



### Board Members

<i>Charis Austin</i>	<i>Stephen Kepley, Chair</i>	<i>Rosalynn Bliss</i>	<i>David Bilardello, Vice-Chair</i>	<i>Tracie Coffman</i>	<i>Randy Gelderloos</i>
<i>Steven Gilbert</i>	<i>Rick Baker</i>	<i>Jack Hoffman</i>	<i>Gary Carey</i>	<i>Terry Schweitzer</i>	<i>Amna Seibold</i>
<i>Paul Troost</i>	<i>Andy Guy</i>		<i>Robert Postema</i>		

## RAPID BOARD MEETING

March 27, 2019 - 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> – January 30, 2019 Board Meeting	Stephen Kepley	Approval
3. <b>AGENDA ITEMS</b>		
a) 2019 Public Transportation Millage Levy	Andrew Johnson	Approval
b) CEO Six-Month Review	Stephen Kepley	Approval
c) Board Code of Conduct	Stephen Kepley	Approval
d) Silver Line TOD/Multi-Modal Planning Grant	Nick Monoyios	Approval
e) DBE Policy	Dina Reed	Approval
4. <b>STAFF REPORTS - Questions</b>		
a) February 2019 Financial Report		Information
b) Ridership & Productivity – Dec 2018/Jan 2019		Information
c) Paratransit Ridership – Dec 2018/Jan 2019		Information
d) FY 2019 First Quarter Fixed Route Report Card		Information
e) FY 2019 First Quarter Paratransit Report Card*		Information
f) FY 2019 First Quarter Rideshare Report		Information
5. <b>CEO'S REPORT</b>	Andrew Johnson	Information
6. <b>CHAIR'S REPORT</b>	Stephen Kepley	Information
7. <b>COMMITTEE REPORTS</b>		
a) Future Planning & Technology Committee - Impressions of National Shared Mobility Summit	Terry Schweitzer	Information
b) Present Performance & Service Committee	David Bilardello	Information
8. <b>ADJOURNMENT</b>		

Enclosures: Minutes of 2-20-19 Finance Committee Meeting  
Minutes of 3-4-19 Future Planning & Technology Committee Meeting  
Minutes of 3-5-19 Present Performance & Service Committee Meeting

\*to be provided under separate cover

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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**

**January 30, 2019**

**ATTENDANCE**

Board Members Present: Charis Austin, Rick Baker, David Bilardello, Rosalynn Bliss, Gary Carey, Tracie Coffman, Steven Gilbert, Andy Guy, Jack Hoffman, Stephen Kepley (Chair), Terry Schweitzer, Anna Seibold, Paul Troost

Board Members Absent: Randy Gelderloos, Robert Postema

Staff: Steve Clapp, Robin Crothers, Judy DeVries-Eppinga, Mark Fedorowicz, Peggy Galt, Nancy Groendal, Andrew Johnson (CEO), Deron Kippen, Asher Lockwood (intern), Linda Medina, Nick Monoyios, Lisa Olsen, Brian Pouget, Dina Reed, Brittany Schlachter, Mary Spalding, Emily Swank, Conrad Venema, Mike Wieringa, Kevin Wisselink, Lisa Young

Others: Al Klepadlo (MV Transportation), Bianca Nunn (MV Transportation), Chris Swank (GVSU), Chris Veenstra (Watkins Ross)

Mayor Kepley called the meeting to order at 4:00 p.m. He introduced new Board members Rick Baker representing the City of Grand Rapids and Steven Gilbert representing the City of Walker.

1. PUBLIC COMMENT – no comments
2. ELECTION OF OFFICERS

Mayor Kepley opened the floor for nominations for Chair of the Rapid Board for 2019.

Mayor Carey stated that based on good leadership and positive changes during 2018, he would nominate Mayor Stephen Kepley as Board Chair and David Bilardello as Vice-Chair to serve again for 2019.

A motion was made by Seibold, supported by Bliss, to close the nominations. Motion passed unanimously.

Mayor Stephen Kepley and David Bilardello were unanimously elected as the Chair and Vice-Chair, respectively, for the 2019 calendar year.

3. MINUTES – December 5, 2018

Mayor Kepley asked for corrections to the minutes. None were offered. The minutes of the December 5, 2018 Board meeting were approved as written.

#### 4. AGENDA ITEMS

##### a) FY 2018 Audit Report

Ms. Medina informed the Board that the audit went very well. There were no material findings and the auditors provided an unqualified opinion. She noted that the representative from BDO Seidman was not able to attend the meeting today but he will answer any questions from Board members on the audit at any time. Ms. Medina mentioned that BDO could review the audit and answer questions at the upcoming Finance Committee meeting.

Ms. Medina responded to questions from the Board on the audit. Chris Veenstra from Watkins Ross provided highlights on both pensions. He apologized for not having the pension/actuary reports with him for distribution. Mayor Kepley asked that these reports be provided to the Board at a later date. Mr. Veenstra and staff responded to questions on the pension plans.

A motion was made by Seibold, supported by Austin, to accept the FY 2018 Audit Report. Motion passed unanimously.

##### b) Amended Agreement with GVSU

Mr. Monoyios stated that approval is requested to execute an amended agreement with Grand Valley State University (GVSU) outlining the terms and conditions of Laker Line BRT service provisions. The Rapid has a 10-year agreement with GVSU for service between campus locations that expires in 2023. That agreement was amended to include cost provisions for the Laker Line BRT. Increased costs are expected with the Laker Line and a methodology for costing was developed and agreed to by The Rapid and GVSU. The Rapid will provide the first year of Laker Line service at the hourly rate for fixed route in order to accurately assess the true BRT operating cost per hour. The resulting BRT hourly cost will be applied to GVSU for the second year of operation, less state operating assistance, and revised annually per original contract provisions. All other provisions of the original contract with GVSU remain the same.

Mr. Hoffman asked about the difference between the current cost of GVSU service and the Laker Line BRT. Mr. Monoyios responded that it is approximately a 20% increase for the Laker Line.

Mayor Seibold wanted to know how much a 20% increase was in actual cost. Mr. Swank from GVSU noted that the cost for Route 50 is approximately \$1.7 million.

In response to a question from Mr. Guy, Mr. Monoyios stated that the first year shortfall will be absorbed by The Rapid.

A motion was made by Hoffman, supported by Bliss, to approve the amended GVSU agreement. Motion passed unanimously.

##### c) Laker Line Security & Access Control Services

Mr. Monoyios reported on a proposed change order to The Rapid's existing contract with Knight Watch in the amount of \$736,350. The change order will cover cameras, servers and software and labor to install 222 cameras at stations along the Laker Line route as well as at



the Laker Line light maintenance facility. A 10% contingency is also requested for unforeseen circumstances associated with construction of the Laker Line.

He noted that a competitive process was used back in 2016 when Knight Watch was selected and approved by the Board. The Federal Transit Administration is aware of this sole source procurement.

Mr. Bilardello asked if this will be different than the Silver Line. Mr. Monoyios stated that we learned from the Silver Line that we need more cameras. We are adding more cameras including inside the TVM and the emergency phone. He asked about upgrading the Silver Line and Mr. Monoyios noted that this needs to be discussed.

Ms. Coffman inquired about additional maintenance cost with more technology for the Laker Line. Ms. Reed mentioned that we have budgeted for additional operating cost and additional storage for cameras. We are looking at our retention policy which includes video storage.

In response to a question from Mr. Hoffman, Mr. Monoyios indicated that there is contingency in the Laker Line budget. We are in good standing with the budget.

A motion was made by Seibold, supported by Guy, to approve the agreement with Knight Watch Security for the purchase of security and access control equipment for the Laker Line BRT project at a cost not to exceed \$736,350, plus a 10% contingency for unforeseen circumstances. Motion passed unanimously.

d) Legal Services

Ms. DeVries-Eppinga requested authorization to approve a 5-year contract for legal services with Foster Swift Collins & Smith PC for general corporate legal services and with Clark Hill PLC for labor and employment legal services for the period February 1, 2019 through January 31, 2024.

The Rapid's current legal contracts are split between general corporate and labor and will expire on January 31, 2019. Clark Hill has been our labor and employment legal firm for the past 10 years.

Ms. DeVries-Eppinga reviewed the procurement process. RFP's were sent to seven firms and five proposals were received. Two firms were selected based on the evaluation criteria to meet with the evaluation team for oral presentations and question and answer sessions. Based on the evaluation, Foster, Swift, Collins & Smith and Clark Hill were unanimously recommended for contract award. She noted that the rates proposed for February 1, 2019 are lower than The Rapid's current contract fees for legal services.

This is a requirements contract, with no guarantee of a specific level of legal services by the agreement. Average costs for legal services over the past four years were approximately \$275,000 annually.

Ms. Coffman asked how these seven firms were chosen for RFP's. Ms. DeVries-Eppinga responded that these firms requested to be on our bidders' list for legal services. Ms. Coffman also asked about The Rapid's policies regarding equity/diversity. Ms. DeVries-Eppinga noted that we are revising our policies.



Ms. Coffman asked about incentivizing firms with equity/diversity policies. Mr. Fedorowicz noted that The Rapid cannot incentivize contracts with federal funds. Discussion took place regarding DBE and equity/diversity policies and regulations.

In response to a question from Mayor Bliss, Ms. DeVries-Eppinga stated that The Rapid did not request information from legal firms regarding the demographics of the firm. Mayor Bliss requested that the Board be provided with information on The Rapid's DBE/MBE policies and goals.

Ms. Coffman suggested that the Rapid Board be kept informed of work in the area of equity/diversity.

Mr. Bilardello commented that DBE policies could be addressed by the Present Performance & Service Committee.

Ms. DeVries-Eppinga stated that she would appreciate receiving a copy of the City of Grand Rapids' DBE policies.

Mr. Bilardello questioned why it has been recommended to change from Miller Johnson to Foster Swift. Mr. Johnson responded that the proposal from Foster Swift was more complete and addressed all of the RFP items.

Mayor Seibold noted that there is a large cost savings with Foster Swift.

Mr. Hoffman commented that he felt that Clark Hill did a great job with the last labor negotiations.

A motion was made by Seibold, supported by Hoffman, to approve the 5-year contracts for legal services with Foster Swift Collins & Smith PC and with Clark Hill PLC for the period February 1, 2019 through January 31, 2024. Motion passed unanimously.

e) FY 2019 Fixed Route Report Card Standards

Mr. Venema reported on proposed fixed route report card standards for FY 2019. Standards are reviewed on an annual basis. Changes from FY 2018 standards were recommended in the areas of Productivity (ridership) and Customer Service. The change in the standard for ridership was a red light for anything more than a 5% decrease changed from the FY 2018 standard of 10%. Customer Service (complaints) was changed from 3.50 complaints or higher for a red light to 4.50 complaints or higher. He noted that it is recommended to maintain the standard for on-time performance at 83.0%. It will be re-evaluated following the COA.

Mr. Guy inquired how the standards are chosen. Mr. Venema noted that the standards were developed by staff and approved by the Board. The report cards are a tool for the Board to identify how the service is performing.

Mayor Seibold mentioned that the Board can request other metrics. She asked about what other transit systems measure.

Mr. Venema stated that we do peer analyses, however, we measure against our own performance.

Mayor Kepley asked that the Present Performance & Service Committee review the report card standards and recommend any changes if they feel it is necessary. He commented that the standards may change based on the outcome of the COA. There are uncontrollable impacts on the metrics such as weather, construction, and congestion. Mr. Venema stated that we can filter out data.

In response to a question from Mayor Bliss, Mr. Johnson mentioned that there is a mid-size transit system benchmarking group that The Rapid could get involved in.

Mr. Baker asked if the Board was evaluating the drop in ridership. Mayor Kepley noted that the Board has discussed ridership which is down nationally.

Mr. Johnson commented that we have an issue with on-time performance especially in downtown Grand Rapids and high traffic areas. We need to find new ways to deal with this issue.

Mayor Bliss stated that the COA will determine the problem areas and determine new ways to provide service and increase ridership. This has been a topic of conversation at the Future Planning & Technology Committee meetings.

A motion was made by Guy, supported by Hoffman, to approve the FY 2019 fixed route report card standards. Motion passed unanimously. The Board referred the topic of metrics/report card standards to the Present Performance & Service Committee for discussion and recommendations for the future.

f) FY 2019 Paratransit Report Card Standards

Mr. Pouget reported on the recommended change to the paratransit report card standards for FY 2019. The standard for Customer Service (complaints) was changed from 1.0 to 0.9 complaints per 1,000 passengers.

A motion was made by Hoffman, supported by Austin, to approve the FY 2019 Paratransit Report Card Standards. Motion passed unanimously. The Board asked that paratransit metrics be included on the Present Committee agenda for further review.

g) Consumer Advisory Committee Appointments

Mr. Pouget stated that the Consumer Advisory Committee recommends the reappointment of Kendrick Heinlein and Tim Steinmeier for two-year terms to expire on December 31, 2020. He noted there should be further appointments coming to the Board at the March meeting.

A motion was made by Austin, supported by Baker, to approve the reappointment of Kendrick Heinlein and Tim Steinmeier to the Consumer Advisory Committee for terms ending on December 31, 2020. Motion passed unanimously.

5. STAFF REPORTS

a) December 2018 Financial Report

Mayor Kepley mentioned that we haven't used any preventive maintenance funds at this point. Mayor Carey inquired about the line item for Group Medical which was 42% expended and should be 25%. Ms. Medina noted that this is due to pre-payments.



b) Ridership & Productivity – October/November 2018

No questions.

c) Paratransit Ridership – October/November 2018

No questions.

6. CEO'S REPORT

Mr. Johnson showed the Board the video on The Rapid's Wave program that won a first place award for mid-sized systems at the APTA AdWheel Awards. The video was created by Brittany Schlacter and Michael Bulthuis of The Rapid staff in conjunction with GUD Marketing. The award will be presented at the APTA Marketing conference in February. The grand awards are presented at the APTA Annual Meeting in October.

Mr. Johnson reported that the Wave was just rolled out to Grand Rapids Public Schools. He thanked Marie Tubergen, Rapid project manager, for her hard work on this project. We are still working on retail network which will be implemented soon.

Buses have been running well in spite of the winter weather. On-time performance has been good. We have had only minor incidents. He thanked the Rapid drivers for doing a great job.

It was noted by Mr. Johnson that he met with our delegation in Washington DC recently to discuss the potential impacts of a continued shutdown. The Laker Line project and other capital purchases would be affected. He thanked Dina Reed and the Finance staff for analyzing expenses in regard to a continued government shutdown. The level of impact depends on how long the shutdown goes on.

Mr. Johnson introduced new employees Lisa Young, Communications Manager, Lisa Olsen, Special Services Manager, and Peggy Galt, Buyer in the Purchasing Dept. Current employee Kevin Wisselink recently took a position as the Grants and Capital Projects Manager. Kevin was previously in the Planning Dept.

In response to a question from Mr. Hoffman, Mr. Johnson explained that we do not need to get a loan related to the government shutdown. We would defer and delay capital projects to maintain our cash flow. We don't use federal funds to operate the service.

Mr. Johnson mentioned that our latest purchase of Gillig buses would not be affected by the shutdown. The contract includes a statement that we will pay when we have the federal funds if that becomes necessary. We have now drawn down those funds.

7. CHAIR'S REPORT

Mayor Kepley stated that the Board did a lot of work in 2018 including Board governance structure, a new CEO, a wage study. We want to make sure what we do is relevant and has purpose and meaning. The number of meetings for Board members has gone down over the past year and they were encouraged to attend their committee meetings. If something needs to be changed then let's change it. He was looking forward to the outcome of the COA including recommendations to meet the needs inside and outside the six cities. He encouraged Board members to ride the buses to become more familiar with the service The Rapid provides.



8. COMMITTEE REPORTS

- a) Future Planning & Technology Committee - Mr. Schweitzer stated that at their January 7, 2019 meeting, the committee discussed the COA and identified more detail that was needed in the scope. A draft COA scope will be addressed at their March meeting.
- b) Present Performance & Service Committee - Mr. Bilardello informed the Board that at their January 8, 2019 meeting, the committee discussed on-time performance and the COA scope. They will also discuss the report card standards and ridership at their March meeting.

BOARD MEMBER COMMENTS

Mr. Troost inquired about the possibility of free rides on the subzero windchill days.

Mayor Seibold mentioned a recent story that she heard about a large semi truck drove straight over a traffic circle not knowing because there was so much snow. The truck got stuck in the middle of the traffic circle blocking traffic in all directions. A Rapid bus had to back up hill to get around the truck to be able to turn onto a street where it could continue its route. Mayor Seibold noted that it has been rough out on the roads and thanked that driver in particular for getting the job done.

Ms. Austin commented that the system to notify paratransit riders when their ride is coming does not always work. It still has some bugs that need to be fixed.

Mr. Schweitzer informed the Board that the Future Planning & Technology Committee has two citizen members – Ryan Anderson and Dave Bulkowski. He noted this provides a good perspective for The Rapid. The citizen members do not vote on any issues.

Mayor Bliss welcomed Rick Baker to the Rapid Board. She stated that the Kids Food Basket is looking for places to set up distribution sites on Thursday and Friday this week due to school closings. Many children get their meals at school. She asked about using Rapid Central Station as a distribution site. Mr. Johnson stated that The Rapid would be happy to act as a site for Kids Food Basket on Thursday and Friday.

Mr. Guy thanked The Rapid for running service during the severe winter weather in light of all of the school closings and other closings.

9. ADJOURNMENT - The meeting was adjourned at 5:31 p.m.

Respectfully submitted,

  
\_\_\_\_\_  
Robin Crothers, Board Secretary



Date: March 27, 2019

To: ITP Board

From: Andrew Johnson, CEO

Subject: CERTIFICATION OF 2019 PUBLIC TRANSPORTATION MILLAGE LEVY

A resolution is attached for your consideration which authorizes the levy of 1.47 mills (as adjusted under Headlee). If approved, this millage collection will be included on July 2019 tax bills. The tax revenue from this collection will be used for The Rapid's FY 2020 budget year (10/1/19 - 9/30/20) based on current services.

## **INTERURBAN TRANSIT PARTNERSHIP BOARD**

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

**Fiscal Year 2019**

### **PUBLIC TRANSPORTATION MILLAGE LEVY FOR 2019**

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

#### RESOLUTION

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

1. Levy. The ITP levies 1.47 mills for the 2019 tax year upon all taxable property within the ITP district in accordance with the November 2017 voter approval. This millage shall be adjusted as required under the Headlee limitation in Article 9, section 31, of the Michigan Constitution (implemented at MCLA 211.34d), and shall be collected on the July 2019 tax bills.
2. Filing with Clerks. A copy of this resolution shall be filed with the City Clerk for each of the six cities listed above and the Kent County Clerk within five (5) days after this resolution is adopted.
3. Other Actions. The ITP Board and its officers and agents are authorized and directed to take all other actions appropriate for carrying out the intent of this resolution.



Adopted this 27<sup>th</sup> day of March, 2019.

YES votes: \_\_\_\_\_

\_\_\_\_\_

NO votes: \_\_\_\_\_

\_\_\_\_\_

CERTIFICATION

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

Date: March 27, 2019

\_\_\_\_\_  
Robin Crothers, Board Secretary



Date: March 27, 2019  
To: ITP Board  
From: Stephen Kepley, Board Chair  
Subject: CEO SIX-MONTH REVIEW

ACTION REQUESTED

Authorization of a 5% salary increase for the CEO is requested.

BACKGROUND

When Andrew Johnson was hired by the Board as CEO, a contract was approved by the Board which stated that "an initial six (6) month review will be conducted using established performance benchmarks as set forth in the first month of employment." Benchmarks were set by the CEO Committee and Andrew Johnson within the first month of his employment which began on August 13, 2018. The CEO Committee met with Mr. Johnson in February 2019 to discuss his performance. The Committee was happy with his overall performance during his first six months and confirmed that he had satisfactorily accomplished the Board's objectives for this time period. As a result of the review, the CEO Committee recommends that the Board authorize a 5% salary increase for Mr. Johnson retroactive to his six-month anniversary of February 13, 2019.

A resolution authorizing the salary increase is attached.

# INTERURBAN TRANSIT PARTNERSHIP BOARD

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

**Fiscal Year 2019**

Moved and supported to adopt the following resolution:

Authorization of a salary increase for the CEO.

BE IT RESOLVED that the ITP Board hereby authorizes a 5% salary increase for Andrew Johnson, CEO, to be retroactive to February 13, 2019 based on the CEO Committee's six-month evaluation of Mr. Johnson's performance, in accordance with the information presented to the ITP Board on March 27, 2019.

### CERTIFICATE

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

\_\_\_\_\_  
Robin Crothers, Board Secretary

\_\_\_\_\_  
Date



Date: March 27, 2019  
To: ITP Board  
From: Stephen Kepley, Board Chair  
Subject: BOARD CODE OF CONDUCT

#### ACTION REQUESTED

Approval of the Board code of conduct.

