



Board Members

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

RAPID BOARD MEETING

September 26, 2018 - 4:00 p.m.

Rapid Central Station Conference Room, 250 Grandville SW

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES – August 29, 2018 Board Meeting	Stephen Kepley	Approval
3. AGENDA ITEMS		
a) Ticket Vending Machines & Fare Validators for the Laker Line	Nick Monoyios	Approval
b) Contract for Senior Millage Funds	Meegan Joyce	Approval
4. STAFF REPORTS		
a) Monthly Financials – August 2018	Linda Medina	Information
b) Ridership & Productivity – July 2018	Kevin Wisselink	Information
c) Paratransit Ridership – July 2018	Meegan Joyce	Information
5. CEO’S REPORT	Andrew Johnson	Information
6. CHAIR’S REPORT	Stephen Kepley	Information
7. ADVISORY COMMITTEE REPORT(S)		
a) Consumer Advisory Committee for Seniors & Persons with Disabilities (CAC) (Minutes of 9-18-18 CAC Meeting)	CAC Chair	Information
8. ADJOURNMENT		

**MINUTES OF
INTERURBAN TRANSIT PARTNERSHIP BOARD**

As Recorded on August 29, 2018

ATTENDANCE

Board Members Present: Charis Austin, David Bilardello, Rosalynn Bliss, Gary Carey, Tracie Coffman, Randy Gelderloos, Andy Guy, Jack Hoffman, Mark Huizenga, Stephen Kepley, Terry Schweitzer, Amna Seibold, Paul Troost

Board Members Absent: Robert Postema, Michael Verhulst

Staff Present: Kathy Anderson, Michael Bulhuis, Steve Clapp, Robin Crothers, Judy DeVries-Eppinga, Whitney Ehresman, Mark Fedorowicz, Sarah Green, Nancy Groendal, Andrew Johnson (CEO), Meegan Joyce, Deron Kippen, Asher Lockwood (intern), Linda Medina, Jeremy Mlaker, Nick Monoyios, Brian Pouget, Dina Reed, Brittany Schlacter, Conrad Venema, Elisse Wernette, Mike Wieringa, Kevin Wisselink

Others Present: Robert Doyle (Acton), Eric Helsel (Convergent Technology Partners), Derron Hughes (ATU-Local 836), Al Klepadlo (MV Transportation), Watchdog Miller, Zoe Pentaleri, Pete Ricketson (ATU-Local 836), Chris Swank (GVSU), Jeromie Winsor (AECOM), Ryan Woodford (Charlesbrook Protection), Doug Wright

PUBLIC HEARING – FY 2019 Proposed Budget

Mayor Kepley called the public hearing to order at 4:05 p.m. and asked Mr. Pouget to talk about any changes that have been made since the budget workshop on August 1, 2018.

Mr. Pouget provided highlights of the budget. He noted that a new audio system will be evaluated and installed in the conference room at Central Station as requested by the Board at the budget workshop. We will use grant funds for this project. A \$250,000 reserve fund has been added to the proposed budget. The Board had requested that the new CEO look at the new positions that were requested in the budget, which he has done.

In response to a question from Mayor Kepley, Mr. Johnson stated that he concurred with everything in the proposed budget. He commented on the need for improved cleaning on buses and in the stations. These services are contracted out. The cleaning frequency will be increased. This will cost approximately \$85,000 more per year which can be absorbed in the budget. All contracted cleaning services need more oversight. He also talked about eventually requesting increased security on the platform during school by adding the presence of GRPS security and providing enhanced operator training to deal with student issues. The cost for these added items has not been determined.

Pete Ricketson commented that The Rapid needs for security on the platform and security on buses during school hours. Additional security is needed on the Silver Line and there are not enough Fare Enforcement Officers. He felt that people shouldn't get a second warning for not having the fare. They should be fined for the first offense.

In response to a question from Mayor Kepley, Mr. Ricketson stated that there are more issues with students in the afternoon than in the morning.

Doug Wright was concerned about the rowdy students on Route 2 from Ottawa Hills High School. Drivers can't do anything about their behavior. He feels there should be more Fare Enforcement Officers.

Watchdog Miller mentioned that the GRPS students cause a lot of trouble. Regarding the proposed budget, he stated that personal days seem fine. There should be a breakdown for audit and legal. Administrative salaries are ridiculous. Consultant and office supplies are high. More maintenance is needed. Fuel and lubricants is inconsequential. Almost every bus that comes into Central Station is overcrowded. We need double-decker buses. Some buses have windows that don't open.

There were no further comments. A motion was made by Hoffman, supported by Troost, to adjourn the public hearing on the FY 2019 Proposed Budget at 4:15 p.m. Motion passed unanimously.

The regular meeting of the Interurban Transit Partnership Board was called to order at 4:15 p.m.

1. PUBLIC COMMENT

Doug Wright suggested that there should be transfer opportunity between Route 28 and Route 90-Silver Line.

Pete Ricketson stated there is a poisonous atmosphere at The Rapid after the three-year labor dispute. The union employees lost benefits. There is a shortage of drivers so people are being forced to work long hours. The new retirement program finally started. We need a better system for fare payment on the Silver Line because we are losing so much money. We could use that money for better transportation.

Watchdog Miller commented that the Silver Line should never have been built. It was built because of egos on the Board. There is no connection between the new Route 19 and the realigned Route 14. The last stop on Route 19 is gated by Spectrum which is illegal. The Rapid is anti-Catholic with no service to West Catholic High School or St. Anthony's Catholic Church on the west side of Grand Rapids.

Doug Wright mentioned that Routes 4 and 28 do not connect well. People have to wait an additional 30 minutes transferring from Route 28 to Route 4.

Robert Doyle stated that Brian Pouget has been very helpful regarding the bus stop at 118 Fulton. This has been a temporary stop for a year and it is unsafe. Downtown Grand Rapids Inc. is working on a plan, however, The Rapid will make the decision on where the stop works best.

2. MINUTES – August 1, 2018 Board Meeting

Mayor Kepley asked for corrections to the minutes. None were offered. The minutes from the August 1, 2018 Board meeting stand approved as written.

3. AGENDA ITEMS

a) FY 2019 Proposed Budget

Mr. Pouget provided highlights for the FY 2019 proposed budget. The budget totals \$103,843,212 and consists of two components, operating and grants. The operating budget totals \$46,813,574 and the grants portion totals \$57,029,638. He noted that the proposed budget was presented and discussed at the Board budget workshop earlier in the month and there was good discussion and Q&A.

A motion was made by Austin, supported by Bliss, to approve the FY 2019 Proposed Budget. Motion passed unanimously.

b) Align Transit Improvement Study

Mr. Venema reported on the Align study. AECOM was hired to conduct a year-long study which identified, analyzed and prioritized a group of transit improvements that can be made to the existing bus system to improve the transit experience. The study evaluated ways to add to and improve the network, recommend land use and other policies to help grow ridership and determine the improvements the public would like to see for the transit system. In this regard, five goals were developed:

- Provide enhanced transit service options to grow ridership and improve reliability.
- Improve equitable access to transit services.
- Prioritize future transit enhancement projects that maximize positive regional impact.
- Foster transit supportive land use policies and encourage economic development.
- Develop and select implementable investments that have community support.

Performance metrics have been developed for these goals.

Mr. Venema stated that the first phase included a high level look at the system and the second phase was more a detailed evaluation. Parameters need to be determined and an implementation strategy developed. There is no funding tied to any of the study recommendations and funding sources would need to be identified.

Mayor Bliss inquired about the actual next steps for the study recommendations. Mr. Venema responded that an implementation strategy still needs to be developed.

Mayor Bliss felt that next steps need to be determined which would come back to the Board.

Mayor Huizenga commented that the plan requires additional capital and operating funds. At this point we could make small changes.

Mr. Venema stated that The Rapid is planning to conduct a Comprehensive Operational Analysis (COA) in the near future which will provide more detailed information. Additional revenue will ultimately need to be secured and could be included in future budgets.

Mayor Kepley suggested a whiteboard session with the Board identifying organizational objectives after the COA is completed.

Mayor Seibold also felt that an action plan is needed. She noted that most of the objectives in the Align study are focused in Grand Rapids.

Mayor Bliss stated that the City of Grand Rapids and Downtown Grand Rapids Inc. (DGRI) have contributed funds for a bus shelter project working with The Rapid.

Mayor Seibold mentioned that The Rapid should talk with the cities if additional money is needed for certain improvements.

In response to a comment from Mr. Carey, Mr. Johnson stated that the Board and staff will determine guiding principles for the COA.

Mayor Bliss indicated that a process needs to be developed, identify who takes responsibility for what, work on more inclusivity, and identify key partners.

Mr. Venema responded to a question from Mayor Kepley noting that these types of issues need to be identified prior to the COA implementation.

Mr. Venema gave a brief Powerpoint presentation on the key issues of the Align study.

Mr. Schweitzer reported that he and Charis Austin served on the Align study committee. He felt that the consultant team did a fine job and that Mr. Venema provided good leadership. They received feedback from riders which was valuable input for the study. The challenge is to take this study and develop guidelines and principles for the COA.

In response to Mr. Bilardello, Mr. Johnson stated that he has reviewed the Align study and feels it is forward thinking and a good catalyst going into the COA.

