



Interurban Transit Partnership

Board Members

<i>Charis Austin</i>	<i>Rick Baker</i>	<i>Rosalynn Bliss</i>	<i>Gary Carey</i>	<i>Tracie Coffman</i>	<i>Randy Gelderloos</i>
<i>Steven Gilbert</i>	<i>Andy Guy</i>	<i>Jack Hoffman</i>	<i>Robert Postema</i>	<i>Terry Schweitzer</i>	<i>Amna Seibold</i>
<i>Paul Troost</i>					

RAPID BOARD MEETING

September 25, 2019 - 4:00 p.m.

Rapid Central Station Conference Room, 250 Grandville SW

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES – August 28, 2019 Board Meeting	David Bilardello	Approval
3. AGENDA ITEMS		
a) Bus Tire Lease	Steve Clapp	Approval
b) Silver Line BRT TOD Planning Study	Nick Monoyios	Approval
c) Network 180 Trips	Jason Prescott	Approval
d) Transit Advertising Sales Services	Lisa Young	Approval
e) Conversion to 4G Technology for Vehicles	Brian Pouget	Approval
4. STAFF REPORTS - Questions		
a) July 2019 Financial Report		Information
b) Ridership & Productivity – July 2019		Information
c) Paratransit Ridership – July/August 2019		Information
5. CEO'S REPORT	Andrew Johnson	Information
6. CHAIR'S REPORT , Presented by Vice Chair	David Bilardello	Information
7. COMMITTEE REPORTS		
a) Future Planning & Technology Committee	Terry Schweitzer	Information
8. ADJOURNMENT		

Enclosures: Minutes of 9-17-19 CAC Meeting

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



**MINUTES OF
INTERURBAN TRANSIT PARTNERSHIP BOARD**

As Recorded on August 28, 2019

ATTENDANCE

Board Members: Charis Austin, Rick Baker, David Bilardello, Rosalynn Bliss, Gary Carey, Tracie Coffman, Randy Gelderloos, Andy Guy, Jack Hoffman, Stephen Kepley (chair), Robert Postema, Terry Schweitzer, Amna Seibold, Paul Troost

Board Members Absent: Steven Gilbert

Staff: Michael Bulthuis, Steve Clapp, Max Dillivan, Tracy Divers, Evie Dzomba Peggy Galt, Sarah Green, Nancy Groendal, Andrew Johnson (CEO), Bill Kirk, Steve Luther, Linda Medina, Brian Pouget, Jason Prescott, Andy Prokopy, Shannon Radke, Dina Reed, Steve Schipper, Mike Wieringa, Kevin Wisselink, Lisa Young

Others: Robin Crothers, Derron Hughes (A.T.U.), Devery Krupchak (MV Transportation), Francis Miller, Laurie St. Louis (DAKC), Chris Swank (GVSU)

Mayor Kepley called the meeting to order at 4:03 p.m.

1. PUBLIC COMMENT

No public comment.

2. MINUTES – June 26, 2019

Mayor Kepley asked for corrections to the minutes. None were offered. The minutes of the June 26, 2019 Board meeting were approved as written.

3. AGENDA ITEMS

a) FY 2020 Proposed Budget

Ms. Medina thanked the Board for all who were able to attend the Budget Workshop on July 31, 2019. She explained that an email was sent out to Board members on August 13, 2019 addressing the follow-up questions posed at the Budget Workshop and reiterated that she would be happy to answer any further questions that the Board may have.

Ms. Medina stated that the proposed FY 2020 Budget brought forth for approval at this meeting, has not changed from what was presented at the July 31, 2019 meeting. She went on to explain that the Operating Budget is \$46.8M and the Capital Projects Budget is \$55.5M, for a total budget of \$102.3M. Ms. Medina elaborated that

revenues are expected to be stable, but expenses are expected to increase about 2% from the projected FY 2019 and anticipate about \$2M of preventive maintenance funds will be used.

Mr. Hoffman asked for further clarification as to why expenses and revenues were down in regards to the FY 2019 budget. Ms. Medina responded by explaining that the difference is due to what we budgeted versus what was received for state operating assistance and that the FY 2019 budget did not account for property tax revenue captures. She confirmed that state operating assistance is budgeted at 32% for FY 2020 and does account for property tax revenue captures.

Mayor Kepley asked for clarification in regards to the Capital Projects Autonomous Bus Project, which Mr. Wisselink provided. He explained that the Capital Projects budget was built based upon the discretionary grants being sought. Mayor Kepley asked what would happen if the grants were not awarded, to which Mr. Wisselink responded that the Capital Plan would be revised, but that the Grants Budget would not be affected.

Mayor Kepley continued with a brief explanation that 64% of the budget is salary and benefits and that the revenues were approximately a three-way equal split, with a third coming from Fare Boxes, a third coming from the six cities and a third coming from state operating assistance.

The motion made by Mayor Bliss, was supported by Mr. Postema, to pass the General Appropriations Act for FY 2020. The motion passed unanimously.

