151	15
Route 6 Eastown	17.1	1.63	21.4%	31.8	1,045	52.3	84.0	4.2%	8	10	2	31,358	15
Route 11 Plainfield	21.7	1.83	30.2%	40.0	854	42.7	82.7	2.5%	9	8	-1	25,605	15
Route 15 East Leonard	19.5	1.84	24.7%	36.2	862	43.1	79.3	-1.7%	10	9	-1	25,854	15
Route 10 Clyde Park	24.6	1.76	31.8%	41.7	665	33.3	75.0	-7.1%	11	11	0	19,954	30
Route 5 Wealthy	15.7	1.35	20.9%	28.7	896	44.8	73.5	-8.9%	12	12	0	23,306	15
Route 13 Michigan Fuller	19.6	1.72	24.7%	35.4	696	34.8	70.2	-13.0%	13	15	2	18,088	15
Route 3 Madison	22.5	1.33	27.2%	35.1	669	33.5	68.5	-15.0%	14	14	0	17,399	30
Route 7 West Leonard	15.5	1.02	21.1%	26.2	756	37.8	64.0	-20.7%	15	16	1	19,664	15
Route 8 Rivertown Mall	17.5	1.23	23.0%	29.7	665	33.3	62.9	-22.0%	16	13	-3	19,954	30
Route 44 44th Street	12.3	0.92	19.6%	23.0	798	39.9	62.9	-22.0%	17	17	0	20,747	30
Route 14 East Fulton	17.5	1.66	21.9%	32.4	522	26.1	58.6	-27.4%	18	18	0	13,581	30
Route 24 Burton	12.0	0.93	18.9%	22.6	691	34.5	57.2	-29.1%	19	19	0	17,957	30
Route 16 Wyoming / Metro Health	15.0	1.12	20.5%	26.3	591	29.6	55.9	-30.7%	20	21	1	17,732	30
Route 12 West Fulton	14.9	1.39	16.9%	26.6	522	26.1	52.7	-34.6%	21	20	-1	13,570	30
Route 17 Woodland/Airport	13.8	0.97	16.9%	22.8	307	15.4	38.2	-52.6%	22	22	0	6,763	30
Route 19 Michigan Crosstown	5.0	0.42	9.0%	10.2	52	2.6	12.9	-84.1%	23	23	0	1,447	30
System Summary	20.2	1.63	26.2%		900		80.7	n/a				589,035	

	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean
System Average (mean)	20.2	1.63	26.2%	35.7	900	45.0	80.7	n/a
Standard deviation	5.4	0.55	6.7%	10.3	379	18.9	32.1	n/a
Routes above standard (equal or greater than 66.7% of mean)	33.6	2.71	43.6%	59.4	1,500	75.0	134.4	66.7%
Routes above one standard deviation of mean	33.5	2.70	43.5%	59.3	1,499	75.0	134.3	66.6%
Above average routes within one standard deviation of mean	25.5	2.17	32.9%	45.9	1,278	63.9	112.8	39.8%
Average routes	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean
Below average routes within one standard deviation of mean	14.8	1.08	19.4%	25.4	521	26.1	48.5	-39.8%
Routes below one standard deviation of mean	6.8	0.55	8.8%	12.1	301	15.0	27.0	-66.6%
Routes below standard (equal or less than 66.7% of mean)	6.7	0.54	8.7%	11.9	300	15.0	26.9	-66.7%

Contracted/Specialized Services	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean	Current Rank	FY 2014 Rank	Change	Total Passengers	Peak Frequency
GVSU Campus Connector	32.4	1.74	n/a	45.9	4,339	217.0	262.9	n/a	n/a	n/a	n/a	130,181	7
GVSU South Campus Express	45.1	5.06	n/a	93.9	3,246	162.3	256.1	n/a	n/a	n/a	n/a	71,408	10
GVSU Off-Campus	49.7	6.45	n/a	113.3	2,676	133.8	247.1	n/a	n/a	n/a	n/a	58,867	10
GVSU CHS Express	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5
GRCC Shuttle	77.0	19.43	n/a	282.9	4,808	240.4	523.3	n/a	n/a	n/a	n/a	19,231	10
DASH South	n/a	n/a	n/a	n/a	0	0.0	n/a	n/a	n/a	n/a	n/a	0	5
DASH West	24.3	3.27	n/a	56.8	1,431	71.6	128.3	n/a	n/a	n/a	n/a	31,484	5
DASH North	3.2	0.41	n/a	7.3	148	7.4	14.7	n/a	n/a	n/a	n/a	3,252	20
FSU	5.1	0.13	n/a	5.6	48	2.4	8.0	n/a	n/a	n/a	n/a	1,056	120
	32.98	2.53	n/a									315,479	