Mr. Guy asked about the timeline. Mayor Kepley responded that a whiteboarding exercise could be held potentially in April. One of the new board committees will need to determine how to go forward and identify a timeline.

Ms. Coffman inquired about incorporating the Align study recommendations into the Short Range Plan at this time since the recommendations are high level.

Mr. Venema stated that the Align study will update the Short Range Plan and be a vision going forward.

Mayor Bliss requested that Mr. Johnson determine a proposed process to bring this back to the Board.

Mayor Huizenga commented that the recommendations in the study are concepts since we don't have funding for implementation at this time. He suggested that the resolution be changed to eliminate including Align study recommendations in the Short Range Plan.

Mayor Kepley concurred with Mayor Huizenga's suggestion and asked for a motion to accept the study.

A motion was made by Seibold, supported by Bliss, to accept the Align Transit Improvement Study. The CEO will work on definition and next steps. Motion passed unanimously.

c) Telephone System Project

Mr. Fedorowicz requested Board approval to enter into a contract with Telnet Group for a new telephone system in the amount of \$199,758 plus a contingency of up to 10% for unforeseen circumstances or additional unanticipated hardware needs.

Mr. Fedorowicz stated that the current phone system at The Rapid is 10 years old. The new system is a Voice over IP system which will provide improved call center interaction and better communication with our customers.

An RFP was issued and three proposals were received. After the first round of scoring, one firm was no longer in the competitive range and was disqualified from further consideration. It was determined by the evaluation team that Telnet provided the best proposal and was the lowest cost of the two remaining firms.

A motion was made by Bliss, supported by Austin, to award and execute a contract with Telnet to purchase a Voice over IP phone system at a cost not to exceed \$199,758 plus contingency of up to 10% (\$19,975). Motion passed unanimously.

d) Materials Testing for Laker Line Project

Mr. Monoyios requested Board approval to enter into a contract with Soils and Materials Engineering (SME) in an amount not to exceed \$229,000 to provide materials testing services for the Laker Line light maintenance facility and the Laker Line stations and guideway. These were issued as two separate proposals in order to give better opportunity for potential DBE participation.

The materials testing for the light maintenance facility and the Laker Line stations are paid from Laker Line grant funds.

A motion was made by Guy, supported by Coffman, to authorize a contract with Soils and Materials Engineering in an amount not to exceed \$229,000 to provide materials testing services for the Laker Line light maintenance facility and the stations. Motion passed unanimously.

e) Construction Manager at Risk (CMAR) Contract Fee Increase for Laker Line BRT

Mr. Monoyios requested Board approval to execute an amendment to the existing agreement with The Christman Company for an increase in the Laker Line project construction manager at risk (CMAR) fee in the amount of \$329,671. This cost increase was due to the delay in receipt of Laker Line grant funds from a September/October 2017 timeframe to February 2018. The delay resulted in the CMAR needing to revise their originally approved construction schedule including their subsequent escalatory fee compensation for inflation. Mr. Monoyios noted that this amount can be absorbed into the existing Laker Line budget. FTA is aware of this fee increase and does not have an issue with it. We are currently completing 100% design on the project.

Mayor Bliss asked if Christman was keeping track of DBE/WBE participation. Mr. Monoyios responded that they are aware that we want to take advantage of DBEs and WBEs as much as possible.

Mr. Fedorowicz explained the requirements from the Federal Transit Administration (FTA) regarding DBE. The Rapid's DBE goal organization wide is .84% on all federally funded projects. He noted that we should be around 3% for the Laker Line but there are fewer minority contractors over the last three years.

Ms. Coffman asked why we only have an organizational goal and not by project. She felt that .84% and even 3% are too low.

Mr. Fedorowicz further explained that the FTA has a very stringent DBE certification process that many DBE firms do not want to participate in or some can't meet the FTA qualifications.

Mr. Johnson commented that FTA looks at effort and outreach for DBE participation. Some specialized things that The Rapid does makes it difficult to find DBE firms.

Some Board members felt that the DBE goal should be much higher.

Mayor Kepley expressed concern about the increased CMAR fee and felt it was excessive. Mayor Seibold was also concerned about the increased cost.

In response to a question from Mr. Guy, Mr. Monoyios stated that the Laker Line project will be still be under budget with this increase and the FTA is aware of the increase and the reasons for it.

A motion was made by Huizenga, supported by Seibold, to execute an amendment to the agreement with The Christman Company for an increase in the CMAR fee for the Laker Line BRT project in the amount of \$329,671, for a revised total amount not to exceed \$2,718,260. Motion passed unanimously.

f) Transit Asset Management Policy

Ms. Reed informed the Board that a Transit Asset Management (TAM) policy is an FTA requirement. The policy provides the framework for The Rapid's TAM plan. The purpose of the policy is to communicate to management, employees, contractors and consultants The Rapid's commitment to maintaining all agency assets in a state of good repair.

A motion was made by Seibold, supported by Bliss, to approve the Transit Asset Management policy as presented. Motion passed unanimously.

g) Security Services

Mr. Wieringa requested Board approval of a three-year agreement, with two one-year options, with Charlesbrook Protection Services for security services for ITP facilities.

An RFP was used for this procurement. Five firms submitted proposals. All five firms were interviewed by the evaluation team. Charlesbrook Protection Services stood out as the firm deemed most capable of successfully providing the best overall value. This is a locally-owned firm that places a high value on integrity and reputation making their

main focus delivering quality service and ensuring customer satisfaction. They offer a fair wage and billing rate and showed the lowest overhead rate.

A motion was made by Guy, supported by Bliss, to award and execute a three-year contract, with two one-year options, beginning 10-1-18 with Charlesbrook Protection Services. Motion passed unanimously.

h) Consumer Advisory Committee Appointment

Ms. Joyce stated that Tim Steinmeier is recommended to serve on the Consumer Advisory Committee (CAC) for the remainder of a two-year term through December 31, 2018. A position on the CAC was vacated by Laura Kelling who recently left Hope Network. Mr. Steinmeier is from Hope Network and will replace Laura Kelling on the CAC.

A motion was made by Carey, supported by Austin, to appoint Tim Steinmeier to the Consumer Advisory Committee to fill a term ending on December 31, 2018. Motion passed unanimously.

i) Report on FY 2018 Priorities & Work Plan

Mayor Kepley informed the Board that the Report on the FY 2018 Priorities & Work Plan was prepared by Mr. Varga. He noted that Board acceptance was requested.

A motion as made by Hoffman, supported by Bliss, to accept the Report on the FY 2018 Priorities & Work Plan. Motion passed unanimously.

4. STAFF REPORTS

a) Monthly Financial Statements – June 2018

Ms. Medina reported that as of June 30, 2018, the financial statements look good and there are no concerns.

b) April-June 2018 Ridership & Productivity Reports

Mr. Wisselink stated that he would focus his comments on the most recent month. June 2018 had one less weekday than June 2017 and there were three extra GRPS service days in June 2017. Ridership fell 5% for the month. If conditions were the same in June 2017 and 2018, ridership in June 2018 would be down only 2.3%. This would be one of the best ridership months for The Rapid in quite a while.

c) April-June 2018 Paratransit Ridership Reports

Ms. Joyce reviewed the June 2018 report. Total monthly paratransit ridership for June 2018 decreased 3.6% from June 2017. ADA ridership decreased 0.45%, NDS ridership decreased 19.8% and PASS ridership decreased 19.7% from June 2017. Network 180 ridership decreased 13.3%. RideLink increased 0.2%. There were 906 trips in Cascade Township compared to 844 in June 2017. On-time pick-up performance for June 2018 was 96.23% and on-time drop-off performance was 96.54% for trips that had appointment times.

d) FY 2018 Third Quarter Fixed Route Report Card

Mr. Wisselink stated that fixed route ridership for the quarter was down 4.5% compared to the third quarter of FY 2017 which is below the standard. Cost per passenger was \$0.82 above the standard at \$3.47. Passengers per revenue mile were 1.61 which was 0.11 below the standard.

Ridership for total service decreased 4.0% compared to the third quarter of FY 2017 which is 4.0% below the standard. Preventable accidents were 0.44 below the standard of 1.5 preventable accidents per 100,000 revenue miles at 1.06 preventable accidents. Under customer service, there were 5.37 complaints per 100,000 passengers which is 0.20 above the standard. On-time performance was 87.1% compared to the standard of 83.0%. Cost per passenger was \$0.84 above the standard of \$3.38. There were 1.64 passengers per revenue mile which is 0.06 below the standard of 1.70.

Mr. Wisselink noted that total service performance shows similar trends to previous quarters.

e) FY 2018 Third Quarter Paratransit Report Card

Ms. Joyce reviewed the FY 2018 Third Quarter Paratransit Report Card. There is no standard for ridership which increased by 0.40% compared to the third quarter of FY 2017. There is also no standard for cost per trip which increased 1.30%. Preventable accidents, customer service/complaints, travel time, on-time performance, on-time appointment drop-off all were better than their standards. Passengers per hour and ratio to fixed route bus were slightly below the category standards.

f) FY 2018 Third Quarter Rideshare Report

Ms. Ehresman commented on the FY 2018 third quarter rideshare report. Active Commute Week logged 4,000+ commutes. The RapidVan program provided 10,368 rides and saved 114,944 vehicle miles traveled in the third quarter.

