



### 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

May 23, 2018 - 4:00 p.m.

Rapid Central Station Conference Room, 250 Grandville SW

### AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. <b>PUBLIC COMMENT</b>		
2. <b>MINUTES</b> – March 28, 2018 Board Meeting	Stephen Kepley	Approval
3. <b>AGENDA ITEMS</b>		
a) FY 2019 Budget Formulation Guidelines	Peter Varga	Approval
b) Changes to Route 19	Kevin Wisselink	Approval
c) Contract for Transit Asset Management Plan	Mark Fedorowicz	Approval
d) FY 2019 Unified Planning Work Program	Peter Varga	Approval
e) Purchase of 8 Paratransit Cutaway Buses	Meegan Joyce	Approval
4. <b>STAFF REPORTS</b>		
a) Monthly Financials – Feb/Mar 2018	Scott Walsh	Information
b) Ridership & Productivity – Feb/Mar 2018	Kevin Wisselink	Information
c) Paratransit Ridership – Feb/Mar 2018	Meegan Joyce	Information
d) FY 2018 Second Quarter Fixed Route Report Card	Kevin Wisselink	Information
e) FY 2018 Second Quarter Paratransit Report Card	Meegan Joyce	Information
f) FY 2018 Second Quarter Rideshare Report	Michael Bulthuis	Information
5. <b>CEO'S REPORT</b>	Peter Varga	Information
6. <b>CHAIR'S REPORT</b>	Stephen Kepley	Information
7. <b>ADVISORY COMMITTEE REPORT(S)</b>		
a) Consumer Advisory Committee (CAC) for Seniors and Persons with Disabilities	CAC Chair	Information
8. <b>ADJOURNMENT</b>		

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

**MINUTES OF  
INTERURBAN TRANSIT PARTNERSHIP BOARD**

**March 28, 2018**

ATTENDANCE

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

Board Members Absent: None

Staff Present: Kathy Anderson, Michael Bulthuis, Steve Clapp, Robin Crothers, Judy DeVries-Eppinga, Nancy Groendal, Meegan Joyce, Deron Kippen, Linda Medina, Nick Monoyios, Brian Pouget, Liz Schelling, Steve Schipper, Peter Varga (CEO), Conrad Venema, Scott Walsh, Mike Wieringa, Kevin Wisselink

Others Present: Derron Hughes (ATU Local 836), Laurel Joseph (GVMC), John LaFramboise (BDO Seidman), Asher Lockwood (Rapid intern), Watchdog Miller, Jane Saurman, Chris Swank (GVSU), Chris Veenstra (Watkins Ross)

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

1. PUBLIC COMMENT

Watchdog Miller stated that The Rapid has not had a Grand Rapids resident or woman as CEO. He would vouch for Kara Woods who works at Grand Rapids City Hall as the Rapid CEO. She is very enthusiastic about transit. Mr. Miller stated he would not accept any pay for being CEO. His program would be to consolidate the Routes 13 and 16 into a small veterans' route. Besides the 13 and 16 he would put all veterans' facilities on the same route. He would call that Route 36. He suggested changes to the two Leonard routes and Route 14. These changes would be implemented at the same time as the driver picks. There are three driver picks per year. He suggested changes to Routes 1 and 4. He suggested Board members look at his report card on Rapid fare hikes of 5-14-15. He is expecting equal time as any out of town applicant.

2. MINUTES – January 24, 2018 Board Meeting

Mayor Kepley asked for corrections to the minutes. None were offered. The minutes of the January 24, 2018 Board meeting stand approved as written.

### 3. AGENDA ITEMS

#### a) FY 2017 Audit Report:

Scott Walsh introduced John LaFramboise from BDO Seidman and Chris Veenstra from Watkins Ross. Mr. Walsh expressed his appreciation to both firms for their hard work and cooperation.

Mr. Walsh gave highlights from the Audit Wrap-Up. One adjusting entry was proposed by the auditors which was made, along with other small adjustments. None of these adjustments were material.

A significant deficiency was noted by the auditors related to lack of cross-training and access to information which caused delays in The Rapid's NTD filing as well as significant delays in the preparation of the financial statements and responses to audit requests.

Mayor Kepley mentioned that the ITP's audit is called a "Single Audit" and asked that it be changed to "Single Audit and Financial Statements". Mr. LaFramboise responded that the title can be changed.

Mr. Walsh reported that the auditors gave an unqualified opinion and noted that we had a good year financially.

Mr. Walsh and Mr. LaFramboise answered questions from the Board regarding the audit.

Chris Veenstra provided information and answered questions on the union and administrative pension plans. He explained the difference between the financial statements and the actuary reports related to pension liability.

Mayor Huizenga asked Mr. Veenstra if he was correct in saying that that the Board is moving in the right direction regarding paying down the pension liabilities and if we need to be more aggressive on pension contributions it would be on the non-union plan. Mr. Veenstra concurred with this assessment noting that additional contributions may be needed for the non-union plan as it relates to future lump sum payouts.

Mr. Varga noted that there is \$300,000 in the budget that could be allocated to this purpose.

Mayor Seibold asked about progress on hiring a Deputy CEO of Finance & Administration. Mr. Varga stated that this is still in process. We have interviewed a few candidates but have not found the right one yet. Mayor Seibold noted that this is an important position.

Mr. Varga mentioned that cross-training will help keep the audit process on track and getting a Deputy CEO/CFO onboard will provide important oversight.

A motion was made by Bliss, supported by Huizenga, to receive and file the FY 2017 Audit Report. Motion passed unanimously.



b) Consumer Advisory Committee Appointments:

Ms. Joyce reported that the Consumer Advisory Committee recommended the appointments of Dr. G. Thomas Behler and Kristen Kelling for 2-year terms that expire on December 31, 2019.

A motion was made by Austin, supported by Verhulst, to approve the appointments of Dr. G. Thomas Behler and Kristen Kelling to the Consumer Advisory Committee for 2-year terms through December 31, 2019. Motion passed unanimously.

c) Certification of 2018 Public Transportation Millage Levy:

Mr. Varga stated that The Rapid passed a 12-year renewal millage in November 2017 in the amount of 1.47 mills. Each year the Board needs to certify the collection of the tax in each of the six cities on the July tax bills.

A motion was made by Seibold, supported by Bliss, to authorize collection of 1.47 mills in the cities of East Grand Rapids, Grand Rapids, Grandville, Kentwood, Walker and Wyoming on the July 2018 tax bills. Motion passed with 14 in favor and 1 abstention (Coffman).

d) Bus Stop Bench Procurement:

Mr. Venema requested Board authorization to award a contract to Conceptual Site Furnishings for 25 bus stop benches with an option for 125 additional benches (150 total) over a five-year period for a total cost not to exceed \$260,100, which includes an option for installation of \$75 per bench.

Mr. Venema stated that this contract is for needed replacements and for additional locations. A Request for Proposals was developed and sent out and an evaluation team was appointed. These are the same benches that we currently have in our system.

Mr. Guy asked about priority areas for the benches. Mr. Venema commented that the 25 benches are not tied to any particular locations. They will be used as needed.

A motion was made by Hoffman, supported by Guy, to authorize contract award to Conceptual Site Furnishings for 25 bus stop benches with an option for 125 additional benches (150 total) over a five-year period at a unit cost of \$1,734 including an option for installation at \$75 per bench for a total cost not to exceed \$260,100. Motion passed unanimously.

e) Governance Restructure Recommendations:

Mayor Kepley noted that the governance restructure was discussed at the Board Retreat in January 2018. At the Retreat, an ad hoc committee was formed to develop a Board committee structure.

Mayor Kepley stated that the Governance Restructure Committee recommended a Future Planning & Innovation Committee, a Present Performance & Services Committee, and a Finance Committee. The committees would have five members each, except the Finance Committee would have three members. The Board Chair or Vice-Chair could be called upon to make a quorum at any of these committee meetings. The



responsibilities for each of these committees were developed and recommended. Committee meetings will start after Labor Day allowing input from the new CEO.

Other recommendations include continued Committee of the Whole format for the full Board until implementation of the three committees. Dates and times for the new committees will be scheduled after committee members have been selected. Ad hoc committees will continue to be used as necessary including creation of the CEO Search Committee. The balanced scorecard will need to be clarified and finalized.

Mayor Seibold asked how often the standing committees will meet. Mayor Kepley responded that the meeting schedule still needs to be determined.

Mayor Huizenga suggested an amendment on page 4 of the longer version of the CEO job description under the experience section to say " . . . successful candidate is preferred to have a minimum of 10 years . . . " instead of "will" have.

A motion was made by Hoffman, supported by Bliss, to adopt the governance restructure as recommended by the Board's Governance Restructure Committee, to approve the amendment to the job description, and to approve creation of a CEO Search Committee. Motion passed unanimously.

f) Adoption of Compensation Study Recommendations:

Mr. Pouget asked that the Board adopt the recommendations of the Compensation Study conducted by Gallagher Benefit Services, as modified by the Compensation Study Committee, for Rapid administrative staff.

He noted that the salary structure was modified from the study recommendation to include a minimum, midpoint and maximum. The compensation philosophy also needs to be adopted which includes annual salary structure adjustments along with additional increases based on employee performance and budgetary constraints.

There were 25 administrative employees that were being paid below the range minimum for their position. These employees have been moved at least to the minimum salary. These salary changes were budgeted in the FY 2018 budget.

A motion was made by Postema, supported by Hoffman, to adopt the salary structure and compensation philosophy as outlined in the report from Gallagher Benefit Services and as modified and recommended by the Compensation Study Committee. Motion passed unanimously.

g) Laker Line BRT Update:

Mr. Monoyios gave an update on the status of the Laker Line BRT project. The Rapid has received notification of the Laker Line grant execution. We are at the 90% milestone for design for the alignment and for the facility. We should achieve 100% 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.

He noted there are four remaining contracts required to proceed with construction, which will come to the Board for approval: fare collection equipment (ticket vending machines, validators, etc.), real-time arrival signage for platform installation, materials testing consultants and traffic signal priority.

#### 4. PRE-BUDGET DISCUSSION

Mr. Varga stated that this early in the process there are certain issues that can be determined.

- We are anticipating an addition of 2.25 FTEs based on preliminary requests from staff.
- The budget will include \$315,602 from the Stabilization Act, which is much less than we received this year.
- The pension liability for the union plan is expected to be \$350,000-\$400,000 annually for ten years. Working with our advisor from Watkins Ross we will determine the high end contribution. The liability for the administrative pension is \$814,544 and the union pension is \$3,781,098.
- The FY 2019 budget will be based on current service levels, except for a potential change in Route 19.
- We will not request any preventive maintenance funds since we already have grants totaling \$2,103,740.
- State operating assistance is 32.78% and represents \$14,391,236 in the FY 2018 budget.
- Property tax is estimated at \$15.5 million.
- We will budget for a reduction of 1% in passenger revenues.
- The compensation philosophy will be carried out and budgeted accordingly.

Mayor Kepley stated that we should pay more on the pension liability if possible using preventive maintenance. He feels we should be aggressive in this effort. Mr. Varga commented that we can make a determination at some point if we can pay more than the anticipated amount.

Mr. Guy suggested that we use creative thinking for the next budget year regarding increasing ridership and service solutions for the near term. Mayor Kepley reminded the Board that decreased ridership is a national issue.

Mr. Varga noted that the Align Study will provide some potential service improvements. There are also several potential service improvements in the short range plan. The FY 2019 Unified Planning Work Program will include money for a Comprehensive Operational Analysis.

In response to a question from Mr. Schweitzer, Mr. Varga stated that we are in the process of moving forward with review of our investments. Mayor Kepley is working with the consultant and staff on this process.

#### 5. STAFF REPORTS

##### a) Monthly Financials – December 2017 & January 2018:

Mr. Walsh reported that as of the end of January 2018 we have nearly \$100,000 in surplus. The budget looks good for the first four months of the fiscal year.

##### b) Ridership & Productivity – December 2017 & January 2018:

Mr. Wisselink stated that ridership decreased 10.2% in December 2017, partially due to having two less weekdays of service in December 2017. The average weekday ridership decreased by 6.6%. Silver Line ridership continues to increase. January 2018 ridership decreased 5.2%.



Mayor Seibold commented that we need to concentrate on improving ridership.

c) Paratransit Ridership – December 2017 & January 2018:

Ms. Joyce reviewed paratransit ridership. Total monthly paratransit ridership for December 2017 decreased 4.4% from December 2016. January 2018 ridership increased 2.0%. On-time performance in December 2017 was 89.01% due to weather. January 2017 on-time performance was 92%.

d) FY 2018 First Quarter Fixed Route Report Card:

Mr. Wisselink reviewed the first quarter report card. Total service performance had yellow lights for ridership, preventable accidents, on-time performance and passengers per revenue mile. Customer service and cost per passenger had red lights.

In light of the increased complaints under customer service, Mayor Seibold stated that we need to know if there is a specific problem that needs to be addressed.

e) FY 2018 First Quarter Paratransit Report Card:

Ms. Joyce reported that there were green lights for preventable accidents and travel time. There were yellow lights for customer service and ratio to fixed route bus. On-time performance and on-time appointment drop-off had red lights. Weather impacted on-time performance during the first quarter. Customer service/complaints were up and were mostly about drivers. She stated she has discussed this with MV and they are addressing it.

f) FY 2018 First Quarter Rideshare Report:

Mr. Bulthuis informed the Board that the RapidVan program provided 9,592 rides and saved 320,142 vehicle miles traveled in the first quarter. Despite the decrease in the number of vanpools in operation, as well as total program participants (riders/drivers) between FY 2017 and FY 2018, the number of vehicle miles saved only decreased by .5%. There were 23 vanpools in operation at the end of the first quarter.

In the first quarter, 119 new accounts were created on the GreenRide carpool matching website. In December there was a sharp decline in the number of total users in the data base due to a purge of over 1,600 inactive users from the system.

6. CEO'S REPORT

Mr. Varga reported on his recent attendance at the APTA Legislative Conference in Washington DC.

The Omnibus bill passed and exceeded the expected amount which increased allocations for transit. For the FY 2018 apportionment, we are getting 6/12 based on FY 2017 allocations.

On the state side, the Governor recommended a \$1 million increase in the Comprehensive Transportation Fund (CTF). Mr. Varga noted there is an attempt to get additional money in the CTF but he is not confident for this year.

In response to a question from Mayor Seibold, Mr. Varga stated that he sent a report to the Board explaining the impacts of additional expenditures in Southeast Michigan on state



operating assistance. Increased expenditures for transit in Southeast Michigan will impact all Michigan transit systems negatively regarding the state operating percentage. MDOT cannot hold any system harmless. They have to follow the Act 51 funding formula.

Mr. Varga offered to hold a workshop for Board members on how state funding works in Michigan.

Mr. Varga stated that he supported the governance restructure for the Board and it was the right time to do it. We have a secure 12-year millage. He believes the committee structure that was recommended will work well.

7. CHAIR'S REPORT

Mayor Kepley reported that he received notification that there is \$1.5 million available in TIGER grants. Mr. Varga noted that TIGER grants are used mostly by cities but transit gets a small amount.

Mayor Kepley commented that the CEO search is underway. A consultant was hired to recruit candidates. Stakeholder comments have been received. The ad has been posted on The Rapid's website and the link has been provided to various agencies to assist in the recruitment. Mayor Kepley described the process going forward and stated that the full Board will make the final decision.

The APTA Legislative Conference was held in March 2018. Mayor Kepley noted that he attended this conference in Washington DC. He felt the conference was very good.

8. ADVISORY COMMITTEE REPORT

No report.

BOARD MEMBER COMMENTS

No comments.

9. ADJOURNMENT

The meeting was adjourned at 5:50 p.m.

Respectfully submitted,

  
Robin Crothers, Board Secretary

Date: May 15, 2018

To: ITP Board

From: Peter Varga, CEO  
Brian Pouget, Deputy CEO of Operations

Subject: FY 2019 BUDGET FORMULATION GUIDELINES

In February 2001, the ITP Board began a process of reviewing and approving guidelines to be followed during the formulation of the annual budget. This initial step in the budget process has led to productive discussion and expedited budget approval.

The following are the Fiscal Year 2019 budget formulation guidelines for Board consideration:

- A current level of service budget will be prepared with the addition of revenue hours being proposed for an expanded Route 19 service. Additional Route 19 service hours will be primarily recovered from revenues by City of Grand Rapids, Spectrum Health and State Operating Assistance. Also anticipated is an expansion of DASH service for the City of Grand Rapids.
- Projected subsidies will include the third year of funding from Grand Rapids Parking Services for the Silver Line free fare zone as part of the three-year pilot program.
- Projected cash balance shall not fall below 5% of budgeted annual expenses. Cash balance in July 2019 is projected to be approximately 8.5% of budgeted expenses.
- Contribution to the union defined benefit pension plan shall meet or exceed the mid-range contribution of \$295,809 identified in the mid-year (12/31/2017) valuation report received from Watkins Ross. The Rapid's plan for dealing with the unfunded liability in the plan of \$2,101,597 over a 10-year period should be payments annually of \$300,000.
- Contribution for union defined contribution retirement benefit will be budgeted at 6.5% of union employee earnings (\$910,000).
- Contribution to the administrative defined benefit pension plan can be to cover the unfunded liability of \$564,544 in the plan identified in the actuarial valuation report of July 2017. It is expected that we will address current unfunded liabilities over the next year.
- Up to \$1.5 million in Section 5307 preventive maintenance funds may be utilized to balance the budget based upon balances in existing prior year grants. This amount represents approximately 3.0% of anticipated operating expenses.
- All contracts for service with the ITP will be self-supporting. No locally derived ITP funds shall be used to subsidize these services, unless specifically approved by the Board.
- State Operating Assistance will be budgeted at the projected rate of 32.93%. This rate will be updated when we get a more specific number from MDOT prior to budget presentation.

- No fare increase is contemplated.
- Unrestricted net assets shall not be used to balance the budget unless approved by the Board.
- 1.4658 mills will be budgeted for collection in July 2018. This includes a Headlee reduction. The levy will generate approximately \$16.5 million.
- In accordance with the Compensation Philosophy adopted by the Board at its meeting of March 28, 2018, an increase to the salary structure of 2.6% will be budgeted for administrative employees. This is the most recent trend data reported by the Bureau of Labor Statistics for the Grand Rapids area.
- The results of the compensation study suggest additional changes for individual employees. We accomplished the first two phases of the compensation study in FY 2018. We believe that approximately an additional \$500,000 over a three-year period will be needed to fully bring the compensation of employees at the levels recommend from the consultants.



# INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. \_\_\_\_\_

**Fiscal Year 2018**

Moved and supported to adopt the following resolution:

Adoption of the FY 2019 budget formulation guidelines.