#### BACKGROUND

The Rapid conducted a mock triennial review in December 2018 to prepare for the actual review which will be scheduled sometime in 2019. During the mock review, it was determined that a Board code of conduct was needed. Staff put together a draft which the CEO Committee reviewed and revised. The recommended Board code of conduct is attached for Board approval.

# INTERURBAN TRANSIT PARTNERSHIP BOARD

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

**Fiscal Year 2019**

Moved and supported to adopt the following resolution:

Approval of the Board Code of Conduct.

BE IT RESOLVED that the ITP Board hereby approves the Board Code of Conduct, in accordance with the information presented to the ITP Board on March 27, 2019.

## 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

## BOARD CODE OF CONDUCT

The Board commits itself and its members to ethical, businesslike, and lawful conduct, including proper use of authority and appropriate decorum when acting as Board members.

1. Members must know that the primary obligation as Board Members is to the success of The Rapid, not conflicted by loyalties to the CEO or staff, other organizations, or any personal interest as consumers.
2. Members must avoid conflicts of interest with respect to their legal duties of care and loyalty.
  - a) There will be no self-dealing or business by a member with The Rapid. Members will, each January, disclose in writing their involvements with other organizations, with vendors, or any associations which might be or might reasonably be seen as being a conflict. Other organizations shall not include the Cities identified in the Interurban Transit Partnership with constituent members on The Rapid Board.
  - b) When the Board is to decide upon an issue about which a member has an unavoidable conflict of interest, that member shall not participate in the deliberation and must abstain from voting.
  - c) Board members will not use their Board position to obtain employment or financial benefit at The Rapid for themselves, family members, or close associates.
3. Board members may not attempt to exercise individual authorization over The Rapid.
  - a) Members' interactions with the CEO or with staff must recognize the lack of authority vested in individual members except when explicitly authorized by the Board. Individual members may share their perspectives and advice with the CEO knowing that the communication does not explicitly give direction to the CEO or other staff members.
  - b) Members' interaction with public, press, or other entities must recognize the same limitation and the inability of any Board member to speak for the Board except to repeat explicitly stated Board positions. This provision does not prevent a Board Member from speaking on related issues from their perspective or opinion.
  - c) It is the expectation that critical feedback from Board members regarding the performance of staff or the CEO during a public meeting would be directed to the CEO in a thoughtful and respectful manner.
4. Members shall conduct themselves in a calm, professional and respectful manner. Members shall not intimidate or harass other Board members, staff or members of the public.
5. Members will respect the confidentiality appropriate to issues of a sensitive nature.
6. Members will be properly prepared for Board deliberation.
7. Members will support the legitimacy and authority of the final determination of the Board on any matter, without regard to the member's personal position on the issue.
8. Members shall keep the Board Chair informed in advance of intended actions that may be perceived as conflicting with current policy and direction of the organization.



Date: March 12, 2019

To: ITP Board

From: Conrad Venema, Planning Manager

Subject: SILVER LINE TRANSIT ORIENTED DEVELOPMENT  
AND MULTI-MODAL PLANNING GRANT

### ACTION REQUESTED

Authorization is requested from the ITP Board to approve the expenditure of the Silver Line Transit Oriented Development (TOD) and Multi-Modal planning grant in an amount not to exceed \$945,000.

### BACKGROUND

In December 2018, The Rapid received notification of the award for the Federal Transit Administration's (FTA) competitive Pilot Program for TOD Planning.

The purpose of this grant is to support local communities to integrate land use with existing FTA fixed guideway capital investments. Comprehensive planning funded through the program will examine ways to improve economic development and ridership, foster multimodal connectivity and accessibility, improve transit access for pedestrian and bicycle traffic, engage the private sector, identify infrastructure needs, and enable mixed-use development near transit stations.

The grant application was prepared in collaboration with The Rapid, City of Grand Rapids, City of Wyoming, and the City of Kentwood. Evaluation criteria involved:

- Demonstrating the need
- Strength of the work plan, schedule, and process
- Funding commitments

### SCOPE OF WORK

Four (4) focus areas for the study have been identified:

1. Current market conditions in the corridor, including housing, retail and employment.
2. Barriers to and opportunities for spurring economic development along the corridor, prioritizing equitable development.
3. Planning policies, educational tools and initiatives that facilitate economic development along the corridor.

4. Intermodal connections along the corridor, including bus, bicycle and pedestrian connections and facilities.

#### TIMELINE

April 2019	Scope of work will be refined to prepare an RFP for a nationally recognized project consultant.
May - June 2019	Submit RFP
July 2019	Review and score RFP submissions and perform a short list of interviews.
August 2019	Select consultant and compose documentation seeking Board authorization to proceed.
August 2019 – November 2020	Project study
November - December 2020	Compile and report deliverables

#### FUNDING COMMITMENTS

Below is a table of funding commitments:

TOD PLANNING GRANT FUNDING COMMITMENTS		
<u>ENTITY</u>	<u>FUNDS</u>	<u>%</u>
FTA	\$ 696,000	73.65%
MDOT	\$ 174,000	18.41%
City of Grand Rapids	\$ 25,000	2.65%
City of Wyoming	\$ 25,000	2.65%
City of Kentwood	\$ 25,000	2.65%
TOTAL	\$ 945,000	100.00%

**INTERURBAN TRANSIT PARTNERSHIP BOARD**

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

**Fiscal Year 2019**

Moved and supported to adopt the following resolution:

Approval to expend the Silver Line TOD and Multi-Modal planning grant.

BE IT RESOLVED that the CEO is hereby authorized to execute the Silver Line Transit Oriented Development (TOD) and Multi-Modal planning grant in an amount not to exceed \$945,000, in accordance with the information presented to the ITP Board on March 27, 2019.

**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



**MEMORANDUM OF UNDERSTANDING RE:  
THE SILVER LINE TRANSIT ORIENTED DEVELOPMENT AND MULTI-MODAL  
PLANNING GRANT**

**Between**

**THE RAPID, CITY OF GRAND RAPIDS, CITY OF KENTWOOD, and CITY OF  
WYOMING**

\_\_\_\_\_, 2019

**Recitals and Purpose**

A. The purpose of this Memorandum of Understanding (“MOU”) is to formalize the agreed upon funding commitment with the Interurban Transit Partnership (the, “The Rapid”) as identified in The Silver Line Transit Oriented Development and Multi-modal Planning Grant (the, “Project”).

B. The City of Grand Rapids, the City of Kentwood, and the City of Wyoming (the, “Cities”) have each expressed an intended financial commitment for the Project within the application process.

**MOU Elements**

1. **Funding Commitments.** Below are the identified sources of Project funds as included in the Project application:

FUNDING COMMITMENTS		
<u>ENTITY</u>	<u>FUNDS</u>	<u>%</u>
FTA	\$ 696,000	73.65%
MDOT	\$ 174,000	18.41%
City of Grand Rapids	\$ 25,000	2.65%
City of Wyoming	\$ 25,000	2.65%
City of Kentwood	\$ 25,000	2.65%
TOTAL	\$ 945,000	100.00%

2. **Funding Timeline.** The Cities each agree to proceed with their respective financial contribution of \$25,000 by September 30, 2019. The Cities will be contacted by The Rapid to arrange for the financial transaction upon board approval of the Project.

(Signature Page to MOU Re: The Silver Line Transit Oriented Development and Multi-modal Planning Grant)

WHEREFORE, the undersigned have executed this Memorandum of Understanding as of \_\_\_\_\_, 2019.

INTERURBAN TRANSIT PARTNERSHIP

CITY OF GRAND RAPIDS

By: \_\_\_\_\_

By: \_\_\_\_\_

Its: \_\_\_\_\_

Its: \_\_\_\_\_

CITY OF KENTWOOD

CITY OF WYOMING

By: \_\_\_\_\_

By: \_\_\_\_\_

Its: \_\_\_\_\_

Its: \_\_\_\_\_

**Date:** March 20, 2019

**To:** ITP Board

**From:** Dina Reed, Deputy CEO of Finance & Administration  
Mark Fedorowicz, Procurement Manager

**Subject:** DBE POLICY

#### ACTION REQUESTED

ITP staff is requesting approval of the attached Disadvantaged Business Enterprise (DBE) Policy and DBE Policy Statement to be signed by the Board Chair. Staff is further requesting approval for the Board Chair to be authorized to update future DBE Policy Statements as required to comply with federal requirements as amended by the Federal Transportation Administration (FTA) and ITP organizational changes.

#### BACKGROUND

The attached DBE Policy is a requirement of federal guidelines that state how The Rapid will meet its obligations regarding its DBE Program. Those obligations are as follows:

- To ensure nondiscrimination in the award and administration of DOT-assisted contracts.
- To create a level playing field on which DBEs can compete fairly for DOT-assisted contracts.
- To ensure that ITP's DBE Program is tailored in accordance with applicable law.
- To help remove barriers to the participation of DBEs in DOT-assisted contracts.
- To assist the development of firms that can compete successfully in the marketplace outside the DBE Program.

Underlying all of the obligations listed above are two critical elements. The first is that receipt of Federal funds is incumbent on having an approved DBE Program. The attached DBE Program was specifically developed to meet federal requirements, and by extension, allow the ITP to continue to receive federal funds. The Rapid relies on more than \$10,000,000 annually in formula funds as well as discretionary funding for significant projects, such as Capital Investment Grants for the Laker Line Project. In order to comply with federal requirements and continue receiving such funding, The Rapid must comply with federal DBE Program requirements. Second, the FTA Triennial Review of The Rapid is in process and requires an approved DBE Policy that is compliant with federal requirements.

An in-depth review of the DBE Policy revealed that the current Board-approved DBE Policy and Policy Statement was approved by ITP's predecessor organization, GRATA. To ensure ITP remains compliant with federal DBE Program requirements, staff has made the following updates to the DBE Policy Statement (which is part of the DBE Policy):



- References to GRATA are changed to ITP
- References to position titles are updated to reflect ITP's current organizational chart
- References to FTA DBE gross receipts and net worth are updated current requirements

## INTERURBAN TRANSIT PARTNERSHIP BOARD

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

**Fiscal Year 2019**

Moved and supported to adopt the following resolution:

Approval of the DBE policy.

BE IT RESOLVED that the ITP Board hereby approves The Rapid's Disadvantaged Business Enterprise (DBE) Policy and DBE Policy Statement, authorizes the Board Chair to sign the DBE Policy Statement, and authorizes the Board Chair to update future DBE Policy Statements as required to comply with federal requirements as amended by the Federal Transportation Administration (FTA) and ITP organizational changes, in accordance with the information presented to the ITP Board on March 27, 2019.

### 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

## **INTERURBAN TRANSIT PARTNERSHIP DISADVANTAGED BUSINESS ENTERPRISE POLICY STATEMENT**

The Interurban Transit Partnership (ITP) is committed to a policy of non-discrimination in the conduct of its business, including the procurement of goods and services. ITP will strive to ensure nondiscrimination in the award and administration of contracts with funds derived from the Department of Transportation, the Michigan Department of Transportation, and the local units of government within the jurisdiction of ITP. The ITP recognizes the responsibilities to the communities within which it operates and the society it serves. In recognition of these responsibilities, the ITP Board establishes this Disadvantaged Business Enterprise Program.

In conjunction with the performance of this plan, ITP shall provide for the maximum utilization of disadvantaged business enterprises and shall use its best efforts to insure that disadvantaged business enterprises shall have the maximum practicable opportunity to compete for contract and subcontract work let by ITP.

The term "disadvantaged business enterprise" means a small business concern; a) which is at least 51 percent owned by one or more socially and economically disadvantaged individuals; b) whose management and daily operations are controlled by one or more of the socially and economically disadvantaged individuals who owns it; c) is defined as a small business by the Small Business Administration (SBA); and d) whose gross receipts average less than \$23 million for the past three years whose personal net worth is \$1.3 million or less.

The responsibility for implementing ITP's commitment to this DBE Program shall be delegated to the Chief Executive Officer (CEO) by the ITP Board. The CEO will designate the DBE Liaison Officer (Deputy CEO – Finance & Administration) and staff to carry out the day to day operations of this program. In addition, the Deputy CEO of Operations and all Managers share in the responsibility for making ITP's DBE Program function successfully.

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Steven Kepley  
Board Chairperson

Dated: March 27, 2019

Interurban Transit Partnership



**INTERURBAN TRANSIT PARTNERSHIP**

**DISADVANTAGED BUSINESS ENTERPRISE PROGRAM**

**OCTOBER – 2011 – updated December 2018**

**SMALL BUSINESS ELEMENT [Fostering Small Business (SB)  
Participation for Federally Assisted Contracts (Race Neutral)]**

## **POLICY**

Following is the signed and dated policy statement of the Interurban Transit Partnership Board. This statement will be circulated throughout the organization and published on the ITP webpage; [www.ridetherapid.org](http://www.ridetherapid.org) for public review and comment.

## **INTERURBAN TRANSIT PARTNERSHIP DISADVANTAGED BUSINESS ENTERPRISE POLICY STATEMENT**

The Interurban Transit Partnership (ITP) is committed to a policy of non-discrimination in the conduct of its business, including the procurement of goods and services. ITP will strive to ensure nondiscrimination in the award and administration of contracts with funds derived from the Department of Transportation, the Michigan Department of Transportation, and the local units of government within the jurisdiction of ITP. The ITP recognizes the responsibilities to the communities within which it operates and the society it serves. In recognition of these responsibilities, the ITP Board establishes this Disadvantaged Business Enterprise Program.

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The responsibility for implementing ITP's commitment to this DBE Program shall be delegated to the Chief Executive Officer (CEO) by the ITP Board. The CEO will designate the DBE Liaison Officer (Deputy CEO – Finance & Administration) and staff to carry out the day to day operations of this program. In addition, the Deputy CEO of Operations and all Managers share in the responsibility for making ITP's DBE Program function successfully.

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Stephen Kepley, Board Chairperson

Interurban Transit Partnership



## **I. OBJECTIVES**

The objectives of ITP's DBE Program are:

1. To ensure nondiscrimination in the award and administration of DOT-assisted contracts.
2. To create a level playing field on which DBEs can compete fairly for DOT-assisted contracts.
3. To ensure that ITP's DBE Program is tailored in accordance with applicable law.
4. To help remove barriers to the participation of DBEs in DOT-assisted contracts.
5. To assist the development of firms that can compete successfully in the marketplace outside the DBE Program.

## **II. DEFINITIONS**

A glossary of terms is provided as Appendix A.

## **III. RESPONSIBILITY FOR DBE PROGRAM IMPLEMENTATION**

### **A. DBE LIAISON OFFICER (DBELO)**

The CEO of ITP has designated the Deputy CEO – Finance & Administration (Deputy CEO) as DBE Liaison Officer and has provided adequate staff to administer the DBE Program. The DBELO reports directly to the CEO. The responsibility of the DBELO is to oversee all aspects of the Disadvantaged Business Enterprise Program. This person shall administer and supervise support staff engaged in the carryout of the various activities of the program.

The DBELO will be responsible for developing, managing, and implementing the DBE Program on a day to day basis; for carrying out technical assistance activities for DBEs; and for disseminating information on available business opportunities so that DBEs are provided an equitable opportunity to bid on the applicant's contracts. The Liaison Officer can be reached at:

Interurban Transit Partnership  
Deputy CEO – Finance & Administration  
300 Ellsworth Avenue S.W.  
Grand Rapids, Michigan 49503-4005  
Phone 616-456-7514 Fax 616-456-1941

More specifically, the duties of the DBELO and/or designated staff are:

1. To develop, monitor implementation of, and provide continuing evaluation of the ITP DBE Program. The DBELO will work closely with those individuals responsible for making management decisions regarding procurement and contracting.

2. Participate as an active and non-certifying member of the Michigan Unified Certification Program (MUCP).
3. To assist in securing management and technical assistance sources for disadvantaged businesses as requested, or needed.
4. To publicize business opportunities with ITP to disadvantaged businesses and to refer such businesses to assistance resources to aid in bidding on ITP contracts and subcontracts.
5. To attend pre-bid and pre-construction meetings to explain ITP requirements.
6. To monitor contractors' and subcontractors' compliance with DBE commitments throughout the life of contracts.
7. To serve as a liaison with agencies facilitating economic development in the community.
8. To maintain accurate and up to date records demonstrating DBE efforts and progress within ITP.
9. To develop and maintain a bidders list intended to be a count of all firms that are participating, or attempting to participate, on Department of Transportation assisted contracts and provide a link on its website to the MUCP certified DBE Directory.
10. To report bi-annually to the CEO on progress being made in the implementation of the DBE Program and to recommend program modifications where deemed appropriate. The DBELO will also be responsible for the timely submission of reports required by the Federal Transit Administration and the Michigan Department of Transportation on the DBE Program.

#### B. MICHIGAN UNIFIED CERTIFICATION PROGRAM (MUCP)

The Interurban Transit Partnership is a participating, non-certifying member of the MUCP and as such, defers to the MUCP to perform all certifying activities and maintain such data base.

#### C. RECONSIDERATION OFFICIAL

If ITP determines that an apparent successful bidder/offeror has failed to meet an established DBE contract goal and has not made good faith efforts to meet the contract goal, then before awarding the contract, the bidder/offeror will be provided an opportunity for administrative reconsideration.

1. As part of this reconsideration, the bidder/offeror must have the opportunity to provide written documentation or argument concerning the issue of whether or not it met the goal or made good faith efforts to do so.
2. The decision on reconsideration must be made by an official who did not take part in the original determination that the bidder/offeror failed to meet the goal or make adequate good faith efforts to do so. The Chief Executive Officer has appointed the DBELO as the reconsideration official.



3. The bidder/offeror must have the opportunity to meet in person with the reconsideration official to discuss the issue of whether it met the goal or made adequate good faith efforts to do so.
4. ITP will send the bidder/offeror a written decision on reconsideration, explaining the basis for finding that the bidder did or did not meet the goal or make adequate good faith efforts to do so.
5. The result of the reconsideration official is final and is not appealable to the Department of Transportation.

#### **IV. ADMINISTRATIVE REQUIREMENTS**

##### **A. FINANCIAL INSTITUTIONS**

On a triennial basis ITP will thoroughly investigate the full extent of services offered by banks owned and controlled by DBEs in its community and makes the greatest feasible use of these banks. To date there are no minority owned banks in the area.

##### **B. DBE DIRECTORY**

As a participating member of the MUCP, ITP will provide a link on its website to a directory of DBEs in accordance with guidelines of 49 CFR Part 26. This directory shall identify all firms eligible to participate as a DBE. The directory shall include each firm's name, address, phone number, and type of work in which the firm has been certified to perform as a DBE.

ITP will have available this directory to facilitate identifying DBEs with capabilities relevant to general contracting requirements and particular solicitations. ITP will make this directory available to bidders, proposers, and the public in their efforts to meet the DBE requirements. The directory shall be updated as information changes.

##### **C. OVERCONCENTRATION**

An overconcentration analysis will occur during the development of the triennial DBE goal. If ITP determines that there is an overconcentration in a certain type of work that unduly burdens the opportunity of non-DBE firms to participate in this type of work, appropriate measures will be developed and approved by the Federal Transit Administration to address this overconcentration.

#### D. BUSINESS DEVELOPMENT PROGRAMS

ITP currently has no business development program for DBEs.

ITP facilitates referrals for business development to the Small Business Development Council <https://sbdcmichigan.org/>.

The ITP is an active member with the West Michigan Alliance for Public Purchasing and Resource Partners. The West Michigan Public Purchasing Alliance is an organization which meets monthly promoting economic development and business opportunities in southwest Michigan. <http://www.westmippa.org>. The mission of the West Michigan Public Purchasing Alliance is to ensure inclusiveness and equal opportunity for all businesses to sell their products and services.

Their goals and objectives are to:

- Streamline the process for bidding opportunities
- Provide educational opportunities
- Develop a strong and diverse vendor database
- Build alliances with local business support resources
- Provide a communication platform for members

#### V. **DETERMINING, MEETING AND COUNTING OVERALL ANNUAL DBE GOAL FOR FEDERALLY ASSISTED CONTRACTS**

##### A. GOAL DEVELOPMENT AND PUBLICATION

Effective March, 2010 the United States Department of Transportation (DOT) amended the current provision requiring annual submission of DBE goals and goal setting methodology and now requires submission of a three-year DBE goal and goal setting methodology to be conducted every three (3) years. ITP will develop, publish, and report to the FTA its first three (3) year DBE goal prior to August 1<sup>st</sup>, 2012 for the following three (3) fiscal years. A comment period of 30 days from public notice will be allowed in which public comments will be considered. Goal development will be developed in the following procedure.

1. ITP will determine the number of certified DBEs in each NAICS code within the area.
2. The total number of businesses in the NAICS code will be determined based on the latest available Census Bureau's County Business Pattern (CBP). The CBP can be obtained at the Census Bureau web site [www.census.gov/epcb/cbp/view/cbpview.html](http://www.census.gov/epcb/cbp/view/cbpview.html).