5. CEO REPORT

Mr. Johnson reported that he has settled in with his family in Grand Rapids. He has met most of the Rapid team and toured the facilities. He stated that he has been riding buses as much as possible. He is happy to be here in time for the WAVE rollout. He attended a press conference for the Route 19 implementation.

The Michigan Public Transit Association has its annual meeting in August and he attended one day of that event on August 23.

Mr. Johnson noted that he will continue to be involved in the American Public Transportation Association (APTA). They are working on the next reauthorization bill. The transportation bill is being discussed. They are starting early to achieve a consensus between the large and small transit agencies.

Some items on his radar screen at this point are cleanliness of the buses and stations and looking at on-time performance as it relates to construction and/or routing issues. The Rapid is hiring bus operators and maintenance technicians. There is a class of 19 bus operators currently in training. We have two maintenance technicians starting in September. He felt that a stronger marketing effort needed to be made regard hiring for these positions.

There will be a focus on the customer experience, whether they are taxpayers and riders, even if they don't use the service. A great safety culture will be instilled organization-wide.

Mr. Johnson commented that he has felt very welcomed and was looking forward to moving ahead.

6. CHAIR'S REPORT

Mayor Kepley reported that there have been two meetings with Mr. Johnson regarding expectations and goals for his first 6-12 months.

a) Governance Restructuring

Mayor Kepley stated that he and Mr. Johnson have discussed the Board committees. They were being created as approved by the Board. There will be three standing committees. He asked Board members to let him know if they want to serve on one of them and if they want to be a committee chair. Ad hoc committees that have been formed have fulfilled their obligations. The CEO Evaluation Committee is ongoing. The three standing committees are a finance committee with three members, and future service and present service committees, each with five members.

The committees will meet in October and November 2018. They will set their annual meeting schedule at these meetings and determine staff for each committee.

7. ADVISORY COMMITTEE REPORT(S)

a) Consumer Advisory Committee (CAC)

No report.

BOARD MEMBER COMMENTS

Several Board members welcomed Andrew Johnson to The Rapid.

Mr. Bilardello mentioned that the new Route 19 is having issues with on-time performance. This needs to be corrected as soon as possible. He also noted that Hope Network has an interest in extending Route 44. Hope has reached out to him and to Mayor Kepley.

8. ADJOURNMENT

The meeting was adjourned at 6:02 p.m.



Robin Crothers, Board Secretary

Date: September 12, 2018
To: ITP Board
From: Nick Monoyios, Laker Line Project Manager
Subject: TICKET VENDING MACHINES AND FARE VALIDATORS FOR THE LAKER LINE

ACTION REQUESTED

Authorization is requested from the ITP Board to purchase and install ticket vending machines (TVMs) and fare validators on 26 Laker Line platforms at a cost of \$2,482,679 plus a contingency of up to 10% (\$248,267) to cover unforeseen circumstances. A resolution authorizing the CEO to award and execute an agreement with INIT is attached for Board approval.

BACKGROUND

The Laker Line BRT is scheduled to be operational in August 2020. The TVMs and fare validators are a necessary component of the Laker Line platforms, and will be fully integrated with our Wave smartcard system. The TVMs will dispense two different types of smart cards and one-ride barcode tickets, will be able to add funds to smartcards, and validate both one-ride tickets and smartcard fares. The fare validators will validate smartcard and one-ride tickets.

The equipment and services included with this procurement includes:

- 28 Ticket Vending Machines
- 25 Platform Validators
- Software Development & Licenses
- Installation of Ticket Vending Machines and Platform Validators
- Stainless Steel Pedestals for the Ticket Vending Machines
- Camera Hardware for the Ticket Vending Machines
- 28 Extra Coin Hoppers for the Ticket Vending Machines
- Training
- 5 years of Warranty on Ticket Vending Machines and Platform Validators

PROCUREMENT

The TVM procurement was conducted as a Request for Proposals (RFP) because staff wanted the opportunity to compare available technological solutions that experts could provide. Additionally, price was not the foremost consideration in making a decision. The quality of the product and its functionality and ease of use were upper most in our determination.

The procurement was advertised on the Rapid Procurement website on April 4, 2018. A total of 6 firms were on the initial bid list. Proposals were due on June 8, 2018. A total of three proposals were received, those being from Scheidt & Bachmann, IniT and Ventek.

All three firms are large national/international firms with significant capabilities. After reviewing the three proposals the evaluation team invited all three proposers to provide a two hour *presentation and demonstration*. The table below illustrates the final round of scoring.

First Round Scoring

	1 st Round Score	Price
IniT	334	\$2,916,478.62
Scheidt & Bachmann	273	\$3,027,765
Ventek	236	\$1,726,890

After scoring the proposal and the demonstration phase, it became evident that Ventek was not in the competitive range. IniT and Scheidt & Bachmann were issued requests for Best and Final Offers.

Second Round - BAFO Pricing

	2 nd Round Score	Price	Final Score Post BAFO
IniT	97	\$2,482,679	431
Scheidt & Bachmann	88.8	\$3,129,315	361.8

Pricing

Based on the final Best and Final Offer (BAFO) prices received, IniT—was the lowest cost option available. In fact, it was more than \$600,000 less than the other Best and Final Offer. Furthermore, IniT was the most capable system based on scores of the evaluation team. Pricing includes a five-year warranty on all equipment. Based on the scores, pricing and references, staff believes IniT is the most qualified vendor for the project and the best overall value for the organization

FUNDING SOURCE

Funding for this fare collecting equipment has been included within the existing Laker Line grant at an allocated not-to-exceed amount of \$3,368,433. No local funds are required.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2018

Moved and supported to adopt the following resolution:

Approval to purchase ticket vending machines and fare validators.

BE IT RESOLVED that the CEO is hereby authorized to execute an agreement with IniT for the purchase and installation of ticket vending machines and fare validators for 26 Laker Line platforms at a cost of \$2,482,679, plus a contingency of up to 10% (\$248,267) to cover unforeseen circumstances, in accordance with the information presented to the Board on September 26, 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: September 21, 2018
To: ITP Board
From: Meegan Joyce – Special Services Manager
Subject: CONTRACT FOR SENIOR MILLAGE FUNDS

ACTION REQUESTED

Authorization is requested from the ITP Board to complete the continuation of funding process and enter into a contract with the Area Agency on Aging of Western Michigan for Senior Millage funds in the amount of \$274,396 to fund transportation, a RideLink Coordinator position and a part-time call taker position.

BACKGROUND

The Rapid, in conjunction with the Kent County Health Department, United Way of West Michigan and the Area Agency on Aging, began, with Board approval, a pilot project designed to enhance transportation options for older adults in Kent County and to simplify the process they have to go through to be able to get a ride. This coordinated service pilot was first studied by the Essential Needs Task Force (ENTF) and the results showed that greater efficiencies and better service for older adults would be an outcome of a single call center and coordinated trips. The program was named RideLink and this pilot began accepting calls on December 29, 2006 and the first trip took place on January 2, 2007.

For the past 12 years, the program has been successful in providing rides for older adults (60 and older) in Kent County. In 2017, RideLink provided 60,469 trips. Since 2011, six agencies have provided trips: The Rapid, Hope Network of West Michigan, Senior Neighbors, and United Methodist Community House, Kent County Community Action Agency (KCCAA) (formerly Area Community Services Employment and Training Council, and Hope Network Volunteer driver program (formerly American Red Cross.)

From January 1, 2018 through July 2018, RideLink has provided 34,268 trips. Due to this service, many seniors are able to remain independent due to the availability of accessible, easy-to-use transportation.

Staff is requesting \$274,396 of Kent County Senior Millage funds for 2019. The funding request includes \$215,250 for providing up to 12,500 trips and \$59,156 for the full time RideLink coordinator and a dedicated part time call taker to help handle the over 51,000 phone calls received by RideLink annually.

The funding request is for the full cost of each trip less the 32.03% state operating assistance. These additional trips will provide greater capacity for RideLink and will be fully funded through this contract and state operating assistance. The staff positions' hourly rates will be fully funded by this contract.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2018

Moved and supported to adopt the following resolution:

Approval to submit a continuation of funding request and execute a contract for Senior Millage funds.

BE IT RESOLVED that the CEO is hereby authorized to submit a continuation of funding request and execute a contract with the Area Agency on Aging of Western Michigan for Senior Millage funds in an amount not to exceed \$274,396 to provide funding for RideLink trips, the RideLink coordinator and a part-time RideLink call taker on behalf of the ITP Board, in accordance with the information presented to the Board on September 26, 2018.

The execution of the contract certifies that the ITP Board authorizes the use of senior millage funds as stated and agrees to local, state and federal laws/regulations and agrees to cooperate with the aging network.