BE IT RESOLVED that the Interurban Transit Partnership Board has reviewed and hereby adopts the FY 2019 budget formulation guidelines, in accordance with the information presented to the ITP Board on May 23, 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, Board Secretary

\_\_\_\_\_  
Date



**Date:** May 16, 2018  
**To:** ITP Board  
**From:** Kevin Wisselink, James Bunn  
**Subject:** CHANGES TO ROUTE 19

#### ACTION REQUESTED

The Board is asked to consider the realignment of Route 19, as well as approval to execute a contract with Spectrum Health and the City of Grand Rapids for funding to significantly enhance Route 19 service on the Michigan Street Corridor. If authorization is given to realign Route 19, authorization will also have to be given to execute a contract with Spectrum Health that includes a revision to our current contract allowing Spectrum employees to ride free on The Rapid's entire fixed route system as long as Spectrum Health is providing funding toward the Route 19 expansion.

#### BACKGROUND

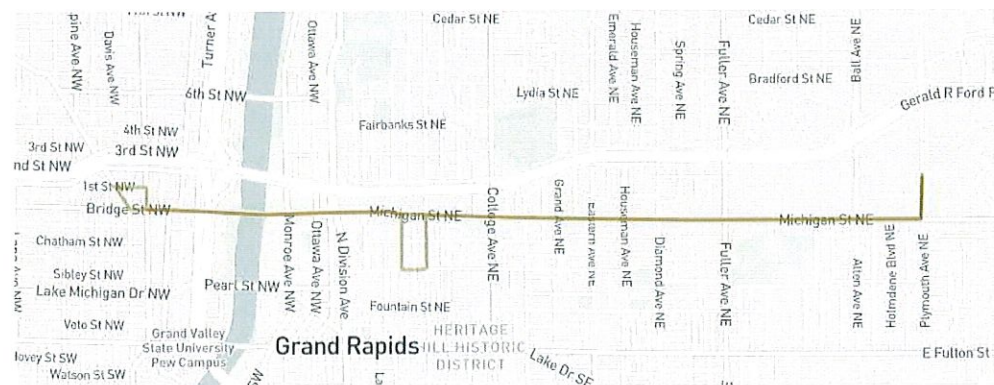
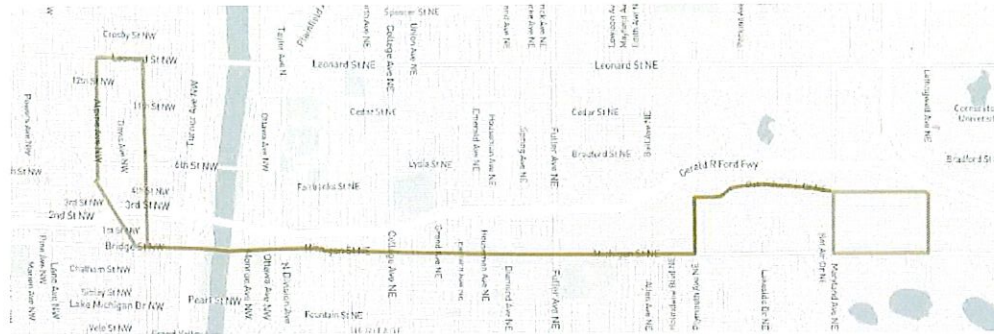
Route 19 has underperformed since its inception in 2012. The Rapid realigned Route 19 to become a Michigan crosstown route in 2016, but ridership on the route did not respond and it continues to be The Rapid's lowest performing route, averaging only 54 riders per day. With the current underperformance of Route 19, staff needs to evaluate the continued existence of this route.

Given the low ridership, the current peak level service is meeting very few needs. Discontinuing the route altogether would save about \$150,000 annually, but would serve no one. Improving this route to a usable level – frequencies of 30 minutes daytime and 60 minute evening service – would cost approximately \$450,000 per year in local funding, triple The Rapid's current investment in Route 19.

An option that has emerged is partnering with Spectrum Health and the City of Grand Rapids on a realigned and greatly enhanced Route 19 service. Rapid staff has been in discussions with Spectrum Health and the City of Grand Rapids for several years about the possibility of providing better service along the Michigan Street corridor. These discussions lead to a plan formed last fall and winter to implement a service that meets these needs.

#### PROPOSAL

The proposal is to realign existing Route 19 service to focus service every fifteen minutes on the Michigan Street corridor. The plan is to cut off the loops on either end of the route (Figures 1 and 2), add a bus to bring the frequency to every fifteen minutes, and run the service Monday through Friday. There is no weekend service contemplated at this time.



The plan that has been agreed to in principle by Spectrum Health and the City of Grand Rapids is that The Rapid will continue to put in its current resources to Route 19, and that the extra funding needed to bring the service to all-day 15 minute frequency would be evenly split between the City of Grand Rapids and Spectrum Health. In addition, The Rapid would amend its contract with Spectrum Health to allow Spectrum employees to ride free throughout the entire fixed route system while Spectrum is funding the Route 19 expansion, a benefit that Spectrum Health currently pays \$95,687 per year to receive.

The City of Grand Rapids is also asking for Route 19 to be a no-fare route like the DASH system since 80% of the operational cost of the route is coming from outside The Rapid. The Rapid currently collects an estimated \$14,978 in farebox revenue from the route which would be lost. The Rapid would be able to leverage \$572,524 in additional local funding required to expand this service and service on the corridor would increase by 480%.

Staff notes Board policy that "All contracts for service with the ITP will be self-supporting. No locally derived ITP funds shall be used to subsidize these services, unless specifically approved by the Board."

Funding required to operate an enhanced Route 19 is detailed in Figure 3 below.





**INTERURBAN TRANSIT PARTNERSHIP BOARD**

**RESOLUTION NO. \_\_\_\_\_**

**Fiscal Year 2018**

Moved and supported to adopt the following resolution:

Approval to realign Route 19 and execute related contracts.

BE IT RESOLVED that the ITP Board hereby approves realignment of Route 19, authorizes the CEO to execute a contract with Spectrum Health and the City of Grand Rapids for funding to significantly enhance Route 19 service on the Michigan Street Corridor, and authorizes the CEO to execute a contract with Spectrum Health that includes an amendment to our current contract allowing Spectrum employees to ride free on The Rapid's entire fixed route system as long as Spectrum Health is providing funding toward the Route 19 expansion, in accordance with the information presented to the ITP Board on May 23, 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, Board Secretary

\_\_\_\_\_  
Date

Date: May 9, 2018

To: ITP Board

From: Mark Fedorowicz, Procurement Manager  
Steve Clapp, Fleet Maintenance Manager

Subject: CONSULTANT CONTRACT FOR TRANSIT ASSET MANAGEMENT PLAN

### ACTION REQUESTED

Staff is requesting authorization from the ITP Board to contract with *eVision* in the amount of \$148,000 to complete a Transit Asset Management (TAM) Plan, which is a requirement of the Federal Transit Administration.

### BACKGROUND

In 2015, the USDOT conducted a study which showed that an estimated 40 percent of buses and 23 percent of rail transit assets were listed in marginal or poor condition, with a backlog of \$90 billion in deferred maintenance and replacement. The transit backlog continues to grow, which impacts safety and affects the ability of transit systems to serve their customers.

In an effort to get a better handle on the condition of the national transit fleet and infrastructure and to allow better prioritization of transit needs, the USDOT issued a directive in July 2016 for all transit agencies to conduct a Transit Asset Management Plan. The plan needs to be submitted by October 1, 2018.

### PROCUREMENT OF SERVICES

In May 2018, staff put out a procurement for consulting services to assist us with the TAM Plan. A bid list with nine qualified consulting firms was developed and the project was advertised on the ITP Purchasing website. Of the nine consulting firms, The Rapid received a total of three proposals. Those three proposals were from ABB, Calyptus and *eVision*. Procurement staff felt that all three firms produced significant proposals and interviews were issued to all three firms. After issuing a Best and Final Offer, staff concluded that *eVision* was the most qualified firm. The following table indicates the score and the price of each proposal.



**Table 1**  
**Evaluation Scores**  
**QUALITATIVE**

<u>Evaluator</u>	<u>Calyptus</u>	<u>ABB</u>	<u>eVision</u>
Evaluator #1	63	54	75
Evaluator #2	62	55	73
Evaluator #3	64	56	69
Evaluator #4	52	55	75
<b>TOTAL</b>	<b>241</b>	<b>220</b>	<b>292</b>

**PRICING**

Price	\$260,000	\$166,796	\$148,000
Price Score	56	80	100
<b>TOTAL SCORE</b>	<b>297</b>	<b>300</b>	<b>392</b>

*eVision* was judged to be the best qualified for several reasons:

- First, *eVision* was in the process of completing TAM Plans in suburban Detroit and in Flint with similar sized agencies. The other consultants were dealing with very large transit agencies with many more issues than our own.
- Second, *eVision* made it very clear that they could build on their experience in both Detroit and Flint to create a refined methodology that would meet our needs as well as save The Rapid money by not having to “re-invent the wheel”. This is quite evident by looking at prices from the Detroit and Flint projects and comparing them with what *eVision* would charge us. Other proposers did not indicate any synergy from other projects that would make this project less costly.
- Third, *eVision* has a long history of working with transit agencies that use the Trapeze EAM system. The EAM tracks our preventive maintenance inspections and repairs of all vehicle and facility assets. It also provides inventory control for all of our spare parts. The Rapid has a significant investment in the EAM software and by selecting a firm with substantial experience with the Trapeze EAM software, we will be better able to utilize our existing investment to accomplish our goals and not incur additional expenses.
- Fourth, the TAM Plan will allow us to employ increasingly more sophisticated analysis tools (life cycle costing, risk assessment, capital assessment strategies, etc.) to maintain our fleet and facilities to the highest standards possible.
- *eVision* was the lowest price proposal by a significant margin.

**FUNDING**

The total fixed price for the contract with *eVision* is \$148,000. This project is fully funded with federal and state planning funds.

# INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. \_\_\_\_\_

Fiscal Year 2018

Moved and supported to adopt the following resolution:

Approval of a consulting contract for completion of a Transit Asset Management Plan.

BE IT RESOLVED that the CEO is hereby authorized to award and execute a contract with *eVision*, on behalf of the Interurban Transit Partnership Board, to purchase consulting services to assist staff in developing a Transit Asset Management Plan for an amount not to exceed \$148,000, in accordance with the information presented to the ITP Board on May 23, 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: May 11, 2018  
To: ITP Board  
From: Peter Varga, CEO  
Subject: FY 2019 UNIFIED PLANNING WORK PROGRAM

### ACTION REQUESTED

Staff is seeking board approval of the FY 2019 Unified Planning Work Program (UPWP).

### BACKGROUND

The Unified Planning Work Program (UPWP) is prepared and submitted annually in accordance with federal regulations and describes the major transportation planning activities that will take place in the upcoming fiscal year in the Grand Rapids area. Any transportation related planning projects must be contained in an approved UPWP in order to be eligible for federal and/or state funding. The UPWP is developed jointly by The Rapid staff and the Grand Valley Metropolitan Council (GVMC).

The following federally funded programs are contained in the UPWP:

#### Federal Transit Administration - Section 5307

The Urbanized Area Formula Apportionment Section 5307 program provides federal financial assistance to transit operators each year to support capital and planning activities. The apportionment provides flexibility allowing the transit operator to determine the amount to be spent on capital and the amount to be spent on planning. Total project costs for Section 5307 planning projects are funded on an 80/20 matching basis (80% federal, 20% state).

#### Congestion Mitigation and Air Quality - CMAQ

The CMAQ program provides competitive funding for transportation projects that provide air quality improvements. The CMAQ program is primarily a capital program, however CMAQ funds can also be used to support carpooling, vanpooling and other rideshare activities. The CMAQ program is funded at 80% federal and 20% local match for capital projects, and 100% federal match for rideshare activities.



## FUNDING

The proposed Unified Planning Work Program (UPWP) totals are \$821,950 in Section 5307, and \$157,575 in CMAQ funds. Attachment A provides a summary of all planning activities. Attachment B provides a brief description of each planning task in the format requested by the Grand Valley Metro Council. The proposed program, in its current form, will require the state to provide a total contribution match of \$164,390 for Section 5307.

**Proposed FY 2019 Unified Planning Work Program Projects**

Description	Total Costs
<b>Section 5307</b>	
ADA Compliance	\$66,950
Program Support Administration	\$60,000
Comprehensive Operational Analysis	\$500,000
Human Resource Planning	\$100,000
Short Range Transportation Plan	\$95,000
<b>Total</b>	<b>\$821,950</b>

<b>CMAQ</b>	
Ridesharing	\$157,575
<b>Total</b>	<b>\$157,575</b>

INTERURBAN TRANSIT PARTNERSHIP

UNIFIED PLANNING WORK PROGRAM  
(UPWP)

TRANSIT PORTION

Fiscal Year 2019



## ADA PLANNING/COMPLIANCE – SPECIAL SERVICES

### Objectives

To plan implement and maintain policies, procedures and training methods for maintaining transit related American with Disabilities Act (ADA) awareness and FTA compliance.

### Procedures and Tasks

Staff, with assistance from local agencies and consultants, as well as the disabled community, will review current procedures to ensure continued federal compliance with the Americans with Disabilities Act. Procedures include ongoing monitoring and review process for all ADA applications, as well as staff training and education. Disability Advocates of Kent County (DAKC) performs all ADA application eligibility reviews. The consultant is a Registered Occupational Therapist (OTR) who makes the initial review of all ADA applications and who follows-up with the applicant or medical/rehab professional if necessary. DAKC make recommendations for which applicants will be seen for an in-person assessment.

### Product

The product will be a program that meets the requirements of the ADA eligibility process to insure that ADA applications are reviewed and processed in accordance with local and federal guidelines.

### Budget

#### Funding Agency

#### Performing Agency

ITP/The Rapid

FTA-Section 5307	\$53,560	Contractual	\$53,560
MDOT Match	\$13,390	Direct	\$13,390
TOTAL	\$66,950	TOTAL	\$66,950

## PROGRAM SUPPORT ADMINISTRATION

### Objectives

The objective is for continued progress in The Rapid's studies and evaluation of transit and other multi-modal projects. Studies relating to management, operations, safety, economic feasibility, procurement, American with Disabilities Act (ADA) regulations, Disadvantaged Business Enterprise (DBE), Equal Employment Opportunity (EEO), Title VI compliance, asset management, Federal Transit Administration (FTA) regulations and the Triennial Review process. Staff attendance at various industry conferences and workshops including American Public Transportation Association (APTA) and Michigan Public Transportation Association (MPTA) seminars to remain current with the continuous updates in the transit industry and compliant with the regulations set by the FTA as well as accepted industry practice.

### Procedures and Tasks

Administrative support, operator instructors, supervisors and third-party consultants, will assist in developing programs as indicated above relating to transit and remaining compliant with industry standards and FTA regulations.

### Products

With the focus on transit-related subjects, including planning, safety, security, supervision, risk management, and transit leadership improvement, with consultant help, staff can provide a working document that explains how to remain current with the FTA regulations and industry practices.

### Budget

#### Funding Agency

#### Performing Agency

ITP/The Rapid

FTA-Section 5307	\$48,000	Contractual	\$48,000
<u>MDOT</u>	<u>\$12,000</u>	<u>Direct</u>	<u>\$12,000</u>
TOTAL	\$60,000	TOTAL	\$60,000

## COMPREHENSIVE OPERATIONAL ANALYSIS (COA)

### Objectives

The objective of these funds will be to conduct a Comprehensive Operational Analysis (COA) on The Rapid services. A COA is a thorough review of all transit services to determine inefficiencies and more effective ways to deliver services. In addition, the Align Transit Improvement Study has outlined several service priorities that are folded into the Rapid's Short Range Plan. This COA will review all of The Rapid's services to determine the best cost-effective service delivery options while simultaneously delivering improvements as outlined in the Short Range Plan where possible.

### Procedures and Tasks

- Ridership projections
- Review of current operating metrics
- Capital cost refinement
- Operating cost refinements
- Ridership Impact
- COA Implementation plan
- Short Range Plan update
- Service Plan Development
- Public Outreach

### Products

This COA will include two deliverables. The first is a set of recommendations based on the study. The second is an implementation plan.

### Budget

#### Funding Agency

FTA Section 5307	\$ 400,000
MDOT	\$ 100,000
TOTAL	\$ 500,000

#### Performing Agency

ITP/The Rapid

Contractual	\$ 500,000
Direct	\$
TOTAL	\$ 500,000



## HUMAN RESOURCES PLANNING

### Objectives

To continue Human Resource plans and goals by developing trainings which include EEO annual leadership update, continued advanced diversity and harassment training for all staff, recruitment strategies and updates, succession planning, management training for new management/supervisory staff, HR policies and procedures training for staff, ongoing ergonomics updates and training, benefit strategies, wellness initiatives and investment counseling. Consultant assistance in reaching EEO and Diversity goals which are required by FTA/EEOC. Continued research on harassment, diversity, EEO and Civil Rights initiatives which are constantly changing and must be kept up-to-date in order to keep policies and procedures current and accurate (ADA, Civil Rights, EEOC), updates to handbooks, training of staff and leadership teams and keeping the company apprised of new diversity initiatives in order to remain committed to delivering a fair and pleasurable work environment at The Rapid.

### Procedures and Tasks

Human Resource staff, along with consultants and other agencies, will assist in developing training programs as indicated above. The above areas of training provide The Rapid staff important tools useful in developing ways to keep current or become informed of changes in the workplace, including safety issues; mental health and wellness issues; control benefit costs, employee hiring and retention; and ways to diversify the culture of the organization.

### Products

Training provides better health and morale and in employees thus a more fruitful workplace resulting in an organizational culture that values differences and common goals.

### Budget

#### Funding Agency

FTA-Section 5307	\$ 80,000
MDOT	\$ 20,000
TOTAL	\$ 100,000

#### Performing Agency- ITP/The Rapid

Contractual	\$ 80,000
Direct	\$ 20,000
TOTAL	\$ 100,000

## SHORT RANGE TRANSPORTATION PLAN

### Objectives

The objective of these funds will be to update The Rapid's Short Range Transportation Plan. This includes refining the recommendations of the Align Transit Study to be ready for project development and/or implementation. Possible activities include the refinement of service recommendations, potential 3<sup>rd</sup> BRT, enhanced bus, and/or limited-stop express bus along corridors to be determined by the Corridor Selection and Refinement Study. The refinement process will position The Rapid to enter into project development and will create a plan for implementation. Also included in this plan update are REGIS dues for data analysis and consultant assistance.

### Procedures and Tasks

- Ridership projections
- Refined operating metrics
- Capital unit-cost refinements
- Operating cost refinements
- Documentation for FTA Capital Improvement Grant (CIG) submittal
- Update to the Rapid Transit Master Plan (TMP)
- Submittal into the Transportation Improvement Plan (TIP)
- Implementation plan
- Short Range Plan update

### Products

The deliverable will be documentation needed for project development and a plan for implementation of the refined transit investment recommendations as well as an updated Short Range Plan.