Total System Summary	23.51	1.87	26.71%	Farebox includes GRPS services									
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The range of values comprising approximately 68% of the samples above and below the mean
 Routes with scores greater than 66.7% above the mean
 Routes with scores between 1 standard deviation above the mean and 66.7% above the mean
 Routes with scores within 1 standard deviation above the mean
 Routes with scores with +/- 12.5% of the mean
 Routes with scores within 1 standard deviation below the mean
 Routes with scores between 1 standard deviation below the mean and 66.7% below the mean
 Routes with scores greater than 66.7% below the mean



DATE: March 5, 2018
TO: ITP Board
FROM: Meegan Joyce
SUBJECT: DECEMBER 2017 PARATRANSIT RIDERSHIP REPORT

Total monthly paratransit ridership for December 2017 (**28,009**) decreased **4.4% (1,275)** from December 2016 (**29,284**).

ADA ridership (20,556) decreased **0.2% (38)**, NDS ridership (132) increased **41.9% (39)** and PASS ridership (486) decreased **16.9% (99)** from December 2016. Network 180 ridership (5,715) decreased **14.9% (999)**.

There were 788 trips in Cascade Township in December 2017 compared to 785 in December 2016.

Average weekday ridership for GO!Bus/PASS service decreased **0.4% (4)**, average Saturday ridership decreased **0.8% (3)**, and average Sunday ridership increased **47.7% (102)** from December 2016.

On-time performance for GO!Bus/PASS during the month was 89.01%. On-time drop-off performance for December 2017 was 87.82%.

Average cost per GO!Bus/PASS trip decreased **3.6% (\$0.92)** from December 2016.

DECEMBER 2017 Paratransit Ridership and Operating Statistics

ADA	2017	2016	Change	% Change
Clients	1,586	1,588	(2)	-0.1%
Passenger Trips	20,518	20,556	(38)	-0.2%

NDS				
Clients	29	23	6	26.1%
Passenger Trips	132	93	39	41.9%

PASS				
Clients	37	34	3	8.8%
Passenger Trips	486	585	(99)	-16.9%

CONTRACTED				
Clients	4	5	(1)	-20.0%
Passenger Trips	21	98	(77)	-78.6%

includes ACSET

RIDELINK				
Clients	374	342	32	9.4%
Passenger Trips	1,137	1,238	(101)	-8.2%
Phone Calls	4,464	3,936		
Total Trips sched. thru Rapid call center	4,572	4,206		

TOTALS				
Clients	2,030	1,992	38	1.9%
Passenger Trips	22,294	22,570	(276)	-1.2%
Average Weekday Ridership	899	903	(4)	-0.4%
Average Saturday Ridership	368	371	(3)	-0.8%
Average Sunday Ridership	316	214	102	47.7%
All Ambulatory Passengers	15,016	22,570	(276)	-33.5%
All Wheelchair Passengers	7,278	7,076	202	2.9%
No - Shows	583	535	48	9.0%
Cancellations	6,366	6,476	(110)	-1.7%
MV				
Average Cost per Trip	\$24.62	\$25.54	(\$0.92)	-3.6%
Riders per Hour	2.0	1.9	0.1	5.3%
Accidents per 100,000 Miles	2	1	1	100.0%

Trip Denials	1	1	0	0.0%
NTD Travel Time (minutes)	30	31	-1	-3.2%

NETWORK 180				
Passenger Trips	5,715	6,714	(999)	-14.9%
Average Weekday Ridership	272	305	(33)	-10.8%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	28,009	29,284	(1,275)	-4.4%
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Paratransit Service Quality Statistics: network 180 Excluded

	2017 Actual Number	2016 Actual Number	2017 % of Trips	% Change
Complaints				
MV Complaints	14	21	0.1%	-33.3%

On-Time Performance		
On-Time Compliance	89.01%	93.02%
On-Time apt. drop-off	87.82%	90.10%

DATE: February 23, 2018
TO: ITP Board
FROM: Meegan Joyce
SUBJECT: JANUARY 2018 PARATRANSIT RIDERSHIP REPORT

BACKGROUND

Total monthly paratransit ridership for January 2018 (**31,017**) increased **2.0% (596)** from January 2017 (**30,421**).