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: September 18, 2018
To: ITP Board
From: Linda Medina, Interim Finance Manager
Subject: MONTHLY FINANCIAL STATEMENTS

ACTION REQUESTED

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

**Interurban Transit Partnership
Combined Operating Statement
Month Ended 08/31/18**

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 92%
Revenue & Operating Assistance						
Passenger Fares						
1. Passenger Fares - Linehaul	6,181,859	6,181,859	584,351	5,260,132	921,727	85%
2. Passenger Fares - Paratransit	867,763	867,763	126,720	781,582	86,181	90%
3. Passenger Fares - Other	24,402	24,402	2,065	22,191	2,211	91%
4. Total Passenger Fares	7,074,024	7,074,024	713,136	6,063,905	1,010,119	86%
Sale Of Transportation Services						
5. CMH Contribution	1,161,000	1,161,000	64,739	781,516	379,484	67%
6. Dash Contract	1,369,443	1,369,443	136,106	1,313,515	55,928	96%
7. Grand Valley State University	2,470,886	2,470,886	136,277	2,260,209	210,677	91%
8. Employment Transportation (Van Pool)	150,700	150,700	11,070	110,927	39,773	74%
9. Township Services	559,814	559,814	46,789	513,302	46,512	92%
10. Other	699,762	699,762	33,440	512,621	187,141	73%
11. Total Sale Of Transportation Services	6,411,605	6,411,605	428,421	5,492,090	919,515	86%
Other Revenue & Support						
12. State Operating	14,391,236	14,391,236	1,136,328	13,148,719	1,242,517	91%
13. Property Taxes	15,523,888	15,523,888	1,336,381	14,700,199	823,689	95%
14. Advertising	150,000	150,000	0	131,360	18,640	88%
15. Interest & Miscellaneous	351,735	351,735	31,036	301,496	50,239	86%
16. Total Other Revenue & Support	30,416,859	30,416,859	2,503,745	28,281,774	2,135,085	93%
17. TOTAL REVENUE & OPERATING ASSISTANCE	43,902,488	43,902,488	3,645,302	39,837,769	4,064,719	93%
Expenditures Route Service & Demand Response						
Labor						
18. Administrative Salaries	3,815,678	3,817,478	316,138	3,534,883	282,595	93%
19. Driver Wages	11,870,322	11,870,322	855,069	10,742,374	1,127,948	90%
20. Maintenance Wages	1,814,044	1,814,044	132,679	1,438,026	376,018	79%
21. Total Labor	17,500,044	17,501,844	1,303,886	15,715,283	1,786,561	90%
Fringe Benefits						
22. FICA/Medicare Tax	1,445,508	1,445,508	104,209	1,272,453	173,055	88%
23. Pension	1,597,834	1,597,834	200,608	1,305,343	292,491	82%
24. Group Medical	4,035,886	4,035,886	309,521	3,861,770	174,116	96%
25. Unemployment Taxes	70,000	70,000	0	48,618	21,382	69%
26. Worker's Compensation	500,000	500,000	26,744	331,040	168,960	66%
27. Sick Leave	159,901	159,901	15,465	161,387	1,486-	101%
28. Holiday	398,711	398,711	87	325,881	72,830	82%
29. Vacation	1,110,911	1,110,911	94,265	1,037,126	73,785	93%

**Interurban Transit Partnership
Combined Operating Statement
Month Ended 08/31/18**

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 92%
30. Bereavement	25,000	25,000	1,393	16,701	8,299	67%
31. Uniforms	112,218	115,268	8,078	91,913	23,355	80%
32. Personal Days	322,384	322,384	96,622	295,186	27,198	92%
33. Fringe Benefits Distributed to Grants	10,000-	10,000-	1,885-	12,555-	2,555	126%
34. Total Fringe Benefits	9,768,353	9,771,403	855,107	8,734,863	1,036,540	89%
<u>Services</u>						
35. Audit, Legal, and Consultant	575,804	572,604	32,536	354,557	218,047	62%
36. Contract Service: Janitor & Bus Cleaning	1,372,218	1,383,665	145,069	1,128,382	255,283	82%
37. Contract Service: Other	1,017,175	1,050,601	97,645	808,775	241,826	77%
38. Total Services	2,965,197	3,006,870	275,250	2,291,714	715,156	76%
<u>Materials & Supplies</u>						
39. Fuel & Lubricants	2,500,153	2,640,153	207,735	2,606,479	33,674	99%
40. Tires & Tubes	46,017	49,417	208	25,292	24,125	51%
41. Office Supplies	59,426	53,086	3,484	39,318	13,768	74%
42. Printing	44,485	44,614	1,540	196,209	151,595-	440%
43. Repair Parts	1,572,819	1,581,226	119,903	1,128,743	452,483	71%
44. Other Supplies	113,556	105,356	8,769	63,017	42,339	60%
45. Total Materials & Supplies	4,336,456	4,473,852	341,639	4,059,058	414,794	91%
<u>Utilities</u>						
46. Electronic Communications	96,113	80,613	5,473	65,721	14,892	82%
47. Gas Heat	212,000	202,000	2,671	169,985	32,015	84%
48. Electric	461,500	526,500	43,324	497,485	29,015	94%
49. Other	102,000	102,383	10,804	80,035	22,348	78%
50. Total Utilities	871,613	911,496	62,272	813,226	98,270	89%
<u>Casualty & Liability</u>						
51. PL & PD Insurance	1,019,600	1,019,600	3,000-	899,638	119,962	88%
52. Building & Other Insurance	288,138	288,138	3,924-	248,914	39,224	86%
53. Total Casualty & Liability	1,307,738	1,307,738	6,924-	1,148,552	159,186	88%

**Interurban Transit Partnership
Combined Operating Statement
Month Ended 08/31/18**

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 92%
Other						
54. Dues & Subscriptions	75,509	75,588	251	65,857	9,731	87%
55. Professional Development	119,289	95,863	7,737	50,242	45,621	52%
56. Marketing & Promotion	225,000	226,200	38,034	216,758	9,442	96%
57. Community Outreach	300,000	300,000	15,876	256,224	43,776	85%
58. Office Equipment	22,000	22,000	2,900	13,507	8,493	61%
59. Shop Tools	44,032	45,657	6,713	35,236	10,421	77%
60. Miscellaneous	92,480	95,480	2,431	62,453	33,027	65%
61. Total Other	878,310	860,788	73,942	700,277	160,511	81%
62. Purchased Transportation	5,622,432	5,622,432	531,130	5,012,694	609,738	89%
63. Purchase Transp. - CMH	1,695,000	1,414,582	96,195	1,152,246	262,336	81%
64. Purchase Transp. - Other	278,792	352,930	35,507	309,138	43,792	88%
65. Purchase Transp. - Suburban Paratransit	178,553	178,553	14,021	125,238	53,315	70%
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	3,582,025	40,062,289	3,840,199	91%
69. Net Surplus	0	0	63,277	224,520-	224,520	100%
	43,902,488	43,902,488	3,645,302	39,837,769	4,064,719	91%

Interurban Transit Partnership
 Grant Revenues & Expenditures
 Month Ended 08/31/18

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target	92%
<u>Grant Revenue</u>							
1. Federal Grant Assistance	32,978,174	32,978,174	1,230,512	6,568,293	26,409,881	20%	
2. State Grant Assistance	8,244,543	8,244,543	307,628	1,642,073	6,602,470	20%	
3. Transfer In - Operating Budget	0	0	0	0	0	100%	
4. Use of Restricted Net Assets	0	0	0	0	0	100%	
5. Other Local	0	0	0	0	0	100%	
6. Total Grant Revenue	41,222,717	41,222,717	1,538,140	8,210,366	33,012,351	20%	
<u>Labor</u>							
7. Administrative Salaries	45,000	45,000	2,909	21,888	23,112	49%	
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	1,885	12,556	9,944	56%	
11. Total Labor	67,500	67,500	4,794	34,444	33,056	51%	
<u>Material & Supplies</u>							
12. Tires & Tubes	350,000	350,000	1,682	225,842	124,158	65%	
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	1,682	225,842	124,158	65%	
<u>Purchased Transportation</u>							
16. Purchased Transportation	900,000	900,000	1,754-	673,246	226,754	75%	
17. Specialized Services	463,289	463,289	0	225,993	237,296	49%	
18. Total Purchased Transportation	1,363,289	1,363,289	1,754-	899,239	464,050	66%	
<u>Other Expenses</u>							
19. Dues & Subscriptions	4,500	4,500	0	575	3,925	13%	
20. Professional Development	25,000	25,000	856	9,346	15,654	37%	
21. Miscellaneous	10,000	10,000	0	0	10,000	0%	
22. Total Other Expenses	39,500	39,500	856	9,921	29,579	25%	
<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	1,111,735	13,000,145	8%	
28. Facilities	15,287,022	15,287,022	816,280	1,929,073	13,357,949	13%	
29. Equipment	2,044,526	2,044,526	3,717	87,613	1,956,913	4%	
30. Other	6,000,000	6,000,000	694,263	3,735,835	2,264,165	62%	
31. Total Capital	37,443,428	37,443,428	1,514,260	6,864,256	30,579,172	18%	
32. Planning Services	459,000	459,000	18,302	176,664	282,336	38%	
33. Capitalized Operating	1,500,000	1,500,000	0	0	1,500,000	0%	
34. Total Expenditures	41,222,717	41,222,717	1,538,140	8,210,366	33,012,351	20%	

PROFESSIONAL DEVELOPMENT REPORT
ALL EMPLOYEES
AUGUST 2018

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$492.38	MPTA Annual meeting	A. Johnson, D. Reed, and R. Crothers	Thompsonville, MI
\$1,295.80	MPTA Annual meeting	P. Varga	Thompsonville, MI
\$1,869.78	APTA Sustainability & Multimodal Workshop	P. Varga	Vancouver, Canada
\$1,187.52	APTA Annual Meeting	D. Reed	Nashville, TN
\$937.20	Schedule Masters User Group	J. Bunn	Erie, PA
\$175.00	Fall 2018 Career & Internship Fair	N. Groendal	Big Rapids, MI
\$32.54	Association of Travel Instructors	C. Denny	San Diego, CA
\$600.22	APTA Marketing workshop	B. Schlacter	Chicago, IL
\$822.57	ACT Conference	W. Ehresman	Anaheim, CA
<hr/>			
\$7,413.01			