### Budget

<u>Funding Agency</u>		<u>Performing Agency</u> ITP/The Rapid	
FTA Section 5307	\$ 76,000	Contractual	\$ 76,000
MDOT	\$ 19,000	REGIS	\$ 19,000
TOTAL	\$ 95,000	TOTAL	\$ 95,000

## RIDESHARING

### Objectives

The Rideshare program at The Rapid is named Business Transportation Services. The goal of Business Transportation Services is to provide alternative commute options to those driving in single occupant vehicles. The primary objective is to promote and implement ridesharing arrangements with vanpools and carpools. Individuals are matched to form shared ride arrangements and assistance is provided to employers and organizations to conduct rideshare promotions and develop employee transportation programs. The results are reduced commuting costs, reduced traffic congestion, reduced parking needs, reduced fuel consumption, and reduced air pollution.

### Procedures and Tasks

Business Transportation Services offers a variety of options which include designing customized transportation programs for employees. Staff continues to outreach through targeted marketing campaigns that include mailings, presentations to area companies, and development and distribution of marketing materials that promote the benefits of vanpooling and carpooling. Staff also answers a phone line for individuals to obtain information of vanpooling and carpooling.

### Products

Business Transportation Services provides free carpooling information and matching on The Rapid's on-line carpooling website entitled GreenRide, which is accessed by a link on [www.ridetherapid.org](http://www.ridetherapid.org). Registration is open to area residents and is free. Information on park-and-ride lots, transit services, and other resources are available at [www.ridetherapid.org](http://www.ridetherapid.org) and [www.wmrideshare.org](http://www.wmrideshare.org). Area employers have also purchased an enhanced version of this program that allows for greater functionality. The Rapid also operates a vanpool program entitled RapidVan, where commuters can share rides for greatly reduced costs over the single automobile. Quarterly reports are submitted to MDOT describing the activities and projects of the program in extensive detail. Quarterly reports are also submitted to the ITP Board. An annual report is given to the TIP Committee of the Metropolitan Planning Organization.

### Budget

#### Funding Agency

100% Federal

#### Performing Agency

ITP/*The Rapid*

FTA- CMAQ

\$157,575

Contractual

\$ 31,515

Direct

\$126,060

TOTAL

\$157,575

TOTAL

\$157,575



# INTERURBAN TRANSIT PARTNERSHIP BOARD

## RESOLUTION NO. \_\_\_\_\_

### Fiscal Year 2018

#### RESOLUTION OF INTENT

THE APPROVED RESOLUTION OF **INTENT** TO APPLY FOR FINANCIAL ASSISTANCE FOR FISCAL YEAR 2019 UNDER ACT NO, 51 OF THE PUBLIC ACTS OF 1951, AS AMENDED.

WHEREAS, pursuant to Act No. 51 of the Public Act of 1951, as amended (Act 51), it is necessary for the Interurban Transit Partnership Board, established under Act 196, to provide a local transportation program for the state fiscal year 2019, therefore, apply for state financial assistance under provisions of Act 51; and

WHEREAS, it is necessary for the Interurban Transit Partnership Board to name an official for all public transportation matters, who is authorized to provide such information, as deemed necessary by the department for its administration of Act 51; and

WHEREAS, it is necessary to certify that no changes in eligibility documentation have occurred during the past state fiscal year; and

WHEREAS, it is necessary for the Interurban Transit Partnership Board to comply with the Americans with Disabilities Act in the provision of all its service; and

WHEREAS, the Interurban Transit Partnership Board will review and approve the proposed Unified Planning Work Program (UPWP) budget for fiscal year 2019.

NOW, THEREFORE, BE IT RESOLVED, that the Interurban Transit Partnership Board does hereby make its intentions known to provide public transportation services and to apply for state financial assistance with this annual plan, in accordance with Act 51; and

HEREBY, appoints the Chief Executive Officer or his designee, as the Transportation Coordinator for all public transportation matters and is authorized to provide such information as deemed necessary by the Department for its administration of Act 51; and

BE IT RESOLVED that the Chief Executive Officer or his designee are hereby authorized to execute agreements and contract extensions with the Michigan Department of Transportation on behalf of the Interurban Transit Partnership Board for capital, operating, planning, CMAQ and marketing funds.

#### 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: May 18, 2018  
To: ITP Board  
From: Meegan Joyce, Special Services Manager  
Subject: PURCHASE OF 8 PARATRANSIT CUTAWAY BUSES

### ACTION REQUESTED

Staff is requesting Board authorization to enter into contract with Hoekstra Transportation, Inc., for the purchase of 8 paratransit cutaway buses.

Authorization is requested for the procurement of 8 buses at a total cost not to exceed \$715,168, as replacements for similar buses that will have exceeded their useful lifespan in accordance with FTA regulations; total cost per vehicle is \$89,396. These vehicles will be propane fueled buses.

### BACKGROUND

The primary use of these vehicles will continue to be for paratransit services, operated under contract by MV Transit. These buses are rated for 7 years or 200,000 miles and have the passenger body mounted on a commercial truck chassis giving them a larger passenger compartment and generally a longer useful life than a van.

These vehicles have four wheelchair securement areas along with six passenger seats. Two of the seats are flip seats and allow one or two fewer wheelchair securement areas and thus more seating of ambulatory passengers as needed. This allows for more efficient passenger scheduling. These vehicles continue to offer easier accessibility and passenger movement within the vehicle, provided by wider aisles and doors. They are outfitted with 33" wide lift platforms to accommodate wider wheelchairs, which are becoming more commonplace.

### PROCUREMENT

The vehicles are being purchased through a State of Michigan contract for transit buses. The buses were procured through a competitive Invitation for Bids process which complied with FTA procurement mandates for acquiring rolling stock. A cost analysis determined that these vehicles are competitively priced and fall below what we could expect to pay if we chose to compete our own contract for 8 buses.

### FUNDING SOURCES

Funding for the buses will be provided through FTA and MDOT capital assistance grants. No local money is required.

# INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. \_\_\_\_\_

**Fiscal Year 2018**

Moved and supported to adopt the following resolution:

Authorization to purchase 8 paratransit cutaway buses.

BE IT RESOLVED that the CEO is hereby authorized to award and execute an agreement with Hoekstra Transportation, Inc., through the State of Michigan contract, for the purchase of eight (8) El Dorado Aerotech 22' paratransit cutaway buses in an amount not to exceed \$715,396, in accordance with the information presented to the ITP Board on May 23, 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: May 9, 2018  
To: ITP Board  
From: Scott Walsh  
Subject: MONTHLY FINANCIAL STATEMENTS

ACTION REQUESTED

Attached for your information are the February and March 2018 Combined Operating Statements and Grant Revenues & Expenditures Statements.

Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 02/28/18

Page 1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 42%
Revenue & Operating Assistance						
1. Passenger Fares - Linehaul	6,181,859	6,181,859	414,326	2,361,303	3,820,556	38%
2. Passenger Fares - Paratransit	867,763	867,763	61,881	338,122	529,641	39%
3. Passenger Fares - Other	24,402	24,402	2,142	11,690	12,712	48%
4. Total Passenger Fares	7,074,024	7,074,024	478,349	2,711,115	4,362,909	38%
5. CMH Contribution	1,161,000	1,161,000	76,846	355,956	805,044	31%
6. Dash Contract	1,369,443	1,369,443	111,484	725,406	644,037	53%
7. Grand Valley State University	2,470,886	2,470,886	299,471	1,502,043	968,843	61%
8. Employment Transportation (Van Pool)	150,700	150,700	10,581	47,030	103,670	31%
9. Township Services	559,814	559,814	46,651	233,257	326,557	42%
10. Other	699,762	699,762	63,807	245,027	454,735	35%
11. Total Sale Of Transportation Services	6,411,605	6,411,605	608,840	3,108,719	3,302,886	48%
12. State Operating	14,391,236	14,391,236	1,030,548	5,915,747	8,475,489	41%
13. Property Taxes	15,523,888	15,523,888	1,293,658	6,468,287	9,055,601	42%
14. Advertising	150,000	150,000	12,500	79,520	70,480	53%
15. Interest & Miscellaneous	351,735	351,735	33,696	108,353	243,382	31%
16. Total Other Revenue & Support	30,416,859	30,416,859	2,370,402	12,571,907	17,844,952	41%
17. TOTAL REVENUE & OPERATING ASSISTANCE	43,902,488	43,902,488	3,457,591	18,391,741	25,510,747	41%
Expenditures Route Service & Demand Response						
18. Administrative Salaries	3,815,678	3,815,678	310,877	1,581,568	2,234,110	41%
19. Driver Wages	11,870,322	11,870,322	995,258	5,018,494	6,851,828	42%
20. Maintenance Wages	1,814,044	1,814,044	127,479	620,013	1,194,031	34%
21. Total Labor	17,500,044	17,500,044	1,433,614	7,220,075	10,279,969	41%
22. FICA/Medicare Tax	1,445,508	1,445,508	113,299	582,191	863,317	40%
23. Pension	1,597,834	1,597,834	195,875	593,911	1,003,923	37%
24. Group Medical	4,035,886	4,035,886	39,113-	1,375,681	2,660,205	34%
25. Unemployment Taxes	70,000	70,000	0	29,650	40,350	42%
26. Worker's Compensation	500,000	500,000	26,743	170,579	329,421	34%
27. Sick Leave	159,901	159,901	13,350	74,708	85,193	47%
28. Holiday	398,711	398,711	428	201,300	197,411	50%
29. Vacation	1,110,911	1,110,911	93,549	473,512	637,399	43%

Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 02/28/18

Page 2

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 42%
30. Bereavement	25,000	25,000	643	8,035	16,965	32%
31. Uniforms	112,218	112,218	6,603	41,820	70,398	37%
32. Personal Days	322,384	322,384	10,826	127,306	195,078	39%
33. Fringe Benefits Distributed to Grants	10,000-	10,000-	464-	4,880-	5,120-	49%
34. Total Fringe Benefits	9,768,353	9,768,353	421,739	3,673,813	6,094,540	38%
35. <u>Audit, Legal, and Consultant</u>	575,804	577,804	5,847	114,855	462,949	20%
36. Contract Service: Janitor & Bus Cleaning	1,372,218	1,372,126	120,764	498,339	873,787	36%
37. Contract Service: Other	1,017,175	1,022,126	51,031	339,491	682,635	33%
38. Total Services	2,965,197	2,972,056	177,642	952,685	2,019,371	32%
39. <u>Fuel &amp; Lubricants</u>	2,500,153	2,495,153	247,576	1,132,227	1,362,926	45%
40. Tires & Tubes	46,017	46,017	152	8,904	37,113	19%
41. Office Supplies	59,426	59,426	2,619	17,334	42,092	29%
42. Printing	44,485	43,835	21,500	105,872	62,037-	242%
43. Repair Parts	1,572,819	1,574,311	102,600	485,071	1,089,240	31%
44. Other Supplies	113,556	113,556	6,723	23,033	90,523	20%
45. Total Materials & Supplies	4,336,456	4,332,298	381,170	1,772,441	2,559,857	41%
46. <u>Electronic Communications</u>	96,113	96,113	6,347	30,315	65,798	32%
47. Gas Heat	212,000	212,000	42,920	77,518	134,482	37%
48. Electric	461,500	461,500	62,175	220,066	241,434	48%
49. Other	102,000	102,000	1,886	30,625	71,375	30%
50. Total Utilities	871,613	871,613	113,328	358,524	513,089	41%
51. <u>PL &amp; PD Insurance</u>	1,019,600	1,019,600	0	480,087	539,513	47%
52. Building & Other Insurance	288,138	288,138	1,049	214,104	74,034	74%
53. Total Casualty & Liability	1,307,738	1,307,738	1,049	694,191	613,547	53%



Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 02/28/18

Page 3

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 42%
54. Dues & Subscriptions	75,509	75,708	617	28,171	47,537	37%
55. Professional Development	119,289	114,289	6,488	18,053	96,236	16%
56. Marketing & Promotion	225,000	225,000	10,618	109,580	115,420	49%
57. Community Outreach	300,000	300,000	20,319	119,149	180,851	40%
58. Office Equipment	22,000	22,000	394	2,587	19,413	12%
59. Shop Tools	44,032	46,132	869	11,314	34,818	25%
60. Miscellaneous	92,480	92,480	21,250	50,814	41,666	55%
61. Total Other	878,310	875,609	60,555	339,668	535,941	39%
62. Purchased Transportation	5,622,432	5,622,432	483,220	2,323,601	3,298,831	41%
63. Purchase Transp. - CMH	1,695,000	1,695,000	130,608	543,995	1,151,005	32%
64. Purchase Transp. - Other	278,792	278,792	85,560-	26,416	252,376	9%
65. Purchase Transp. - Suburban Paratransit	178,553	178,553	11,682	58,740	119,813	33%
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	3,129,047	17,964,149	25,938,339	41%
69. Net Surplus	0	0	328,544	427,592	427,592	100%
	43,902,488	43,902,488	3,457,591	18,391,741	25,510,747	42%

Interurban Transit Partnership  
Grant Revenues & Expenditures  
Month Ended 02/28/18

GL0376

Page 1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 42%
1. Federal Grant Assistance	32,978,174	32,978,174	602,488	2,732,246	30,245,928	8%
2. State Grant Assistance	8,244,543	8,244,543	150,622	683,061	7,561,482	8%
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	753,110	3,415,307	37,807,410	8%
7. Administrative Salaries	45,000	45,000	1,624	9,649	35,351	21%
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	464	4,880	17,620	22%
11. Total Labor	67,500	67,500	2,088	14,529	52,971	22%
12. Tires & Tubes	350,000	350,000	47,309	102,476	247,524	29%
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	47,309	102,476	247,524	29%
16. Purchased Transportation	900,000	900,000	75,000	300,000	600,000	33%
17. Specialized Services	463,289	463,289	0	0	463,289	0%
18. Total Purchased Transportation	1,363,289	1,363,289	75,000	300,000	1,063,289	22%
19. Dues & Subscriptions	4,500	4,500	0	575	3,925	13%
20. Professional Development	25,000	25,000	15	898	24,102	4%
21. Miscellaneous	10,000	10,000	0	0	10,000	0%
22. Total Other Expenses	39,500	39,500	15	1,473	38,027	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	81,496	1,089,260	13,022,620	8%
28. Facilities	15,287,022	15,287,022	6,354	233,790	15,053,232	2%
29. Equipment	2,044,526	2,044,526	6,464	27,714	2,016,812	1%
30. Other	6,000,000	6,000,000	517,608	1,580,251	4,419,749	26%
31. Total Capital	37,443,428	37,443,428	611,922	2,931,015	34,512,413	8%
32. Planning Services	459,000	459,000	16,776	65,814	393,186	14%
33. Capitalized Operating	1,500,000	1,500,000	0	0	1,500,000	0%
34. Total Expenditures	41,222,717	41,222,717	753,110	3,415,307	37,807,410	8%

PROFESSIONAL DEVELOPMENT REPORT  
ALL EMPLOYEES  
FEBRUARY 2018

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$480.60	Rail Conference	P. Varga	Denver, CO
\$474.34	2018 APTA Programming & Site Selection Committee	P. Varga	Washington, DC
\$516.49	APTA Sustainability and Multimodal Workshop	P. Varga	Vancouver, Canada
\$2,618.73	APTA CEO Seminar	P. Varga	Miami, FL
\$1,276.71	APTA Legislative Conference	S. Kepley	Washington, DC
\$1,447.60	APTA CEO Seminar	B. Pouget	Miami, FL
\$3,740.00	Leadership Advantage Course	N. Monoyios	Grand Rapids, MI
\$2,885.75	Abila Conference	L. Medina, D. Ebels, S. Brophy and E. Wernette	Orlando, FL
\$418.95	NTI FTA Procurement Training	K. Stephens	San Francisco, CA
\$130.00	TSI Substance Abuse Management & Safety Management	M. Wieringa	Cleveland, OH
<hr/>			
\$13,989.17			

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



2/25/2018  
12:00:13AM

Interurban Transit Partnership  
Personnel Authorization

ITP\_HR\_PersonnelAuth.rpt

<u>Positions</u>	<u>Authorized</u>	<u>Actual</u>
<b>Senior Managers</b>	15	13
<b>Supervisors &amp; Admins.</b>		
Administration	3	2
Operations	16	17
<b>Professionals</b>		
Administration	4	4
External Relations	2	2
Operations	6	6
Planning & Grants	2	2
Special Services	1	1
<b>Call Takers/Schedulers</b>		
Special Services - Full Time	6	7
Special Services - Part Time	3	3
<b>Administrative Support</b>		
Administration - Full Time	3	4
Administration - Part Time	2	2
Customer Service/Marketing	1	1
External Relations	3	3
Operations	3	3
Operations - Full Time	1	1
Security	4	4
Special Services	2	1
<b>Total Admin. Personnel</b>	<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	19
<b>Total Union Personnel:</b>	<u>337</u>	<u>302</u>
<b>TOTAL PERSONNEL</b>	<u>414</u>	<u>378</u>

**Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 03/31/18**

Page 1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 50%
<b>Revenue &amp; Operating Assistance</b>						
<b><u>Passenger Fares</u></b>						
1. Passenger Fares - Linehaul	6,181,859	6,181,859	563,742	2,925,044	3,256,815	47%
2. Passenger Fares - Paratransit	867,763	867,763	80,537	418,659	449,104	48%
3. Passenger Fares - Other	24,402	24,402	2,226	13,916	10,486	57%
<b>4. Total Passenger Fares</b>	<b>7,074,024</b>	<b>7,074,024</b>	<b>646,505</b>	<b>3,357,619</b>	<b>3,716,405</b>	<b>47%</b>
<b><u>Sale Of Transportation Services</u></b>						
5. CMH Contribution	1,161,000	1,161,000	3,953	359,910	801,090	31%
6. Dash Contract	1,369,443	1,369,443	129,752	855,158	514,285	62%
7. Grand Valley State University	2,470,886	2,470,886	269,549	1,771,592	699,294	72%
8. Employment Transportation (Van Pool)	150,700	150,700	11,075	58,105	92,595	39%
9. Township Services	559,814	559,814	46,651	279,908	279,906	50%
10. Other	699,762	699,762	57,249	302,276	397,486	43%
<b>11. Total Sale Of Transportation Services</b>	<b>6,411,605</b>	<b>6,411,605</b>	<b>518,229</b>	<b>3,626,949</b>	<b>2,784,656</b>	<b>57%</b>
<b><u>Other Revenue &amp; Support</u></b>						
12. State Operating	14,391,236	14,391,236	1,369,054	7,284,801	7,106,435	51%
13. Property Taxes	15,523,888	15,523,888	1,293,656	7,761,944	7,761,944	50%
14. Advertising	150,000	150,000	4,288	83,808	66,192	56%
15. Interest & Miscellaneous	351,735	351,735	88,801	197,154	154,581	56%
<b>16. Total Other Revenue &amp; Support</b>	<b>30,416,859</b>	<b>30,416,859</b>	<b>2,755,799</b>	<b>15,327,707</b>	<b>15,089,152</b>	<b>50%</b>
<b>17. TOTAL REVENUE &amp; OPERATING ASSISTANCE</b>	<b>43,902,488</b>	<b>43,902,488</b>	<b>3,920,533</b>	<b>22,312,275</b>	<b>21,590,213</b>	<b>50%</b>
<b><u>Expenditures Route Service &amp; Demand Response</u></b>						
<b><u>Labor</u></b>						
18. Administrative Salaries	3,815,678	3,815,678	303,107	1,884,675	1,931,003	49%
19. Driver Wages	11,870,322	11,870,322	939,953	5,958,447	5,911,875	50%
20. Maintenance Wages	1,814,044	1,814,044	123,382	743,395	1,070,649	41%
<b>21. Total Labor</b>	<b>17,500,044</b>	<b>17,500,044</b>	<b>1,366,442</b>	<b>8,586,517</b>	<b>8,913,527</b>	<b>49%</b>
<b><u>Fringe Benefits</u></b>						
22. FICA/Medicare Tax	1,445,508	1,445,508	106,949	689,140	756,368	48%
23. Pension	1,597,834	1,597,834	122,259	716,170	881,664	45%
24. Group Medical	4,035,886	4,035,886	683,676	2,059,357	1,976,529	51%
25. Unemployment Taxes	70,000	70,000	10,682	18,968	51,032	27%
26. Worker's Compensation	500,000	500,000	26,743	197,323	302,677	39%
27. Sick Leave	159,901	159,901	12,441	87,150	72,751	55%
28. Holiday	398,711	398,711	276	201,576	197,135	51%
29. Vacation	1,110,911	1,110,911	92,053	565,564	545,347	51%

**Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 03/31/18**

Page 2

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 50%
30. Bereavement	25,000	25,000	1,801	9,835	15,165	39%
31. Uniforms	112,218	112,218	11,300	53,121	59,097	47%
32. Personal Days	322,384	322,384	14,206	141,513	180,871	44%
33. Fringe Benefits Distributed to Grants	10,000-	10,000-	2,440-	7,320-	2,680-	73%
<b>34. Total Fringe Benefits</b>	<b>9,768,353</b>	<b>9,768,353</b>	<b>1,058,582</b>	<b>4,732,397</b>	<b>5,035,956</b>	<b>48%</b>
<u>Services</u>						
35. Audit, Legal, and Consultant	575,804	577,804	40,529	155,383	422,421	27%
36. Contract Service: Janitor & Bus Cleaning	1,372,218	1,374,126	109,860	608,199	765,927	44%
37. Contract Service: Other	1,017,175	1,022,126	56,891	396,382	625,744	39%
<b>38. Total Services</b>	<b>2,965,197</b>	<b>2,974,056</b>	<b>207,280</b>	<b>1,159,964</b>	<b>1,814,092</b>	<b>39%</b>
<u>Materials &amp; Supplies</u>						
39. Fuel & Lubricants	2,500,153	2,495,153	268,073	1,400,300	1,094,853	56%
40. Tires & Tubes	46,017	46,017	2,442	11,345	34,672	25%
41. Office Supplies	59,426	59,426	5,542	22,876	36,550	38%
42. Printing	44,485	43,835	23,552	129,424	85,589-	295%
43. Repair Parts	1,572,819	1,574,311	109,914	594,984	979,327	38%
44. Other Supplies	113,556	113,556	9,252	32,286	81,270	28%
<b>45. Total Materials &amp; Supplies</b>	<b>4,336,456</b>	<b>4,332,298</b>	<b>418,775</b>	<b>2,191,215</b>	<b>2,141,083</b>	<b>51%</b>
<u>Utilities</u>						
46. Electronic Communications	96,113	96,113	7,309	37,625	58,488	39%
47. Gas Heat	212,000	212,000	36,265	113,783	98,217	54%
48. Electric	461,500	461,500	67,675	287,741	173,759	62%
49. Other	102,000	102,000	6,671	37,295	64,705	37%
<b>50. Total Utilities</b>	<b>871,613</b>	<b>871,613</b>	<b>117,920</b>	<b>476,444</b>	<b>395,169</b>	<b>55%</b>
<u>Casualty &amp; Liability</u>						
51. PL & PD Insurance	1,019,600	1,019,600	240,650	720,736	298,864	71%
52. Building & Other Insurance	288,138	288,138	20,621	234,725	53,413	81%
<b>53. Total Casualty &amp; Liability</b>	<b>1,307,738</b>	<b>1,307,738</b>	<b>261,271</b>	<b>955,461</b>	<b>352,277</b>	<b>73%</b>



**Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 03/31/18**

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	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 50%
<b>Other</b>						
54. Dues & Subscriptions	75,509	75,708	337	28,508	47,200	38%
55. Professional Development	119,289	112,289	6,818	24,870	87,419	22%
56. Marketing & Promotion	225,000	225,000	9,076	118,656	106,344	53%
57. Community Outreach	300,000	300,000	11,727	130,876	169,124	44%
58. Office Equipment	22,000	22,000	4,624	7,212	14,788	33%
59. Shop Tools	44,032	46,132	1,742	13,056	33,076	28%
60. Miscellaneous	92,480	92,480	3,108	53,923	38,557	58%
<b>61. Total Other</b>	<b>878,310</b>	<b>873,609</b>	<b>37,432</b>	<b>377,101</b>	<b>496,508</b>	<b>43%</b>
62. Purchased Transportation	5,622,432	5,622,432	444,226	2,767,826	2,854,606	49%
63. Purchase Transp. - CMH	1,695,000	1,695,000	93,109	637,105	1,057,895	38%
64. Purchase Transp. - Other	278,792	278,792	139,420	165,836	112,956	59%
65. Purchase Transp. - Suburban Paratransit	178,553	178,553	11,033	69,773	108,780	39%
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%
<b>68. TOTAL OPERATING EXPENDITURES</b>	<b>43,902,488</b>	<b>43,902,488</b>	<b>4,155,490</b>	<b>22,119,639</b>	<b>21,782,849</b>	<b>50%</b>
69. Net Surplus	0	0	234,957-	192,636	192,636	100%
	43,902,488	43,902,488	3,920,533	22,312,275	21,590,213	51%

**Interurban Transit Partnership  
Grant Revenues & Expenditures  
Month Ended 03/31/18**

GL0376

Page 1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 50%
<u>Grant Revenue</u>						
1. Federal Grant Assistance	32,978,174	32,978,174	318,995	3,051,239	29,926,935	9%
2. State Grant Assistance	8,244,543	8,244,543	79,749	762,810	7,481,733	9%
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	398,744	3,814,049	37,408,668	9%
<u>Labor</u>						
7. Administrative Salaries	45,000	45,000	3,195	12,844	32,156	29%
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	2,440	7,320	15,180	33%
11. Total Labor	67,500	67,500	5,635	20,164	47,336	30%
<u>Material &amp; Supplies</u>						
12. Tires & Tubes	350,000	350,000	24,273	126,749	223,251	36%
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	24,273	126,749	223,251	36%
<u>Purchased Transportation</u>						
16. Purchased Transportation	900,000	900,000	75,000	375,000	525,000	42%
17. Specialized Services	463,289	463,289	0	0	463,289	0%
18. Total Purchased Transportation	1,363,289	1,363,289	75,000	375,000	988,289	28%
<u>Other Expenses</u>						
19. Dues & Subscriptions	4,500	4,500	0	575	3,925	13%
20. Professional Development	25,000	25,000	45	943	24,057	4%
21. Miscellaneous	10,000	10,000	0	0	10,000	0%
22. Total Other Expenses	39,500	39,500	45	1,518	37,982	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	1,089,260	13,022,620	8%
28. Facilities	15,287,022	15,287,022	117,409	351,199	14,935,823	2%
29. Equipment	2,044,526	2,044,526	11,867	39,581	2,004,945	2%
30. Other	6,000,000	6,000,000	130,416	1,710,666	4,289,334	29%
31. Total Capital	37,443,428	37,443,428	259,692	3,190,706	34,252,722	9%
32. Planning Services	459,000	459,000	34,099	99,912	359,088	22%
33. Capitalized Operating	1,500,000	1,500,000	0	0	1,500,000	0%
34. Total Expenditures	41,222,717	41,222,717	398,744	3,814,049	37,408,668	9%

PROFESSIONAL DEVELOPMENT REPORT  
ALL EMPLOYEES  
MARCH 2018

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$825.00	Rail Conference	P. Varga	Denver, CO
	2018 APTA Programming & Site Selection Committee	P. Varga	Washington, DC
\$2,428.79	APTA Legislative Conference	P. Varga	Washington, DC
\$1,466.92	APTA CEO Seminar	B. Pouget	Miami, FL
\$1,050.00	Bendix Brake Training	6 mechanics	Owosso, MI
\$2,688.64	APTA Marketing & Communication Workshop	M. Bulthuis & B. Schlacter	San Francisco, CA
\$284.00	FTA Drug and Alcohol Conference	N. Groendal	Fort Lauderdale, FL
\$208.00	APTA Expo Conference	M. Fedorowicz	Atlanta, GA
\$2,942.65	Abila Conference	L. Medina, D. Ebels, S. Brophy and E. Wernette	Orlando, FL
\$916.73	2018 APTA Fare Collection Conference	M. Tubergen	Jacksonville, FL
<hr/>			
\$12,810.73			

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

3/25/2018  
12:00:18AM

Interurban Transit Partnership  
Personnel Authorization

ITP\_HR\_PersonnelAuth.rpt

<u>Positions</u>	<u>Authorized</u>	<u>Actual</u>
<b>Senior Managers</b>	15	13
<b>Supervisors &amp; Admins.</b>		
Administration	3	3
Operations	16	17
<b>Professionals</b>		
Administration	4	4
External Relations	2	2
Operations	6	6
Planning & Grants	2	2
Special Services	1	1
<b>Call Takers/Schedulers</b>		
Special Services - Full Time	6	7
Special Services - Part Time	3	3
<b>Administrative Support</b>		
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	3
Special Services	2	1
<b>Total Admin. Personnel</b>	<u>77</u>	<u>75</u>
Mechanics - Facilities	7	7
Mechanics - Fleet	30	24
Bus Operators - Full time	261	258
Bus Operators - Part Time	39	18
<b>Total Union Personnel:</b>	<u>337</u>	<u>307</u>
<b>TOTAL PERSONNEL</b>	<u>414</u>	<u>382</u>



**Date:** May 9, 2018  
**To:** ITP Board  
**From:** Kevin Wisselink / Planning Department  
**Subject:** FEBRUARY 2018 RIDERSHIP AND PRODUCTIVITY REPORT

#### BACKGROUND

February 2018 ridership was down across the board. The Silver Line continues to be the one fixed route that is continually showing improvement from FY 2017.

#### RIDERSHIP SUMMARY

##### **February 2018 compared to February 2017**

###### Total Ridership by Category:

- Routes 1 – 44 ridership (600,058) decreased **7.4%** (-47,641)
- Contracted/Specialized Service ridership (336,381) decreased **9.8%** (-36,744)
- Demand-Response ridership (29,256) increased **0.2%** (50)
- **Total Ridership (965,695) decreased 8.0% (-84,335)**

###### Daily Averages:

- Average Weekday total ridership (42,974) decreased **8.1%** (-3,767)
- Average Weekday evening ridership (5,492) decreased **9.9%** (-606)
- Average Saturday ridership (13,114) decreased **11.9%** (-1,773)
- Average Sunday ridership (6,127) decreased **7.4%** (-490)

##### **Fiscal Year 2018 compared to Fiscal Year 2017**

###### Total Ridership by Category:

- Routes 1 – 44 ridership (3,078,207) decreased **6.8%** (-223,334)
- Contracted/Specialized Service ridership (1,578,792) decreased **7.9%** (-134,706)
- Demand-Response ridership (148,621) decreased **0.1%** (-162)
- **Total Ridership (4,805,620) decreased 6.9% (-358,202)**

###### Daily Averages:

- Average Weekday total ridership (40,564) decreased **6.0%** (-2,593)
- Average Weekday evening ridership (5,110) decreased **10.2%** (-580)
- Average Saturday ridership (12,675) decreased **10.3%** (-1,456)
- Average Sunday ridership (5,982) decreased **7.6%** (-493)

#### ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

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

- Average passengers per hour (**21.7**) decreased **5.0%** (-0.6 points)
- Average passengers per mile (**1.75**) decreased **5.0%** (-0.7 points)
- Average farebox recovery percent (**28.2%**) decreased 2.9% (-0.4 points)
- Average daily passengers (**20,878**) decreased **7.5%** (-3.8 points)
- **Monthly system performance (85.6 points) decreased 6.2% (-5.7 points)**
- **FY 2018 system performance (83.2 points) decreased 5.9% (-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:	21.7	22.8	<b>10.8</b>	<b>11.4</b>	-0.6	-5.0%
Avg Passengers per Mile per Route:	1.75	1.84	<b>13.4</b>	<b>14.1</b>	-0.7	-5.0%
Avg Fare-box Recovery % per Route:	28.2%	29.0%	<b>14.1</b>	<b>14.5</b>	-0.4	-2.9%
Avg Daily Fixed-Route Passengers:	20,878	22,570	<b>47.5</b>	<b>51.3</b>	-3.8	-7.5%
<b>February Total:</b>			<b>85.6</b>	<b>91.3</b>	<b>-5.7</b>	<b>-6.2%</b>
<b>Year Average:</b>			<b>83.2</b>	<b>88.4</b>	<b>-5.2</b>	<b>-5.9%</b>

- 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)**

February 2018 Fixed Route Ridership Change: **-7.9%**

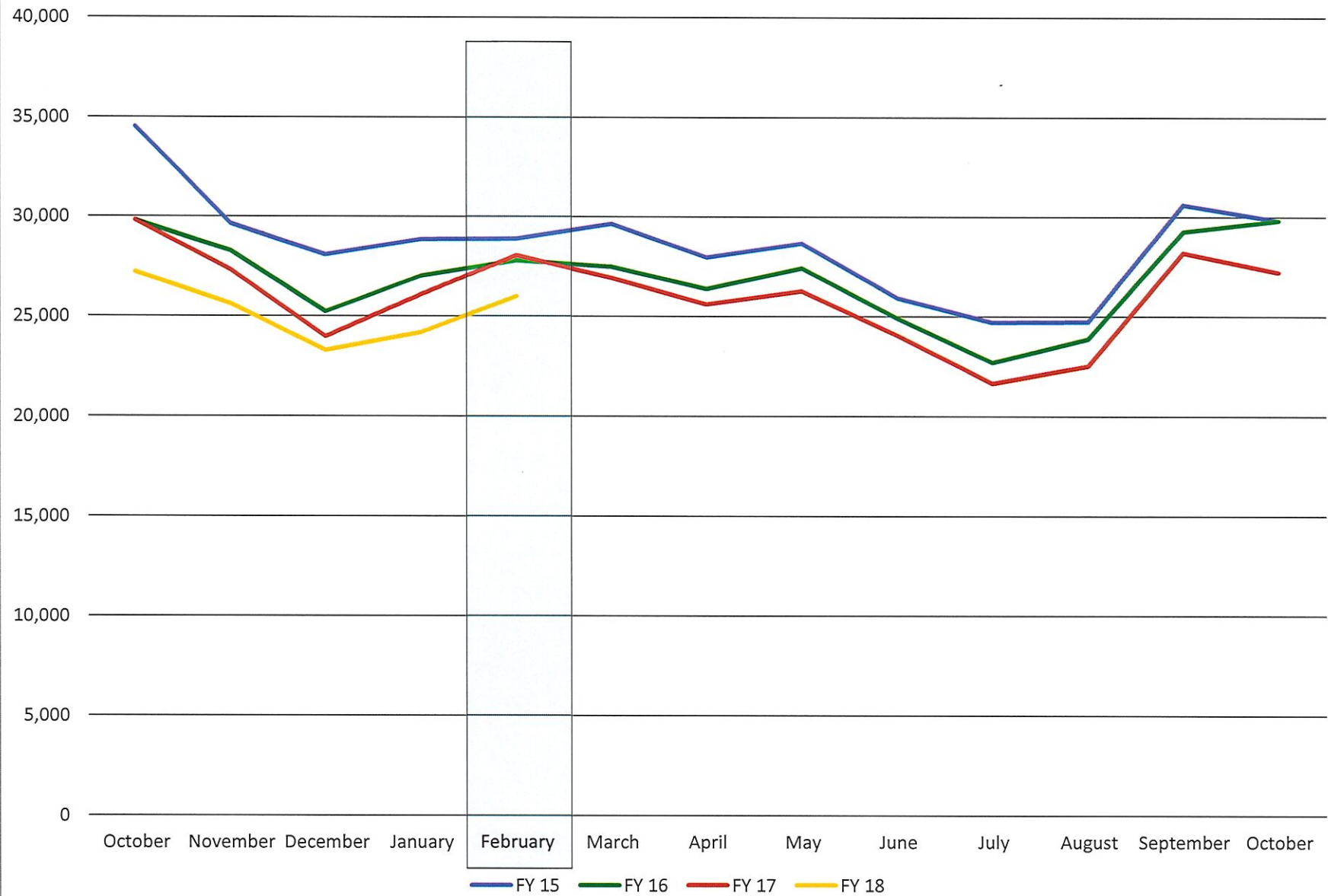
February 2018 Total Ridership Change: **-9.1%**