ADA ridership (22,350) increased **3.1% (677)**, NDS ridership (127) increased **19.8% (21)**, and PASS ridership (531) decreased **16.0% (101)** from January 2017. Network 180 ridership (6,712) decreased **4.9% (345)** and RideLink (1,214) increased **31.0% (287)**.

In January 2018, 844 trips were provided in Cascade Township an increase of 9.5% from January 2017. The service started January 11, 2016.

Average weekday ridership for GO!Bus/PASS service increased **0.4% (4)**, average Saturday ridership decreased **3.1% (12)**, and average Sunday ridership increased **18.1% (45)** from January 2017.

On-time performance for GO!Bus/PASS during the month was 92.0%. Average appointment drop-off on-time performance was 89.76%

Average cost per GO!Bus/PASS trip decreased **2.6% (\$0.64)** from January 2017.

JANUARY 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,562	1,579	(17)	-1.1%
Passenger Trips	22,350	21,673	677	3.1%

NDS				
Clients	27	25	2	8.0%
Passenger Trips	127	106	21	19.8%

PASS				
Clients	31	37	(6)	-16.2%
Passenger Trips	531	632	(101)	-16.0%

CONTRACTED				
Clients	4	5	(1)	-20.0%
Passenger Trips	83	26	57	219.2%

ACSET				
RIDELINK				
Clients	382	334	48	14.4%
Passenger Trips	1,214	927	287	31.0%
Phone Calls	5,096	4,458		
Total Trips sched. thru Rapid call center	4,945	4,480		

TOTALS				
Clients	2,006	1,980	26	1.3%
Passenger Trips	24,305	23,364	941	4.0%
Average Weekday Ridership	940	936	4	0.4%
Average Saturday Ridership	378	390	(12)	-3.1%
Average Sunday Ridership	294	249	45	18.1%
All Ambulatory Passengers	16,696	16,013	683	4.3%
All Wheelchair Passengers	7,609	7,351	258	3.5%
No - Shows	635	540	95	17.6%
Cancellations	5,844	6,107	(263)	-4.3%
MV				
Average Cost per Trip	\$23.71	\$24.35	(\$0.64)	-2.6%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per 100,000 Miles	1.0	0.0	1	100.0%

Trip Denials	0	0	0	0.0%
NTD Travel Time (minutes)	29	29	0	0.0%

NETWORK 180				
Passenger Trips	6,712	7,057	(345)	-4.9%
Average Weekday Ridership	305	321	(16)	-5.0%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	31,017	30,421	596	2.0%
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Paratransit Service Quality Statistics: network 180 Excluded

	2018	2017	2018	
Complaints	Actual Number	Actual Number	% of Trips	% Change
MV Complaints	17	14	0.1%	21.4%

On-Time Performance		
On-Time Compliance	92.00%	95.59%
On-Time appt. drop-off	89.76%	92.17%

Date: March 7, 2018
To: ITP Board
From: Kevin Wisselink / Planning Department
Subject: FY 2018 FIRST QUARTER FIXED ROUTE REPORT CARD

ACTION REQUESTED

The Board is asked to approve the FY 2018 First Quarter Fixed Route Report Card.


BACKGROUND



In keeping with the commitment of reporting system performance to the community, attached is the FY 2018 First Quarter Report Card (October 2017 through December 2017).

The overall report card performance is mostly yellow lights with some red lights for the quarter. Most are a product of lower ridership which also leads to lower productivity measure performance, but customer complaints were also higher than we had seen previously.




FIXED ROUTE SERVICE PERFORMANCE

(Fixed Route service, including Routes 1 - 44 and Silver Line)

Productivity – Fixed route ridership in this quarter (1,866,814) decreased 6.6% (-130,847) compared to the same quarter of FY 2016. This is below the standard of > 0.0% and therefore receives a .