3. The number of DBE versus non-DBE firms will be calculated in the applicable NAICS code and the number of DBEs will be expressed as a percentage of total businesses in that code.
4. Total DOT assisted funds for each NAICS code with DBE firms will be identified for the upcoming fiscal year. The applicable percentage will be applied to budget line item.
5. The total dollars identified will be shown as a percentage of all DOT funds to be expended in the upcoming three (3) fiscal years.
6. Once this base is calculated, evidence will be evaluated to determine if an adjustment in the base figure is needed. Once finalized, the goal will be published and a 30 day public comment period allowed.

#### B. TRANSIT VEHICLE MANUFACTURER (TVM) CERTIFICATION

Transit Vehicle Manufacturers will be required to submit to ITP a FTA certification that it has complied with 49 CFR Section 26.49 as a condition of being authorized to bid or propose of FTA-assisted transit vehicle procurements.

The ITP reviews the list of eligible transit vehicle manufacturers on the FTA website for inclusion and additionally requests with each rolling stock procurement, a copy of the TVM certification.

#### C. RACE NEUTRAL MEASURES

ITP will strive to meet the maximum feasible portion of its annual DBE Goal by using race neutral means of facilitating DBE participation. Race neutral means a DBE winning a prime or sub contract through customary competitive procurement or procedures or winning a contract or subcontract without consideration of a firm's DBE status.

Race neutral means which will be used by ITP include, but are not limited to, the following:

1. Refer firms to the local SBDC who need assistance in overcoming limitations such as inability to obtain bonding or financing or who require assistance with business development. <https://sbdcmichigan.org/>.
2. As a member of the West Michigan Alliance for Public Purchasing provide monthly opportunities to present and receive one on one exposure to public procurement professionals offering guidance as to how to successfully bid for public contracts. Carrying out information and communications program through the ITP website. During the coming fiscal year ITP will develop a power point presentation on how

to successfully compete in public purchasing opportunities. Current procurement opportunities are also posted on the ITP website.

3. Dissemination to bidders on prime contracts on where to find potential DBE subcontractors. ITP will ensure distribution of its DBE directory through a link to the MUCP provided on ITP's web page; [www.ridetherapid.org](http://www.ridetherapid.org).
4. ITP will access the MUCP DBE Directory to solicit DBEs for developing individual bid lists. <https://mdotjboss.state.mi.us/UCP/>.
5. ITP will access the following directories:

#### DBE Supplier Directories

- [City of Grand Rapids Micro-Local Business Directory](#)
- [GRABB](#) (Grand Rapids Area Black Business Directory)
- [Great Lakes Women's Business Council](#) (find Woman Owned Businesses here - Contact Purchasing for login)
- [SBA 8\(a\) Minority-Owned and Woman-Owned Business Directory](#)
- [VetBizCentral](#)
- [VeteranOwnedBusiness.com](#) (Veteran Business Directory)
- [West Michigan Hispanic Chamber of Commerce Business Directory](#)
- [West Michigan Minority and Woman Owned 2013 Business Directory](#) (use internet explorer)
- [West Michigan Chamber Coalition](#)

#### D. CONTRACT GOALS (Race Conscious Measures)

ITP will use contract goals to meet any portion of the overall goal ITP does not project being able to meet using race-neutral means. Contract goals are established so that, over the period to which the overall goal applies, they will cumulatively result in meeting any portion of our overall goal that is not projected to be met through the use of race-neutral means.

ITP will establish contract goals only on those DOT-assisted contracts that have subcontracting possibilities. ITP need not establish a contract goal on every such contract, and the size of contract goals will be adapted to the circumstances of each sub contract (e.g., type and location of work, availability of DBEs to perform the particular type of work).

ITP will express our contract goals as a percentage of the total amount of a DOT-assisted contract.



#### E. GOOD FAITH EFFORTS

Where contract goals are used, ITP will award a contract only to a bidder/offeror that meets the DBE contract goal or makes a good faith effort to meet the contract goal. The bidder must either document it has obtained enough DBE participation to meet the goal or document that it made adequate good faith efforts to meet the goal, even though it did not succeed in obtaining enough DBE participation to do so.

In solicitations for which a contract goal has been established, ITP will obtain the following written confirmation from the successful bidder/offeror within 5 days of the bid opening or proposal submittal:

1. The names and addresses of DBE firms that will participate in the contract.
2. The dollar amount of the participation of each DBE firm participating.
3. A description of the work that each DBE will perform.
4. Written documentation of the bidder/offeror's commitment to use a DBE subcontractor whose participation it submits to meet a contract goal.
5. Written confirmation from each DBE that it is participating in the contract as provided in the bidder/offeror's commitment.

#### Termination/Substitution

When a DBE is replaced on a contract ITP will require a contractor to make good faith efforts to replace a DBE that is terminated or has otherwise failed to complete its work on a contract with another certified DBE, to the extent needed to meet the contract goal. ITP will require the prime contractor to notify the DBE Liaison officer designee immediately of the DBE's inability or unwillingness to perform and provide reasonable documentation. In this situation, ITP will require the prime contractor to obtain prior approval of the substitute DBE and to provide copies of new or amended subcontracts, or documentation of good faith efforts. If the contractor fails or refuses to comply in the time specified, ITP Contract Administrator will issue an order stopping all or part of payment/work until satisfactory action has been taken. If the contractor still fails to comply, the contracting officer may issue a termination for default.

#### F. COUNTING DBE PARTICIPATION

ITP will count only the value of the work actually performed by the DBE firm toward its overall DBE goal. When a DBE performs as a participant in a joint venture, ITP will count the portion of the work of the contract that the DBE performs with its own forces toward its overall DBE goal. ITP will count expenditures to a DBE contractor toward its DBE goal only if the DBE is performing a commercially useful function of the contract. The factors listed in 49 CFR Part 26.55 will be used to determine whether a DBE trucking firm is performing a commercially useful function. Expenditures with DBEs for materials or supplies toward DBE goals will be counted at 60% of the

materials/supplies and DBE manufacturers will be counted at 100% of the manufactured value according to the factors listed in 49 CFR Part 26.55(e).

#### G. QUOTAS, SET-ASIDES, AND PENALTIES

ITP will not use quotas or set asides to meet its DBE goals.

### **VI. REQUIRED CONTRACT PROVISIONS**

#### A. ASSURANCES

Each financial assistance agreement that ITP signs with the Federal Transit Administration will include the following assurance:

ITP shall not discriminate on the basis of race, color, national origin, or sex in the award or performance of any DOT-assisted contract or in the administration of its DBE program or the requirements of 49 CFR Part 26. The recipient shall take all necessary and reasonable steps under 49 CFR Part 26 to ensure nondiscrimination in the award and administration of DOT-assisted contracts. ITP's DBE Program, as required by 49 CFR Part 26 and as approved by the DOT, is incorporated by reference in this agreement. Implementation of this program is a legal obligation and failure to carry out its terms shall be treated as a violation of this agreement. Upon notification to ITP of its failure to carry out its approved program, the Department may impose sanctions as provided for under Part 26 and may, in appropriate cases, refer the matter for enforcement under 18 U.S.C. 1001 and/or the Program Fraud Civil Remedies Act of 1986 (31 U.S.C. 3801 et seq.).

ITP will require that each contract ITP signs with a contractor (and each subcontract the prime contractor signs with a subcontractor) to provide written confirmation that they understand the assurance requirements as follows.

The contractor, sub recipient or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as ITP deems appropriate.

#### B. PROMPT PAYMENT

Each contract ITP signs with a contractor includes the following:

The prime contractor agrees to pay each subcontractor under this prime contract for satisfactory performance of its contract no later than 10 days from the receipt of each payment the prime contractor receives from ITP. The prime contractor agrees



further to return retainage payments to each subcontractor within 10 days after subcontractor's work is satisfactorily completed. Any delay or postponement of payment from the above referenced time frame may occur only for good cause following written approval of ITP. This clause applies to both DBE and non-DBE subcontractors.

#### C. LEGAL AND CONTRACT REMEDIES

ITP will require all prime contractors to include a summary report with each pay application on all payments made to DBE subcontractors. This report will require copies of canceled checks made to DBE and all subcontractors be made available for inspection by the DBELO designee as proof of actual payment.

Failure of a prime contractor to provide report summaries may result in the termination of this contract or such other remedy as ITP deems appropriate.

ITP will bring to the attention of the Department of Transportation any false, fraudulent, or dishonest conduct in connection with the program, so that DOT can take the steps (e.g. referral to the Department of Justice for criminal prosecution, referral to the DOT Inspector General, action under suspension and debarment or Program Fraud or Civil Penalties rules) provided in 26.109. ITP will consider similar action under its own legal authorities, including responsibility determinations in future contracts.

#### D. CONTRACTOR REPORTING REQUIREMENTS

A prime contractor must count only the value of the work actually performed by the DBE firm toward its overall DBE goal. When a DBE performs as a participant in a joint venture, the prime contractor will count the portion of the work of the contract that the DBE performs with its own forces toward its overall DBE goal. The prime contractor will count expenditures to a DBE contractor toward its DBE goal only if the DBE is performing a commercially useful function of the contract. The factors listed in 49 CFR Part 26 will be used to determine whether a DBE trucking firm is performing a commercially useful function. Expenditures with DBEs for materials or supplies toward DBE goals will be counted according to the factors listed in 49 CFR Part 26. The ITP DBELO designee will meet with the prime contractor to verify Contractor Reporting Requirements prior to the signing of a contract.

## **VII. CERTIFICATION STANDARDS**

A. A list of MUCP certifying agencies follows:

### **Michigan Department of Transportation**

425 W. Ottawa, P. O. Box 30050  
Lansing, MI 48909  
Patricia A. Collins, Administrator  
Office of Business Development  
(517) 373-2377  
(517) 335-0945 (fax)  
[collinsp@michigan.gov](mailto:collinsp@michigan.gov)

### **Wayne County Human Relations Division**

600 Randolph, 5th Floor  
Detroit, MI 48226  
Marion Casey  
(313) 224-5021  
(313) 224-6932 (fax)  
[mcasey@co.wayne.mi.us](mailto:mcasey@co.wayne.mi.us)

### **Detroit Department of Transportation**

1301 E. Warren  
Detroit, MI 48207  
Stamina Brooks, Contract  
Compliance Manager  
(313) 833-7695  
(313) 833-5523 (fax)  
[stabro@ddot.ci.detroit.mi.us](mailto:stabro@ddot.ci.detroit.mi.us)

The ITP defers to the MUCP certifying agencies to follow the DBE certification determinations and to maintain the DBE Directory.

## B. MONITORING PAYMENTS TO DBE's

ITP will require prime contractors to provide the running tally with the pay application. The pay applications records and document of payments to DBEs are maintained for three years following the performance of the contract. These records will be made available for inspection upon request by any authorized representative of ITP or DOT. This reporting requirement also extends to any certified DBE subcontractor.

ITP will perform interim audits of contract payments to DBEs. The audit will review payments to DBE subcontractors to ensure that the actual amount paid to DBE subcontractors equals or exceeds the dollar amounts stated in the schedule of DBE participation.

## C. REPORTING TO DOT

ITP will report DBE participation on a semiannual reporting method as specified in 49 CRF Part 26, Appendix B, using the "Uniform Report of DBE Awards/Commitments and Payments" form, which will be submitted twice a year. These reports will reflect payments actually made to DBEs on DOT assisted contracts.

# X. PUBLIC PARTICIPATION AND OUTREACH EFFORTS

## A. DBE GOALS

Every three (3) years ITP will publish a notice informing the public on its proposed goal for the upcoming three (3) fiscal years. The rationale for setting this goal will be made available to the public for inspection between the hours of 8:00 a.m. - 4:30 p.m. Monday through Friday at 300 Ellsworth Avenue SW, Grand Rapids, MI for 30 days from the date of the published notice. Comments on the goals will be accepted from the public for 30 days from the date of the published notice. Comments will be sent to the DBELO, ITP 300 Ellsworth Avenue SW, Grand Rapids, MI 49503. The notice will be published on the ITP website – [www.ridetherapid.org](http://www.ridetherapid.org).

# XI. MONITOR WORK PERFORMED (49CFR 26.37)

## A. MONITOR WORKSITES

The ITP will monitor worksites to ensure that work committed to DBE's is actually being performed by the DBE's to whom the work was committed. The responsibility for this monitoring falls on the Purchasing Manager or designee who will visit the job site at appropriate intervals by speaking with workers and on the project site and reviewing contracting records with the Site Supervisor to verify this information.



## B. WRITTEN DOCUMENTATION

The Purchasing Manager or designee who performed site inspection shall document each site visit along with findings in narrative format and forward to the appropriate Procurement staff person assigned to the project for inclusion in the Procurement file.

## **XII. DBE GOAL ACCOUNTABILITY AND SHORTFALL ANALYSIS (49CFR 26.47)**

### A. GOAL ASSESSMENT

The ITP will self assess DBE goal progress at the end of each fiscal year. If it is found that awards and commitments are not meeting the established DBE goal for the same time period the Purchasing Manager along with the project team will conduct a shortfall analysis of why the goal was missed.

### B. CORRECTIVE ACTION PLAN

The ITP will use the shortfall analysis to determine a corrective action plan to address the shortfall. Development of the plan to be completed by the Purchasing Manager or designee and may include input from corresponding Project Managers, DBELO or designee, and as required, Legal Counsel and Engineering Consultant under contract. The corrective action plan will be documented by the Purchasing Manager or designee and retained in the DBE Program file for a minimum of three (3) years. The shortfall analysis will be available to FTA or its designee upon its request.



APPENDIX A  
GLOSSARY OF TERMS

ITP uses the definitions as described in 49 CFR Part 26.5.



Date: March 19, 2019  
To: ITP Board  
From: Linda Medina, Finance Manager  
Subject: FEBRUARY 2019 FINANCIAL REPORT

Please find attached the financial report for February 2019.

Overall, The Rapid is on budget. The variances to budget are due primarily to the timing of payments to the straight line budget.

Please feel free to reach out to me directly at (616) 774-1149 or [lmolina@ridetherapid.org](mailto:lmolina@ridetherapid.org) with any additional questions regarding the financial report.

**Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 02/28/19**

Page 1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 42%
<b>Revenue &amp; Operating Assistance</b>						
<b><u>Passenger Fares</u></b>						
1. Passenger Fares - Linehaul	5,613,189	5,613,189	346,544	2,167,564	3,445,625	39%
2. Passenger Fares - Paratransit	797,316	797,316	66,521	405,838	391,478	51%
3. Passenger Fares - Other	21,350	21,350	3,175	15,032	6,318	70%
<b>4. Total Passenger Fares</b>	<b>6,431,855</b>	<b>6,431,855</b>	<b>416,240</b>	<b>2,588,434</b>	<b>3,843,421</b>	<b>40%</b>
<b><u>Sale Of Transportation Services</u></b>						
5. CMH Contribution	909,370	909,370	56,128	312,296	597,074	34%
6. Dash Contract	2,165,936	2,165,936	184,417	975,106	1,190,830	45%
7. Grand Valley State University	2,446,547	2,446,547	282,949	1,296,894	1,149,653	53%
8. Employment Transportation (Van Pool)	150,000	150,000	10,217	40,098	109,902	27%
9. Township Services	548,036	548,036	45,670	228,348	319,688	42%
10. Route 19	468,547	468,547	36,749	194,767	273,780	42%
11. Other	718,021	718,021	30,857	203,252	514,769	28%
<b>12. Total Sale Of Transportation Services</b>	<b>7,406,457</b>	<b>7,406,457</b>	<b>646,987</b>	<b>3,250,761</b>	<b>4,155,696</b>	<b>44%</b>
<b><u>Other Revenue &amp; Support</u></b>						
13. State Operating	15,415,231	15,415,231	1,220,739	6,440,147	8,975,084	42%
14. Property Taxes	16,815,000	16,815,000	1,347,117	6,735,585	10,079,415	40%
15. Advertising	150,000	150,000	12,500	99,370	50,630	66%
16. Interest & Miscellaneous	595,031	595,031	76,395	131,194	463,837	22%
<b>17. Total Other Revenue &amp; Support</b>	<b>32,975,262</b>	<b>32,975,262</b>	<b>2,656,751</b>	<b>13,406,296</b>	<b>19,568,966</b>	<b>41%</b>
<b>18. TOTAL REVENUE &amp; OPERATING ASSISTANCE</b>	<b>46,813,574</b>	<b>46,813,574</b>	<b>3,719,978</b>	<b>19,245,491</b>	<b>27,568,083</b>	<b>41%</b>
<b><u>Expenditures Route Service &amp; Demand Response</u></b>						
<b><u>Labor</u></b>						
19. Administrative Salaries and Wages	4,347,030	4,370,392	341,915	1,764,472	2,605,920	40%
20. Driver Wages	12,220,039	12,220,039	1,026,993	5,501,957	6,718,082	45%
21. Maintenance Wages	1,739,706	1,739,706	146,207	780,980	958,726	45%
<b>22. Total Labor</b>	<b>18,306,775</b>	<b>18,330,137</b>	<b>1,515,115</b>	<b>8,047,409</b>	<b>10,282,728</b>	<b>44%</b>
<b><u>Fringe Benefits</u></b>						
23. FICA/Medicare Tax	1,508,241	1,508,241	120,363	654,730	853,511	43%
24. Pension	1,770,353	1,770,353	113,479	510,762	1,259,591	29%
25. Group Medical	4,028,068	4,028,068	414,591	2,391,503	1,636,565	59%
26. Unemployment Taxes	70,000	70,000	14,825	29,650	40,350	42%
27. Worker's Compensation	450,000	450,000	54,258	170,177	279,823	38%
28. Sick Leave	169,974	169,974	6,189	80,975	88,999	48%
29. Holiday	469,784	469,784	92	212,308	257,476	45%

Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 02/28/19

Page 2

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 42%
30. Vacation	1,149,252	1,149,252	93,300	473,808	675,444	41%
31. Bereavement	26,250	26,250	2,780	8,966	17,284	34%
32. Uniforms	138,277	138,277	10,712	50,862	87,415	37%
33. Personal Days	393,846	393,846	13,278	124,370	269,476	32%
34. Fringe Benefits Distributed to Grants	10,000-	10,000-	1,097-	6,776-	3,224-	68%
<b>35. Total Fringe Benefits</b>	<b>10,164,045</b>	<b>10,164,045</b>	<b>842,770</b>	<b>4,701,335</b>	<b>5,462,710</b>	<b>46%</b>
<u>Services</u>						
36. Audit, Legal, and Consultant	273,500	279,040	8,187	109,011	170,029	39%
37. Contract Service: Janitor & Bus Cleaning	1,412,544	1,478,744	127,234	472,731	1,006,013	32%
38. Contract Service: Other	1,304,564	1,294,173	43,761	322,075	972,098	25%
<b>39. Total Services</b>	<b>2,990,608</b>	<b>3,051,957</b>	<b>179,182</b>	<b>903,817</b>	<b>2,148,140</b>	<b>30%</b>
<u>Materials &amp; Supplies</u>						
40. Fuel & Lubricants	3,117,945	3,051,745	287,134	1,072,219	1,979,526	35%
41. Tires & Tubes	44,218	44,218	120	16,396	27,822	37%
42. Office Supplies	60,821	61,891	3,342	17,704	44,187	29%
43. Printing	339,475	307,073	3,805	47,154	259,919	15%
44. Repair Parts	1,566,579	1,566,579	110,429	638,020	928,559	41%
45. Other Supplies	118,259	117,289	8,811	33,476	83,813	29%
<b>46. Total Materials &amp; Supplies</b>	<b>5,247,297</b>	<b>5,148,795</b>	<b>413,641</b>	<b>1,824,969</b>	<b>3,323,826</b>	<b>35%</b>
<u>Utilities</u>						
47. Electronic Communications	125,721	125,721	5,842	36,477	89,244	29%
48. Gas Heat	210,000	210,000	34,404	67,218	142,782	32%
49. Electric	598,400	598,400	65,140	206,072	392,328	34%
50. Other	120,300	120,300	1,995	15,553	104,747	13%
<b>51. Total Utilities</b>	<b>1,054,421</b>	<b>1,054,421</b>	<b>107,381</b>	<b>325,320</b>	<b>729,101</b>	<b>31%</b>
<u>Casualty &amp; Liability</u>						
52. PL & PD Insurance	1,039,600	1,039,600	106,594	658,135	381,465	63%
53. Building & Other Insurance	285,614	297,925	3,992	263,138	34,787	88%
<b>54. Total Casualty &amp; Liability</b>	<b>1,325,214</b>	<b>1,337,525</b>	<b>110,586</b>	<b>921,273</b>	<b>416,252</b>	<b>69%</b>



**Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 02/28/19**

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	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 42%
<b>Other</b>						
55. Dues & Subscriptions	79,188	79,601	150	28,195	51,406	35%
56. Professional Development	124,480	137,680	6,690	40,595	97,085	29%
57. Marketing & Promotion	200,000	197,867	10,731	79,168	118,699	40%
58. Community Outreach	300,000	300,000	0	27,288	272,712	9%
59. Office Equipment	23,000	23,000	1,979	6,043	16,957	26%
60. Shop Tools	45,523	45,523	2,390	9,033	36,490	20%
61. Miscellaneous	108,355	98,355	4,012	48,748	49,607	50%
<b>62. Total Other</b>	<b>880,546</b>	<b>882,026</b>	<b>25,952</b>	<b>239,070</b>	<b>642,956</b>	<b>27%</b>
63. Purchased Transportation	6,018,527	6,018,527	488,667	2,466,596	3,551,931	41%
64. Purchase Transp. - CMH	1,337,226	1,337,226	84,647	463,438	873,788	35%
65. Purchase Transp. - Other	333,853	333,853	25,100	133,435	200,418	40%
66. Purchase Transp. - Suburban Paratransit	155,062	155,062	16,200	74,082	80,980	48%
67. Transfer Out - Grant Budget	0	0	0	0	0	100%
68. Operating Expenses - Capitalized	1,250,000-	1,250,000-	0	0	1,250,000-	0%
69. Designated Board Reserve	250,000	250,000	0	0	250,000	0%
<b>70. TOTAL OPERATING EXPENDITURES</b>	<b>46,813,574</b>	<b>46,813,574</b>	<b>3,809,241</b>	<b>20,100,744</b>	<b>26,712,830</b>	<b>43%</b>
71. Net Surplus	0	0	89,263-	855,253-	855,253	100%
	46,813,574	46,813,574	3,719,978	19,245,491	27,568,083	41%

**Interurban Transit Partnership  
Grant Revenues & Expenditures  
Month Ended 02/28/19**

GL0376

Page 1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 42%
<u>Grant Revenue</u>						
1. Federal Grant Assistance	45,823,710	45,823,710	4,081,895	10,955,950	34,867,760	24%
2. State Grant Assistance	11,455,928	11,455,928	1,020,474	2,738,988	8,716,940	24%
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	57,279,638	57,279,638	5,102,369	13,694,938	43,584,700	24%
<u>Labor</u>						
7. Administrative Salaries	20,000	20,000	1,960	10,841	9,159	54%
8. Driver Wages	0	0	0	0	0	100%
9. Temporary Wages	0	0	0	0	0	100%
10. Fringe Benefit Distribution	10,000	10,000	1,097	6,776	3,224	68%
11. Total Labor	30,000	30,000	3,057	17,617	12,383	59%
<u>Material &amp; Supplies</u>						
12. Tires & Tubes	416,160	416,160	53,030	82,885	333,275	20%
13. Office Supplies	0	0	0	0	0	100%
14. Printing	0	0	0	0	0	100%
15. Total Material & Supplies	416,160	416,160	53,030	82,885	333,275	20%
<u>Purchased Transportation</u>						
16. Purchased Transportation	700,000	700,000	58,333	291,667	408,333	42%
17. Specialized Services	463,289	463,289	122,506	122,506	340,783	26%
18. Total Purchased Transportation	1,163,289	1,163,289	180,839	414,173	749,116	36%
<u>Other Expenses</u>						
19. Dues & Subscriptions	4,000	4,000	0	575	3,425	14%
20. Professional Development	12,000	12,000	0	2,559	9,441	21%
21. Miscellaneous	0	0	0	0	0	100%
22. Total Other Expenses	16,000	16,000	0	3,134	12,866	20%
<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	11,527,392	11,527,392	3,629,640	10,440,921	1,086,471	91%
28. Facilities	32,272,495	32,272,495	812,935	1,368,699	30,903,796	4%
29. Equipment	4,468,180	4,468,180	1,200	32,896	4,435,284	1%
30. Other	5,823,461	5,823,461	393,901	1,202,043	4,621,418	21%
31. Total Capital	54,091,528	54,091,528	4,837,676	13,044,559	41,046,969	24%
32. Planning Services	312,661	312,661	27,767	132,570	180,091	42%
33. Capitalized Operating	1,250,000	1,250,000	0	0	1,250,000	0%
34. Total Expenditures	57,279,638	57,279,638	5,102,369	13,694,938	43,584,700	24%

PROFESSIONAL DEVELOPMENT REPORT  
ALL EMPLOYEES  
FEBRUARY 2019

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$1,158.79	Verbal Defense and Influence Training	M. Wieringa	Milwaukee, WI
\$153.33	Ohio Public Transportation Association Meeting	S. Clapp	Columbus, OH
\$848.62	APTA Legislative Conference/Keolis Mobility Panel	A. Johnson	Washington, DC
\$535.00	Shared Use Mobility Summit	T. Schweitzer	Chicago, IL
\$3,450.00	PDS User Group Association Conference	N. Groendal, S. Maki, E. Swank	Naples, FL
\$442.04	APTA Marketing & Communications Workshop	L. Young	New Orleans, LA
<hr/>			
\$6,587.78			

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

2/25/2019  
12:00:11AM

**Interurban Transit Partnership  
Personnel Authorization**

ITP\_HR\_PersonnelAuth.rpt

<u>Positions</u>	<u>Authorized</u>	<u>Actual</u>
<b>Senior Managers</b>	17	14
<b>Supervisors &amp; Admins.</b>		
Administration	3	2
Operations	16	18
<b>Professionals</b>		
Administration	5	4
External Relations	2	2
Operations	5	5
Planning & Grants	3	3
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	0
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>80</u>	<u>76</u>
Mechanics - Facilities	7	8
Mechanics - Fleet	30	30
Bus Operators - Full time	272	273
Bus Operators - Part Time	49	20
<b>Total Union Personnel:</b>	<u>358</u>	<u>331</u>
<b>TOTAL PERSONNEL</b>	<u>438</u>	<u>407</u>





**Date:** March 14, 2019  
**To:** ITP Board  
**From:** Conrad Venema, Planning Manager  
**Subject:** DECEMBER 2018 RIDERSHIP AND PRODUCTIVITY REPORT

#### BACKGROUND

Fixed-route ridership saw a slight increase, though contracted continued its trend of decreasing ridership. DASH continues to contribute to increased weekend ridership, with Sunday seeing a 14% increase. Route 19 continues to perform well and has gone from the worst performing to the 6<sup>th</sup> best performing route.

#### RIDERSHIP SUMMARY

##### **December 2018 compared to December 2017**

###### Total Ridership by Category:

- Routes 1 – 44 ridership (568,485) increased **1.5%** (8,203)
- Contracted/Specialized Service ridership (164,067) decreased **3.2%** (-5,426)
- Demand-Response ridership (27,288) decreased **2.6%** (-721)
- **Total Monthly Ridership (759,840) increased 0.3% (2,056)**

###### Daily Averages:

- Average Weekday total ridership (31,983) decreased **0.8%** (-268)
- Average Weekday evening ridership (4,273) increased **1.9%** (81)
- Average Saturday ridership (12,512) increased **7.2%** (841)
- Average Sunday ridership (6,067) increased **14.9%** (788)

##### **Fiscal Year 2019 compared to Fiscal Year 2018**

###### Total Ridership by Category:

- Routes 1 – 44 ridership (1,899,365) increased **1.7%** (31,625)
- Contracted/Specialized Service ridership (928,682) increased **0.5%** (5,004)
- Demand-Response ridership (88,644) increased **0.3%** (296)
- **Total Ridership (2,916,691) increased 1.3% (36,925)**

###### Daily Averages:

- Average Weekday total ridership (40,004) decreased **0.9%** (-369)
- Average Weekday evening ridership (5,333) increased **4.8%** (243)
- Average Saturday ridership (13,771) increased **9.1%** (1,153)
- Average Sunday ridership (6,829) increased **14.0%** (838)

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

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

- Average passengers per hour (**19.2**) decreased **1.4%** (-0.1 points)
- Average passengers per mile (**1.56**) decreased **0.7%** (-0.1 points)
- Average farebox recovery percent (**26.2%**) decreased **2.3%** (-0.3 points)
- Average daily passengers (**18,482**) increased **2.1%** (-1.0 points)
- **Monthly system performance (80.7 points) decreased 4.4% (-3.7 points)**
- **FY 2019 system performance (84.4 points) decreased 2.4% (-2.1 points) compared to FY 2018**

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

- **18 of 23 (78.3 %) fixed-routes performed within the average range (within one standard deviation of the system mean)**
- **The Silver Line above standard (greater than 66.7% above the system mean)**
- Route 1 – Division, Route 2 – Kalamazoo and Route 9 – Alpine performed one standard deviation above the system mean
- Route 17 – Woodland/Airport performed one standard deviation below the system mean
- **No routes performed below standard (less than 66.7% below the system mean)**

December 2018 Fixed Route Ridership Change: **3.36%**

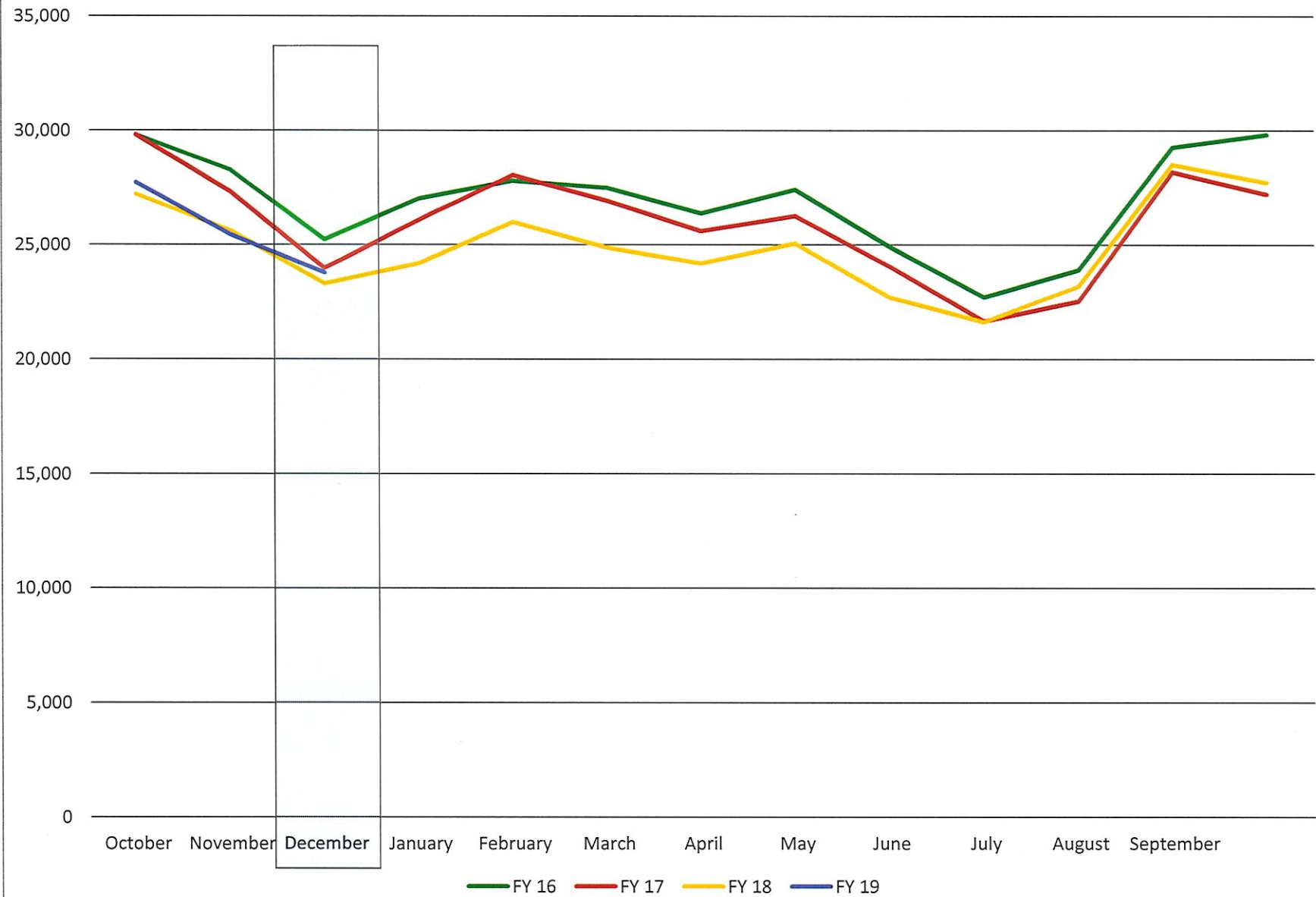
December 2018 Total Ridership Change: **2.85%**

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

	FY 2018	FY 2017	Change
Total Service Weekdays	20	20	0
Total Service Saturdays	5	5	0
Total Service Sundays	5	5	0

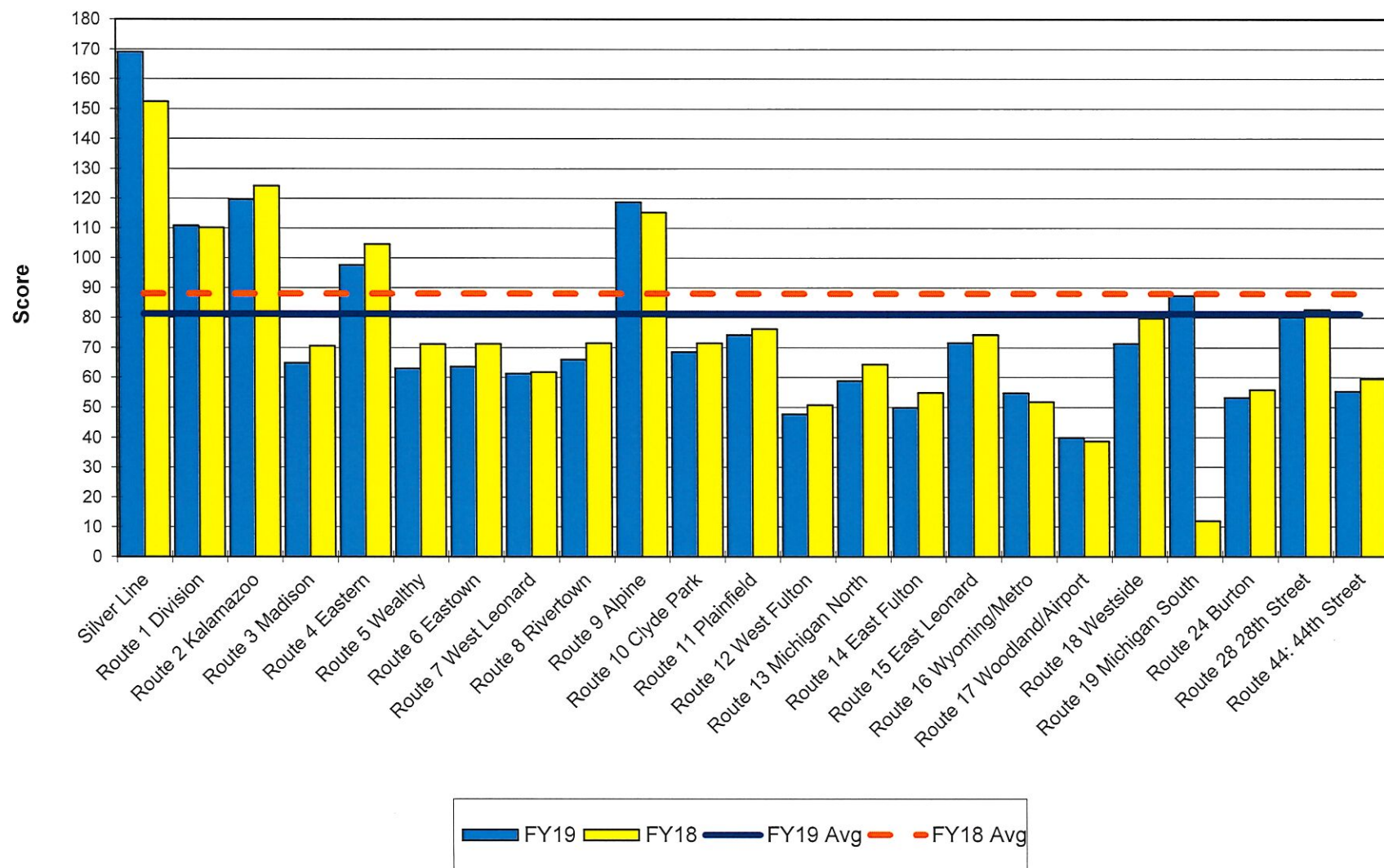
Attached is a graphical summary of the system and individual fixed-route performance

## Monthly Weekday Average Ridership History

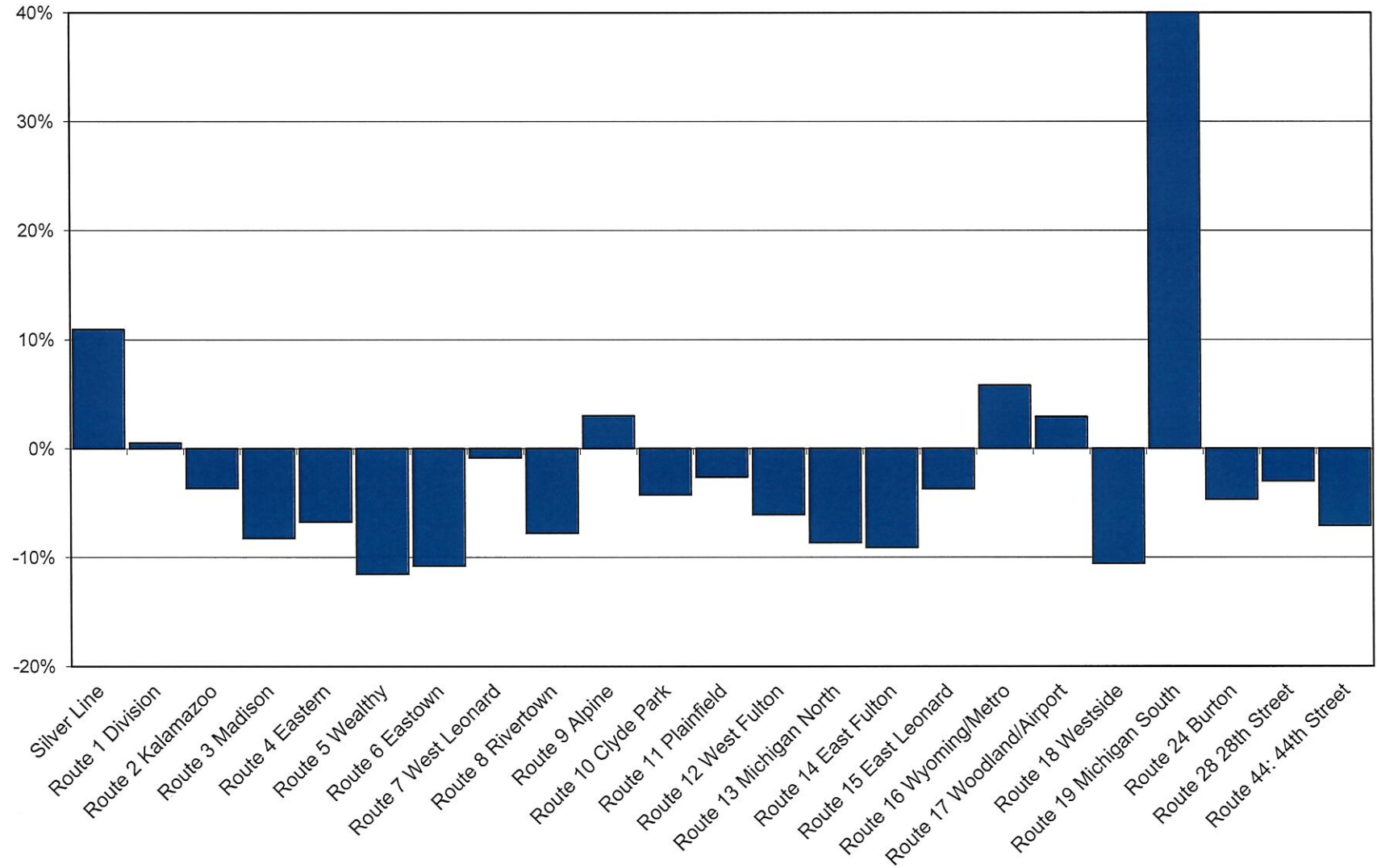




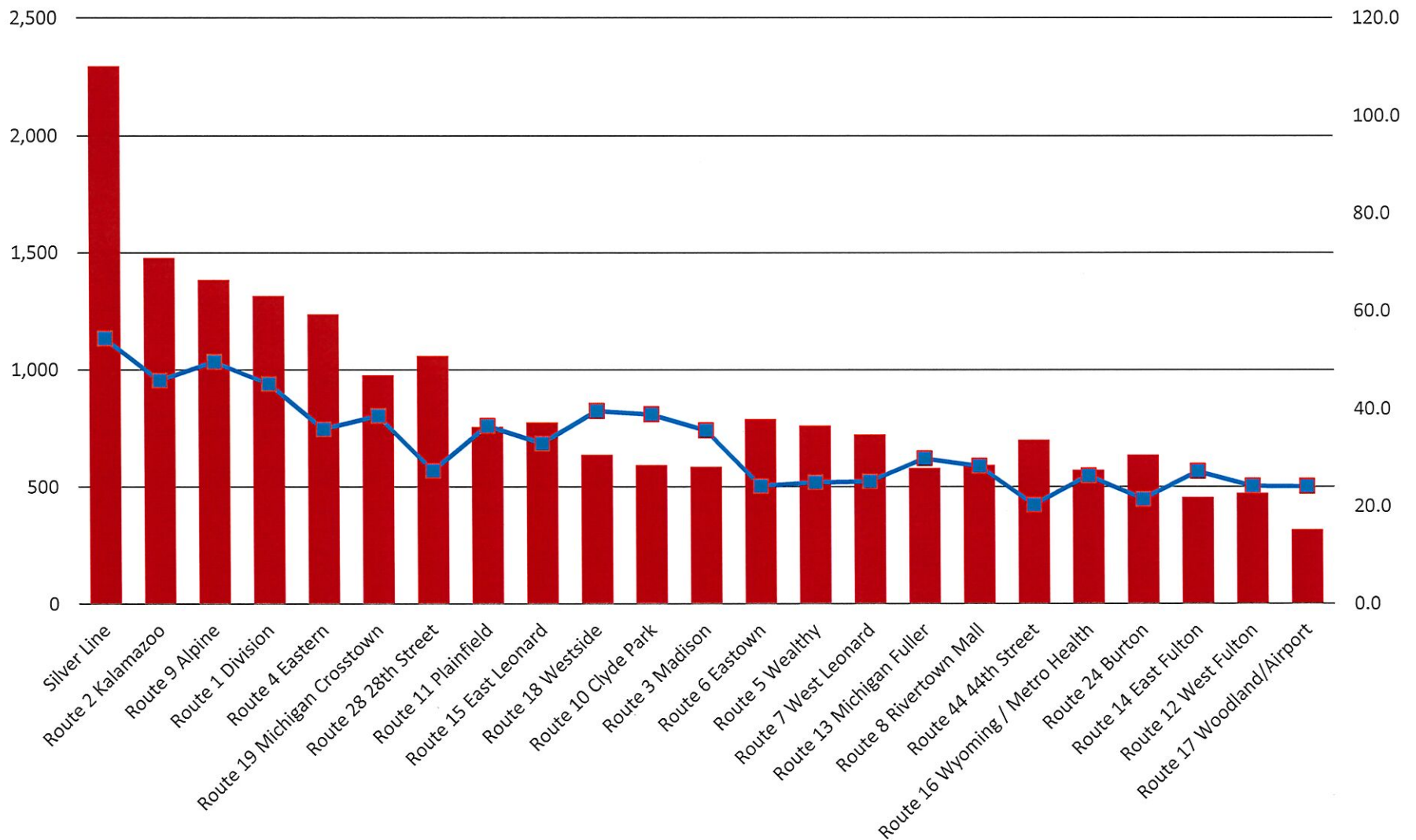
## Fixed-Route Scoring Summary: December 2018 Compared to December 2017