#### **Change in service days from February 2018 to February 2017**

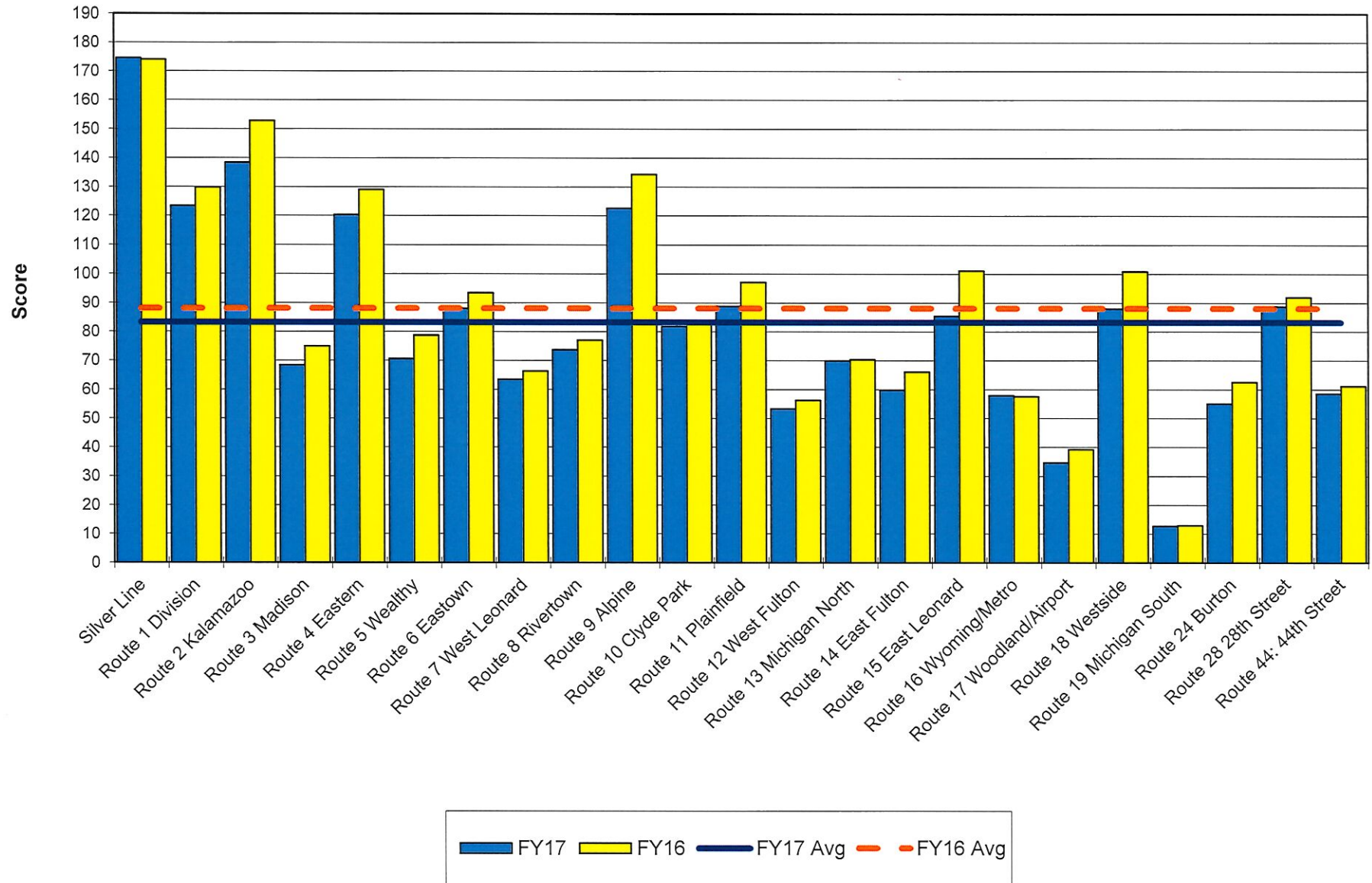
	FY 2018	FY 2017	Change
Total Service Weekdays	20	20	0
Total Service Saturdays	4	4	0
Total Service Sundays	4	4	0

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

## Monthly Weekday Average Ridership History

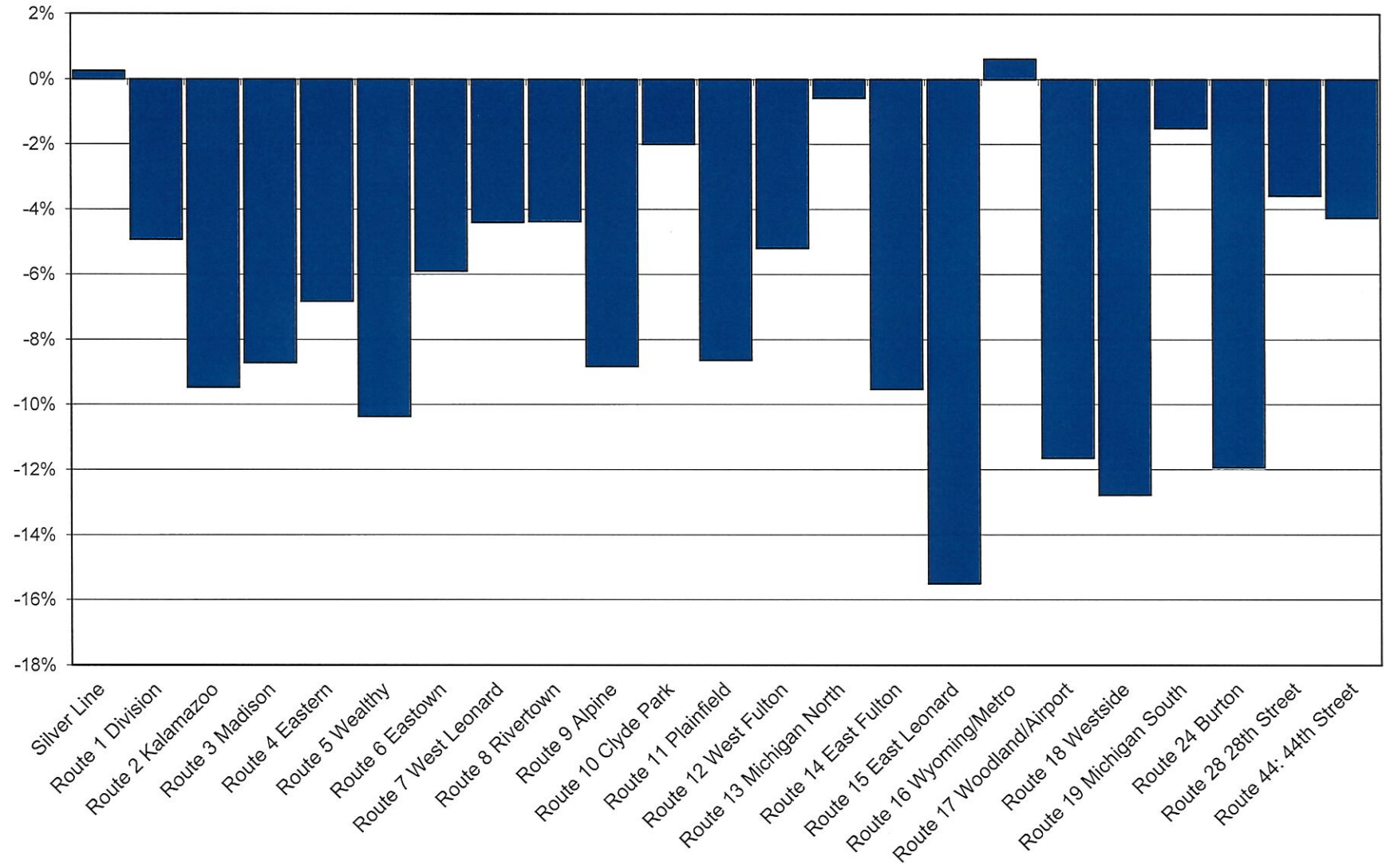


## Fixed-Route Scoring Summary: February 2018 Compared to February 2017

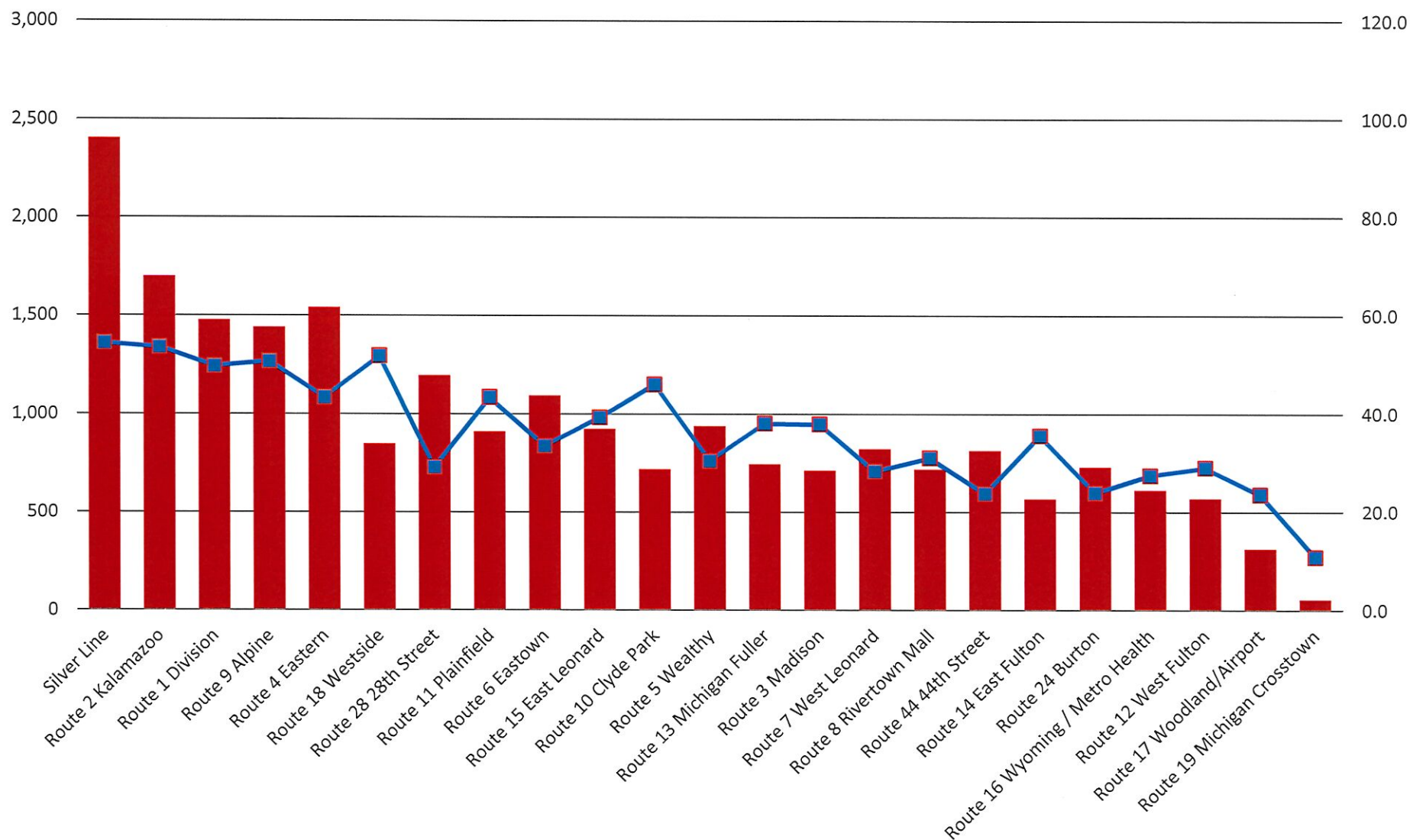




Percent Change by Route: February 2018 Compared to Compared February 2017



## Fixed Route Efficiency Score and Ridership Levels - February 2018



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

Effectiveness Score Efficiency Score

February 2018 Ridership Report  
Ridership by Fare Category

Regular Route Summary	February 2018	February 2017	Actual Change	% Change
\$1.75 Cash Fare	70,643	72,755	-2,112	-2.9%
\$1.75 Adult One-Ride Ticket	8,673	9,161	-488	-5.3%
\$1.35 Adult Ticket	34,263	34,468	-205	-0.6%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	90,025	104,855	-14,830	-14.1%
\$0.85 Senior / Disabled Ticket and Cash	21,213	21,382	-169	-0.8%
\$47 Regular and \$30 Reduced 31-Day Month Pass	111,187	133,676	-22,489	-16.8%
\$3.50 One-Day Pass	27,488	28,904	-1,416	-4.9%
\$16.00 Seven-Day Pass	14,447	14,894	-447	-3.0%
Spectrum Health Employee Pass	4,988	3,899	1,089	27.9%
Free ADA	9,789	8,928	861	9.6%
GVSU Students on Routes 1-44	12,832	14,155	-1,323	-9.3%
Miscellaneous Fare	27,888	25,616	2,272	8.9%
Transfers	99,344	107,307	-7,963	-7.4%
Silver Line	67,278	67,699	-421	-0.6%
<b>Total Regular Route Ridership</b>	<b>600,058</b>	<b>647,699</b>	<b>-47,641</b>	<b>-7.4%</b>

**Contracted/Specialized Services Summary**

DASH	33,442	29,579	3,863	13.1%
GRCC Shuttle	17,564	19,271	-1,707	-8.9%
GVSU Campus Connector	139,470	151,593	-12,123	-8.0%
GVSU Off-Campus Shuttle	62,132	69,063	-6,932	-10.0%
GVSU South Campus Express	79,598	99,536	-19,939	-20.0%
FSU	1,110	639	471	73.7%
Vanpools	3,066	3,444	-378	-11.0%
<b>Total Contracted Ridership</b>	<b>336,381</b>	<b>373,125</b>	<b>-36,744</b>	<b>-9.8%</b>

**Demand Response Summary**

GO!Bus (does not include PASS)	28,797	28,647	150	0.5%
PASS North Ridership (Including Transfers)	219	278	-59	-21.2%
PASS SE Ridership (Including Transfers)	166	204	-38	-18.6%
PASS SW Ridership (Including Transfers)	74	77	-3	-3.9%
<b>Total Demand Response Ridership</b>	<b>29,256</b>	<b>29,206</b>	<b>50</b>	<b>0.2%</b>

	2018	2016	Change	YTD Change
Total Service Weekdays	20	20	0	-1
Total Service Saturdays	4	4	0	-1
Total Service Sundays	4	4	0	2
Total Holidays	0	0	0	0
<b>Total Service Days</b>	<b>28</b>	<b>28</b>	<b>0</b>	<b>0</b>
<b>Total Days</b>	<b>28</b>	<b>28</b>	<b>0</b>	<b>0</b>

Total Weekday Fixed-Route Ridership	749,640	812,863	-63,223	-7.8%
Total Weekday Evening Fixed-Route Ridership	109,836	121,946	-12,110	-9.9%
<b>Total Weekday and Weekday Evening Fixed-Route Ridership</b>	<b>859,476</b>	<b>934,809</b>	<b>-75,333</b>	<b>-8.1%</b>
Total Saturday Fixed-Route Ridership	52,455	59,547	-7,092	-11.9%
Total Sunday Fixed-Route Ridership	24,508	26,468	-1,960	-7.4%
Avg Weekday Daytime Fixed-Route Ridership	37,482	40,643	-3,161	-7.8%
Avg Weekday Evening Fixed-Route Ridership	5,492	6,097	-606	-9.9%
<b>Avg Weekday and Weekday Evening Fixed-Route Ridership</b>	<b>42,974</b>	<b>46,740</b>	<b>-3,767</b>	<b>-8.1%</b>
Avg Saturday Fixed-Route Ridership	13,114	14,887	-1,773	-11.9%
Avg Sunday Fixed-Route Ridership	6,127	6,617	-490	-7.4%

	2017	2016	Change	% Change
Fixed-Route Ridership Month to Date	600,058	647,699	-47,641	-7.4%
Contracted/Specialized Service Ridership Month to Date	336,381	373,125	-36,744	-9.8%
Demand Response Ridership Month to Date	29,256	29,206	50	0.2%
<b>Total Monthly Ridership</b>	<b>965,695</b>	<b>1,050,030</b>	<b>-84,335</b>	<b>-8.0%</b>
	2018	2016	Change	% Change
Fixed-Route Ridership Year to Date	3,078,207	3,301,541	-223,334	-6.8%
Contracted/Specialized Service Ridership Year to Date	1,578,792	1,713,498	-134,706	-7.9%
Demand Response Ridership Year to Date	148,621	148,728	-107	-0.1%
<b>Total Ridership Year to Date</b>	<b>4,805,620</b>	<b>5,163,767</b>	<b>-358,147</b>	<b>-6.9%</b>
<b>Projected Annual Ridership</b>	<b>10,211,687</b>	<b>10,972,730</b>	<b>-761,043</b>	<b>-6.9%</b>



## February 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	31.2	2.32	41.6%	54.3	2,403	120.1	174.4	103.9%	1	1	0	67,278	10
Route 2 Kalamazoo	28.3	2.74	36.5%	53.5	1,696	84.8	138.4	61.7%	2	2	0	47,498	15
Route 1 Division	27.3	2.16	38.9%	49.7	1,475	73.7	123.4	44.3%	3	4	1	41,288	15
Route 9 Alpine	25.0	2.61	36.1%	50.6	1,438	71.9	122.5	43.2%	4	3	-1	40,255	15
Route 4 Eastern	23.0	1.93	33.9%	43.3	1,538	76.9	120.2	40.6%	5	5	0	43,066	15
Route 18 Westside	28.5	2.61	34.8%	51.7	846	42.3	94.0	9.9%	6	7	1	20,298	30
Route 28 28th Street	16.6	1.16	23.8%	29.1	1,194	59.7	88.8	3.8%	7	6	-1	33,419	15
Route 11 Plainfield	23.5	1.98	32.8%	43.3	909	45.5	88.8	3.8%	8	8	0	25,458	15
Route 6 Eastown	18.1	1.72	22.3%	33.5	1,092	54.6	88.0	2.9%	9	10	1	30,568	15
Route 15 East Leonard	21.1	2.00	26.7%	39.3	923	46.1	85.4	-0.1%	10	9	-1	25,839	15
Route 10 Clyde Park	26.8	1.92	35.6%	46.0	717	35.9	81.8	-4.3%	11	11	0	20,085	30
Route 5 Wealthy	16.6	1.42	22.4%	30.4	938	46.9	77.3	-9.6%	12	12	0	22,502	15
Route 13 Michigan Fuller	21.1	1.85	26.6%	38.1	742	37.1	75.2	-12.1%	13	15	2	17,819	15
Route 3 Madison	24.1	1.43	29.8%	37.9	711	35.5	73.5	-14.1%	14	14	0	17,062	30
Route 7 West Leonard	16.9	1.11	22.5%	28.3	820	41.0	69.3	-19.0%	15	16	1	19,672	15
Route 8 Rivertown Mall	18.3	1.29	23.9%	31.0	717	35.9	66.9	-21.8%	16	13	-3	20,085	30
Route 44 44th Street	12.6	0.94	20.5%	23.8	812	40.6	64.3	-24.8%	17	17	0	19,479	30
Route 14 East Fulton	19.0	1.81	24.2%	35.5	566	28.3	63.8	-25.4%	18	18	0	13,577	30
Route 24 Burton	12.8	0.99	19.8%	23.9	728	36.4	60.3	-29.5%	19	19	0	17,464	30
Route 16 Wyoming / Metro Health	15.7	1.17	21.2%	27.4	611	30.6	58.0	-32.2%	20	21	1	17,111	30
Route 12 West Fulton	16.3	1.53	18.2%	29.0	568	28.4	57.4	-32.9%	21	20	-1	13,634	30
Route 17 Woodland/Airport	14.0	0.98	17.9%	23.5	311	15.6	39.1	-54.3%	22	22	0	6,227	30
Route 19 Michigan Crosstown	5.2	0.44	9.7%	10.8	54	2.7	13.5	-84.2%	23	23	0	1,067	30
<b>System Summary</b>	<b>21.5</b>	<b>1.73</b>	<b>28.0%</b>		<b>949</b>		<b>85.5</b>	<b>n/a</b>				<b>580,771</b>	

	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean
System Average (mean)	21.5	1.73	28.0%	38.1	949	47.5	85.5	n/a
Standard deviation	5.9	0.60	7.6%	11.4	398	19.9	34.4	n/a
Routes above standard (equal or greater than 66.7% of mean)	35.9	2.89	46.6%	63.5	1,582	79.1	142.6	66.7%
Routes above one standard deviation of mean	35.8	2.88	46.5%	63.3	1,581	79.1	142.5	66.6%
Above average routes within one standard deviation of mean	27.4	2.34	35.6%	49.5	1,347	67.3	120.0	40.3%
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	15.6	1.13	20.4%	26.7	551	27.6	51.1	-40.3%
Routes below one standard deviation of mean	7.3	0.59	9.4%	12.9	317	15.9	28.6	-66.6%
Routes below standard (equal or less than 66.7% of mean)	7.2	0.58	9.3%	12.7	316	15.8	28.5	-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	37.0	1.99	n/a	52.5	4,981	249.1	301.6	n/a	n/a	n/a	n/a	139,470	7
GVSU South Campus Express	53.0	5.93	n/a	110.2	3,980	199.0	309.1	n/a	n/a	n/a	n/a	79,598	10
GVSU Off-Campus	55.1	7.12	n/a	125.3	3,107	155.3	280.6	n/a	n/a	n/a	n/a	62,132	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	65.9	16.64	n/a	242.2	4,391	219.6	461.8	n/a	n/a	n/a	n/a	17,564	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	25.2	3.39	n/a	58.9	1,484	74.2	133.0	n/a	n/a	n/a	n/a	29,677	5
DASH North	4.1	0.53	n/a	9.3	188	9.4	18.7	n/a	n/a	n/a	n/a	3,765	20
FSU	5.3	0.14	n/a	5.8	56	2.8	8.6	n/a	n/a	n/a	n/a	1,110	120
	37.11	2.84	n/a									333,315	

<b>Total System Summary</b>	<b>25.63</b>	<b>2.04</b>	<b>28.59%</b>	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:** May 9, 2018  
**To:** ITP Board  
**From:** Kevin Wisselink / Planning Department  
**Subject:** MARCH 2018 RIDERSHIP AND PRODUCTIVITY REPORT

### BACKGROUND

Overall ridership was down 9.0% for the month, but this was partly due to there being one less weekday in March 2018. Additionally, more of the decrease came from Contracted service than from Fixed Route. When looking at comparable days from last year, the actual change in fixed route ridership was a 5.1% loss in ridership.