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

Interurban Transit Partnership
Personnel Authorization

<u>Positions</u>	<u>Authorized</u>	<u>Actual</u>
Senior Managers	16	14
Supervisors & Admins.		
Administration	3	3
Operations	16	17
Professionals		
Administration	4	4
External Relations	2	2
Operations	5	5
Planning & Grants	3	3
Special Services	1	1
Call Takers/Schedulers		
Special Services - Full Time	6	7
Special Services - Part Time	3	3
Administrative Support		
Administration - Full Time	3	3
Administration - Part Time	2	1
Customer Service/Marketing	1	1
External Relations	3	3
Operations	3	3
Operations - Full Time	1	1
Security	4	4
Special Services	2	1
Total Admin. Personnel	<u>78</u>	<u>76</u>
Mechanics - Facilities	7	8
Mechanics - Fleet	30	26
Bus Operators - Full time	261	252
Bus Operators - Part Time	39	42
Total Union Personnel:	<u>337</u>	<u>328</u>
TOTAL PERSONNEL	<u>415</u>	<u>404</u>

Date: September 12, 2018
To: ITP Board
From: Kevin Wisselink / Planning Department
Subject: JULY 2018 RIDERSHIP AND PRODUCTIVITY REPORT

BACKGROUND

Ridership increased in July 2018, helped by one extra weekday and 3 Clean Air Actions days when compared to July 2017. When factoring out Clean Air Action days and the extra weekday, ridership did decrease by 2.3% overall.

RIDERSHIP SUMMARY

July 2018 compared to July 2017

Total Ridership by Category:

- Routes 1 – 44 ridership (527,146) increased **2.1%** (10,807)
- Contracted/Specialized Service ridership (44,372) increased **23.7%** (8,515)
- Demand-Response ridership (26,937) increased **3.1%** (812)
- **Total Ridership (598,455) increased 3.5% (20,134)**

Daily Averages:

- Average Weekday total ridership (23,841) increased **2.0%** (461)
- Average Weekday evening ridership (3,951) decreased **0.4%** (-17)
- Average Saturday ridership (10,802) decreased **9.0%** (-1,069)
- Average Sunday ridership (5,532) increased **9.5%** (481)

Fiscal Year 2018 compared to Fiscal Year 2017

Total Ridership by Category:

- Routes 1 – 44 ridership (6,069,345) decreased **5.1%** (-329,077)
- Contracted/Specialized Service ridership (2,260,737) decreased **7.5%** (-182,016)
- Demand-Response ridership (293,989) decreased **0.9%** (-2,710)
- **Total Ridership (8,624,071) decreased 5.6 (-513,803)**

Daily Averages:

- Average Weekday total ridership (35,612) decreased **5.3%** (-1,727)
- Average Weekday evening ridership (4,717) decreased **8.8%** (-452)
- Average Saturday ridership (12,245) decreased **8.5%** (-1,137)
- Average Sunday ridership (5,766) decreased **2.2%** (-131)

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

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

- Average passengers per hour (17.9) decreased 0.1% (-0.0 points)
- Average passengers per mile (1.45) decreased 0.1% (-0.0 points)
- Average farebox recovery percent (23.1%) increased 4.0% (0.4 points)
- Average daily passengers (17,188) decreased 0.1% (-0.0 points)
- **Monthly system performance (70.7 points) increased 0.5% (0.4 points)**
- **FY 2018 system performance (80.9 points) decreased 4.9% (-4.2 points) compared to FY 2017**

Monthly Summary	Fixed-Route	Point	FY 18	FY 17	FY 18	FY 17	% Change
			Avg	Avg	Points	Points	
Avg Passengers per Hour per Route:			17.9	18.0	9.0	9.0	-0.1%
Avg Passengers per Mile per Route:			1.45	1.45	11.1	11.1	-0.1%
Avg Fare-box Recovery % per Route:			23.1%	22.2%	11.6	11.1	4.0%
Avg Daily Fixed-Route Passengers:			17,188	17,207	39.1	39.1	-0.1%
June Total:					70.7	70.4	0.5%
Year Average:					80.9	85.0	-4.9%

- 18 of 23 (78.3 %) fixed-routes performed within the average range (within one standard deviation of the system mean)
- **The Silver Line and Route 2 - Kalamazoo performed above standard (greater than 66.7% above the system mean)**
- 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)**

July 2018 Fixed Route Ridership Change: **-3.6%**

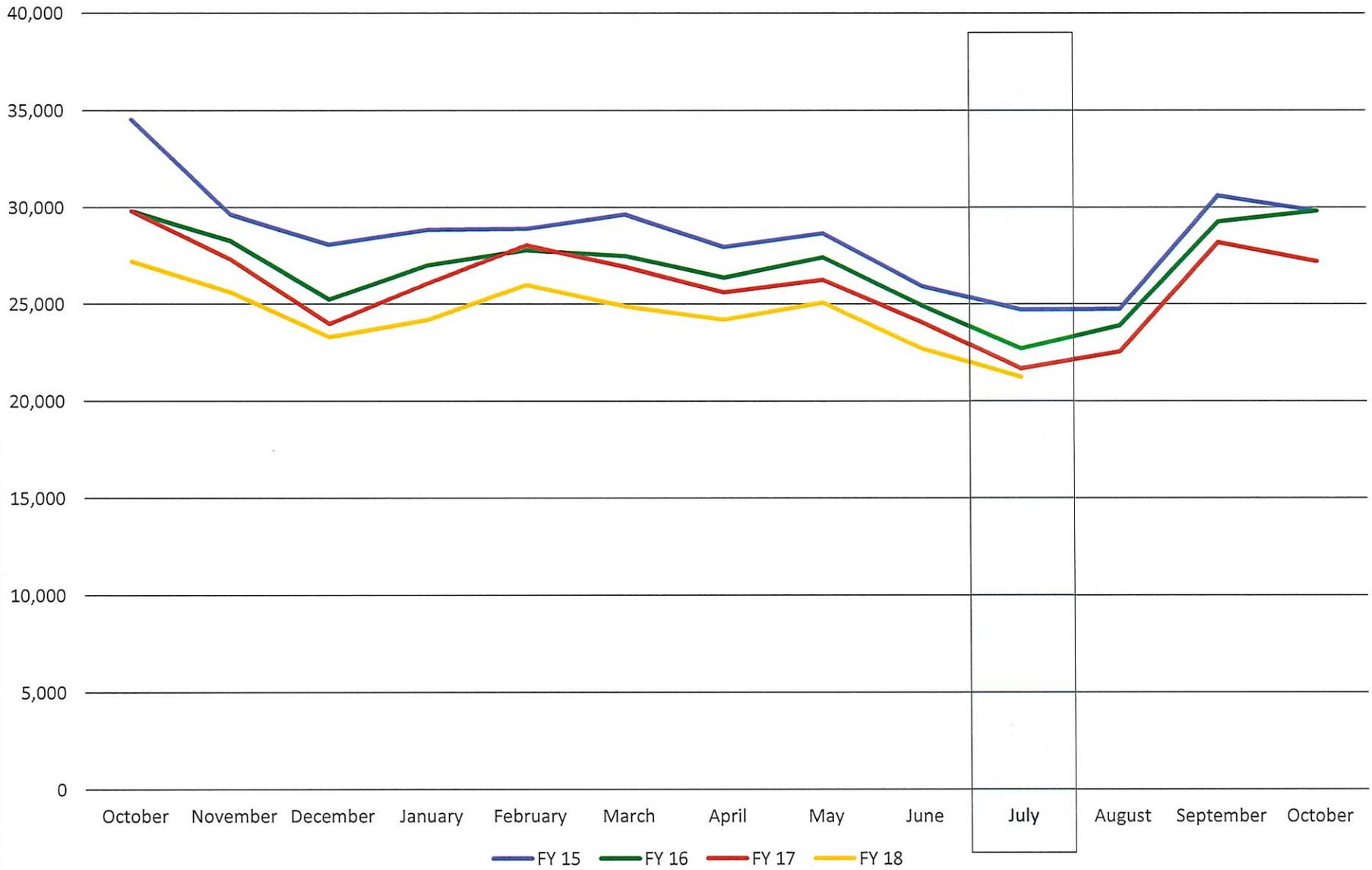
July 2018 Total Ridership Change: **-2.3%**