4. STAFF REPORTS – Questions

a) Financial Report – June 2019

Mayor Kepley noted that \$1.25M is budgeted for preventive maintenance but we anticipate we will spend \$2M, he inquired where the additional \$750,000 will come from. Ms. Medina explained that we have preventive maintenance funds allocated in previous capital grants.

b) Ridership & Productivity – May & June 2019

Mayor Kepley asked what contributed to the increase in Saturday and Sunday ridership, to which Mr. Dillivan replied that it was primarily due to a change in DASH ridership.

c) Paratransit Ridership – May & June 2019

No questions or comments on this report.

d) FY 2019 Third Quarter Fixed Route Report Card

Mayor Kepley asked staff to elaborate on how we will address the red light for cost per passenger for fixed route. Mr. Dillivan responded that the standard which we currently use, does not take seasonal variation into consideration for fixed route, and that it would be worth looking into incorporating a seasonal variation standard.

Mayor Kepley asked how we are dealing with the increase in preventable accidents. Mr. Johnson explained that this year, we are looking at expanding how we track data, which will allow us to look at the trends in more detail. He added that this will allow us to categorize accidents and incidents to identify continuing trends and then aim training and safety programs at combating the issues.

e) FY 2019 Third Quarter Paratransit Report Card

No questions or comments on this report.

f) FY 2019 Third Quarter Rideshare Report

No questions or comments on this report.

5. CEO'S REPORT

Mr. Johnson noted that in his role as vice chair of the American Public Transportation Association Mid-Size Operations Committee, he is currently working with the group to find ways to address Section 106 NEPA Reviews as they relate to the installation and placement of new bus shelters. This group is working with administration to find some regulatory relief to this requirement.

Mr. Johnson noted that Mr. Wieringa, the Rapid Security Manager, is participating in an effort that proposes a change in Michigan law to reflect the severity of transit worker assaults by making it a felony. He is having discussions with legislators discussing a law that is intended to better protect transit workers. Several Board members engaged in discussion on the subject and it was determined that the CEO would keep the Board apprised of progress on the issue.

Lastly, Mr. Johnson announced that Brian Pouget will be retiring in mid-November. Mayor Kepley congratulated Mr. Pouget and thanked him for his investment in our community.

6. CHAIR'S REPORT

Mayor Kepley noted that Mr. Johnson had his one year anniversary as CEO of the Rapid, he added that he appreciates the transparency he has provided and are looking to the future of the Rapid.

7. COMMITTEE REPORTS

a) Finance Committee

Mayor Kepley highlighted that the Finance committee has discussed that the Finance staff is exploring the option of The Rapid becoming self-insured. He continued, speaking to the budgetary differences from previous years due to the adjustments for the actual costs of services and emphasized the need for staff to have the support of the Board as these adjustments roll out.

Mayor Kepley asked for any further Board comments:

Ms. Austin thanked Rapid staff for working on a recent experience she had with the Rapid On Demand pilot program.

8. ADJOURNMENT

Meeting adjourned at 4:49 p.m.
Respectfully submitted,

Board Secretary



Interurban Transit Partnership

DATE: September 25, 2019

To: ITP Board

FROM: Steve Clapp, Manager – Fleet Maintenance
Judy DeVries-Eppinga, Senior Procurement Specialist

SUBJECT: Contract Award for Bus Tires

ACTION REQUESTED

Authorization to execute a 5 (five) year agreement with Bridgestone Americas Tire Operations, LLC (Firestone) for bus tires.

BACKGROUND

Every five (5) years the ITP solicits bids for the acquisition of bus tires and considers options for both tire leasing and tire purchase. Public transit systems are one of the only industries remaining that lease tires; The ITP currently contracts with Firestone under the tire lease option.

Under a tire lease program, the Contractor provides the required number of tires as may be sufficient to keep all of the ITP's vehicles fully equipped and provides an adequate reserve supply. The ITP, in turn, supplies the Contractor with a monthly record of the daily revenue and non-revenue vehicle miles which each of ITP's vehicles has run during the preceding month. The ITP is then invoiced an amount computed by using the contracted billing rate per tire mile reported.

The three (3) known Contractors in the transit tire lease business are Bridgestone Americas Tire Operations, LLC (Firestone), The Goodyear Tire & Rubber Company (Goodyear) and Michelin North America, Inc. (Michelin).

The existing contract for lease tires with Firestone expires on October 31, 2019. The new contract shall become effective on November 1, 2019, and shall remain in effect through October 31, 2024.

PROCUREMENT

The Procurement was planned as an Invitation for Bids (IFB) since the specification was well defined, two (2) or more bidders were willing to compete

and the selection of the successful bidder could be made principally on the basis of price to the low responsive and responsible bidder. As required by the Federal Transit Administration (FTA) on procurements with a total value exceeding \$100,000, the IFB was publicly advertised. The ITP requested bid prices for leasing tires and for outright purchase of tires. Firms were permitted to submit firm fixed pricing for each year of the five (5) year contract. The contract specifies 3 types of tires.