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



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



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

■ Effectiveness Score    ■ Efficiency Score



December 2018 Ridership Report  
Ridership by Fare Category

	November 2018	November 2017	Actual Change	% Change
<b>Regular Route Summary</b>				
\$1.75 Cash Fare	66,504	71,274	-4,770	-6.7%
\$1.75 Adult One-Ride Ticket	7,278	9,402	-2,124	-22.6%
\$1.35 Adult Ticket	26,283	34,738	-8,455	-24.3%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	75,103	91,270	-16,167	-17.7%
\$0.85 Senior / Disabled Ticket and Cash	18,774	23,594	-4,820	-20.4%
\$47 Regular and \$30 Reduced 31-Day Month Pass	81,368	112,844	-31,476	-27.9%
\$3.50 One-Day Pass	23,937	27,777	-3,840	-13.8%
\$16.00 Seven-Day Pass	10,602	15,007	-4,405	-29.4%
Spectrum Health Employee Pass and Route 19	25,742	4,556	21,186	465.0%
Free ADA	10,893	11,468	-575	-5.0%
GVSU Students on Routes 1-44	11,783	13,281	-1,498	-11.3%
Miscellaneous Fare	27,990	36,247	-8,257	-22.8%
Wave Card	68,556	0	68,556	n/a
Transfers	85,363	99,384	-14,021	-14.1%
Silver Line	71,920	67,697	4,223	6.2%
<b>Total Regular Route Ridership</b>	<b>612,096</b>	<b>618,539</b>	<b>-6,443</b>	<b>-1.0%</b>

**Contracted/Specialized Services Summary**

DASH	48,124	32,670	15,454	47.3%
GRCC Shuttle	16,365	18,458	-2,093	-11.3%
GVSU Campus Connector	121,644	131,178	-9,534	-7.3%
GVSU Off-Campus Shuttle	61,338	63,762	-2,424	-3.8%
GVSU South Campus Express	81,369	89,243	-7,874	-8.8%
FSU	1,192	869	323	37.2%
Vanpools	3,040	3,337	-297	-8.9%
<b>Total Contracted Ridership</b>	<b>333,072</b>	<b>339,517</b>	<b>-6,445</b>	<b>-1.9%</b>

**Demand Response Summary**

GO!Bus	28,338	28,574	-236	-0.8%
PASS North Ridership (Including Transfers)	244	255	-11	-4.3%
PASS SE Ridership (Including Transfers)	201	197	4	2.0%
PASS SW Ridership (Including Transfers)	137	65	72	110.8%
<b>Total Demand Response Ridership</b>	<b>28,920</b>	<b>29,091</b>	<b>-171</b>	<b>-0.6%</b>

	2018	2017	Change	YTD Change
Total Service Weekdays	21	21	0	1
Total Service Saturdays	4	4	0	0
Total Service Sundays	4	4	0	-1
Total Holidays	1	1	0	0
<b>Total Service Days</b>	<b>29</b>	<b>29</b>	<b>0</b>	<b>0</b>
<b>Total Days</b>	<b>30</b>	<b>30</b>	<b>0</b>	<b>0</b>

Total Weekday Fixed-Route Ridership	748,206	778,161	-29,955	-3.8%
Total Weekday Evening Fixed-Route Ridership	113,146	106,731	6,415	6.0%
<b>Total Weekday and Weekday Evening Fixed-Route Ridership</b>	<b>861,352</b>	<b>884,892</b>	<b>-23,540</b>	<b>-2.7%</b>
Total Saturday Fixed-Route Ridership	56,251	49,234	7,017	14.3%
Total Sunday Fixed-Route Ridership	27,565	23,930	3,635	15.2%
Avg Weekday Daytime Fixed-Route Ridership	35,629	37,055	-1,426	-3.8%
Avg Weekday Evening Fixed-Route Ridership	5,388	5,082	305	6.0%
<b>Avg Weekday and Weekday Evening Fixed-Route Ridership</b>	<b>41,017</b>	<b>42,138</b>	<b>-1,121</b>	<b>-2.7%</b>
Avg Saturday Fixed-Route Ridership	14,063	12,309	1,754	14.3%
Avg Sunday Fixed-Route Ridership	6,891	5,983	909	15.2%

	2018	2017	Change	% Change
Fixed-Route Ridership Month to Date	612,096	618,539	-6,443	-1.0%
Contracted/Specialized Service Ridership Month to Date	333,072	339,517	-6,445	-1.9%
Demand Response Ridership Month to Date	28,920	29,091	-171	-0.6%
<b>Total Monthly Ridership</b>	<b>974,088</b>	<b>987,147</b>	<b>-13,059</b>	<b>-1.3%</b>
	2018	2017	Change	% Change
Fixed-Route Ridership Year to Date	1,330,880	1,307,458	23,422	1.8%
Contracted/Specialized Service Ridership Year to Date	764,615	754,185	10,430	1.4%
Demand Response Ridership Year to Date	61,356	60,339	1,017	1.7%
<b>Total Ridership Year to Date</b>	<b>2,156,851</b>	<b>2,121,982</b>	<b>34,869</b>	<b>1.6%</b>



## December 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 2018 Rank	Change	Total Passengers	Peak Frequency
Silver Line	30.7	2.29	42.8%	54.4	2,295	114.7	169.1	120.5%	1	1	0	58,843	10
Route 2 Kalamazoo	25.3	2.13	33.5%	45.8	1,478	73.9	119.7	56.1%	2	2	0	44,331	15
Route 9 Alpine	24.9	2.59	34.3%	49.6	1,384	69.2	118.8	54.9%	3	3	0	41,510	15
Route 1 Division	24.7	1.94	35.6%	45.1	1,314	65.7	110.8	44.5%	4	4	0	39,417	15
Route 4 Eastern	19.1	1.60	27.9%	35.8	1,235	61.7	97.6	27.2%	5	5	0	37,046	15
Route 19 Michigan Crosstown	18.5	2.02	27.4%	38.5	977	48.8	87.4	13.9%	6	23	17	19,536	15
Route 28 28th Street	15.2	1.06	23.1%	27.3	1,058	52.9	80.2	4.5%	7	6	-1	31,725	15
Route 11 Plainfield	20.4	1.72	26.2%	36.5	756	37.8	74.3	-3.2%	8	8	0	22,665	15
Route 15 East Leonard	18.0	1.66	22.2%	32.9	775	38.7	71.6	-6.6%	9	9	0	23,241	15
Route 18 Westside	21.8	2.00	26.5%	39.5	637	31.8	71.4	-6.9%	10	7	-3	15,913	30
Route 10 Clyde Park	22.9	1.64	29.6%	38.8	593	29.6	68.5	-10.7%	11	11	0	17,785	30
Route 3 Madison	20.1	1.67	25.3%	35.6	585	29.2	64.8	-15.5%	12	14	2	14,613	30
Route 6 Eastown	13.6	1.30	14.8%	24.1	789	39.4	63.6	-17.1%	13	10	-3	23,659	15
Route 5 Wealthy	13.8	1.19	17.8%	24.9	761	38.1	63.0	-17.9%	14	12	-2	19,030	15
Route 7 West Leonard	15.2	0.99	19.7%	25.1	722	36.1	61.2	-20.2%	15	16	1	18,057	15
Route 13 Michigan Fuller	16.9	1.47	20.1%	29.8	580	29.0	58.8	-23.3%	16	15	-1	14,497	15
Route 8 Rivertown Mall	16.8	1.18	21.5%	28.3	593	29.6	57.9	-24.5%	17	13	-4	17,785	30
Route 44 44th Street	11.1	0.82	16.9%	20.3	700	35.0	55.3	-27.9%	18	17	-1	17,496	30
Route 16 Wyoming / Metro Health	15.1	1.13	20.1%	26.3	571	28.5	54.8	-28.5%	19	21	2	17,126	30
Route 24 Burton	11.3	0.88	18.1%	21.5	635	31.7	53.2	-30.6%	18	19	1	15,872	30
Route 14 East Fulton	15.6	1.31	18.7%	27.2	454	22.7	49.9	-35.0%	21	18	-3	11,349	30
Route 12 West Fulton	13.8	1.28	14.8%	24.2	471	23.6	47.7	-37.8%	22	20	-2	11,776	30
Route 17 Woodland/Airport	14.2	1.00	18.5%	24.1	317	15.8	39.9	-47.9%	23	22	-1	6,337	30
<b>System Summary</b>	<b>19.2</b>	<b>1.56</b>	<b>26.2%</b>		<b>840</b>		<b>76.7</b>	<b>n/a</b>				<b>549,609</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)	19.2	1.56	26.2%	34.7	840	42.0	76.7	n/a
Standard deviation	4.3	0.46	6.2%	8.8	318	15.9	30.0	n/a
Routes above standard (equal or greater than 66.7% of mean)	32.0	2.60	43.7%	57.8	1,400	70.0	127.8	66.7%
Routes above one standard deviation of mean	31.9	2.59	43.6%	57.7	1,399	70.0	127.7	66.6%
Above average routes within one standard deviation of mean	23.5	2.02	32.4%	43.5	1,158	57.9	106.7	39.1%
Average routes	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean
Below average routes within one standard deviation of mean	14.9	1.10	20.0%	25.9	523	26.1	46.7	-39.1%
Routes below one standard deviation of mean	6.5	0.53	8.8%	11.7	281	14.0	25.7	-66.6%
Routes below standard (equal or less than 66.7% of mean)	6.4	0.52	8.7%	11.6	280	14.0	25.6	-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	25.3	1.43	n/a	36.7	3,059	152.9	189.6	n/a	n/a	n/a	n/a	52,002	7
GVSU South Campus Express	58.0	5.73	n/a	111.9	3,217	160.9	272.8	n/a	n/a	n/a	n/a	35,391	10
GVSU Off-Campus	55.1	6.00	n/a	112.6	2,338	116.9	229.5	n/a	n/a	n/a	n/a	25,720	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	46.6	11.79	n/a	171.6	1,252	62.6	234.3	n/a	n/a	n/a	n/a	6,262	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	18.5	2.37	n/a	41.9	1,323	66.1	108.0	n/a	n/a	n/a	n/a	26,453	5
DASH North	8.3	0.88	n/a	16.7	775	38.8	55.4	n/a	n/a	n/a	n/a	15,501	20
FSU	4.0	0.10	n/a	4.4	38	1.9	6.3	n/a	n/a	n/a	n/a	417	120
	<b>24.02</b>	<b>2.00</b>	<b>n/a</b>									<b>161,746</b>	

<b>Total System Summary</b>	<b>20.31</b>	<b>1.66</b>	<b>26.67%</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:** March 12, 2019  
**To:** ITP Board  
**From:** Conrad Venema, Planning Manager  
**Subject:** JANUARY 2019 RIDERSHIP AND PRODUCTIVITY REPORT

### BACKGROUND

Ridership and productivity was significantly affected by extreme inclement weather conditions experienced across the region beginning in the middle of January. Ridership figures therefore declined due to consecutive days where schools and employers remained closed. However, it should be noted ridership was performing at levels similar to January 2018 until the middle of the month when weather became severe. Weekend ridership levels are notably up exclusively due to improved weekend DASH service.

### RIDERSHIP SUMMARY

#### **January 2019 compared to January 2018**

##### Total Ridership by Category:

- Routes 1 – 44 ridership (550,097) decreased **10.2%** (-62,393)
- Contracted/Specialized Service ridership (273,047) decreased **14.4%** (-45,807)
- Demand-Response ridership (22,213) decreased **28.4%** (-8,804)
- **Total Monthly Ridership (845,357) decreased 12.2% (-117,004)**

##### Daily Averages:

- Average Weekday total ridership (33,957) decreased **13.0%** (-5,062)
- Average Weekday evening ridership (4,416) decreased **8.4%** (-404)
- Average Saturday ridership (12,791) increased **3.0%** (368)
- Average Sunday ridership (6,232) increased **7.3%** (425)

#### **Fiscal Year 2019 compared to Fiscal Year 2018**

##### Total Ridership by Category:

- Routes 1 – 44 ridership (2,449,462) decreased **1.2%** (-30,768)
- Contracted/Specialized Service ridership (1,201,729) decreased **3.3%** (-40,803)
- Demand-Response ridership (110,857) decreased **7.1%** (-8,508)
- **Total Ridership (3,762,048) decreased 2.1% (-80,079)**

##### Daily Averages:

- Average Weekday total ridership (38,457) decreased **3.9%** (-1,566)
- Average Weekday evening ridership (5,098) increased **1.6%** (78)
- Average Saturday ridership (13,540) increased **7.7%** (969)
- Average Sunday ridership (6,688) increased **12.4%** (738)



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

January 2019 fixed-route system performance decreased compared to January 2018 (contracted services not included). The fixed-route summary is as follows:

- Average passengers per hour (17.6) decreased 12.8% (-1.3 points)
- Average passengers per mile (1.43) decreased 12.2% (-1.5 points)
- Average farebox recovery percent (22.4%) decreased 14.9% (-2.0 points)
- Average daily passengers (17,987) decreased 13.1% (-5.9 points)
- Monthly system performance (70.1 points) decreased 13.2% (-10.7 points)
- FY 2019 system performance (78.4 points) decreased 5.0% (-4.1 points) compared to FY 2018

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

- 17 of 23 (73.9%) fixed-routes performed within the average range (within one standard deviation of the system mean)
- The Silver Line above standard (greater than 66.7% above the system mean)
- Route 1 – Division, Route 2 – Kalamazoo, and Route 9 – Alpine performed one standard deviation above the system mean
- Route 12 – West Fulton and Route 17 – Woodland/Airport performed one standard deviation below the system mean
- No routes performed below standard (less than 66.7% below the system mean)

January 2019 Fixed Route Ridership Change: 0.62%

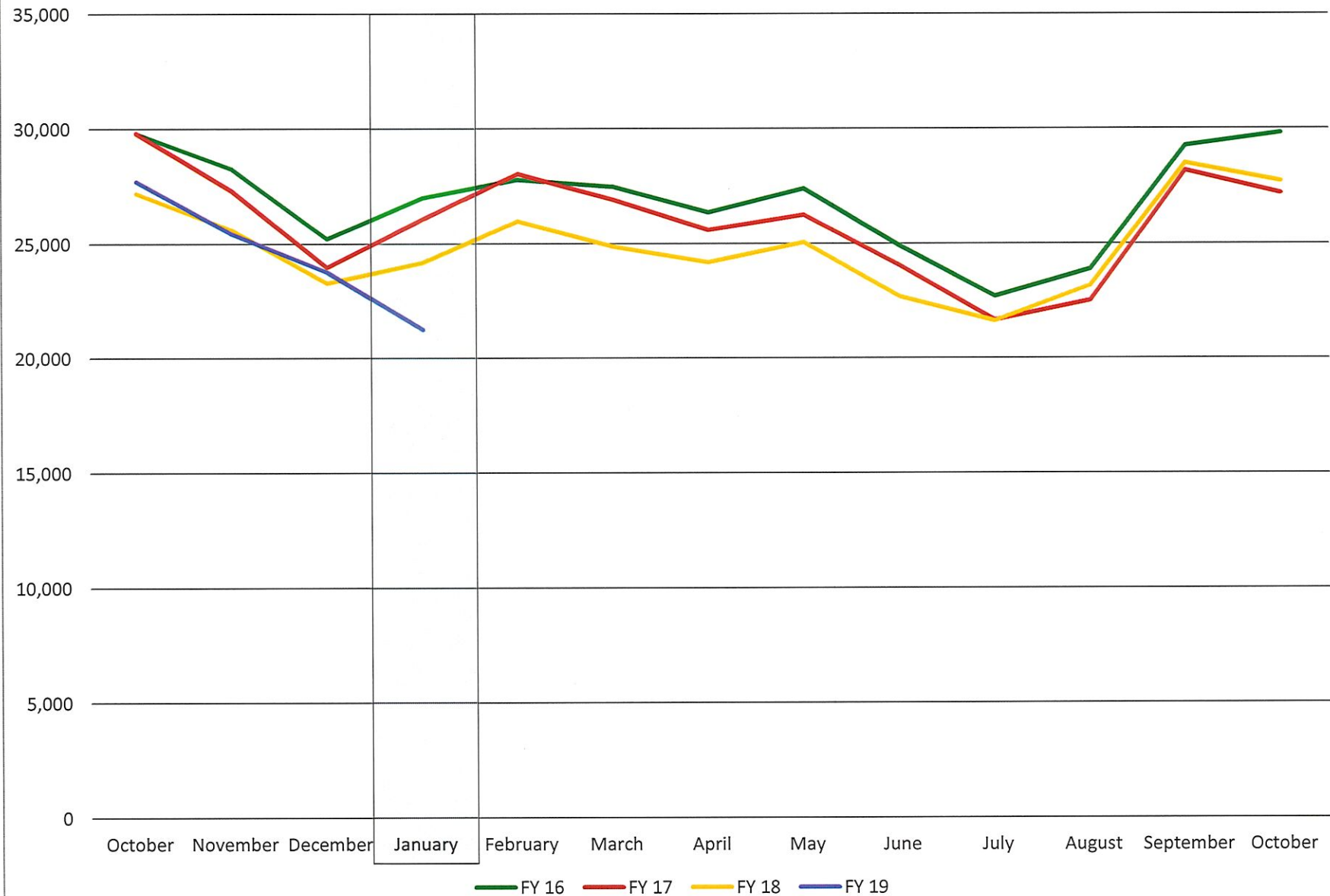
January 2019 Total Ridership Change: 1.13% (note: figures now include DASH ridership)