Change in service days from July 2018 to July 2017

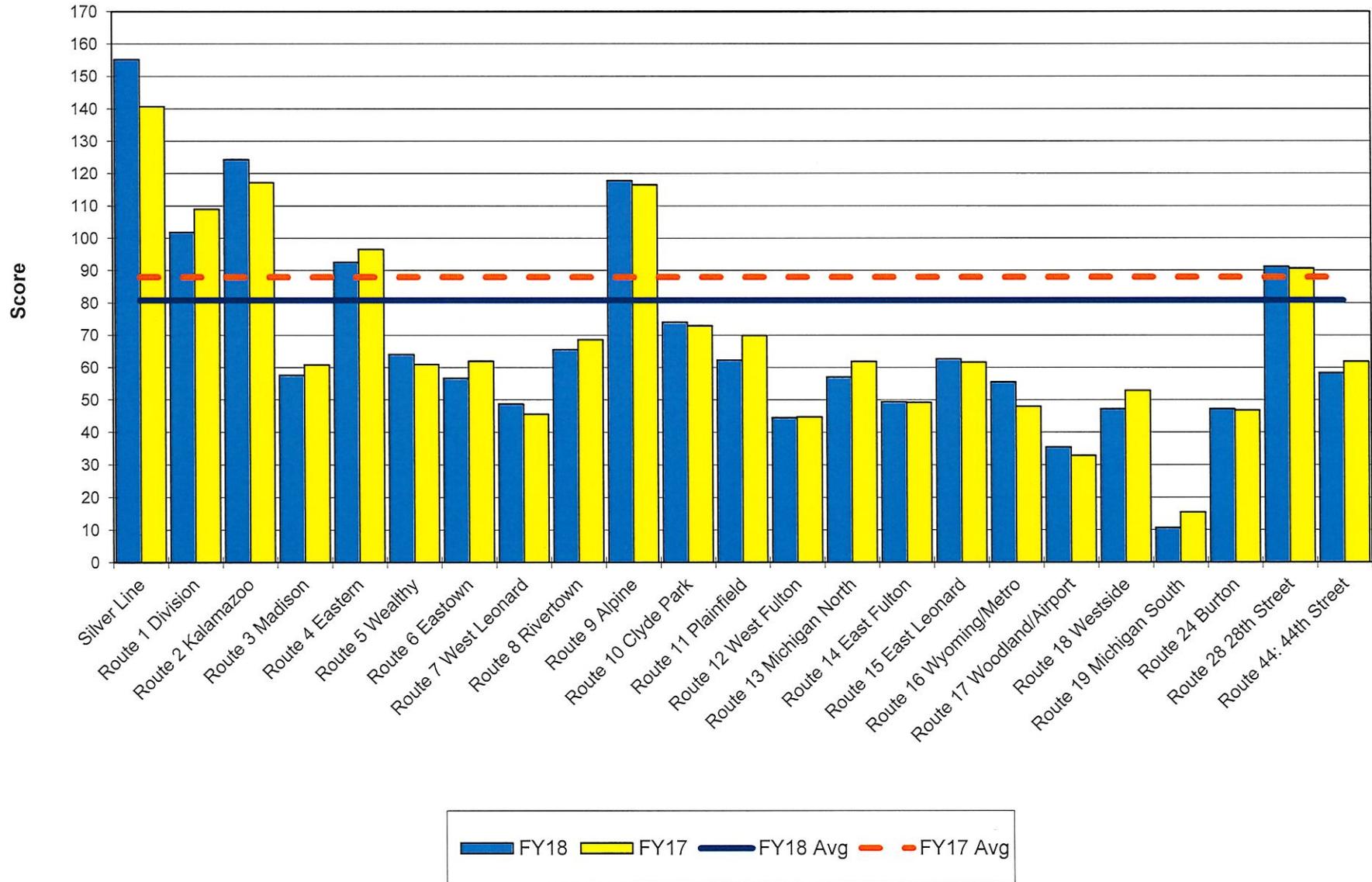
	FY 2018	FY 2017	Change
Total Service Weekdays	21	20	+1
Total Service Saturdays	4	5	-1
Total Service Sundays	5	5	0

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

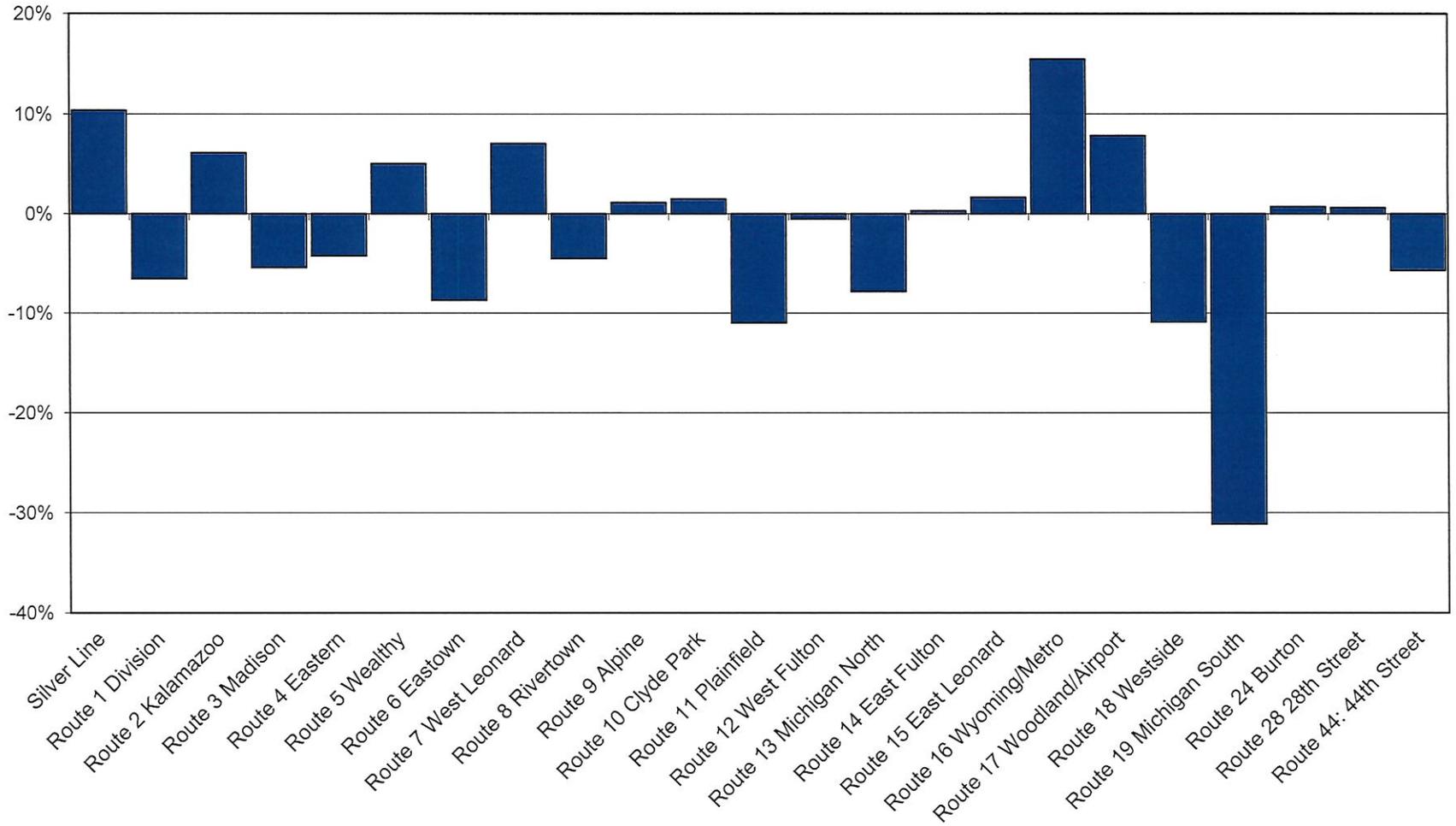
Monthly Weekday Average Ridership History



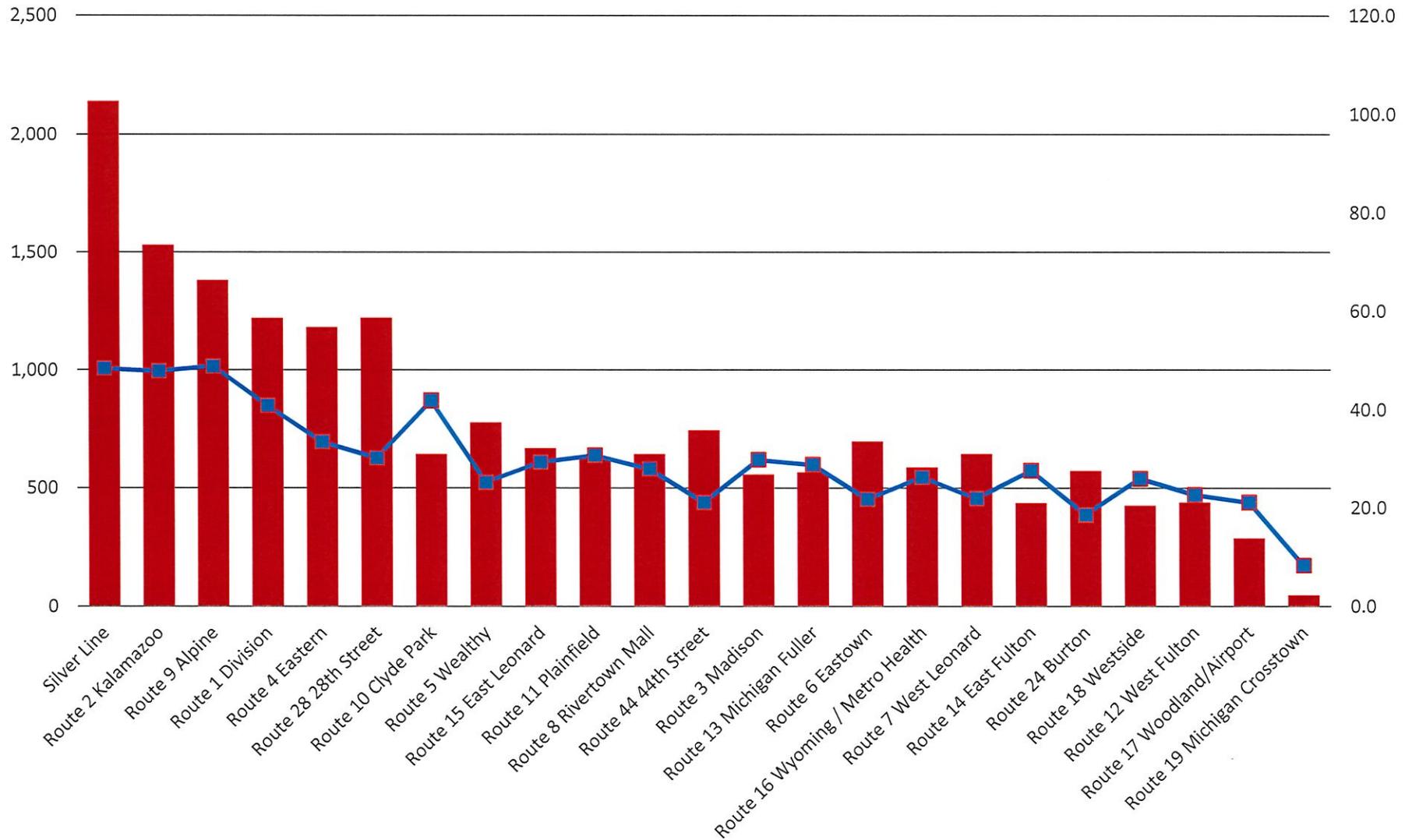
Fixed-Route Scoring Summary: July 2018 Compared to July 2017