Cost Effectiveness – Cost per passenger was \$3.82 in this quarter. This is \$0.35 above the standard of \$3.54 and receives a . In addition, there were 1.70 passengers per revenue mile in this quarter. This is 0.02 below the standard of 1.72 passengers per revenue mile and therefore receives a .

FY 2018 First Quarter Report Card – Fixed Route

	<u>1st Quarter Oct-Dec 2017</u>	<u>1st Quarter Oct-Dec 2016</u>	<u>Change</u>	<u>Standard</u>	<u>Difference From Standard</u>	
<u>Productivity</u>						
Total Fixed-Route Ridership	1,866,814	1,997,661	-130,847	≥ 0.0%	-6.6%	
<u>Cost Effectiveness</u>						
Cost per Passenger (fixed route only)	\$3.82	\$3.62	\$0.20	≤ \$3.47	\$0.35	
Passengers per Revenue Mile	1.70	1.79	-0.09	≥ 1.72	-0.02	

CONTRACTED SERVICE REPORT

(Contracted service includes GVSU, GRCC, Ferris State and DASH routes)


FY 2018 First Quarter Report Card – Contracted


	<u>1st Quarter Oct-Dec 2017</u>	<u>1st Quarter Oct-Dec 2016</u>	<u>Change</u>
Total Fixed-Route Ridership	914,086	1,074,622	-160,536
Cost per Passenger	\$2.17	\$1.88	\$0.29
Passengers per Revenue Mile	2.98	3.42	-0.44


Note: There are no specific standards attached to Contracted Services


TOTAL SERVICE PERFORMANCE



(Total ridership for the quarter, not including GO!Bus and RapidVan)

Productivity – Total ridership in this quarter (2,780,900) decreased 7.3% (-220,300) compared to the same quarter of FY 2016. This is 7.3% below the standard of 0.0% and therefore receives a .

Preventable Accidents – There were 1.78 preventable accidents per 100,000 revenue miles in this quarter. This is 0.28 above the standard of 1.5 preventable accidents per 100,000 revenue miles and therefore receives a .

Customer Service – There were 6.19 complaints per 100,000 passengers in this quarter. This is 2.69 above the standard of 3.50 and receives a . In addition there were 0.32 commendations per 100,000 passengers. There is no standard for this category.







On-Time Performance – Routes operated on-time 82.1% of the time in this quarter. This is 0.9% below the on-time performance standard of 83.0%. As a result, this category receives a .

Cost Effectiveness – Cost per passenger was \$3.28 in this quarter. This is \$0.46 above the standard of \$2.74 and therefore receives a . In addition, there were 1.98 passengers per revenue mile in this quarter. This is 0.19 below the standard of 2.38 passengers per revenue mile and therefore receives a .




FY 2018 Quarterly Cost Effectiveness Standards

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Average
Cost per Passenger	\$2.82	\$2.66	\$3.38	\$3.54	\$3.10
Passengers per Mile	2.17	2.04	1.70	1.77	1.92

FY 2018 First Quarter Report Card – Contracted and Fixed Route

	1st Quarter Oct-Dec 2017	1st Quarter Oct-Dec 2016	Change	Standard	Difference From Standard	
<u>Productivity</u>						
Total Fixed-Route Ridership	2,780,900	3,001,200	-220,300	≥ 0.0%	-7.3%	
<u>Preventable Accidents</u>						
Accidents per 100,000 Revenue Miles	1.78	1.13	0.65	≤ 1.50	0.28	
<u>Customer Service</u>						
Complaints per 100,000 Passengers	6.19	4.53	1.65	≤ 3.50	2.69	
Commendations per 100,000 Passengers	0.32	0.20	0.12	none	n/a	
<u>On Time Performance</u>						
Percentage of On-Time Buses	82.1%	81.8%	0.28%	≥ 83.0%	-0.9%	
<u>Cost Effectiveness</u>						
Cost per Passenger (fixed route only)	\$3.28	\$2.98	\$0.30	≤ \$2.82	\$0.46	
Passengers per Revenue Mile	1.98	2.23	-0.25	≥ 2.17	-0.19	