#### **Change in service days from January 2019 to January 2018**

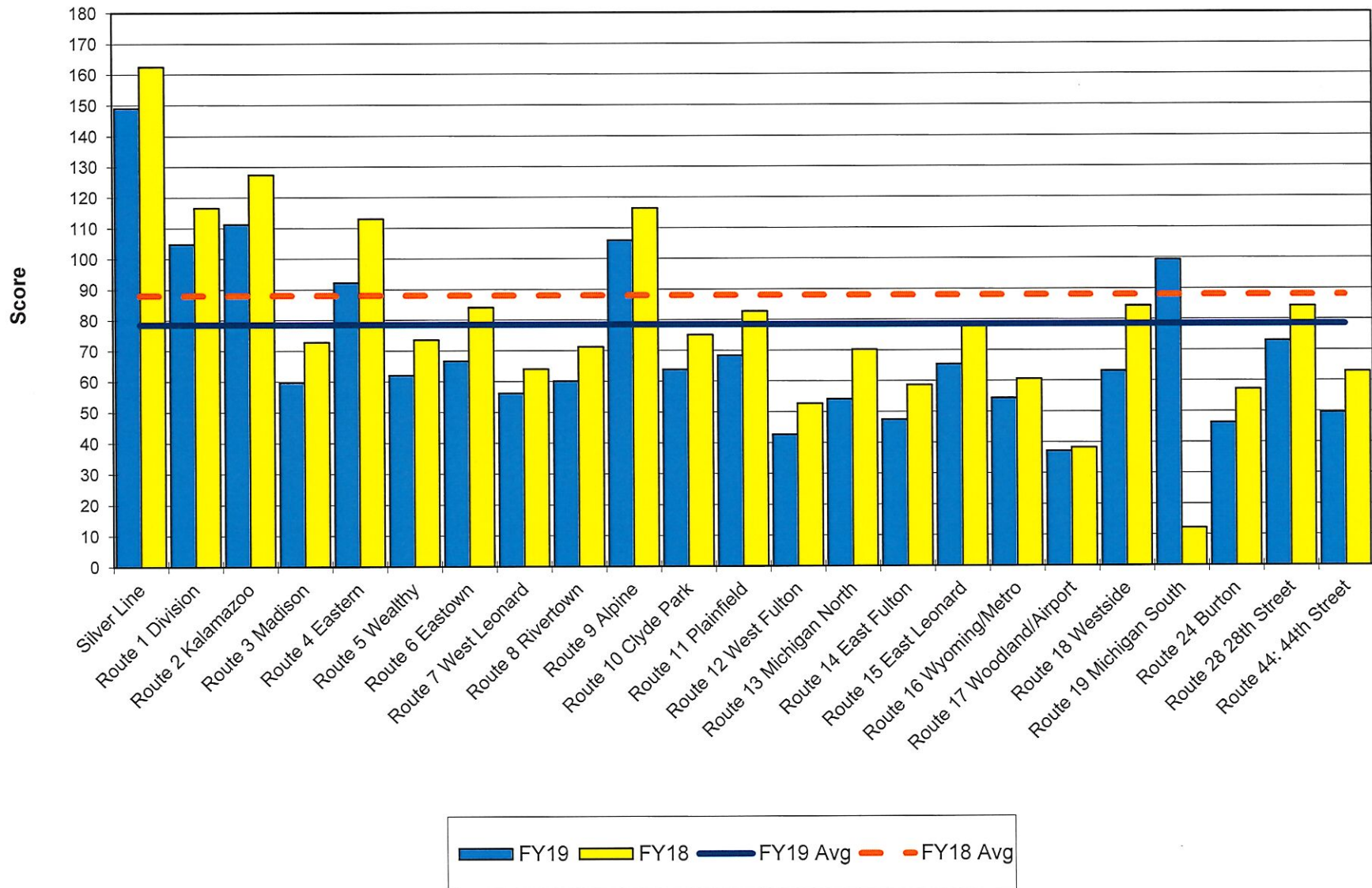
	FY 2019	FY 2018	Change
Total Service Weekdays	22	22	0
Total Service Saturdays	4	4	0
Total Service Sundays	4	4	0

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

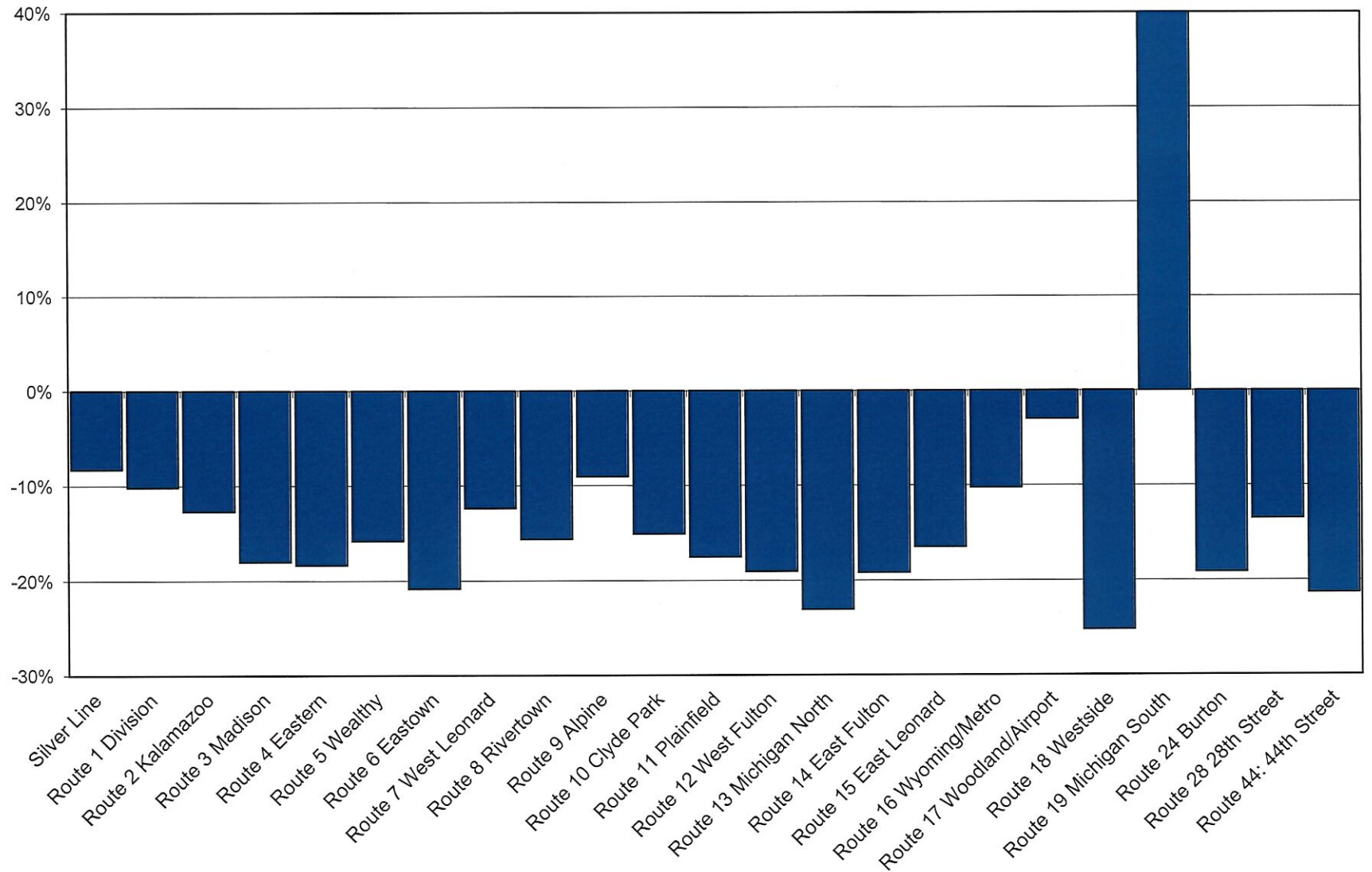
## Monthly Weekday Average Ridership History



## Fixed-Route Scoring Summary: January 2019 Compared to January 2018

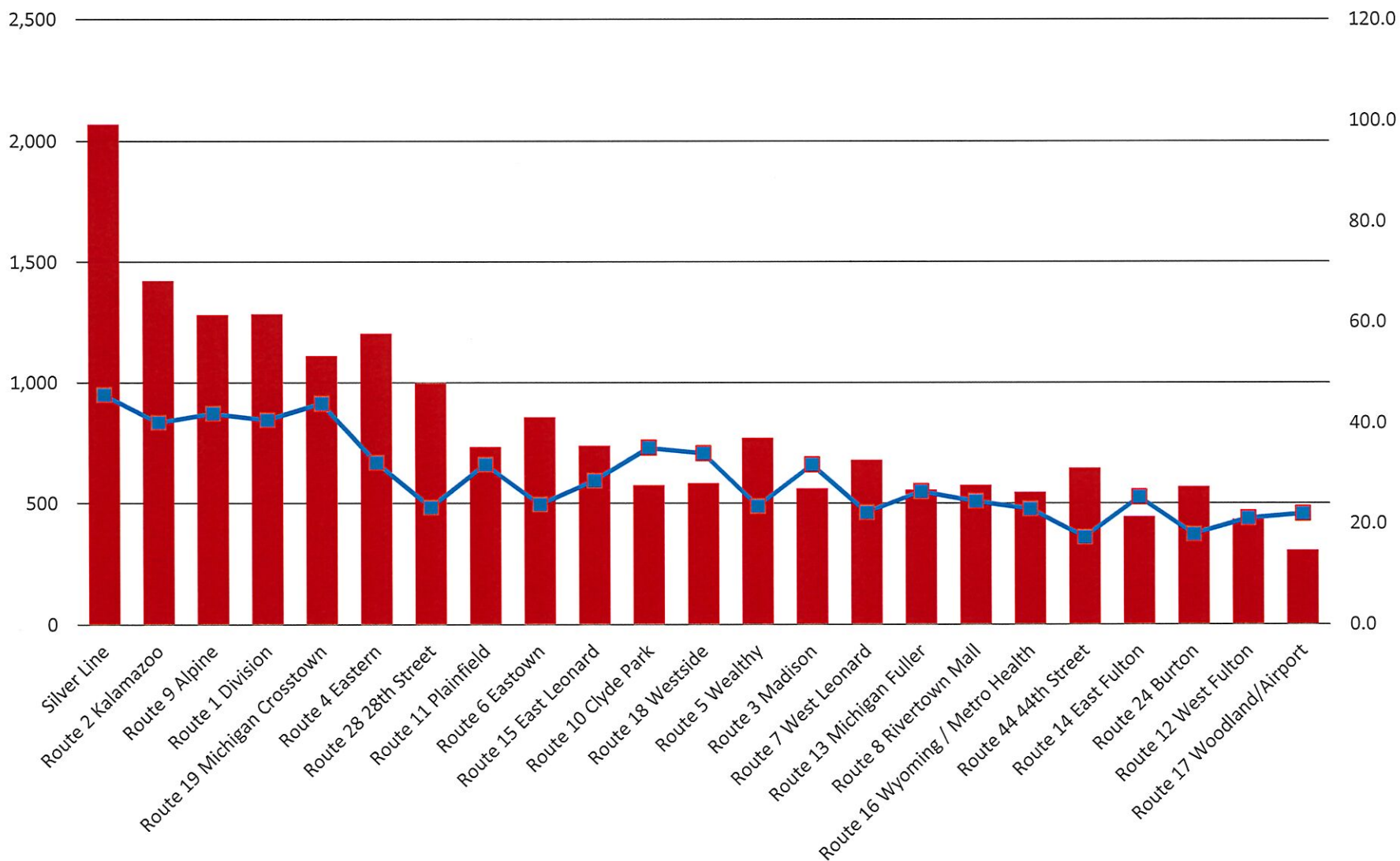


Percent Change by Route: January 2019 Compared to Compared January 2018





## Fixed Route Efficiency Score and Ridership Levels - January 2019



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

Effectiveness Score Efficiency Score

January 2019 Ridership Report  
Ridership by Fare Category

	January 2019	January 2018	Actual Change	% Change
<b>Regular Route Summary</b>				
\$1.75 Cash Fare	61,804	72,709	-10,905	-15.0%
\$1.75 Adult One-Ride Ticket	6,155	8,818	-2,663	-30.2%
\$1.35 Adult Ticket	24,438	35,322	-10,884	-30.8%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	50,086	87,688	-37,602	-42.9%
\$0.85 Senior / Disabled Ticket and Cash	15,680	21,410	-5,730	-26.8%
\$47 Regular and \$30 Reduced 31-Day Month Pass	72,077	117,721	-45,644	-38.8%
\$3.50 One-Day Pass	22,855	28,258	-5,403	-19.1%
\$16.00 Seven-Day Pass	9,107	14,163	-5,056	-35.7%
Spectrum Health Employee Pass and Route 19	29,197	5,177	24,020	464.0%
Free ADA	8,968	9,896	-928	-9.4%
GVSU Students on Routes 1-44	9,677	13,275	-3,598	-27.1%
Miscellaneous Fare	20,813	30,036	-9,223	-30.7%
Wave Card	84,197	0	84,197	n/a
Transfers	72,980	100,605	-27,625	-27.5%
Silver Line	62,063	67,412	-5,349	-7.9%
<b>Total Regular Route Ridership</b>	<b>550,097</b>	<b>612,490</b>	<b>-62,393</b>	<b>-10.2%</b>

**Contracted/Specialized Services Summary**

DASH	47,743	34,736	13,007	37.4%
GRCC Shuttle	15,687	19,231	-3,544	-18.4%
GVSU Campus Connector	101,394	130,181	-28,787	-22.1%
GVSU Off-Campus Shuttle	44,361	58,867	-14,506	-24.6%
GVSU South Campus Express	60,658	71,408	-10,750	-15.1%
FSU	457	1,056	-599	-56.7%
Vanpools	2,747	3,375	-628	-18.6%
<b>Total Contracted Ridership</b>	<b>273,047</b>	<b>318,854</b>	<b>-45,807</b>	<b>-14.4%</b>

**Demand Response Summary**

GOIBus	21,607	30,486	-8,879	-29.1%
PASS North Ridership (Including Transfers)	248	237	11	4.6%
PASS SE Ridership (Including Transfers)	216	205	11	5.4%
PASS SW Ridership (Including Transfers)	142	89	53	59.6%
<b>Total Demand Response Ridership</b>	<b>22,213</b>	<b>31,017</b>	<b>-8,804</b>	<b>-28.4%</b>

	2019	2018	Change	YTD Change
Total Service Weekdays	22	22	0	1
Total Service Saturdays	4	4	0	0
Total Service Sundays	4	4	0	-1
Total Holidays	1	1	0	0
<b>Total Service Days</b>	<b>30</b>	<b>30</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	649,898	752,376	-102,478	-13.6%
Total Weekday Evening Fixed-Route Ridership	97,158	106,051	-8,893	-8.4%
<b>Total Weekday and Weekday Evening Fixed-Route Ridership</b>	<b>747,056</b>	<b>858,427</b>	<b>-111,371</b>	<b>-13.0%</b>
Total Saturday Fixed-Route Ridership	51,162	49,690	1,472	3.0%
Total Sunday Fixed-Route Ridership	24,926	23,227	1,699	7.3%
Avg Weekday Daytime Fixed-Route Ridership	29,541	34,199	-4,658	-13.6%
Avg Weekday Evening Fixed-Route Ridership	4,416	4,821	-404	-8.4%
<b>Avg Weekday and Weekday Evening Fixed-Route Ridership</b>	<b>33,957</b>	<b>39,019</b>	<b>-5,062</b>	<b>-13.0%</b>
Avg Saturday Fixed-Route Ridership	12,791	12,423	368	3.0%
Avg Sunday Fixed-Route Ridership	6,232	5,807	425	7.3%

	2019	2018	Change	% Change
Fixed-Route Ridership Month to Date	550,097	612,490	-62,393	-10.2%
Contracted/Specialized Service Ridership Month to Date	273,047	318,854	-45,807	-14.4%
Demand Response Ridership Month to Date	22,213	31,017	-8,804	-28.4%
<b>Total Monthly Ridership</b>	<b>845,357</b>	<b>962,361</b>	<b>-117,004</b>	<b>-12.2%</b>
	2019	2018	Change	% Change
Fixed-Route Ridership Year to Date	2,449,462	2,480,230	-30,768	-1.2%
Contracted/Specialized Service Ridership Year to Date	1,201,729	1,242,532	-40,803	-3.3%
Demand Response Ridership Year to Date	110,857	119,365	-8,508	-7.1%
<b>Total Ridership Year to Date</b>	<b>3,762,048</b>	<b>3,842,127</b>	<b>-80,079</b>	<b>-2.1%</b>



## January 19 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 2018 Rank	Change	Total Passengers	Peak Frequency
Silver Line	26.5	1.97	34.4%	45.6	2,069	103.4	149.0	107.5%	1	1	0	62,063	10
Route 2 Kalamazoo	23.5	1.98	26.3%	40.1	1,423	71.2	111.3	54.9%	2	2	0	42,702	15
Route 9 Alpine	22.0	2.29	26.6%	41.9	1,281	64.0	105.9	47.4%	3	3	0	38,415	15
Route 1 Division	23.6	1.86	29.0%	40.6	1,283	64.1	104.7	45.8%	4	4	0	38,485	15
Route 19 Michigan Crosstown	21.0	2.30	31.4%	43.9	1,109	55.5	99.3	38.3%	5	23	18	24,408	15
Route 4 Eastern	17.6	1.49	23.7%	32.1	1,202	60.1	92.2	28.4%	6	5	-1	36,067	15
Route 28 28th Street	13.6	0.95	18.1%	23.2	995	49.8	73.0	1.6%	7	6	-1	29,856	15
Route 11 Plainfield	18.6	1.57	20.6%	31.7	733	36.6	68.3	-4.9%	8	8	0	21,979	15
Route 6 Eastown	14.0	1.34	13.0%	23.8	856	42.8	66.6	-7.3%	9	10	1	25,693	15
Route 15 East Leonard	16.3	1.50	17.6%	28.5	737	36.9	65.4	-9.0%	10	9	-1	22,123	15
Route 10 Clyde Park	21.2	1.52	25.5%	35.0	575	28.7	63.8	-11.3%	11	11	0	17,238	30
Route 18 Westside	19.5	1.78	20.9%	34.0	583	29.1	63.1	-12.2%	12	7	-5	15,152	30
Route 5 Wealthy	13.5	1.16	15.6%	23.4	770	38.5	61.9	-13.8%	13	12	-1	20,023	15
Route 3 Madison	18.8	1.57	20.4%	31.7	560	28.0	59.7	-16.9%	14	14	0	14,569	30
Route 7 West Leonard	13.9	0.92	16.4%	22.2	679	33.9	56.1	-21.9%	15	16	1	17,643	15
Route 13 Michigan Fuller	15.6	1.37	15.9%	26.3	554	27.7	54.1	-24.7%	16	15	-1	14,416	15
Route 8 Rivertown Mall	15.1	1.06	17.4%	24.4	575	28.7	53.1	-26.0%	17	13	-4	17,238	30
Route 16 Wyoming / Metro Health	13.8	1.03	16.2%	22.9	545	27.2	50.1	-30.2%	18	21	3	16,339	30
Route 44 44th Street	10.0	0.74	13.3%	17.3	645	32.2	49.5	-31.1%	19	17	-2	16,762	30
Route 14 East Fulton	14.8	1.25	16.4%	25.2	444	22.2	47.4	-34.0%	20	18	-2	11,543	30
Route 24 Burton	9.9	0.77	14.0%	17.9	568	28.4	46.3	-35.6%	21	19	-2	14,775	30
Route 12 West Fulton	12.3	1.14	12.1%	21.0	432	21.6	42.6	-40.7%	22	20	-2	11,239	30
Route 17 Woodland/Airport	13.7	0.96	15.3%	21.9	305	15.2	37.1	-48.3%	23	22	-1	6,702	30
<b>System Summary</b>	<b>17.6</b>	<b>1.43</b>	<b>22.4%</b>		<b>818</b>		<b>71.8</b>	<b>n/a</b>				<b>535,430</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)	17.6	1.43	22.4%	31.0	818	40.9	71.8	n/a
Standard deviation	4.1	0.45	5.5%	8.2	314	15.7	27.4	n/a
Routes above standard (equal or greater than 66.7% of mean)	29.3	2.38	37.3%	51.6	1,363	68.1	119.7	66.7%
Routes above one standard deviation of mean	29.2	2.37	37.2%	51.4	1,362	68.1	119.6	66.6%
Above average routes within one standard deviation of mean	21.6	1.88	27.9%	39.2	1,131	56.6	99.3	38.2%
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	13.5	0.98	16.9%	22.7	504	25.2	44.4	-38.2%
Routes below one standard deviation of mean	6.0	0.49	7.6%	10.5	273	13.7	24.0	-66.6%
Routes below standard (equal or less than 66.7% of mean)	5.9	0.48	7.5%	10.3	272	13.6	23.9	-66.7%

Contracted/Specialized Services	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean	Current Rank	FY 2014 Rank	Change	Total Passengers	Peak Frequency
GVSU Campus Connector	37.2	2.10	n/a	53.8	5,070	253.5	307.3	n/a	n/a	n/a	n/a	101,394	7
GVSU South Campus Express	70.8	7.00	n/a	136.7	4,333	216.6	353.4	n/a	n/a	n/a	n/a	60,658	10
GVSU Off-Campus	67.6	7.36	n/a	138.2	3,169	158.4	296.6	n/a	n/a	n/a	n/a	44,361	10
GVSU CHS Express	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5
GRCC Shuttle	77.9	19.70	n/a	286.6	3,922	196.1	482.7	n/a	n/a	n/a	n/a	15,687	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	20.3	2.60	n/a	45.9	1,451	72.5	118.5	n/a	n/a	n/a	n/a	31,918	5
DASH North	7.7	0.82	n/a	15.5	719	36.0	51.4	n/a	n/a	n/a	n/a	15,825	20
FSU	2.9	0.08	n/a	3.2	33	1.6	4.8	n/a	n/a	n/a	n/a	457	120
	<b>32.73</b>	<b>2.65</b>	<b>n/a</b>									<b>270,300</b>	

<b>Total System Summary</b>	<b>20.94</b>	<b>1.70</b>	<b>22.73%</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 13, 2019

TO: ITP Board

FROM: Lisa Olsen, Special Services Manager

SUBJECT: DECEMBER 2018 PARATRANSIT RIDERSHIP REPORT

Total monthly paratransit ridership for December 2018 (**27,288**) decreased **2.6% (-721)** from December 2017 (**28,009**).