### RIDERSHIP SUMMARY

#### **March 2018 compared to March 2017**

##### Total Ridership by Category:

- Routes 1 – 44 ridership (660,952) decreased **6.1%** (-42,886)
- Contracted/Specialized Service ridership (262,218) decreased **16.0%** (-49,793)
- Demand-Response ridership (31,432) decreased **4.6%** (-1,517)
- **Total Ridership (954,602) decreased 9.0% (-94,196)**

##### Daily Averages:

- Average Weekday total ridership (37,963) decreased **7.1%** (-2,882)
- Average Weekday evening ridership (4,656) decreased **12.0%** (-638)
- Average Saturday ridership (12,844) decreased **3.0%** (-402)
- Average Sunday ridership (5,943) increased **1.4%** (81)

#### **Fiscal Year 2018 compared to Fiscal Year 2017**

##### Total Ridership by Category:

- Routes 1 – 44 ridership (3,739,159) decreased **6.6%** (-266,220)
- Contracted/Specialized Service ridership (1,841,010) decreased **9.1%** (-184,499)
- Demand-Response ridership (181,732) decreased **0.9%** (-1,679)
- **Total Ridership (5,760,222) decreased 7.3% (-452,398)**

##### Daily Averages:

- Average Weekday total ridership (40,113) decreased **6.2%** (-2,631)
- Average Weekday evening ridership (5,031) decreased **10.5%** (-588)
- Average Saturday ridership (12,708) decreased **9.2%** (-1,287)
- Average Sunday ridership (5,976) decreased **6.2%** (-397)

# ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

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

- Average passengers per hour (**21.4**) decreased **4.2%** (-0.5 points)
- Average passengers per mile (**1.72**) decreased **4.2%** (-0.6 points)
- Average farebox recovery percent (**27.7%**) increased 3.0% (0.4 points)
- Average daily passengers (**20,878**) decreased **9.0%** (-4.5 points)
- **Monthly system performance (83.6 points) decreased 5.8% (-5.2 points)**
- **FY 2018 system performance (83.3 points) decreased 5.9% (-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:	21.4	22.3	<b>10.7</b>	<b>11.2</b>	-0.5	-4.2%
Avg Passengers per Mile per Route:	1.72	1.80	<b>13.3</b>	<b>13.8</b>	-0.6	-4.2%
Avg Fare-box Recovery % per Route:	27.7%	26.9%	<b>13.8</b>	<b>13.4</b>	0.4	3.0%
Avg Daily Fixed-Route Passengers:	20,153	22,153	<b>45.8</b>	<b>50.3</b>	-4.5	-9.0%
<b>March Total:</b>			<b>83.6</b>	<b>88.8</b>	<b>-5.2</b>	<b>-5.8%</b>
<b>Year Average:</b>			<b>83.3</b>	<b>88.4</b>	<b>-5.2</b>	<b>-5.9%</b>

- **18 of 23 (78.2%) 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 and Route 2 – Kalamazoo 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)**

March 2018 Fixed Route Ridership Change: **-5.1%**

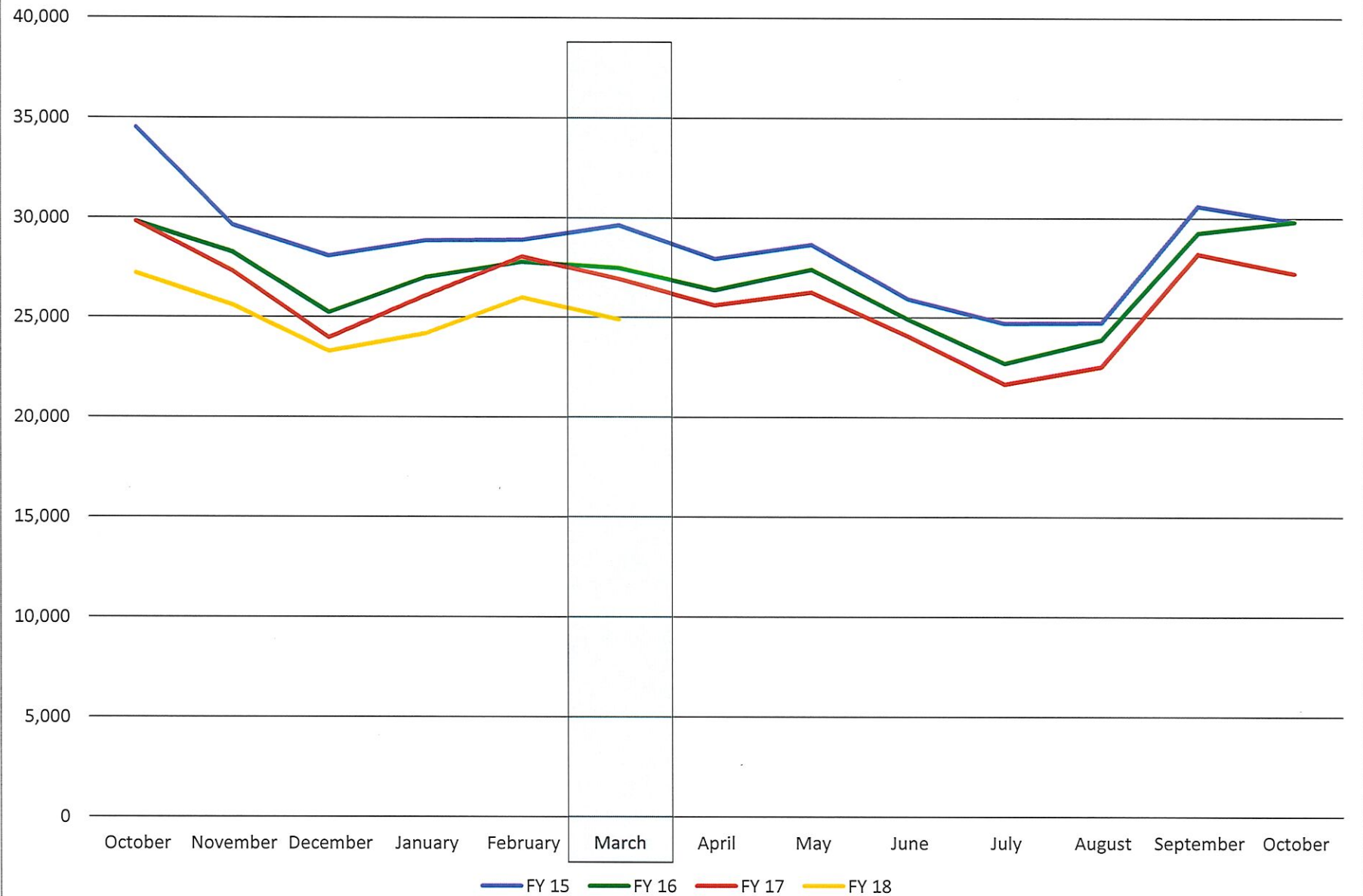
March 2018 Total Ridership Change: **-7.4%**

## Change in service days from March 2018 to March 2017

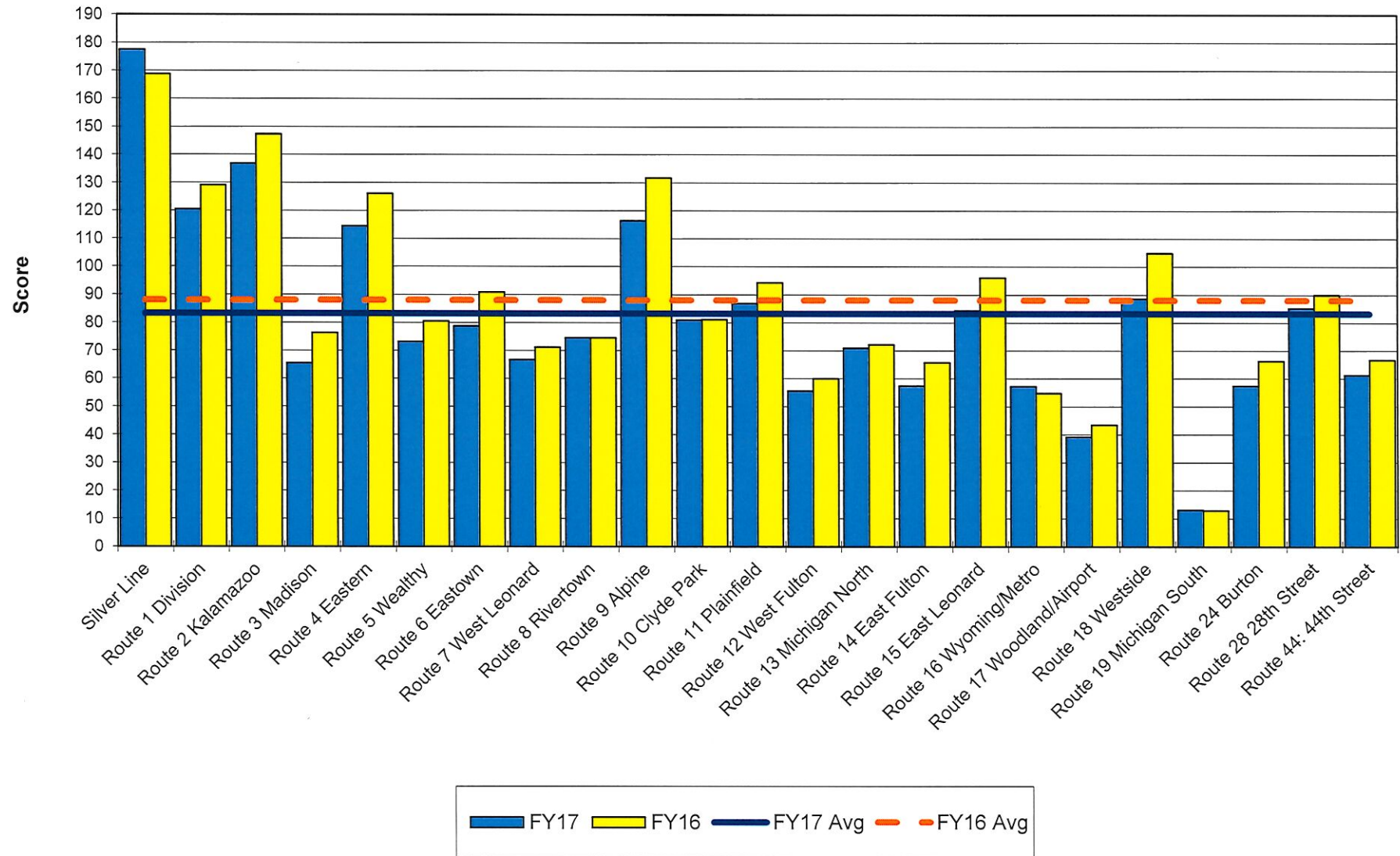
	FY 2018	FY 2017	Change
Total Service Weekdays	22	23	-1
Total Service Saturdays	5	4	+1
Total Service Sundays	4	4	0