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



Fixed Route Efficiency Score and Ridership Levels - July 2018



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

■ Effectiveness Score ■ Efficiency Score

July 2018 Ridership Report
Ridership by Fare Category

	July 2018	July 2017	Actual Change	% Change
Regular Route Summary				
\$1.75 Cash Fare	67,102	72,390	-5,288	-7.3%
\$1.75 Adult One-Ride Ticket	7,152	7,601	-449	-5.9%
\$1.35 Adult Ticket	28,073	31,762	-3,689	-11.6%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	27,162	31,644	-4,482	-14.2%
\$0.85 Senior / Disabled Ticket and Cash	21,241	22,912	-1,671	-7.3%
\$47 Regular and \$30 Reduced 31-Day Month Pass	97,778	113,973	-16,195	-14.2%
\$3.50 One-Day Pass	26,473	28,912	-2,439	-8.4%
\$16.00 Seven-Day Pass	11,430	14,324	-2,894	-20.2%
Spectrum Health Employee Pass	3,829	3,933	-104	-2.6%
Free ADA	12,930	13,102	-172	-1.3%
GVSU Students on Routes 1-44	8,502	8,848	-346	-3.9%
Miscellaneous Fare	81,170	28,983	52,187	180.1%
Transfers	70,168	79,885	-9,717	-12.2%
Silver Line	64,136	58,070	6,066	10.4%
Total Regular Route Ridership	527,146	516,339	10,807	2.1%

Contracted/Specialized Services Summary

DASH	28,173	23,526	4,647	19.8%
GRCC Shuttle	0	0	0	n/a
GVSU Campus Connector	13,009	9,396	3,613	38.5%
GVSU Off-Campus Shuttle	0	0	0	n/a
GVSU South Campus Express	0	0	0	n/a
FSU	0	0	0	n/a
Vanpools	3,190	2,935	255	8.7%
Total Contracted Ridership	44,372	35,857	8,515	23.7%

Demand Response Summary

GO!Bus (does not include PASS)	26,513	25,702	811	3.2%
PASS North Ridership (Including Transfers)	194	205	-11	-5.4%
PASS SE Ridership (Including Transfers)	153	154	-1	-0.6%
PASS SW Ridership (Including Transfers)	77	64	13	20.3%
Total Demand Response Ridership	26,937	26,125	812	3.1%

	2018	2017	Change	YTD Change
Total Service Weekdays	21	20	1	-1
Total Service Saturdays	4	5	-1	-1
Total Service Sundays	5	5	0	2
Total Holidays	1	1	0	0
Total Service Days	30	30	0	0
Total Days	31	31	0	0

Total Weekday Fixed-Route Ridership	417,677	388,215	29,462	7.6%
Total Weekday Evening Fixed-Route Ridership	82,974	79,371	3,603	4.5%
Total Weekday and Weekday Evening Fixed-Route Ridership	500,651	467,586	33,065	7.1%
Total Saturday Fixed-Route Ridership	43,208	59,354	-16,146	-27.2%
Total Sunday Fixed-Route Ridership	27,659	25,256	2,403	9.5%
Avg Weekday Daytime Fixed-Route Ridership	19,889	19,411	479	2.5%
Avg Weekday Evening Fixed-Route Ridership	3,951	3,969	-17	-0.4%
Avg Weekday and Weekday Evening Fixed-Route Ridership	23,841	23,379	461	2.0%
Avg Saturday Fixed-Route Ridership	10,802	11,871	-1,069	-9.0%
Avg Sunday Fixed-Route Ridership	5,532	5,051	481	9.5%

	2018	2017	Change	% Change
Fixed-Route Ridership Month to Date	527,146	516,339	10,807	2.1%
Contracted/Specialized Service Ridership Month to Date	44,372	35,857	8,515	23.7%
Demand Response Ridership Month to Date	26,937	26,125	812	3.1%
Total Monthly Ridership	598,455	578,321	20,134	3.5%
	2018	2017	Change	% Change
Fixed-Route Ridership Year to Date	6,069,345	6,398,422	-329,077	-5.1%
Contracted/Specialized Service Ridership Year to Date	2,260,737	2,442,753	-182,016	-7.5%
Demand Response Ridership Year to Date	293,989	296,699	-2,710	-0.9%
Total Ridership Year to Date	8,624,071	9,137,874	-513,803	-5.6%
Projected Annual Ridership	10,355,757	10,972,730	-616,973	-5.6%

July 2018 Productivity Report

Fixed-Route Services	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean	Current Rank	FY 2017 Rank	Change	Total Passengers	Peak Frequency
Silver Line	28.1	2.09	36.5%	48.3	2,138	106.9	155.2	119.5%	1	1	0	64,136	10
Route 2 Kalamazoo	25.8	2.49	31.5%	47.8	1,531	76.5	124.3	75.8%	2	2	0	45,920	15
Route 9 Alpine	24.4	2.55	34.0%	48.8	1,380	69.0	117.8	66.5%	3	3	0	41,406	15
Route 1 Division	22.8	1.80	31.1%	40.8	1,220	61.0	101.8	44.0%	4	4	0	36,606	15
Route 4 Eastern	18.0	1.51	25.7%	33.4	1,181	59.1	92.5	30.7%	5	5	0	35,435	15
Route 28 28th Street	17.2	1.20	24.5%	30.1	1,221	61.0	91.1	28.9%	6	6	0	36,618	15
Route 10 Clyde Park	24.4	1.75	32.4%	41.8	643	32.2	74.0	4.6%	7	11	4	19,299	30
Route 5 Wealthy	13.7	1.17	18.5%	25.1	778	38.9	64.0	-9.5%	8	12	4	19,444	15
Route 15 East Leonard	15.5	1.47	20.4%	29.2	668	33.4	62.6	-11.4%	9	9	0	20,051	15
Route 11 Plainfield	16.6	1.39	23.3%	30.7	632	31.6	62.2	-12.0%	10	8	-2	18,953	15
Route 8 Rivertown Mall	16.4	1.15	21.7%	27.9	643	32.2	60.0	-15.1%	11	13	2	19,299	30
Route 44 44th Street	11.6	0.86	17.4%	21.1	746	37.3	58.3	-17.5%	12	17	5	18,640	30
Route 3 Madison	18.8	1.11	23.7%	29.7	556	27.8	57.5	-18.7%	13	14	1	13,896	30
Route 13 Michigan Fuller	16.0	1.40	19.8%	28.7	566	28.3	57.0	-19.4%	14	15	1	14,151	15
Route 6 Eastown	11.8	1.12	14.4%	21.7	698	34.9	56.6	-19.9%	15	10	-5	20,936	15
Route 16 Wyoming / Metro Health	15.3	1.13	19.6%	26.2	586	29.3	55.5	-21.6%	16	21	5	17,589	30
Route 7 West Leonard	13.2	0.86	17.3%	21.9	645	32.2	54.1	-23.5%	17	16	-1	16,119	15
Route 14 East Fulton	14.7	1.39	18.9%	27.5	437	21.9	49.4	-30.2%	18	18	0	10,926	30
Route 24 Burton	10.0	0.77	15.3%	18.6	572	28.6	47.2	-33.3%	19	19	0	14,291	30
Route 18 Westside	14.3	1.31	17.4%	25.9	425	21.3	47.2	-33.3%	20	7	-13	10,632	30
Route 12 West Fulton	12.6	1.17	14.6%	22.6	439	21.9	44.5	-37.0%	21	20	-1	10,970	30
Route 17 Woodland/Airport	12.9	0.91	15.2%	21.1	287	14.4	35.4	-49.9%	22	22	0	6,036	30
Route 19 Michigan Crosstown	4.5	6.38	5.2%	8.3	47	2.4	10.6	-85.0%	23	23	0	857	30
System Summary	17.9	1.45	23.1%		781		70.7	n/a				512,340	