ADA ridership (20,860) increased **1.7% (342)**, NDS ridership (12) decreased **58.6% (-17)** and PASS ridership (538) increased **10.7% (52)** from December 2017. Network 180 ridership (4,851) decreased **15.1% (864)**.

There were 736 trips in Cascade Township in December 2018 compared to 788 in December 2017.

Average weekday ridership for GO!Bus/PASS service stayed the same, average Saturday ridership decreased **4.6% (17)**, and average Sunday ridership increased **14.9% (45)** from December 2017.

On-time performance for GO!Bus/PASS during the month was 93%. On-time drop-off performance for December 2018 was 92%.

Average cost per GO!Bus/PASS trip increased **4.6% (\$1.13)** from December 2017.

# DECEMBER 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,513	1,586	(73)	-4.6%
Passenger Trips	20,860	20,518	342	1.7%

NDS				
Clients	12	29	(17)	-58.6%
Passenger Trips	65	132	(67)	-50.8%

PASS				
Clients	30	37	(7)	-18.9%
Passenger Trips	538	486	52	10.7%

CONTRACTED				
Clients	4	4	0	0.0%
Passenger Trips	47	21	26	123.8%

RIDELINK				
Clients	330	374	(44)	-11.8%
Passenger Trips	927	1,137	(210)	-18.5%
Phone Calls	2593*	4,464	*New phone system, data not collected on all days	
Total Trips sched. thru Rapid call center	5,692	4,572		

TOTALS				
Clients	1,889	2,030	(141)	-6.9%
Passenger Trips	22,437	22,294	143	0.6%
Average Weekday Ridership	899	899	0	0.0%
Average Saturday Ridership	351	368	(17)	-4.6%
Average Sunday Ridership	361	316	45	14.2%
All Ambulatory Passengers	15,276	15,016	260	1.7%
All Wheelchair Passengers	7,161	7,278	(117)	-1.6%
No - Shows	716	583	133	22.8%
Cancellations	6,248	6,366	(118)	-1.9%
MV				
Average Cost per Trip	\$25.75	\$24.62	\$1.13	4.6%
Riders per Hour	1.9	2.0	(0.1)	-5.0%
Accidents per 100,000 Miles	2	2	0	0.0%

Trip Denials	6	1		500.0%
NTD Travel Time (minutes)	35	30	5	16.7%

NETWORK 180				
Passenger Trips	4,851	5,715	(864)	-15.1%
Average Weekday Ridership	231	272	(41)	-15.1%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	27,288	28,009	(721)	-2.6%
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## Paratransit Service Quality Statistics: network 180 Excluded

	2018	2017	2018	% Change
Complaints	Actual Number	Actual Number	% of Trips	
MV Complaints	9	14	0.0%	-35.7%

On-Time Performance		
On-Time Compliance	93.00%	89.01%
On-Time apt. drop-off	92.00%	87.82%

DATE: March 13, 2019

TO: ITP Board

FROM: Lisa Olsen, Special Services Manager

SUBJECT: JANUARY 2019 PARATRANSIT RIDERSHIP REPORT

### BACKGROUND

Total monthly paratransit ridership for January 2019 (**26,882**) decreased **13.3% (-1,954)** from January 2018 (**31,017**).

ADA ridership (20,492) decreased **8.3% (-1,858)**, NDS ridership (82) decreased **35.4% (-45)**, and PASS ridership (606) increased **14.1% (75)** from January 2018. Network 180 ridership (4,758) decreased **29.1% (-1,954)** and RideLink (914) decreased **24.7% (-300)**.

In January 2019, 724 trips were provided in Cascade Township an decrease of 14.2% from January 2018. The service started January 11, 2016.

Average weekday ridership for GO!Bus/PASS service decreased **10.0% (-94)**, average Saturday ridership decreased **8.2% (-31)**, and average Sunday ridership increased **8.5% (25)** from January 2018.

On-time performance for GO!Bus/PASS during the month was 93.02%. Average appointment drop-off on-time performance was 93.11%.

Average cost per GO!Bus/PASS trip increased **12.6% (\$2.98)** from January 2018.



# JANUARY 2019 Paratransit Ridership and Operating Statistics

ADA	2019	2018	Change	% Change
Clients	1,543	1,562	(19)	-1.2%
Passenger Trips	20,492	22,350	(1,858)	-8.3%

NDS				
Clients	16	27	(11)	-40.7%
Passenger Trips	82	127	(45)	-35.4%

PASS				
Clients	36	31	5	16.1%
Passenger Trips	606	531	75	14.1%

CONTRACTED				
Clients	4	4	0	0.0%
Passenger Trips	30	83	(53)	-63.9%

ACSET				
RIDELINK				
Clients	329	382	(53)	-13.9%
Passenger Trips	914	1,214	(300)	-24.7%
Phone Calls	4,094	5,096		
Total Trips sched. thru Rapid call center	4,230	4,945		

TOTALS				
Clients	1,928	2,006	(78)	-3.9%
Passenger Trips	22,124	24,305	(2,181)	-9.0%
Average Weekday Ridership	846	940	(94)	-10.0%
Average Saturday Ridership	347	378	(31)	-8.2%
Average Sunday Ridership	319	294	25	8.5%
All Ambulatory Passengers	15,286	16,696	(1,410)	-8.4%
All Wheelchair Passengers	6,838	7,609	(771)	-10.1%
No - Shows	629	635	(6)	-0.9%
Cancellations	8,880	5,844	3,036	52.0%
MV				
Average Cost per Trip	\$26.69	\$23.71	\$2.98	12.6%
Riders per Hour	1.8	2.0	(0.2)	-10.0%
Accidents per 100,000 Miles	1.1	1.0	0	10.0%

Trip Denials	2	0	2	200.0%
NTD Travel Time (minutes)	32	29	3	10.3%

NETWORK 180				
Passenger Trips	4,758	6,712	(1,954)	-29.1%
Average Weekday Ridership	216	305	(89)	-29.2%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	26,882	31,017	(4,135)	-13.3%
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## Paratransit Service Quality Statistics: network 180 Excluded

	2019	2018	2019	% Change
Complaints	Actual Number	Actual Number	% of Trips	
MV Complaints	5	17	0.0%	-70.6%

On-Time Performance		
On-Time Compliance	93.02%	92.00%
On-Time appt. drop-off	93.11%	89.76%

**Date:** March 10, 2018  
**To:** ITP Board  
**From:** Conrad Venema, Planning Manager  
**Subject:** FY 2019 FIRST QUARTER FIXED ROUTE REPORT CARD


## BACKGROUND



In keeping with the commitment of reporting system performance to the community, attached is the FY 2019 First Quarter Report Card (October 2019 through December 2019).

Ridership continued to see a slight increase over the quarter. Preventable accidents also were much better than the standard for the quarter, as were on-time performance and customer complaints.




## FIXED ROUTE SERVICE PERFORMANCE

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

**Productivity** – Fixed route ridership in this quarter (1,899,365) increased 1.7% (32,551) compared to the same quarter of FY 2018. This is above the standard of > 0.0% and therefore receives a .

**Cost Effectiveness** – Cost per passenger was \$4.26 in this quarter. This is \$0.31 above the standard of \$3.95 and receives a . In addition, there were 1.67 passengers per revenue mile in this quarter. This is 0.02 above the standard of 1.65 passengers per revenue mile and therefore receives a .

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

	1st Quarter Oct-Dec 2018	1st Quarter Oct-Dec 2017	Change	Standard	Difference From Standard	
<b><u>Productivity</u></b>						
Total Fixed-Route Ridership	<b>1,899,365</b>	1,866,814	32,551	≥ 0.0%	1.7%	
<b><u>Cost Effectiveness</u></b>						
Cost per Passenger (fixed route only)	<b>\$4.26</b>	\$3.84	\$0.42	≤ \$3.95	\$0.31	
Passengers per Revenue Mile	<b>1.67</b>	1.69	-0.03	≥ 1.65	0.02	

## **CONTRACTED SERVICE REPORT**

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


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


	<b><u>1st Quarter Oct-Dec 2018</u></b>	<b><u>1st Quarter Oct-Dec 2017</u></b>	<b><u>Change</u></b>
Total Fixed-Route Ridership	<b>920,281</b>	914,086	6,195
Cost per Passenger	<b>\$2.78</b>	\$2.12	\$0.66
Passengers per Revenue Mile	<b>2.55</b>	3.07	-0.52


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 (2,819,646) increased 1.4% (38,746) compared to the same quarter of FY 2017. This is 1.4% above the standard of 0.0% and therefore receives a .

**Preventable Accidents** – There were 1.27 preventable accidents per 100,000 revenue miles in this quarter. This is 0.23 below the standard of 1.5 preventable accidents per 100,000 revenue miles and therefore receives a .

**Customer Service** – There were 4.29 complaints per 100,000 passengers in this quarter. This is 0.21 below the standard of 4.50 and receives a . In addition there were 0.25 commendations per 100,000 passengers. There is no standard for this category.

**On-Time Performance** – Routes operated on-time 85.9% of the time in this quarter. This is 2.9% above the on-time performance standard of 83.0%. As a result, this category receives a .







**Cost Effectiveness** – Cost per passenger was \$3.78 in this quarter. This is \$0.50 above the standard of \$3.28 and therefore receives a . In addition, there were 1.88 passengers per revenue mile in this quarter. This is 0.11 below the standard of 1.99 passengers per revenue mile and therefore receives a .





**FY 2019 Quarterly Cost Effectiveness Standards**

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Average
Cost per Passenger	\$3.28	\$3.17	\$4.22	\$3.76	\$3.56
Passengers per Mile	1.99	1.91	1.64	1.77	1.83

***FY 2018 Second Quarter Report Card – Contracted and Fixed Route***

	1st Quarter <u>Oct-Dec</u> <u>2018</u>	1st Quarter <u>Oct-Dec</u> <u>2017</u>	<u>Change</u>	<u>Standard</u>	<u>Difference</u> <u>From Standard</u>	
<b><u>Productivity</u></b>						
Total Fixed-Route Ridership	<b>2,819,646</b>	2,780,900	38,746	≥ 0.0%	1.4%	
<b><u>Preventable Accidents</u></b>						
Accidents per 100,000 Revenue Miles	<b>1.27</b>	1.79	-0.52	≤ 1.50	-0.23	
<b><u>Customer Service</u></b>						
Complaints per 100,000 Passengers	<b>4.29</b>	6.19	-1.89	≤ 4.50	-0.21	
Commendations per 100,000 Passengers	<b>0.25</b>	0.32	-0.08	none	n/a	
<b><u>On Time Performance</u></b>						
Percentage of On-Time Buses	<b>85.9%</b>	82.1%	3.76%	≥ 83.0%	2.9%	
<b><u>Cost Effectiveness</u></b>						
Cost per Passenger (fixed route only)	<b>\$3.78</b>	\$3.28	\$0.50	≤ \$3.28	\$0.50	
Passengers per Revenue Mile	<b>1.88</b>	1.99	-0.11	≥ 1.99	-0.11	

## FY 2019 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 > -5.0%	≤ -5.0%
		> 0.0%	≤ 0.0% and > -5.0%	≤ -5.0%
<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	-	-	-
		≤ 4.50	> 4.50 and < 6.00	≥ 6.00
<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	≤ \$3.95	> \$3.95 and < \$4.31	≥ 4.31
		≤ \$3.56	> \$3.56 and < \$3.90	≥ \$3.90
<sup>7</sup> Passengers per Mile	Projected ridership/route growth	≥ 1.65	< 1.65 and > 1.47	≤ 1.47
		> 1.83	< 1.83 and > 1.63	< 1.63

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:** March 27, 2019

**To:** ITP Board

**From:** Lisa Young, Communications Manager

**Subject:** FY 2019 FIRST QUARTER RIDESHARE REPORT



### RapidVan Program Report

- The RapidVan Program provided 8,003 rides and saved 264,080 Vehicle Miles Traveled in the 1<sup>st</sup> Quarter.

<b>RapidVan: 1<sup>st</sup> Quarter 2019 Statistics</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Number of Vans	20	20	20	
Rides	3,040	2,642	2,321	8,003
Vehicle Miles Traveled (VMT)	43,422	39,057	35,422	117,901
Passenger Miles Traveled (PMT)	144,423	128,809	108,749	381,981
VMT Savings (= PMT – VMT)	101,001	89,752	73,327	264,080
Volatile Organic Compounds (g) saved	143,828	127,809	104,419	376,056
Nitrogen Oxides [NOx] (g) saved	80,802	71,803	58,663	211,268
Carbon Monoxide [CO] (pounds) saved	2,360	2,097	1,714	6,171
Particulate Matter [PM] (g) saved	1,111	987	807	2,905
Carbon Dioxide [CO <sub>2</sub> e] (pounds) saved	95,080	84,490	69,028	248,598

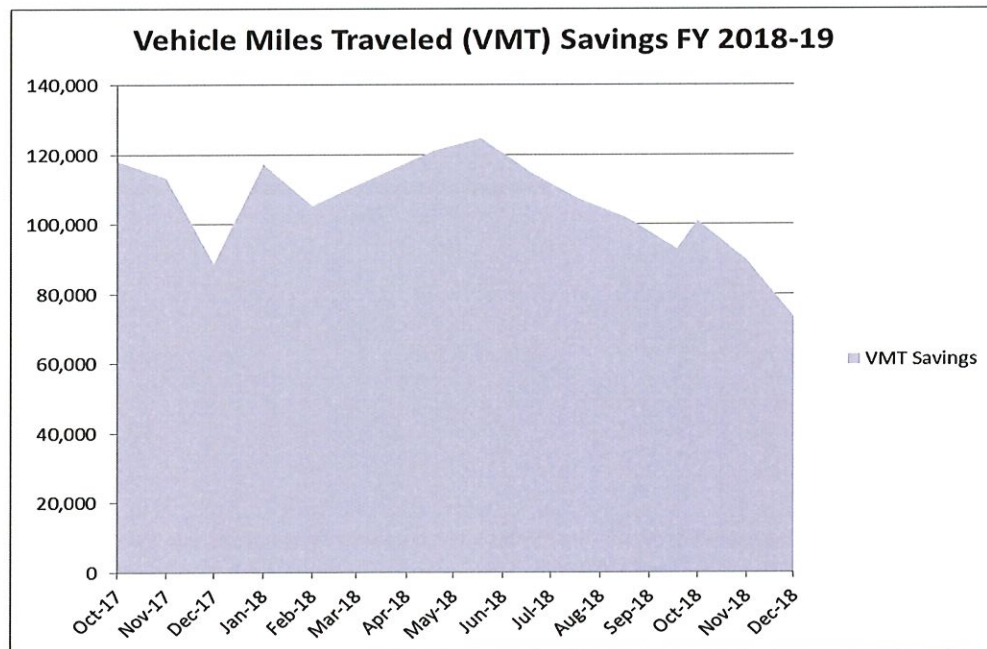
### **Comparison of 1<sup>st</sup> Quarter 2018 to 1<sup>st</sup> Quarter 2019**

	<b>Number of Vans</b>	<b>Number of Rides</b>	<b>Vehicle Miles</b>	<b>Passenger Miles</b>	<b>Vehicle Miles Saved</b>
1 <sup>st</sup> Quarter FY 2018	24	9592	144,260	464,342	320,142
1 <sup>st</sup> Quarter FY 2019	20	8003	117,901	381,981	264,080
<b>Change</b>	<b>(16%)</b>	<b>(16.5%)</b>	<b>(18%)</b>	<b>(17%)</b>	<b>(17.5%)</b>



### RapidVan: FY2018 - FY2019 Statistics

Month	Number of Trips	Vehicle Miles Traveled (VMT)	Passenger Miles Travelled	VMT Savings
Oct-17	3,523	52,767	170,862	118,095
Nov-17	3,337	48,892	162,179	113,287
Dec-17	2,732	42,601	131,361	88,760
Jan-18	3,375	47,456	164,778	117,322
Feb-18	3,066	41,578	146,864	105,286
Mar-18	3,268	47,636	158,851	111,215
Apr-18	3,453	47,843	168,918	121,075
May-18	3,584	50,153	174,852	124,699
Jun-18	3,331	47,983	162,927	114,944
Jul-18	3,190	44,467	151,873	107,406
Aug-18	3,087	45,362	147,092	101,730
Sep-18	2,702	38,811	131,742	92,931
Oct-18	3,040	43,422	144,423	101,001
Nov-18	2,642	39,057	128,809	89,752
Dec-18	2,321	35,422	108,749	73,327
	<b>38,648</b>	<b>555,549</b>	<b>1,872,299</b>	<b>1,316,750</b>



At the beginning of the 1<sup>st</sup> Quarter, the Vanpool program had 108 riders. During the quarter, five riders were added and eight riders dropped out of the program, ending the 1<sup>st</sup> Quarter with 105 riders.

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

Muskegon to Grand Rapids	6
Lansing to Grand Rapids	1
Kalamazoo/Portage to Grand Rapids	2
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	2
Zeeland to Benton Harbor	1
Muskegon to Holland	1
Gowen to Hudsonville	1
Rockford to Grand Rapids	1
Greenville to Grand Rapids	1

### **GreenRide Program Report**

In the 1<sup>st</sup> Quarter, 166 users were added to the Greenride Connect database, and only five users were deleted. As of 12/31/18, there were a total of 2,433 active users listed in the database.

### **Additional 1<sup>st</sup> Quarter GreenRide Statistics**

Individual commutes logged	527
Miles saved as a result of not driving alone	8,414
Individual users conducting searches	101
Total number of searches	171
Average matches per search	2.68
Average # email messages sent per sender	1.83
Current average commute distance	26.09
Current average search radius	9.83



# Campaign Completion Report

## West Michigan Rideshare – 2018

### Results



### Social:

Clicks-to-website and video campaign targeting adults age 45-60 in Lansing, Muskegon, Holland and Zeeland + 25-mile radius. Included daypart targeting to avoid drive times and weekends. Targeted audiences during work hours M-F on desktop and mobile.

#### Facebook Content Marketing Campaign

- Impressions: 463,360
- Reach: 134,080
- Link clicks: 4,322
- Post engagement: 4,705\*

### Radio:

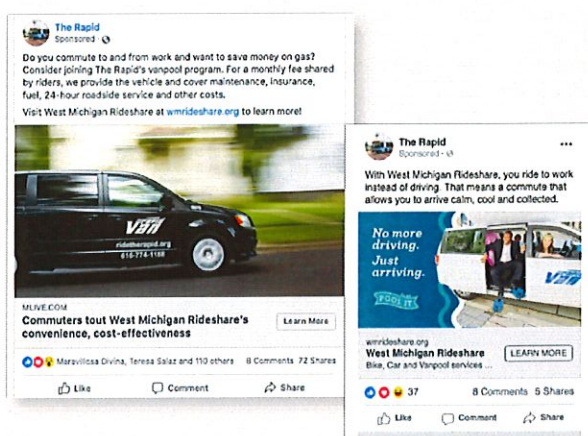
Total traffic sponsorship including 400 15-second commercials across stations: 104.5 WSNX, B-93.7, 101.3 The Brew, 96.1 ESPN, WOOD 106.9, Star 105.7 and eight-minute interview on WOOD AM/FM "Talk of the Town" aired twice during prime drive times

- 1,178,400 impressions
- Reached over 50% of the population three times

#### LinkedIn Content Marketing Campaign

- Impressions: 71,099
- Link clicks: 583
- CTR: .85%
- Post engagement: .90%

\*Post engagement includes the number of likes, comments, shares, link clicks and photo views.