FY 2018 Report Card Standards

Category	Measurement Standard			
<u>Productivity</u>				
¹ Total Ridership	Trending over past years	> 0.0%	≤ 0.0% and > -10.0%	≤ -10.0%
		> 0.0%	≤ 0.0% and > -10.0%	≤ -10.0%
<u>Preventable Accidents</u>				
² Preventable Accidents per 100,000 Miles	Trending over past years	-	-	-
		≤ 1.5	>1.50 and < 1.75	≥ 1.75
<u>Customer Service</u>				
³ Complaints per 100,000 Passengers	Trending over past years	-	-	-
		≤ 3.50	> 3.50 and < 5.00	≥ 5.00
⁴ Commendations per 100,000 Passengers	None	n/a	n/a	n/a
<u>On Time Performance</u>				
⁵ Percentage of On-Time Buses	Fixed standard	≥ 83.0%	< 83.0% and > 80.0%	≤ 80.0%
<u>Cost Effectiveness</u>				
⁶ Cost per Passenger (fixed route only)	Projected fixed-route operating expenses divided by ridership projection	≤ \$3.47	> \$3.47 and < \$3.79	≥ 3.79
		≤ \$3.10	> \$3.10 and < \$3.40	≥ \$3.40
⁷ Passengers per Mile	Projected ridership/route growth	≥ 1.72	< 1.72 and > 1.53	≤ 1.53
		> 1.92	< 1.92 and > 1.72	< 1.72

Fixed Route specific measures are in **BLUE** and total services specific measures are in **ORANGE**


- ¹ Total passengers carried on The Rapid line haul services (Regular fixed and contracted services excluding GO!Bus and vanpool).
- ² Total number of preventable accidents per 100,000 miles. "Preventable" is defined as any accident involving a company vehicle that results in property damage and/or personal injury in which the employee failed to exercise every reasonable precaution to prevent the accident.
- ³ Registered complaints logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system. Late bus complaints due to the weather conditions are not included.
- ⁴ Registered commendations logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system.
- ⁵ This category is based on Avail GPS data that track all fixed-route buses. "On-time" is defined as departing from zero minutes before to five minutes after scheduled departure time.
- ⁶ Total line-haul operating expenses divided by total passengers carried. Capital expenses are 100% Federally and State funded and therefore are not included in operating expense calculations. Standards adjust quarterly based on averages from the previous 3 years.
- ⁷ The number of passengers carried per revenue mile. "Revenue mileage" does not include miles traveled to/from the beginning/end of a route. Standards adjust quarterly based on averages from the previous 3 years.


Date: March 20, 2018
To: ITP Board
From: Meegan Joyce
Subject: FY 2018 FIRST QUARTER PARATRANSIT REPORT CARD


BACKGROUND


In keeping with the commitment of reporting system performance to the community, attached is the FY 2018 First Quarter Paratransit Report Card.


Productivity – Paratransit ridership for the quarter (65,841) increased by 2.22% (1,429 passengers) compared to the same quarter of FY 2017.

Preventable Accidents  – There were 0.83 preventable accidents per 100,000 revenue miles. This is 0.17 less than the maximum acceptable average of one preventable accident per 100,000 revenue miles.


Customer Service  – There were 1.06 complaints per 1,000 passengers. This is 0.06 above the maximum acceptable average of one complaint per 1,000 passengers. The increase in complaints seems to stem from October when there were 37 complaints, the majority of them regarding drivers; mostly being rude or engaging in unsafe practices. One driver's employment was terminated due to a pattern of complaints while increased customer service training was added to the training schedule to remind all drivers that this is a customer service job.

Travel Time  – Average trip length was 29 minutes. This is one minute less than the maximum acceptable average trip length of 30 minutes.

On-Time Performance  – The paratransit vehicles were on-time for 92.44% of the trips. This is 2.56% less than the minimum acceptable on-time performance of 95%. Both appointment time and pick-up time were mainly impacted by the snowy December we had. There were many days of slow going due to unplowed side streets and passenger sidewalks and ramps being in unsafe conditions.

On-Time Appointment Drop-Off  – The paratransit vehicles dropped passengers off on time for appointments 91.89% of the time which is 3.11% less often than the acceptable appointment time drop-off standard of 95% of the time.








Cost Per Trip – Cost per paratransit trip is \$24.00 for this quarter, a decrease of 4.00% (\$1.00) compared to the same quarter of 2017.

Ratio to Fixed-Route bus  - For every one passenger who boarded a paratransit vehicle, 29 passengers boarded the fixed-route bus system.




A summary of the report card is attached.