	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean
System Average (mean)	17.9	1.45	23.1%	31.7	781	39.1	70.7	n/a
Standard deviation	5.1	0.50	6.8%	9.8	366	18.3	32.1	n/a
Routes above standard (equal or greater than 66.7% of mean)	29.9	2.41	38.6%	52.8	1,302	65.1	117.9	66.7%
Routes above one standard deviation of mean	29.8	2.40	38.5%	52.6	1,301	65.1	117.8	66.6%
Above average routes within one standard deviation of mean	23.0	1.95	30.0%	41.5	1,147	57.4	102.8	45.3%
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	12.9	0.94	16.3%	21.8	415	20.8	38.7	-45.3%
Routes below one standard deviation of mean	6.1	0.49	7.8%	10.7	261	13.1	23.7	-66.6%
Routes below standard (equal or less than 66.7% of mean)	6.0	0.48	7.7%	10.5	260	13.0	23.6	-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	9.7	0.54	n/a	14.0	619	31.0	45.0	n/a	n/a	n/a	n/a	13,009	7
GVSU South Campus Express	#DIV/0!	#DIV/0!	n/a	#DIV/0!	0	0.0	#DIV/0!	n/a	n/a	n/a	n/a	0	10
GVSU Off-Campus	#DIV/0!	#DIV/0!	n/a	#DIV/0!	0	0.0	#DIV/0!	n/a	n/a	n/a	n/a	0	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	#DIV/0!	#DIV/0!	n/a	#DIV/0!	0	0.0	#DIV/0!	n/a	n/a	n/a	n/a	0	10
DASH South	n/a	n/a	n/a	n/a	0	0.0	n/a	n/a	n/a	n/a	n/a	0	5
DASH West	18.2	2.45	n/a	42.6	1,074	53.7	96.3	n/a	n/a	n/a	n/a	22,549	5
DASH North	5.8	0.75	n/a	13.2	268	13.4	26.6	n/a	n/a	n/a	n/a	5,624	20
FSU	#DIV/0!	#DIV/0!	n/a	#DIV/0!	0	0.0	#DIV/0!	n/a	n/a	n/a	n/a	0	120
	11.60	1.01	n/a									41,182	

Total System Summary	17.45	1.42	23.32%
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Farebox includes GRPS services

- 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: September 12, 2018
TO: ITP Board
FROM: Meegan Joyce
SUBJECT: JULY 2018 PARATRANSIT RIDERSHIP REPORT

Total monthly paratransit ridership for July 2018 (**26,936**) increased **3.1% (811)** from July 2017 (**26,125**.)

ADA ridership (19,540) increased **6.7% (1,222)**, NDS ridership (62) decreased **38.0% (38)** and PASS ridership (424) decreased **0.2% (1)** from July 2017. Network 180 ridership (5,782) decreased **7.0% (433)**.

There were 839 trips in Cascade Township in July compared to 824 trips last July; a 2% increase.

Average weekday ridership for GO!Bus/PASS service increased **4.7% (37)**, average Saturday ridership decreased **10.8% (37)**, and average Sunday ridership increased **8.1% (24)** from July 2017.

On-time pick-up performance for July 2018 was 96.76%

On-time drop-off performance for the month was 96.31% for trips that had appointment times.

Average cost per GO!Bus/PASS trip increased **0.3% (\$0.09)** from July 2017.

JULY 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,427	1,431	(4)	-0.3%
Passenger Trips	19,540	18,318	1,222	6.7%

NDS	2018	2017	Change	% Change
Clients	15	20	(5)	-25.0%
Passenger Trips	62	100	(38)	-38.0%

PASS	2018	2017	Change	% Change
Clients	29	30	(1)	-3.3%
Passenger Trips	424	423	1	0.2%

CONTRACTED	2018	2017	Change	% Change
Clients	2	5	(3)	-60.0%
Passenger Trips	35	54	(19)	-35.2%

includes ACSET and Goodwill Special

RIDELINK	2018	2017	Change	% Change
Clients	348	366	(18)	-4.9%
Passenger Trips	1,093	1,015	78	7.7%
Phone Calls	3,731	3,950	(219)	-5.5%
Total Trips Sched. Thru Rapid Call Center	4,827	4,831	(4)	-0.1%

TOTALS	2018	2017	Change	% Change
Clients	1,821	1,852	(13)	-1.7%
Passenger Trips	21,154	19,910	1,244	6.2%
Average Weekday Ridership	833	796	37	4.7%
Average Saturday Ridership	303	340	(37)	-10.8%
Average Sunday Ridership	322	298	24	8.1%
All Ambulatory Passengers	14,314	13,613	701	5.1%
All Wheelchair Passengers	6,840	6,297	543	5.1%
No - Shows	452	482	(30)	-6.2%
Cancellations	4,649	4,787	(138)	-2.9%

MV	2018	2017	Change	% Change
Average Cost per Trip	\$26.14	\$26.05	\$0.09	0.3%
Riders per Hour	1.9	1.9	(0.0)	-0.5%
Accidents per 100,000 Miles	1	1	0.0	0.0%

Trip Denials	1	1	0.0	0.0%
NTD Travel Time (minutes)	32	31	1.0	3.2%

NETWORK 180	2018	2017	Change	% Change
Passenger Trips	5,782	6,215	(433)	-7.0%
Average Weekday Ridership	275	296	(21)	-7.1%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	26,936	26,125	811	3.1%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2018 Actual Number	2017 Actual Number	2018 % of Trips	% Change
MV Complaints	10	9	0.0%	11.1%

On-Time Performance	2018	2017	2018	% Change
Actual On-Time Performance	96.76%	95.64%	0.0%	1.2%
Actual on-time drop-off for appointments	96.31%	96.28%	0.1%	0.0%

Consumer Advisory Committee Meeting Minutes
September 18, 2018

Attendance

Committee Members Present

David Covey
Kendrick Heinlein
Tim Steinmeier
Kristen Kelling

Rapid Staff

Meegan Joyce
Andrew Johnson
Kevin Wisselink
Laura Madison

Absent

Tom Behler
Mary Kinnane
Toni Moore
Anne Larson

MV

Al Klepadlo
Susan Harig

Meeting was called to order at 3:05 PM

1) Introductions

Introductions were made.

ACTION ITEMS

2) Minutes of August 14, 2018 meetings (attached)

A motion to accept the August 14, 2018 was made by Kristen, seconded by Kendrick. Motion passed.

INFORMATION ITEMS

3) July 2018 Paratransit Ridership & Productivity Reports (attached)

There was a 3.4% increase in overall ridership comparing July 2018 to July 2017. On-time performance was above 96% for both the pickup and drop-off time. Cost per trip increased \$0.09 comparing July 2018 to July 2017.

There were no questions.

4) July 2018 Fixed Route Productivity Reports (attached)

Overall ridership increased 3.5% comparing July 2018 to July 2017. It was said the increase was due in part to 3 additional Clean Air Action days and another weekday.

There were no questions.

5) Meet Andrew Johnson, Rapid CEO

Andrew stated that there is nothing more important to a community than transportation. He thanked this committee for its input, sharing concerns and ideas in order to help The Rapid be the best system possible.

6) New Business

A. Rapid Board Agenda Items

1. Laker Line Vending Machines

The Rapid has awarded the work for new ticket vending machines that will be used on the Laker Line. Kevin said The Rapid would like to engage this committee, once again, in the process of assuring the machines are accessible for everyone in the community.

2. Senior Millage Continuation Funding Request

The request will be presented to AAA in October for continued funding of RideLink service and call center staff through The Rapid. If the award is approved it will be announced by AAA in November and will cover expenses from January 1, 2019-December 31, 2019.

B. WAVE Card Update

The first phase of the WAVE card implementation was implemented on August 14th, 2018. Kevin reported there were no major issues and there was steadily rising numbers of passengers utilizing the new system. He also stated the bar code readers were not working properly and The Rapid was working with the vendor to work out those issues before proceeding with the next phase release. ADA clients will be given new WAVE cards that will also serve as their ID when their eligibility is up for renewal.

C. Communication technology for GO!Bus

GO!Bus implemented a pilot program that alerts passengers their ride is imminent. Kristen and David reported on their experiences testing Ripple. Both said they found it helpful and were pleased it was going to be offered to other passengers in the future.

7) Old Business

D. CCIT

David stated that at the last meeting he attended a concern was brought up about how The Rapid got the statistics it shares with the public. Meegan and Andrew explained that The Rapid is audited every year and that the data used in reporting ADA performance is supplied by automated equipment on the vehicles and satellites.

E. MV

Al said MV is currently down to 96 drivers, with the goal of 106. He reported there are 7 potential drivers participating in classes at this time. The DriveCam system is being utilized regularly for retraining of drivers. MV has approved funding for a separate generator for the propane fueling station. It will be used to restore power to the station in a timely manner vs waiting for a propane fuel truck to arrive when power is out for an extended period of time.

8) Public Comments

There were no comments.

Meeting adjourned at 3:49 PM

Next Board Meeting: September 26, 2018

Next CAC Meeting: November 20, 2018