## Marketing Activities

*West Michigan Rideshare was nearing the end of its fall marketing campaign at the beginning of the first quarter, which resulted in an increased amount of traffic to the WM Rideshare site.*

*Throughout the quarter, staff participated in various events in order to connect with community stakeholders. This includes the South Kent Community Expo, Grand Rapids Area Professionals for Excellence (GRAPE), as well as an employer-based meeting at Steelcase Headquarters. At the end of the Quarter, a completion report was received from Gud Marketing, summarizing marketing activities for the calendar year and estimated impact.*

### Details by Tactic | May 28-June 23; Sept. 4-Oct. 31

#### Digital:

Geofencing and targeted digital display campaign targeting adults age 45+; employed full time, within 20-60 minutes from workplace (Kent, Allegan and Ottawa counties) – Lansing, Muskegon, Holland/Zeeland

- Impressions: 1,761,402
- Clicks: 2,025
- CTR: .11% (28% above industry average)



#### Outdoor:

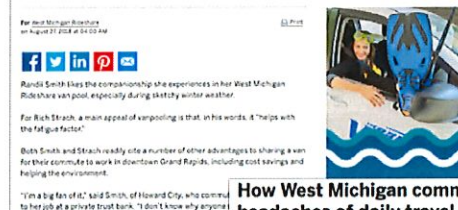
Four high-profile bulletins and eight side-street poster locations

#### Content Marketing:

Two stories published to MLive.com, with digital display ads driving traffic to article targeting HR professionals and working adults 45+ and paid Facebook promotion

- 481,816 impressions
- 1,480 clicks (CTR 23% above benchmark)
- 106 seconds spent on content on average

#### Commuters tout West Michigan Rideshare's convenience, cost-effectiveness



#### How West Michigan commuters save money and headaches of daily travel

### Key Findings

The paid social media campaign's comments included people tagging others, and asking questions about carpooling. Due to a high level of interest, organic reach increased, which increased overall reach and impressions.

Top performing geofence locations for digital display ads were Helen DeVos Children's Hospital and Butterworth Hospital, Spectrum Blodgett Hospital.

The multitactic approach reached many people on numerous levels, focusing on connecting with them while they are participating in the activity (commuting) when the message is most top of mind.

Date: March 14, 2019

To: RAPID Board and Staff

From: Terry Schweitzer

Subject: IMPRESSIONS OF THE NATIONAL SHARED MOBILITY SUMMIT - March 5-7, 2019

- The intent of transit agencies like The Rapid to be a mobility service manager with the central focus on the people that make use of the service was consistent with the theme echoed throughout the Plenary Panel discussions as well as the breakout sessions.
- Mobility services may include traditional linehaul transit service, as well as transportation network companies, light rail, bus rapid transit, car sharing, scooter sharing, bicycle sharing, paratransit, microtransit, carpooling and vanpooling. The nature and mix of these services must be tailored to the nature of the community that is served. Many speakers, whether public agencies or private businesses, seemed to acknowledge that traditional linehaul transit service will likely continue to serve as the backbone for transit systems into the future, especially for service to high volume concentration of trips.
- Pilot programs and other experimentation was promoted as a necessary facet of transforming the mobility services within a community. There must be a willingness to accept and learn from failure in the transformation process. If you can, hold off on performance metrics in the first year. Some pilot program principles include: think big, start small; focus design on specific people and specific problems; build and maintain customer feedback loops; create flexibility to iterate; seek out mobility services that complement existing services; advocate/support equity; and gather rich primary data.
- There was discussion about the prevalent trend of declining ridership. While many factors contributing to this trend are out of our control, it is very important to focus on the quality provision of current services in terms of cleanliness, reliability, accessibility, safety and affordability. (This the current focus of RAPID CEO Andrew Johnson).
- Kansas City, Kansas and Missouri, Arlington, Texas and Austin, Texas are three large systems that have completely revamped their transit services from "scratch".
- Establish an equity task force to formulate a checklist to assess equity performance, accommodations for drivers and riders alike, platform accessibility as well as physical accessibility.
- Mobility on Demand Learning Center, a non-profit clearinghouse of all mobility on demand, was the primary sponsor of the event and a great resource to draw upon as we look forward.
- Innovations continue to be developed to increase accessible, timely and equitable platforms/apps for the benefit of the shared mobility users as well as to encourage users to change their mobility modes and habits. Likewise, technological advancement in the area of battery technology is taking place not only for buses and cars but, as well, for scooters, bicycles and "mopeds". The consensus opinion of the experts appears to be that eventually all of these mobility options will be powered by electricity.





**MINUTES OF  
FINANCE COMMITTEE**

**February 20, 2019**

ATTENDANCE

Committee Members Present: Gary Carey, Stephen Kepley (Chair)

Committee Members Absent: Rick Baker

Staff: Michael Bulthuis, Robin Crothers, Andrew Johnson (CEO), Linda Medina, Brian Pouget, Dina Reed, Mike Wieringa

Others: John LaFramboise (BDO Seidman), Troy Schnabel (Watkins Ross)

Mayor Kepley called the meeting to order at 4:08 p.m.

PUBLIC COMMENT – no comments

I. MINUTES – November 6, 2018

Mayor Kepley asked for corrections to the minutes. None were offered. The minutes of the November 6, 2018 Finance Committee meeting were approved as written.

2. DISCUSSION

a) FY 2018 Audit

Mr. LaFramboise reviewed the Audit Wrap-Up that was provided to the Board along with the FY 2018 Audit Report. The auditors provided a clean, unmodified opinion.

Mr. LaFramboise informed the Committee that the federal Office of Inspector General (OIG) has pulled The Rapid's audit for inspection. This is a quality control review. He stated that BDO will have all workpapers available to the OIG. It is not clear at this time what the reason(s) was for this OIG review. This is the first time he has been involved in an OIG audit. He will keep the Rapid management and Board informed on the progress.

In response to a question from Mayor Kepley, Mr. LaFramboise commented that he does not know at this point if it is appropriate to ask specifically why The Rapid's audit was chosen. He will check with colleagues who have experience with OIG reviews.



Mayor Carey suggested that we find out if any other transit systems that have been notified of an OIG review.

The auditors noted that cooperation of management during the audit was excellent. The management representation letter included information on two corrected misstatements and one uncorrected misstatements related to accounts that the auditors brought to the attention of management. These were considered to be immaterial. There was one control deficiency communicated to management that was identified as a result of the audit that was not considered to be a material weakness.

Mayor Kepley asked if the audit included a review of cash handling. Mr. LaFramboise responded that the auditors do a high level review of this process.

Mr. LaFramboise highlighted various sections of the audit report and answered questions from the Committee.

b) Pension

Mr. Schnabel reviewed the Actual Valuation Reports and Pension Accounting Reports for the administration and union pension plans. Discussion was held regarding the funding status of the plans and other pertinent information. Mr. Schnabel answered questions from the Committee.

2(c) Budget Process

Ms. Medina explained the budget process which consists of preparation, development, review and adoption over the period of February-August. The budget is typically adopted at the August Board meeting.

Ms. Reed noted that budget assumptions are discussed and determined in May. This includes consideration of salary increases. There are still some employees needing to get to the mid-point of the new salary program which will take two years. These issues will come to the Finance Committee at their May 8 meeting.

2(d) Cash Management

Ms. Medina reviewed the cash management procedures and vault room procedures. Cash handling for the TVM's is also included in the vault room procedures.

Mayor Kepley indicated that he would like the Finance Committee to have an opportunity to observe the vault room process. Perhaps this could be done on May 8 when the Committee has its next meeting.

Ms. Medina answered questions from the Committee on these procedures.

The meeting was adjourned at 5:35 p.m.

  
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Robin Crothers, Board Secretary



**MINUTES OF**  
**FUTURE PLANNING & TECHNOLOGY COMMITTEE**

**March 4, 2019**

ATTENDANCE

Committee Members Present: Rosalynn Bliss, Jack Hoffman, Terry Schweitzer, Ryan Anderson (citizen member), Dave Bulkowski (citizen member)

Committee Members Absent: Robert Postema, Paul Troost

Staff: Robin Crothers, Max Dillivan, Andrew Johnson (CEO), Asher Lockwood (intern), Nick Monoyios, Brian Pouget, Dina Reed, Conrad Venema, Mike Wieringa

Others: None

Mr. Schweitzer called the meeting to order at 8:04 a.m.

PUBLIC COMMENT – no public present

1. MINUTES – January 7, 2019 Committee Meeting

Mr. Schweitzer asked for corrections to the minutes. None were offered. The minutes of the January 7, 2019 Future Planning & Technology Committee were approved as written.

2. DISCUSSION

a) Comprehensive Operational Analysis (COA)

Mr. Venema introduced Max Dillivan, The Rapid's new Senior Planner.

Mr. Venema noted that the committee discussed the draft scope for the COA at their January 7 meeting and changes were made to the scope based on that discussion. More information was included to focus on home to work trips, social and environmental justice issues, high density transit populations, mobility integration, and interconnection of service options with new mobility options such as car share, bike

share and others. Other minor changes were also made. He stated that he used information from other COA's to assist in developing The Rapid's scope of work.

Mr. Johnson mentioned that the COA will determine what we can do with existing resources with an eye toward positioning The Rapid for the future.

In response to a question from Mr. Schweitzer, Mr. Venema stated that there will be public engagement during the course of the study. The timing for public engagement will be determined as the study progresses.

Mayor Bliss asked about the consultant selection process. Mr. Johnson informed the committee that we will follow the standard procurement process. Evaluation criteria will be determined and an evaluation team will be formed including members of the Future Committee and staff. Proposals will be evaluated and selected consultant firms will be interviewed and make presentations.

Mr. Venema commented that the interview/presentation process is critical. He expects that several firms will submit proposals for the COA.

Mr. Bulkowski asked if the COA will include looking at The Rapid's other existing services besides fixed route such as RideLink and Wheels to Work. Mr. Venema responded that the COA will look at all of our services.

Mr. Bulkowski stated that in addition to looking at what we are doing with existing resources and how to interconnect seamlessly, is there another perspective to consider using existing resources to determine how we could lead mobility. He commented on the need for understanding current and potential riders to determine why they choose certain mobility options, i.e. Uber vs. public transit.

Mr. Johnson explained that The Rapid wants to be the mobility coordinator. We would integrate all transportation options through a seamless network, however, a mobility network won't work if people are not on board. Quality of service is key in decisions on mobility choices, along with impacts of geography and climate.

Mr. Anderson mentioned that the COA scope redefines mobility. He concurred with the changes that have been made to the document. He suggested that assumptions be developed regarding what we are looking for in a consultant.

Mr. Schweitzer indicated that there are resources in the community that a consultant could draw upon through the Grand Valley Metro Council and other resources. He noted that 70-80% of The Rapid's ridership is employment related and asked if this was common in other areas. Mr. Venema responded that it depends on the area demographics.



Mr. Johnson stated that people want longer service hours, more frequent service and broader coverage. The consultant will determine what we can do and how we can do it. We need to figure out how to get people more comfortable to use The Rapid whether it's the bus or another mobility option. Mr. Anderson suggested that this language be included in the COA scope.

Mr. Anderson noted that people are willing to use mobility options if they serve their needs.

Discussion took place regarding the impacts of stakeholder relationships and current partnerships.

Mr. Johnson stated that the Present Performance & Service Committee will review the draft scope for the COA at their meeting on March 5. We should have a consultant on board by summer.

A motion was made by Bliss, supported by Hoffman, to approve the COA scope that was presented at today's meeting with . Motion passed unanimously.

Mayor Bliss stressed the need for other efforts in the community to be aligned with our projects, including the COA, Laker Line and TOD.

The COA should be completed within 12 months of implementation. The TOD project will take 12-18 months.

Mr. Schweitzer requested that staff prepare information on the different service options operated by The Rapid for their May 6 meeting.

The meeting was adjourned at 8:49 a.m.

  
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Robin Crothers, Board Secretary



**MINUTES OF**  
**PRESENT PERFORMANCE & SERVICE COMMITTEE**

**March 5, 2019**

ATTENDANCE

Committee Members Present: Charis Austin, David Bilardello (Chair), Tracie Coffman, Any Guy

Committee Members Absent: Steven Gilbert

Staff: Robin Crothers, Max Dillivan, Andrew Johnson, Asher Lockwood (intern), Brian Pouget, Dina Reed, Marie Tubergen, Conrad Venema, Mike Wieringa

Others: Watchdog Miller

Mr. Bilardello called the meeting to order at 3:01 p.m.

**PUBLIC COMMENT**

Watchdog Miller commented that related to the Walker study, Bristol is better since it has more residences. Every BRT station is a transit divorce. Routes 14 and 19 could easily be connected. If the DASH 20 and 22 could run 3 minutes later on south end it could still take transfers from local stops coming down the Fulton corridor. Every veteran in town has to wait 28 minutes to connect to the outbound 16 to the Metro Health area. The Rapid should link up better to the veterans' facilities. He willing and able to handle the COA better than out-of-towners. Why are there no bus only lanes in Grand Rapids. We could speed up routes in the Michigan/Bridge corridor by linking up south side routes. There were 89 days of abuse on Route 19.

1. **MINUTES – January 8, 2019 Committee Meeting**

Mr. Bilardello asked for changes to the minutes. None were offered. The minutes of the January 8, 2019 Present Performance & Service Committee were approved as written.

2. **DISCUSSION ITEMS**

A request was made by staff to take item d) Wave Update first due to staff conflicts.

d) Wave Update

Marie Tubergen, Wave program manager, gave an update on the status of the program. Wave revenue was 14.62% of total revenue during January 2019 which has grown from 6.09% in August 2018. Approximately 20% of the current ridership uses the Wave card. The first retail sales will be Speedway, Spartan stores and Walgreens over the next few months. Full Wave card implementation is planned for December 31, 2019.

Ms. Reed commented that we are planning to stop selling paper tickets as of September 30, 2019 and stop accepting paper tickets as of December 31, 2019. We are still evaluating whether this is enough time for the transition.

Ms. Tubergen answered questions from the committee noting that feedback has been very positive from those using the Wave card, including Grand Rapids Public Schools. We will continue to allow cash fares but the use of change cards is still being discussed. She expected that once the full retail network is up and running we should see a significant increase in the use of the Wave card. We are working with the Airport regarding a kiosk on their property.

Mr. Guy asked about the industry statistics on the split between fare cards like the Wave card and other fare methods. Ms. Tubergen stated she has requested some of this type of information.

Mr. Bilardello asked that a Wave update be included on every agenda for the Present Performance & Service Committee.

a) Comprehensive Operational Analysis (COA)

Mr. Venema stated that The Rapid is obtaining input from this committee and the Future Planning & Technology Committee on the COA scope of work. He reviewed the revisions made to the scope since the last committee meetings. The Future Committee met on March 4 and approved the scope and to go ahead with the RFP.

Mr. Guy commented that the scope for the COA is very comprehensive. He suggested adding an overarching goal statement to the document that identifies the vision of the study. He appreciated the integration of mobility options. He asked about different modes and how we could integrate them.

Mr. Johnson noted that The Rapid operates fixed route and paratransit services but the COA will address an overarching mobility strategy that will complement and integrate different modes. We are interested in partnerships and looking at our service area and beyond regarding mobility options. The COA is not about just buses. Certain areas and needs require different modes of service which can be set up to integrate with the larger network.



Mr. Venema stated that we know that the community wants longer hours, more frequency, and more coverage. The COA will include a revenue neutral plan for a period of 1-3 years and a future plan for 3-6 years if additional revenue is identified.

Mr. Johnson mentioned that the consultant needs to find the most innovative ways to meet the needs. It is standard practice to evaluate a system about every 10 years for possible improvement. The COA should lay the groundwork for the future when opportunities are presented to expand inside and outside of the six cities.

Mr. Guy asked for an example of an overarching goal statement for the COA. Mr. Johnson suggested the statement could say that the COA should position The Rapid as a mobility integrator that serves the community at the highest level now and is positioned to expand in the future. Mr. Guy suggested certain groups be added to the statement such as, for residents, employers, workers, visitors, etc.

Ms. Reed noted there were similar comments at the Future Committee meeting. The procurement criteria in the RFP will lay out for the consultant the overall goals and reason for pursuing the COA.

Mr. Johnson commented that we want a COA consultant who can push the boundaries for innovation. He was confident that we will get a topnotch consultant for the COA.

In response to a questions from Mr. Bilardello and Mr. Guy, Mr. Johnson stated that we will incorporate committee comments into the final COA scope and put together the full RFP. We do not need full Board approval on the scope or to send out the RFP. Award of a consultant contract will go to the Board.

Mr. Guy asked about timing for the RFP and study implementation. Mr. Venema gave some tentative dates regarding the procurement process which would have the RFP going out on the street on March 8, 2019 and result in study implementation in late May 2019. He noted that the timeline is aggressive but he was confident that we could make it work.

A motion was made by Guy, supported by Coffman, to approve the COA scope with inclusion of the overarching goal statement. Motion passed unanimously.

b) Ridership Review

Mr. Venema reviewed the December 2018 Ridership & Productivity Report. He noted that Route 19 is the best performing and most improved route. The Silver Line ridership continues to grow. Overall ridership has been declining. We are on track for a possible 1.6% ridership increase at year end. He noted that January 2019 ridership will show a 21% decrease from the large number of weather-related school closings.

c) On-Time Performance

Mr. Venema noted that on-time performance is actually better in the winter than during the construction season. Route 19 is the most improved regarding on-time performance. The Silver Line is still struggling in the downtown area due to congestion. It does well south of Wealthy Street. The first quarter of FY 2019 experienced an average on-time performance rate of 85%.

e) Report Card Standards

Mr. Bilardello reported that the Present Committee was asked to review the report cards standards to determine if they are the appropriate standards to measure and provide suggestions for any desired modifications.

Mr. Venema stated that staff is comfortable with the current standards. He noted that ridership impacts other standards such as cost-effectiveness. The standard for on-time performance is 83% which should improve with the COA. He commented that we need to have achievable benchmarks.

Ms. Coffman asked if the standards that we use are similar to what other transit systems measure. Mr. Venema noted that we measure against our own past performance. He noted that a comparison can be done with other transit peers. Ms. Coffman would like to see a comparison of peer systems.

Mr. Johnson commented that these same standards are tracked by other transit systems. We need to explore what metrics work best to gauge performance and what does the Board want to see. The National Transit Database (NTD) tracks many performance indicators.

In response to a comment from Mr. Guy, Mr. Johnson mentioned that staff has discussed some other measures which we can bring to the committee.

Mr. Bilardello stated that we want ridership growth. In order to achieve this the service needs to be reliable to build confidence and credibility. Mr. Johnson concurred that the service needs to be convenient and reliable.

Mr. Venema informed the committee that he would develop a comparison for peer systems to The Rapid.

Mr. Pouget commented on paratransit report cards standards. Paratransit does not measure ridership as much as efficiency – number of passengers per hour. With on-time performance, paratransit has an edge in that we know who our passengers are and can get information from them. He noted that the Special Services Department works with ADA eligible, PASS and seniors. We need first mile-last mile service and will need to set goals for customer satisfaction.

Ms. Austin asked if the discussion regarding metrics and customer satisfaction includes RideLink. She mentioned that rides are long and often riders are arriving too early. Talking with the passengers is important.

Ms. Reed stated that, from an IT perspective, she would like to investigate a way to introduce a customer survey for paratransit customers either electronic or possibly not as a way to get more feedback. Ms. Austin offered to participate in this conversation.

f) Winter Bus Stop/Station Maintenance

Mr. Johnson reported that with the extreme winter weather this year, there has been more focus on the condition of bus stops and stations. He stated that The Rapid has 1,600 bus stops and we do not have staffing to keep them cleared of snow. We need to look at innovative ways to partner with organizations and/or neighborhoods. The goal is to have discussions and develop a plan for next year.

Mr. Guy indicated that this problem is not just during extreme winter weather. Riders need access to bus stops and we need to be aware of the equity issues. We need to figure out how to get better at keeping these areas accessible. He mentioned that sidewalk clearance is also an issue in the City of Grand Rapids.

Mr. Pouget noted that most of the issues with the Silver Line stations have been addressed and also for shelters. The bus stops present some real challenges that need to be resolved.

Committee Member Comments

Route 19 - Mr. Bilardello stated that Route 19 is doing much better and Spectrum Health feels it is successful. However, recently there have been a few incidents that are concerning to Spectrum employees which Spectrum is discussing. The free service creates certain problems that are being taken seriously and hopefully will not result in Spectrum pulling out of the relationship.

Mr. Johnson mentioned that Rapid staff plan to meet with Kevin Judd at Spectrum in a collaborative effort to resolve the matter.

Ms. Coffman expressed concern that some transit riders have an issue with the disparity of the riding public. Many people have not been able to develop a comfort level with this aspect of riding public transit.

Mr. Johnson noted that The Rapid will be part of these conversations as it relates to the homeless and work with stakeholders to determine potential answers.

Mr. Guy suggested that the Downtown Ambassador program be consulted to assist.



Michigan Street – Mr. Guy mentioned the current problems with congestion on Michigan Street which will only get much worse during the upcoming construction season. He stated that we need to develop some proactive solutions since on-time performance for The Rapid will be drastically impacted.

Mr. Johnson commented that he does not feel that more parking is the answer. This is a difficult problem to solve.

Ms. Coffman stated that there were DASH rides provided at the Neighborhood Summit held this past weekend. Perhaps giving people a more hands-on experience with public transit would help some make the switch from car travel to transit.

The meeting was adjourned at 4:23 p.m.



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Robin Crothers, Board Secretary