FY 2018 First Quarter Report Card

	<u>1st Quarter Oct-Dec 2017</u>	<u>1st Quarter Oct-Dec 2016</u>	<u>Change From Same Quarter</u>	<u>Standard</u>	<u>Difference</u>	
<u>Productivity</u>						
¹ Total Paratransit ridership	65,841	64,412	1,429	n/a	2.22%	n/a
Passengers per Hour	1.9	1.9	0.0	≥ 1.9	0.0%	
Ratio of Paratransit to Fixed route ridership	1:29	1:32	0	1:30	0%	
<u>Preventable Accidents</u>						
² Accidents per 100,000 Miles	0.83	0.62	0.21	≤ 1.0	34.32%	
<u>Customer Service</u>						
³ Complaints per 1,000 Passengers	1.06	0.84	0.22	≤ 1.0	26.82%	
⁴ Travel time(minutes)	29	30	-1	≤ 30	-3.30%	
<u>On Time Performance</u>						
⁵ Percentage of On-Time Trip	92.44%	94.65%	-2.21	≥ 95%	-2.33%	
Percentage of On-Time drop-off	91.89%	93.13	-1.24	≥ 95%	-1.33%	
<u>Cost Effectiveness</u>						
⁶ Cost per Passenger	\$24.00	\$25.00	\$1.00	n/a	-4.00%	n/a

FY 2018 Report Card Standards

Category	Measurement Standard			
<u>Productivity</u>				
¹ Total Ridership	n/a	n/a	n/a	n/a
Passengers per hour	Fixed standard	≥2.0	<2.0 and ≥ 1.7	≤1.7
<u>Preventable Accidents</u>				
² Accidents per 100,000 Miles	Fixed standard	≤ 1.0	>1.0 and < 2.0	≥ 2.0
<u>Customer Service</u>				
³ Complaints per 1,000 Passengers	Fixed standard	≤ 1.0	> 1.0 < 2.5	≥ 2.5
⁴ Travel Time	Fixed standard	≥ 30	>30 and >33	< 33
<u>On Time Performance</u>				
⁵ Percentage of On-Time Trips P	Fixed Standard	≥ 95%	< 95% and > 93%	≤ 93%
⁶ Percentage of On-time Drop-offs	Fixed Standard	≥ 95%	<95% and >93%	≤ 93%
<u>Cost Effectiveness</u>				
⁷ Cost per Passenger	n/a	n/a	n/a	n/a
⁸ Ratio of Paratransit to Fixed Route Ridership	Fixed standard	≥ 30	<30 and >27	≤ 27

¹ Total ridership on Paratransit system excluding network 180, CCT and County Connection.

² Total number of preventable accidents per 100,000 miles as reported by service provider.

³ Registered complaints logged by customer service via phone, mail, walk-in or by email regarding Paratransit Services.

⁴ Average time a passenger will travel on any given trip based on number of passengers divided by revenue hours.

⁵ Percentage of on-time trips. On-time is defined as pickup between 10 minutes before to 15 minutes after the scheduled pickup time and dropping before scheduled drop off time.

⁶ Cost per passenger is defined as total amount paid to service providers plus cost of administration divided by total number of passengers.

⁷ Total number of paratransit passengers compared to total number of fixed-route passengers.

Date: March 6, 2018
To: ITP Board
From: Whitney Ehresman, Michael Bulthuis
Subject: FY 2018 FIRST QUARTER RIDESHARE REPORT

ACTION REQUESTED

Staff requests Board acceptance of the FY 2018 First Quarter Rideshare Report.

RapidVan Program Report

- The RapidVan Program provided 9,592 rides and saved 320,142 Vehicle Miles Traveled in the 1st Quarter.
- Despite the decrease to the number of vanpools in operation, as well as total program participants (riders/drivers) between FY 2017-18, the number of vehicle miles saved only decreased by .5 percent.