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

## Monthly Weekday Average Ridership History

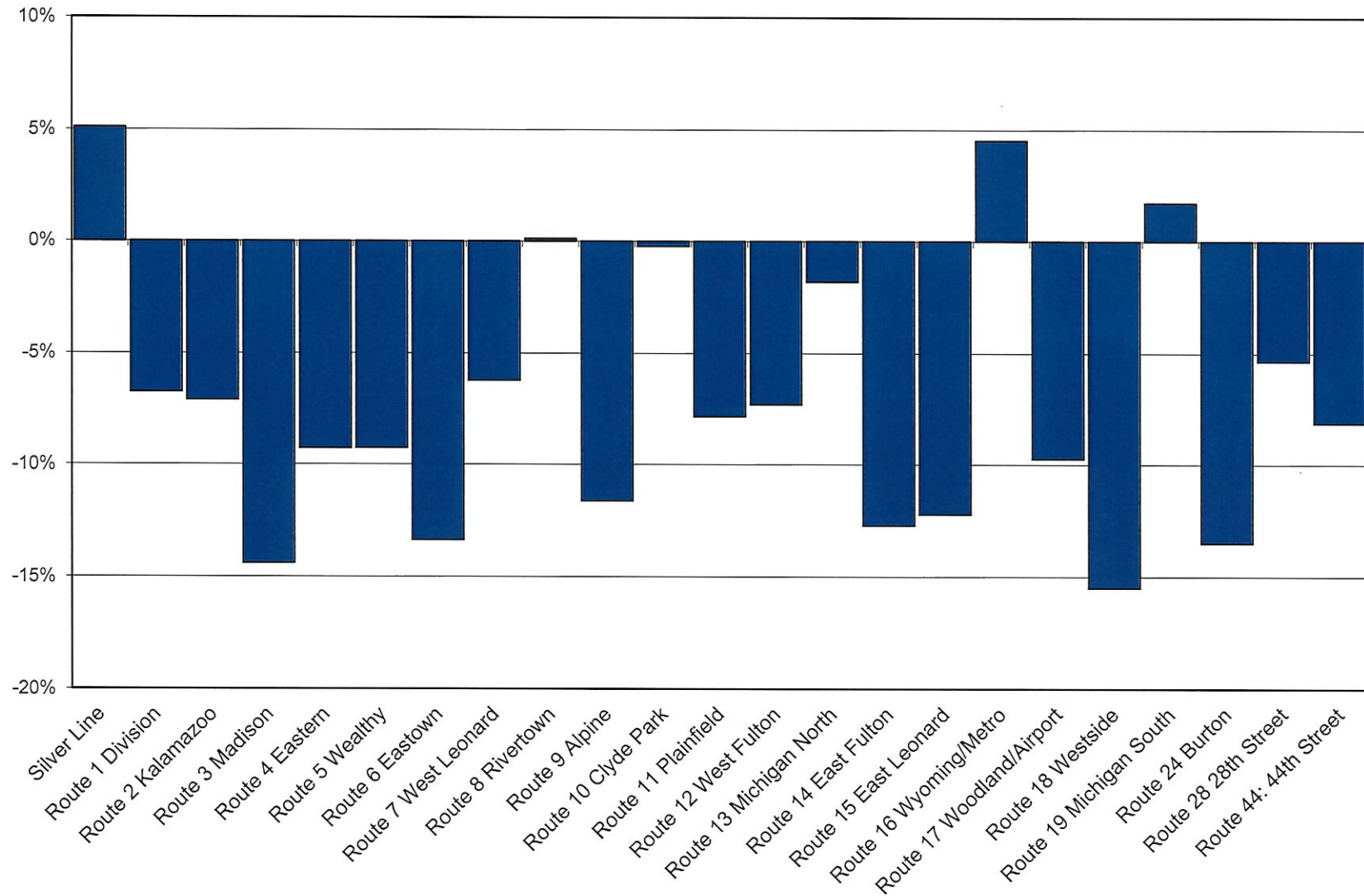


## Fixed-Route Scoring Summary: March 2018 Compared to March 2017

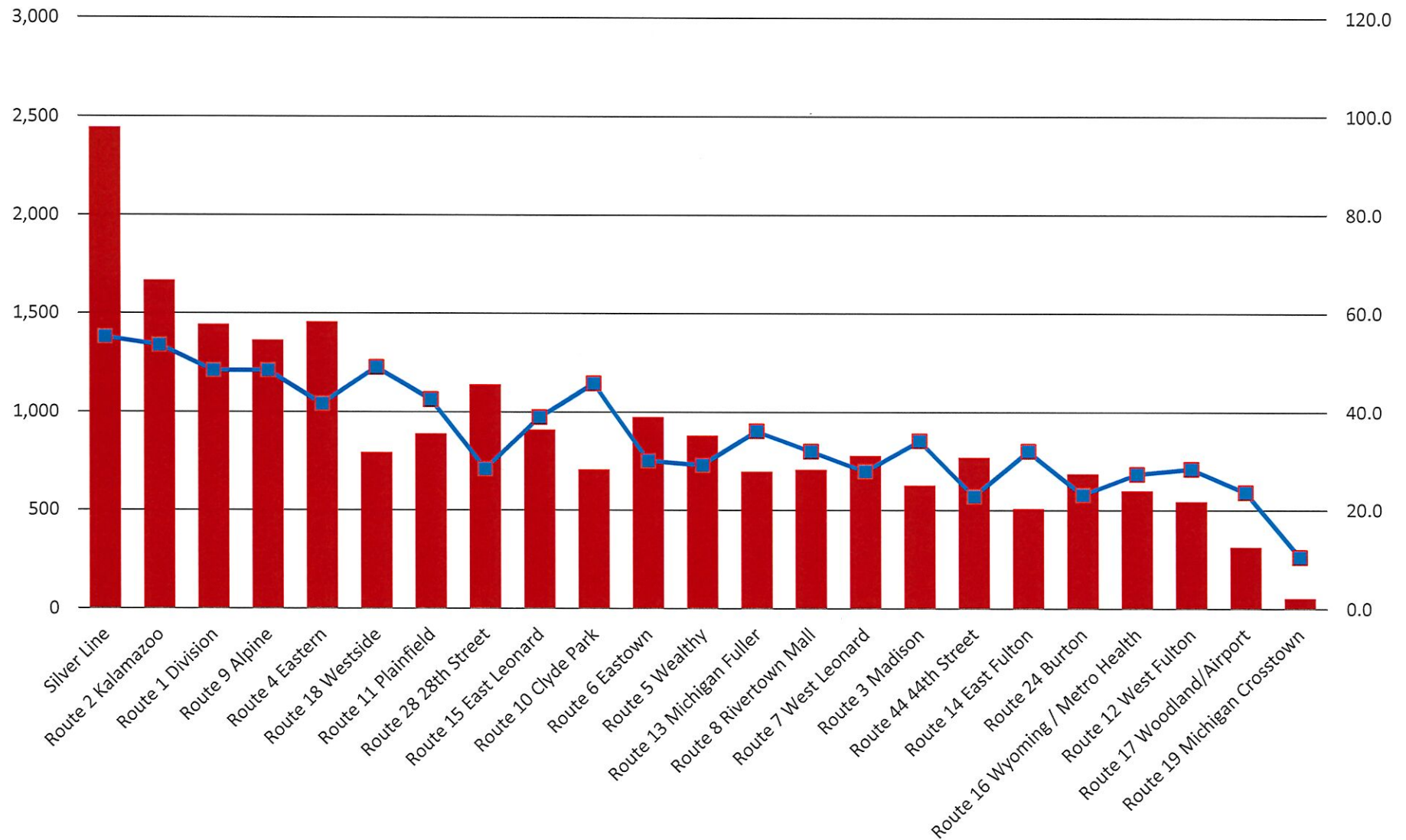




Percent Change by Route: March 2018 Compared to Compared March 2017



## Fixed Route Efficiency Score and Ridership Levels - March 2018



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

Effectiveness Score Efficiency Score

March 2018 Ridership Report  
Ridership by Fare Category

	March 2018	March 2017	Actual Change	% Change
<b>Regular Route Summary</b>				
\$1.75 Cash Fare	76,111	79,675	-3,564	-4.5%
\$1.75 Adult One-Ride Ticket	8,840	9,566	-726	-7.6%
\$1.35 Adult Ticket	34,190	37,091	-2,901	-7.8%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	93,583	111,746	-18,163	-16.3%
\$0.85 Senior / Disabled Ticket and Cash	24,749	23,630	1,119	4.7%
\$47 Regular and \$30 Reduced 31-Day Month Pass	116,580	148,242	-31,662	-21.4%
\$3.50 One-Day Pass	30,888	31,588	-700	-2.2%
\$16.00 Seven-Day Pass	15,435	15,181	254	1.7%
Spectrum Health Employee Pass	6,154	4,517	1,637	36.2%
Free ADA	12,872	10,145	2,727	26.9%
GVSU Students on Routes 1-44	12,359	14,744	-2,385	-16.2%
Miscellaneous Fare	48,357	28,430	19,927	70.1%
Transfers	105,028	116,145	-11,117	-9.6%
Silver Line	75,806	73,138	2,668	3.6%
<b>Total Regular Route Ridership</b>	<b>660,952</b>	<b>703,838</b>	<b>-42,886</b>	<b>-6.1%</b>

**Contracted/Specialized Services Summary**

DASH	34,644	32,588	2,056	6.3%
GRCC Shuttle	12,544	13,132	-588	-4.5%
GVSU Campus Connector	106,161	123,888	-17,727	-14.3%
GVSU Off-Campus Shuttle	43,684	55,503	-11,820	-21.3%
GVSU South Campus Express	61,097	82,664	-21,568	-26.1%
FSU	821	538	283	52.6%
Vanpools	3,268	3,698	-430	-11.6%
<b>Total Contracted Ridership</b>	<b>262,218</b>	<b>312,011</b>	<b>-49,793</b>	<b>-16.0%</b>

**Demand Response Summary**

GO!Bus (does not include PASS)	30,924	32,313	-1,389	-4.3%
PASS North Ridership (Including Transfers)	236	328	-92	-28.0%
PASS SE Ridership (Including Transfers)	193	223	-30	-13.5%
PASS SW Ridership (Including Transfers)	79	85	-6	-7.1%
<b>Total Demand Response Ridership</b>	<b>31,432</b>	<b>32,949</b>	<b>-1,517</b>	<b>-4.6%</b>

	2018	2017	Change	YTD Change
Total Service Weekdays	22	23	-1	-2
Total Service Saturdays	5	4	1	0
Total Service Sundays	4	4	0	2
Total Holidays	0	0	0	0
<b>Total Service Days</b>	<b>31</b>	<b>31</b>	<b>0</b>	<b>0</b>
<b>Total Days</b>	<b>31</b>	<b>31</b>	<b>0</b>	<b>0</b>

Total Weekday Fixed-Route Ridership	732,748	817,662	-84,914	-10.4%
Total Weekday Evening Fixed-Route Ridership	102,431	121,758	-19,327	-15.9%
<b>Total Weekday and Weekday Evening Fixed-Route Ridership</b>	<b>835,179</b>	<b>939,420</b>	<b>-104,241</b>	<b>-11.1%</b>
Total Saturday Fixed-Route Ridership	64,221	52,983	11,238	21.2%
Total Sunday Fixed-Route Ridership	23,770	23,446	324	1.4%
Avg Weekday Daytime Fixed-Route Ridership	33,307	35,551	-2,244	-6.3%
Avg Weekday Evening Fixed-Route Ridership	4,656	5,294	-638	-12.0%
<b>Avg Weekday and Weekday Evening Fixed-Route Ridership</b>	<b>37,963</b>	<b>40,844</b>	<b>-2,882</b>	<b>-7.1%</b>
<b>Avg Saturday Fixed-Route Ridership</b>	<b>12,844</b>	<b>13,246</b>	<b>-402</b>	<b>-3.0%</b>
<b>Avg Sunday Fixed-Route Ridership</b>	<b>5,943</b>	<b>5,862</b>	<b>81</b>	<b>1.4%</b>

	2018	2017	Change	% Change
Fixed-Route Ridership Month to Date	660,952	703,838	-42,886	-6.1%
Contracted/Specialized Service Ridership Month to Date	262,218	312,011	-49,793	-16.0%
Demand Response Ridership Month to Date	31,432	32,949	-1,517	-4.6%
<b>Total Monthly Ridership</b>	<b>954,602</b>	<b>1,048,798</b>	<b>-94,196</b>	<b>-9.0%</b>
	2018	2017	Change	% Change
Fixed-Route Ridership Year to Date	3,739,159	4,005,379	-266,220	-6.6%
Contracted/Specialized Service Ridership Year to Date	1,841,010	2,025,509	-184,499	-9.1%
Demand Response Ridership Year to Date	180,053	181,732	-1,679	-0.9%
<b>Total Ridership Year to Date</b>	<b>5,760,222</b>	<b>6,212,620</b>	<b>-452,398</b>	<b>-7.3%</b>
<b>Projected Annual Ridership</b>	<b>10,173,705</b>	<b>10,972,730</b>	<b>-799,025</b>	<b>-7.3%</b>



## March 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	31.7	2.36	42.2%	55.2	2,445	122.3	177.4	108.1%	1	1	0	75,806	10
Route 2 Kalamazoo	27.9	2.70	37.5%	53.5	1,667	83.3	136.8	60.5%	2	2	0	51,675	15
Route 1 Division	26.6	2.10	37.9%	48.4	1,440	72.0	120.4	41.2%	3	4	1	44,653	15
Route 9 Alpine	23.6	2.46	35.3%	48.4	1,361	68.0	116.4	36.6%	4	3	-1	42,184	15
Route 4 Eastern	21.8	1.82	33.5%	41.7	1,454	72.7	114.4	34.2%	5	5	0	45,087	15
Route 18 Westside	26.9	2.47	33.1%	49.0	792	39.6	88.6	3.9%	6	7	1	21,389	30
Route 11 Plainfield	23.0	1.93	32.3%	42.5	887	44.4	86.9	1.9%	7	8	1	27,501	15
Route 28 28th Street	15.7	1.10	24.0%	28.3	1,137	56.8	85.2	-0.1%	8	6	-2	35,246	15
Route 15 East Leonard	20.8	1.97	26.7%	38.9	909	45.4	84.4	-1.0%	9	9	0	28,168	15
Route 10 Clyde Park	26.4	1.89	36.1%	45.8	706	35.3	81.0	-4.9%	10	11	1	21,873	30
Route 6 Eastown	16.1	1.54	20.4%	30.1	974	48.7	78.7	-7.6%	11	10	-1	30,181	15
Route 5 Wealthy	15.7	1.35	21.7%	29.2	879	44.0	73.1	-14.2%	12	12	0	23,739	15
Route 13 Michigan Fuller	20.0	1.75	25.2%	36.1	696	34.8	70.9	-16.9%	13	15	2	18,795	15
Route 8 Rivertown Mall	18.3	1.29	25.8%	31.9	706	35.3	67.2	-21.1%	14	13	-1	21,873	30
Route 7 West Leonard	16.3	1.07	22.9%	27.9	777	38.8	66.7	-21.7%	15	16	1	20,966	15
Route 3 Madison	21.4	1.27	27.1%	34.1	626	31.3	65.4	-23.3%	16	14	-2	16,905	30
Route 44 44th Street	12.1	0.90	19.8%	22.8	768	38.4	61.2	-28.2%	17	17	0	20,733	30
Route 14 East Fulton	17.2	1.64	21.5%	32.0	507	25.4	57.3	-32.7%	18	18	0	13,694	30
Route 24 Burton	12.1	0.94	19.7%	23.1	684	34.2	57.3	-32.7%	19	19	0	18,475	30
Route 16 Wyoming / Metro Health	15.4	1.14	21.7%	27.3	598	29.9	57.2	-32.9%	20	21	1	18,537	30
Route 12 West Fulton	15.8	1.48	18.2%	28.4	544	27.2	55.6	-34.8%	21	20	-1	14,683	30
Route 17 Woodland/Airport	14.0	0.99	18.0%	23.6	312	15.6	39.2	-54.0%	22	22	0	6,863	30
Route 19 Michigan Crosstown	5.0	0.42	9.5%	10.5	52	2.6	13.1	-84.7%	23	23	0	1,146	30
<b>System Summary</b>	<b>21.4</b>	<b>1.72</b>	<b>27.7%</b>		<b>949</b>		<b>85.3</b>	<b>n/a</b>				<b>620,169</b>	

	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean
System Average (mean)	21.4	1.72	27.7%	37.8	949	47.5	85.3	n/a
Standard deviation	5.7	0.58	7.5%	11.1	384	19.2	34.6	n/a
Routes above standard (equal or greater than 66.7% of mean)	35.7	2.87	46.2%	63.0	1,582	79.1	142.1	66.7%
Routes above one standard deviation of mean	35.6	2.86	46.1%	62.8	1,581	79.1	142.0	66.6%
Above average routes within one standard deviation of mean	27.1	2.30	35.2%	48.9	1,333	66.7	119.9	40.6%
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	15.7	1.14	20.2%	26.7	565	28.2	50.6	-40.6%
Routes below one standard deviation of mean	7.2	0.58	9.3%	12.8	317	15.9	28.5	-66.6%
Routes below standard (equal or less than 66.7% of mean)	7.1	0.57	9.2%	12.6	316	15.8	28.4	-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	29.9	1.62	n/a	42.6	3,425	171.2	213.8	n/a	n/a	n/a	n/a	106,161	7
GVSU South Campus Express	48.5	5.34	n/a	99.8	2,777	138.9	238.7	n/a	n/a	n/a	n/a	61,097	10
GVSU Off-Campus	45.8	5.81	n/a	102.9	1,986	99.3	202.2	n/a	n/a	n/a	n/a	43,684	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	57.9	14.63	n/a	212.9	2,509	125.4	338.4	n/a	n/a	n/a	n/a	12,544	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	23.9	3.22	n/a	55.9	1,409	70.5	126.4	n/a	n/a	n/a	n/a	31,004	5
DASH North	3.6	0.46	n/a	8.2	165	8.3	16.4	n/a	n/a	n/a	n/a	3,640	20
FSU	5.2	0.13	n/a	5.7	37	1.9	7.6	n/a	n/a	n/a	n/a	821	120
	<b>30.51</b>	<b>2.37</b>	<b>n/a</b>									<b>258,950</b>	

<b>Total System Summary</b>	<b>23.64</b>	<b>1.89</b>	<b>28.27%</b>	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 than 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 26, 2018

TO: ITP Board

FROM: Meegan Joyce

SUBJECT: FEBRUARY 2018 PARATRANSIT RIDERSHIP REPORT

### BACKGROUND

Total monthly paratransit ridership for February 2018 (**29,256**) increased **0.2% (50)** from February 2017 (**29,206**).

ADA ridership (21,489) increased **3.1% (647)**, NDS ridership (81) decreased **9.0% (8)** and PASS ridership (459) decreased **20.6% (119)** from February 2017. Network 180 ridership (6,099) decreased **10.6% (723)**. Rapid provided RideLink trips in February (1,030) increased **17.7% (155)** from February 2017.

There were 810 trips to/from Cascade Township in February 2018 compared to 719 in 2017 an increase of 12.7%.

Average weekday GO!Bus/PASS ridership increased **3.0% (32)**, average Saturday ridership increased **2.9% (11)**, and average Sunday ridership increased **6.4% (19)** from February 2017.

On-time performance for during the month was 93.34%. On-time appointment drop-off performance during the month was 92.45%.

Average cost per trip decreased **1.0% (\$0.23)** from February 2017.

## FEBRUARY 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,558	1,564	(6)	-0.4%
Passenger Trips	21,489	20,842	647	3.1%

### NDS

Clients	22	24	(2)	-8.3%
Passenger Trips	81	89	(8)	-9.0%

### PASS

Clients	29	34	(5)	-14.7%
Passenger Trips	459	578	(119)	-20.6%

### CONTRACTED

Clients	4	0	4	100.0%
Passenger Trips	98	0	98	100.0%

includes ACSET

### RIDELINK

Clients	338	329	9	2.7%
Passenger Trips	1,030	875	155	17.7%
Phone Calls	4,334	4,075		
Total Trips sched. thru Rapid call center	4,608	3,473		

### TOTALS

Clients	1,951	1,951	0	0.0%
Passenger Trips	23,157	22,384	773	3.5%
Average Weekday Ridership	1,016	984	32	3.3%
Average Saturday Ridership	393	382	11	2.9%
Average Sunday Ridership	315	296	19	6.4%
All Ambulatory Passengers	15,967	15,372	595	3.9%
All Wheelchair Passengers	7,190	7,012	178	2.5%
No - Shows	528	494	34	6.9%
Cancellations	5,711	5,496	215	3.9%
MV				
Average Cost per Trip	\$23.75	\$23.98	(\$0.23)	-1.0%
Riders per Hour	2.1	2.1	0.0	0.0%
Accidents per 100,000 Miles	2	1	1	60.0%

Trip Denials	1	2	-1	-50.0%
NTD Travel Time (minutes)	29	29	0	0.0%

### NETWORK 180

Passenger Trips	6,099	6,822	(723)	-10.6%
Average Weekday Ridership	305	341	(36)	-10.6%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

<b>TOTAL PASSENGER TRIPS</b>	<b>29,256</b>	<b>29,206</b>	<b>50</b>	<b>0.2%</b>
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### Paratransit Service Quality Statistics: network 180 Excluded

	2018 Actual Number	2017 Actual Number	2018 % of Trips	% Change
Complaints				
MV Complaints	28	20	0.1%	40.0%

### On-Time Performance

On-Time Compliance	93.34%	97.20%
On-Time appt. drop-off	92.45%	95.56%

DATE: April 28, 2018  
TO: ITP Board  
FROM: Meegan Joyce  
SUBJECT: MARCH 2018 PARATRANSIT RIDERSHIP REPORT

### BACKGROUND

Total monthly paratransit ridership for March 2018 (**31,403**) decreased **4.7% (1,546)** from March 2017 (**32,949**).

ADA ridership (23,272) decreased **0.6% (152)**, NDS ridership (78) decreased **25% (32)**, PASS ridership (508) decreased **20.1% (128)** from March 2017. Network 180 ridership (6,424) decreased **17.3% (1,348)**. Rapid provided **1,052** RideLink trips in March 2018 a **4.9% increase (49)** from March 2017.

There were 927 trips in Cascade Township in March 2018 compared to 730 in March 2017.

Average weekday ridership increased **2.6% (25)**, average Saturday ridership decreased **8.3% (32)**, and average Sunday ridership increased **0.6% (2)** from March 2017.

On-time performance for during the month was 96.3%. On-time appointment drop-off performance during the month was 95.7%.

Average cost per trip increased **1.6% (\$0.37)** from March 2017.



# MARCH 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,596	1,646	(50)	-3.0%
Passenger Trips	23,272	23,424	(152)	-0.6%

## NDS

Clients	21	28	(7)	-25.0%
Passenger Trips	78	110	(32)	-29.1%

## PASS

Clients	29	39	(10)	-25.6%
Passenger Trips	508	636	(128)	-20.1%

## CONTRACTED

Clients	2	2	0	0.0%
Passenger Trips	69	4	65	1625.0%

includes ACSET and Goodwill Special

## RIDELINK

Clients	317	323	(6)	-1.9%
Passenger Trips	1,052	1,003	49	4.9%
Phone Calls	4,360	4,211		
Total Trips sched. thru Rapid call center	4,786	5,178		

## TOTALS

Clients	1,965	2,038	(73)	-3.6%
Passenger Trips	24,979	25,177	(198)	-0.8%
Average Weekday Ridership	999	974	25	2.6%
Average Saturday Ridership	351	383	(32)	-8.3%
Average Sunday Ridership	316	314	2	0.6%
All Ambulatory Passengers	10,206	17,599	(7,393)	-42.0%
All Wheelchair Passengers	14,773	7,578	7,195	94.9%
No - Shows	627	569	58	10.2%
Cancellations	5,953	6,285	(332)	-5.3%
MV				
Average Cost per Trip	\$24.15	\$23.78	\$0.37	1.6%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per 100,000 Miles	0.5	0.5	0.5	0.0%

Trip Denials	2	0	2	0.0%
NTD Travel Time (minutes)	30	29	1	3.4%

## NETWORK 180

Passenger Trips	6,424	7,772	(1,348)	-17.3%
Average Weekday Ridership	292	338	(46)	-13.6%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	31,403	32,949	(1,546)	-4.7%
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## Paratransit Service Quality Statistics: network 180 Excluded

	2018 Actual Number	2017 Actual Number	2018 % of Trips	% Change
Complaints				
MV Complaints	20	19	0.1%	5.3%

## On-Time Performance

On-Time Compliance	96.3%	96.8%		
On-Time appt. drop-off	95.7%	95.7%		



**Date:** May 9, 2018  
**To:** ITP Board  
**From:** Kevin Wisselink / Planning Department  
**Subject:** FY 2018 SECOND QUARTER FIXED ROUTE REPORT CARD

### **ACTION REQUESTED**

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


### **BACKGROUND**



In keeping with the commitment of reporting system performance to the community, attached is the FY 2018 Second Quarter Report Card (January 2018 through March 2018).