RapidVan: 1st Quarter 2018 Statistics

	October	November	December	Total
Number of Vans	24	24	23	
Rides	3,523	3,337	2,732	9,592
Vehicle Miles Traveled (VMT)	52,767	48,892	42,601	144,260
Passenger Miles Traveled (PMT)	170,862	162,179	131,361	464,402
VMT Savings (= PMT – VMT)	118,095	113,287	88,760	320,142
Volatile Organic Compounds (g) saved	168,170	161,323	126,396	455,890
Nitrogen Oxides [NOx] (g) saved	94,478	90,631	71,009	256,118
Carbon Monoxide [CO] (pounds) saved	2,760	2,647	2,074	7,481
Particulate Matter [PM] (g) saved	1,299	1,246	976	3,522
Carbon Dioxide [CO ₂ e] (pounds) saved	111,172	106,645	83,556	301,373

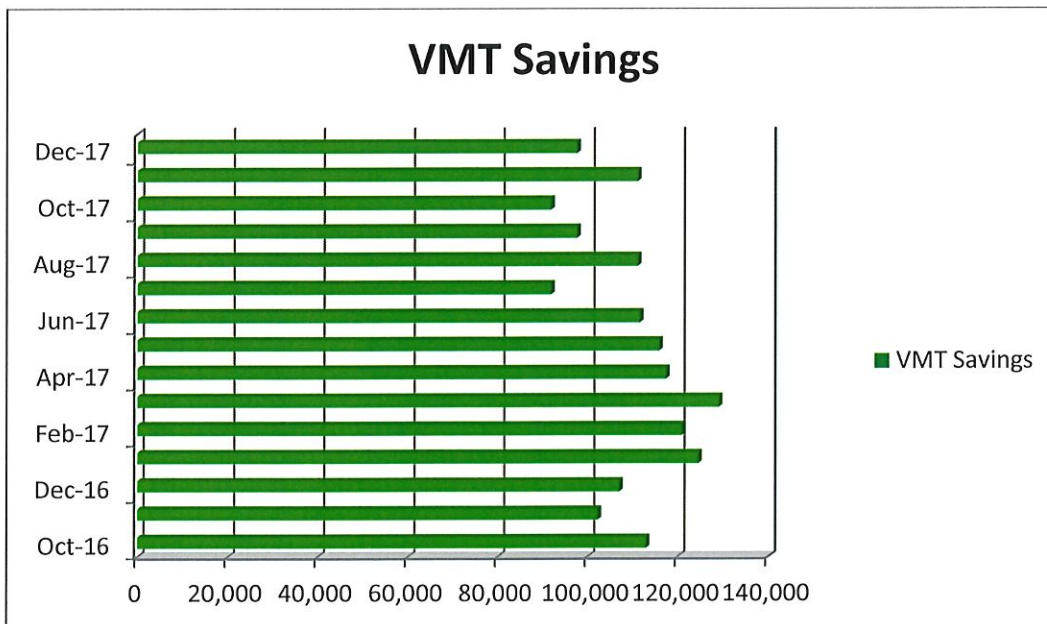
Comparison of 1st Quarter 2017 to 1st Quarter 2018

	Number of Vans	Number of Rides	Vehicle Miles	Passenger Miles	Vehicle Miles Saved
1 st Quarter FY 2017	26	9729	162,160	483,978	321,818
1 st Quarter FY 2018	24	9592	144,260	464,342	320,142
Change		-1.4 percent	- 11 percent	-4.05 percent	- .5 percent

RapidVan: FY2017 - FY2018 Statistics

Month	Number of RapidVans	Number of Trips	Vehicle Miles Travelled (VMT)	Passenger Miles Travelled	VMT Savings
Oct-16	26	3,431	58,982	171,789	112,807
Nov-16	26	3,148	51,833	153,934	102,101
Dec-16	26	3,150	51,345	158,255	106,910
Jan-17	26	3,616	56,690	181,087	124,397
Feb-17	25	3,444	50,900	171,694	120,794
Mar-17	24	3,691	55,748	184,709	128,961
Apr-17	24	3,294	51,695	168,932	117,237
May-17	24	3,514	54,282	170,039	115,757
Jun-17	24	3,334	53,118	164,587	111,469
Jul-17	24	2,935	45,319	137,125	91,806
Aug-17	24	3,329	54,761	165,727	110,966
Sep-17	24	3,046	47,962	145,510	97,548
Oct-17	24	3,523	52,767	170,862	118,095
Nov-17	24	3,337	48,892	162,179	113,287
Dec-17	23	2,732	42,601	131,361	88,760
	Total	352,909	5,034,508	17,225,706	12,191,198

At the beginning of the 1st Quarter, the Vanpool program had 125 riders. During the quarter, 4 riders were added and 11 riders dropped out of the program, ending the 1st Quarter with 118 riders.



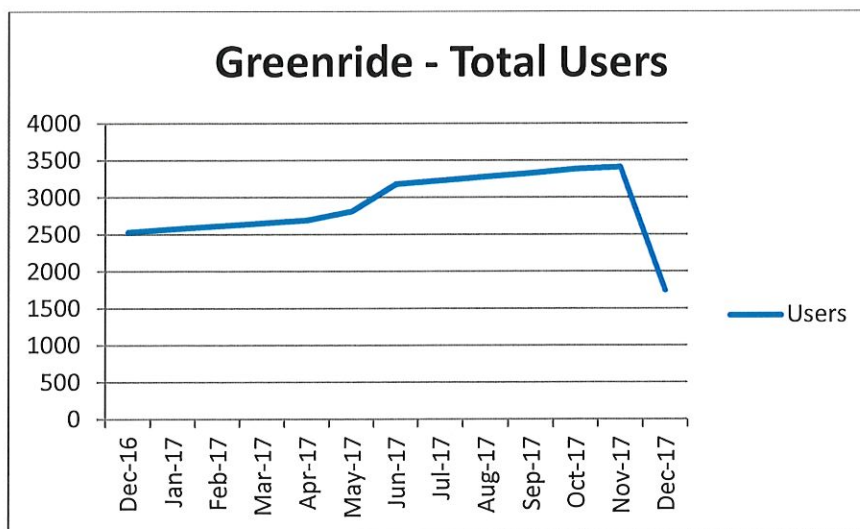
Following are the vanpool routes and number of vans per route during the 1st Quarter:

Muskegon to Grand Rapids	7
Lansing to Grand Rapids	3
Kalamazoo/Portage to Grand Rapids	3
Grand Rapids to Muskegon	1
Big Rapids to Grand Rapids	1
Howard City to Grand Rapids	1
Allegan to Grand Rapids	1
Holland to Benton Harbor	1
Zeeland to Benton Harbor	1
Muskegon to Holland	1
Gowen to Hudsonville	1
Rockford to Grand Rapids	1
Greenville to Grand Rapids	1
Big Rapids to Holland	1 *

**The vanpool operating from Big Rapids to Holland was removed from service during the first quarter due to low passenger count.*

GreenRide Program Report

In the 1st Quarter, 119 new accounts were created on the GreenRide carpool matching website. Notably, there were between 1-4 users created per day in the first quarter; not a single day went by without a new account being created. During the month of December, there was a sharp decline to the number of total users in the data base, which indicates a purge of 1600+ inactive users from the system. By the end of the first quarter, 77 percent of total users on Greenride were considered active users (account activity within 12 months).



Additional 1st Quarter GreenRide Statistics

Individual commutes logged	370
Miles saved as a result of not driving alone	196,101
Individual users conducting searches	80
Total number of searches	126
Average matches per search	3.39
Average # email messages sent per sender	1.69
Current average commute distance	25.78
Current average search radius	9.78

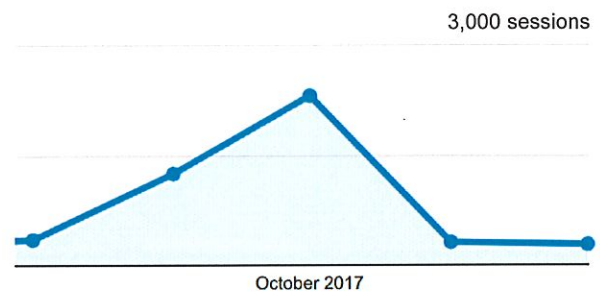
Marketing Activities

Over the quarter staff participated in various community outreach events with community stakeholders. Events included: The Grand Rapids Chamber Business Exchange Luncheon and GRAPE lunch and learn events.

There was a large marketing push between September and the beginning of November, resulting in increased activity to the WM Rideshare site at the beginning of the fiscal year. During this time, rideshare program visibility was heightened through advertisements in the Grand Rapids Business Journal.

In the first quarter, West Michigan Rideshare became a premiere sponsor of the Grand Rapids Area Professionals for Excellence, which further expands the impact of rideshare marketing and networking opportunities, positively impacting outreach endeavors.

West Michigan Rideshare site traffic



■ New Visitor ■ Returning Visitor