The overall report card performance is mixed. The decrease in ridership continues to result in The Rapid is not achieving green lights in ridership and productivity measures. Fixed route service continues to outperform contracted service in terms of change in ridership and productivity. Both on-time performance and preventable accidents were solidly in the green light category, greatly surpassing the standard in both cases.

### **FIXED ROUTE SERVICE PERFORMANCE**

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

**Productivity** – Fixed route ridership in this quarter (1,872,345) decreased 6.7% (-135,373) compared to the same quarter of FY 2018. This is below the standard of > 0.0% and therefore receives a .

**Cost Effectiveness** – Cost per passenger was \$3.57 in this quarter. This is \$0.10 above the standard of \$3.54 and receives a . In addition, there were 1.69 passengers per revenue mile in this quarter. This is 0.03 below the standard of 1.72 passengers per revenue mile and therefore receives a .

### ***FY 2018 Second Quarter Report Card – Fixed Route***

	<u>1st Quarter Jan-Mar 2018</u>	<u>1st Quarter Jan-Mar 2017</u>	<u>Change</u>	<u>Standard</u>	<u>Difference From Standard</u>	
<b><u>Productivity</u></b>						
Total Fixed-Route Ridership	<b>1,872,345</b>	2,007,718	-135,373	≥ 0.0%	-6.7%	
<b><u>Cost Effectiveness</u></b>						
Cost per Passenger (fixed route only)	<b>\$3.57</b>	\$3.19	\$0.39	≤ \$3.47	\$0.10	
Passengers per Revenue Mile	<b>1.69</b>	1.79	-0.10	≥ 1.72	-0.03	

### **CONTRACTED SERVICE REPORT**

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


### ***FY 2018 Second Quarter Report Card – Contracted***


	<u>1st Quarter Jan-Mar 2018</u>	<u>1st Quarter Jan-Mar 2017</u>	<u>Change</u>
Total Fixed-Route Ridership	<b>907,744</b>	1,002,283	-94,539
Cost per Passenger	<b>\$2.33</b>	\$1.94	\$0.39
Passengers per Revenue Mile	<b>2.58</b>	2.93	-0.35


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 (2,780,089) decreased 7.6% (-229,912) compared to the same quarter of FY 2017. This is 7.6% below the standard of 0.0% and therefore receives a .

**Preventable Accidents** – There were 1.03 preventable accidents per 100,000 revenue miles in this quarter. This is 0.47 below the standard of 1.5 preventable accidents per 100,000 revenue miles and therefore receives a .

**Customer Service** – There were 3.70 complaints per 100,000 passengers in this quarter. This is 0.20 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 87.5% of the time in this quarter. This is 4.5% above the on-time performance standard of 83.0%. As a result, this category receives a .

**Cost Effectiveness** – Cost per passenger was \$3.17 in this quarter. This is \$0.51 above the standard of \$2.66 and therefore receives a . In addition, there were 1.90 passengers per revenue mile in this quarter. This is 0.14 below the standard of 2.04 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 Second Quarter Report Card – Contracted and Fixed Route***

	1st Quarter <u>Jan-Mar 2018</u>	1st Quarter <u>Jan-Mar 2017</u>	<u>Change</u>	<u>Standard</u>	<u>Difference From Standard</u>	
<b><u>Productivity</u></b>						
Total Fixed-Route Ridership	<b>2,780,089</b>	3,010,001	-229,912	≥ 0.0%	-7.6%	
<b><u>Preventable Accidents</u></b>						
Accidents per 100,000 Revenue Miles	<b>1.03</b>	1.09	-0.06	≤ 1.50	-0.47	
<b><u>Customer Service</u></b>						
Complaints per 100,000 Passengers	<b>3.70</b>	3.85	-0.15	≤ 3.50	0.20	
Commendations per 100,000 Passengers	<b>0.32</b>	0.37	-0.04	none	n/a	
<b><u>On Time Performance</u></b>						
Percentage of On-Time Buses	<b>87.5%</b>	87.8%	-0.37%	≥ 83.0%	4.5%	
<b><u>Cost Effectiveness</u></b>						
Cost per Passenger (fixed route only)	<b>\$3.17</b>	\$2.77	\$0.40	≤ \$2.66	\$0.51	
Passengers per Revenue Mile	<b>1.90</b>	2.05	-0.15	≥ 2.04	-0.14	



## FY 2018 Report Card Standards

Category	Measurement Standard			
<b><u>Productivity</u></b>				
<sup>1</sup> Total Ridership	Trending over past years	> 0.0%	≤ 0.0% and > -10.0%	≤ -10.0%
		> 0.0%	≤ 0.0% and > -10.0%	≤ -10.0%
		-		-
		-		-
<b><u>Preventable Accidents</u></b>				
<sup>2</sup> Preventable Accidents per 100,000 Miles	Trending over past years	≤ 1.5	>1.50 and < 1.75	≥ 1.75
		-		-
		-		-
<b><u>Customer Service</u></b>				
<sup>3</sup> Complaints per 100,000 Passengers	Trending over past years	≤ 3.50	> 3.50 and < 5.00	≥ 5.00
<sup>4</sup> Commendations per 100,000 Passengers	None	n/a	n/a	n/a
		-		-
<b><u>On Time Performance</u></b>				
<sup>5</sup> Percentage of On-Time Buses	Fixed standard	≥ 83.0%	< 83.0% and > 80.0%	≤ 80.0%
		-		-
		-		-
<b><u>Cost Effectiveness</u></b>				
<sup>6</sup> 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
		-		-
		≥ 1.72	< 1.72 and > 1.53	≤ 1.53
<sup>7</sup> Passengers per Mile	Projected ridership/route growth	≥ 1.92	< 1.92 and > 1.72	≤ 1.72

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

<sup>1</sup> Total passengers carried on The Rapid line haul services (Regular fixed and contracted services excluding GO!Bus and vanpool).

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> Registered commendations logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system.

<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> 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:** May 11, 2018  
**To:** ITP Board  
**From:** Meegan Joyce  
**Subject:** FY 2018 SECOND QUARTER PARATRANSIT REPORT CARD

### BACKGROUND


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


**Productivity** – Paratransit ridership for the quarter (68,899) increased by 1.19% (810) compared to the same quarter of Fiscal Year 2017.


**Preventable Accidents**  – There were 0.68 preventable accidents per 100,000 revenue miles. This is 0.32 below the maximum acceptable average of 1.0 preventable accident per 100,000 revenue miles.

**Customer Service**  – There were 0.94 complaints per 1,000 passengers. This is 0.06 below the maximum acceptable average of 1.0 complaint per 1,000 passengers.


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

**Passengers per Hour**  – Service was provided to 1.9 passengers per hour. This is 0.1 less than the acceptable average of 2.0 passengers per hour.

**On-Time Performance**  – The paratransit vehicles were on-time for 93.84% of the trips. This is 1.16% worse than the minimum acceptable on-time performance of 95%.

**On-Time Appointment Drop-Off**  – The paratransit vehicles dropped passengers off on time for appointments 92.59% of the time which is 2.41% 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, equal to the same quarter of 2017.

**Ratio to Fixed-Route bus**  – For every one passenger who boarded a paratransit vehicle, 27 passengers boarded the fixed-route bus system.




A summary of the report card is attached.



## FY 2018 Second Quarter Report Card

	<u>2st Quarter Jan-Mar 2018</u>	<u>2st Quarter Jan-Mar 2017</u>	<u>Change From Same Quarter</u>	<u>Standard</u>	<u>Difference</u>	
<b><u>Productivity</u></b>						
<sup>1</sup> Total Paratransit ridership	<b>68,899</b>	68,089	810	n/a	1.19%	n/a
Passengers per Hour	<b>1.9</b>	2.0	0.1	<b>≥ 2.0</b>	-1.08%	
Ratio of Paratransit to Fixed route ridership	<b>1:27</b>	1:30	0.00	<b>1:30</b>	0.0%	
<b><u>Preventable Accidents</u></b>						
<sup>2</sup> Accidents per 100,000 Miles	<b>0.68</b>	0.59	0.09	<b>≤ 1.0</b>	15.70%	
<b><u>Customer Service</u></b>						
<sup>3</sup> Complaints per 1,000 Passengers	<b>0.94</b>	0.91	0.03	<b>≤ 1.0</b>	3.61%	
<sup>4</sup> Travel time(minutes)	<b>29</b>	30	-1	<b>≤ 30</b>	-2.22%	
<b><u>On Time Performance</u></b>						
<sup>5</sup> Percentage of On-Time Trip	<b>93.84%</b>	96.55%	-2.71	<b>≥ 95%</b>	-2.81%	
Percentage of On-Time drop off	<b>92.59%</b>	94.64%	-2.05	<b>≥ 95%</b>	-2.17%	
<b><u>Cost Effectiveness</u></b>						
<sup>6</sup> Cost per Passenger	<b>\$24.00</b>	\$24.00	\$0.00	<b>n/a</b>	0.00%	n/a

# Report Card FY 2018 Report Card Standards

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

<sup>1</sup> Total ridership on Paratransit system excluding network 180, CCT, County Connection and RideLink.

<sup>2</sup> Total number of preventable accidents per 100,000 miles as reported by service providers.

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

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

<sup>5</sup> and <sup>6</sup> Percentage of on-time trips. On-time is defined as pickups within 15 minutes of the scheduled pickup time and dropping before scheduled drop off time.

<sup>7</sup> Cost per passenger is defined as total amount paid to service providers plus cost of administration divided by total number of passengers.

<sup>8</sup> Total number of paratransit passengers compared to total number of fixed-route passengers.



**Date:** May 8, 2018  
**To:** ITP Board  
**From:** Michael Bulthuis  
**Subject:** FY 2018 SECOND QUARTER RIDESHARE REPORT

### ACTION REQUESTED

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

### RapidVan Program Report

- The RapidVan Program provided 9,709 rides and saved 333,823 Vehicle Miles Traveled in the 2<sup>nd</sup> Quarter.
- Van 46 from Lansing terminated in mid-January due to low ridership.
- Van 51 was added on March 1<sup>st</sup>, commuting from Zeeland to Whirlpool.

### **RapidVan: 2<sup>nd</sup> Quarter 2018 Statistics**

	January	February	March	Total
Number of Vans	23	22	23	
Rides	3,375	3,066	3,268	9,709
Vehicle Miles Traveled (VMT)	47,456	41,578	47,636	136,670
Passenger Miles Traveled (PMT)	164,778	146,864	158,851	470,493
VMT Savings (= PMT – VMT)	117,322	105,286	111,215	333,823
Volatile Organic Compounds (g) saved	167,069	149,930	158,373	475,372
Nitrogen Oxides [NOx] (g) saved	93,859	84,230	88,973	267,063
Carbon Monoxide [CO] (pounds) saved	2,742	2,460	2,599	7,801
Particulate Matter [PM] (g) saved	1,291	1,158	1,223	3,672
Carbon Dioxide [CO <sub>2</sub> e] (pounds) saved	110,444	99,113	104,695	314,252

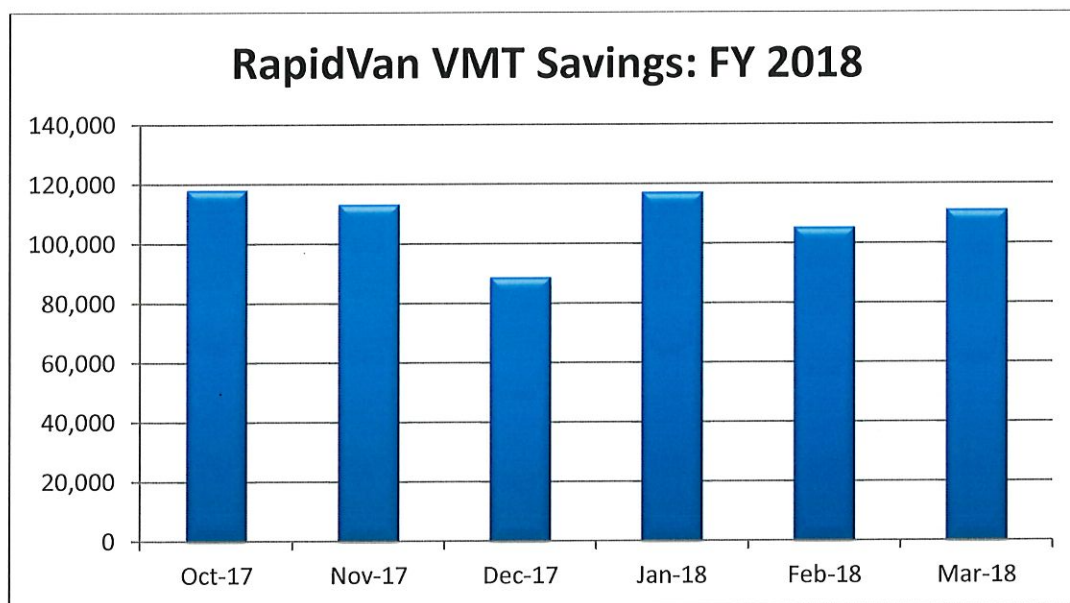
### **Comparison of 2<sup>nd</sup> Quarter 2017 to 2<sup>nd</sup> Quarter 2018**

	Number of Vans	Number of Rides	Vehicle Miles	Passenger Miles	Vehicle Miles Saved
2 <sup>nd</sup> Quarter FY 2017	25	10,751	163,338	537,490	374,152
2 <sup>nd</sup> Quarter FY 2018	23	9,709	136,670	470,493	333,823
<b>Change</b>	<b>(8%)</b>	<b>(9.7%)</b>	<b>(16.3%)</b>	<b>(12.5%)</b>	<b>(10.8%)</b>

### RapidVan: FY2017 - FY2018 Statistics

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
Jan-18	23	3,375	47,456	164,778	117,322
Feb-18	22	3,066	41,578	146,864	105,286
Mar-18	23	3,268	47,636	158,851	111,215
	Total	59,233	913,565	2,908,283	1,994,718

At the beginning of the 2<sup>nd</sup> Quarter, the Vanpool program had 118 riders. During the quarter, 11 riders were added and 8 riders dropped out of the program, ending the 2<sup>nd</sup> Quarter with 121 riders.

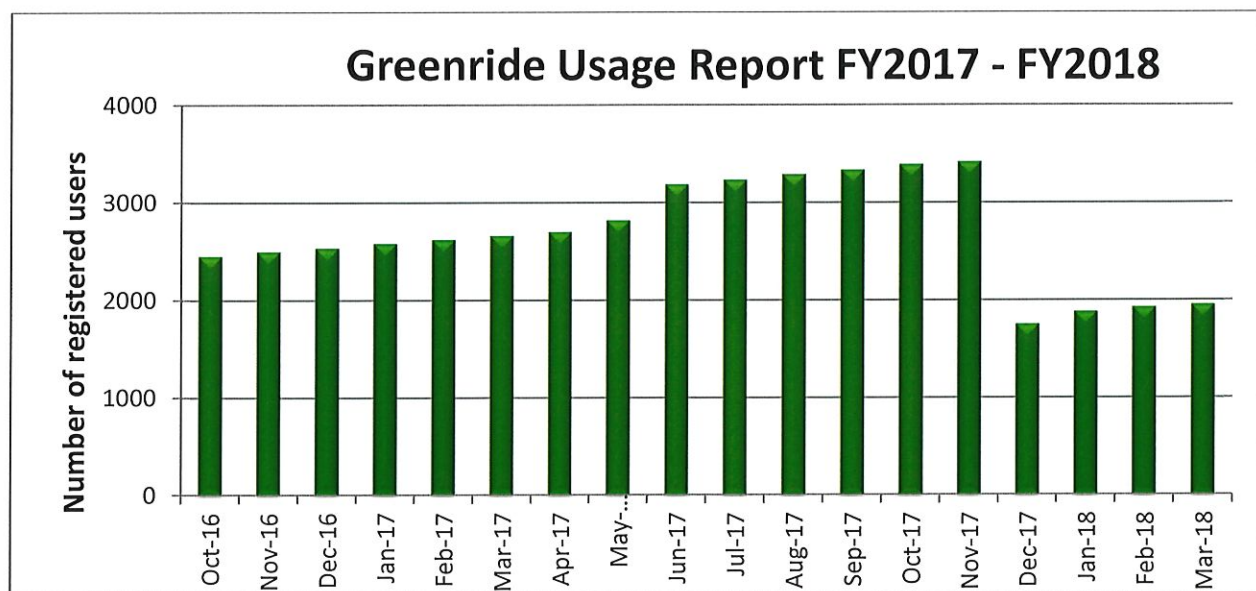


Following are the vanpool routes and number of vans per route during the 2<sup>nd</sup> Quarter:

Muskegon to Grand Rapids	7
Lansing to Grand Rapids	3
Kalamazoo 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	2
Muskegon to Holland	1
Gowen to Hudsonville	1
Rockford to Grand Rapids	1
Greenville to Grand Rapids	1

### **GreenRide Program Report**

In the 2<sup>nd</sup> Quarter, 201 new accounts were created on the GreenRide carpool matching website, increasing the database by 11.5%. 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.





## **Additional 2<sup>nd</sup> Quarter GreenRide Statistics**

Individual commutes logged	269
Miles saved as a result of not driving alone	7,159
Individual users conducting searches	131
Total number of searches	256
Average matches per search	2.85
Average # email messages sent per sender	2.61
Current average commute distance	25.87
Current average search radius	9.79

## **Marketing Activities**

Over the quarter staff participated in various community outreach events with community stakeholders. Events included: The Grand Rapids Chamber Business Exchange Luncheons 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.

A new marketing campaign will be launched at the end of May and run during the months of June, September, and October. Outreach activities will include radio sponsorship of traffic and weather reports, outdoor boards along major transit corridors, content marketing in MLive, digital geo-fencing campaign, and local event participation.