Bids were submitted by three (3) firms; Firestone, Goodyear and Michelin. Determining the low bidder is not possible based on the bid prices alone. Therefore, for comparison purposes, the pricing was analyzed to arrive at the projected total cost to the ITP for a five (5) year period. This is a best estimate using projections provided by Planning staff to determine the total mileage for each tire type used. The Federal Transit Administration (FTA) requires a buy/lease cost comparison to demonstrate the cost savings of leasing tires. The summary of the five (5) year cost to the ITP is shown in the following table.

SUMMARY: TIRE BID ANALYSIS FIVE YEAR COST		
<u>FIRM</u>	<u>CONTRACT TYPE</u>	<u>5 YEAR COST</u>
Firestone	Lease	\$1,382,417
Firestone	Purchase	\$2,114,089
Michelin	Lease	\$1,387,647
Michelin	Purchase	\$2,997,188
Goodyear	Lease	\$1,421,945
Goodyear	Purchase	\$2,211,910

After review of the bid documents and analysis of prices, ITP staff considers Firestone to have submitted the lowest, responsive and responsible bid of \$1,382,417 for lease bus tires. Further, Firestone has established an excellent track record of performance as they are the current contract holder and continues to produce excellent tires specifically designed for city transit buses.

FUNDING

The average annual value of this contract is estimated at \$276,483. Funding for this contract is provided through FTA and MDOT capital assistance grants.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2018-2019

Moved and supported to adopt the following resolution:

Approval to execute an Agreement with Bridgestone Americas Tire Operations, LLC (Firestone) for bus tires.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute an Agreement with Bridgestone Americas Tire Operations, LLC (Firestone) on behalf of the Interurban Transit Partnership Board for a Lease Bus Tire Program, in accordance with the information presented to the Board on September 25, 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.

ITP Board Secretary

Date



Interurban Transit Partnership

Date: September 25, 2019

To: ITP Board

From: Conrad Venema, Planning Department
Mark Fedorowicz, Manager of Procurement

Subject: CONTRACT AWARD FOR CONDUCTING THE SILVER LINE BRT
TRANSIT ORIENTED DEVELOPMENT (TOD) PLANNING STUDY

ACTION REQUESTED

Authorization is requested from the ITP Board to execute a contract with AECOM in an amount not to exceed \$918,465 to conduct the Silver Line BRT TOD Planning Study.

BACKGROUND

In December 2018, The Rapid was notified that the agency would be receiving 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.

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.

PROCUREMENT OF SERVICES

In July 2019, with coordination from the partnering municipal staff, ITP staff submitted an RFP directly to over 20 consultant firms and advertised in Transit Talent. Proposals were due on August 12, 2019, and ITP received three (3) proposals. These firms were HR&A, MKSK, and AECOM. The RFP specified that the firm with the highest total score of both the written proposal and the oral presentation would be selected as the most qualified to perform this project.

Each proposal was scored by the project team (which consists of two (2) members from each partnering jurisdiction) and submitted one score for each jurisdiction. The scoring was based on qualifications, methodology, cost, and schedule (see Table 1). Due to the minimal disparity of resulting scores, the project team decided to interview all three (3) proposals.

Interviews were scheduled on the week of August 26, 2019. Each jurisdiction submitted one score for each interview. The interview scores were based on staff present, demonstrated knowledge, command of methodology, preparedness/excitement, and satisfying other interview related questions/clarifications (see Table 2).

AECOM was selected based on the outcome of the project team's cumulative score.

Four (4) of the eight (8) cited references from related AECOM projects responded to staff questions. Cleveland, Houston, Lansing, and South Bend all responded very positively to the outcomes of their respective projects. A Best and Final Offer (BAFO) was negotiated to determine the final contract cost.

Table 1 – Written Proposal Scores

	AECOM						HR&A						MKSK				
	Qualifications (30 pts.)	Methodology (30 pts.)	Price (20 pts.)	Schedule (20 pts.)	Total		Qualifications (30 pts.)	Methodology (30 pts.)	Price (20 pts.)	Schedule (20 pts.)	Total		Qualifications (30 pts.)	Methodology (30 pts.)	Price (20 pts.)	Schedule (20 pts.)	Total
The Rapid	25.5	28	19.48	19	92		28	24	19.71	19	90.7		25	26.7	20	19	90.7
Grand Rapids	30	30	19.48	20	99.5		25	20	19.71	20	84.7		20	20	20	20	80
Kentwood	30	30	19.48	20	99.5		30	20	19.71	20	89.7		30	25	20	20	95
Wyoming	20	20	19.48	10	69.5		30	25	19.71	20	94.7		25	25	20	15	85
Average	26.38	27	19.48	17.25	90.1		28.25	22.25	19.71	19.75	90		25	24.18	20	18.5	87.7

From a price perspective, the budget figures provided by the three consultants were compared to the Independent Cost Estimate (ICE) that was generated early in the project by Procurement Staff. This particular project is unique in that the Rapid has never conducted a study that is focused on land-use. Our previous history of projects on Comprehensive Operational Analysis (COA) or latent demand studies is not applicable to the proposed TOD study. Based on conversations with previous grant awardees from an earlier round of TOD grants, staff believed that a cost range of \$741,000 to \$1,250,000 was to be expected based on a project of our size and scope. Given the fact that the Rapid's project is somewhat longer than several of the previous

projects and has a large public participation element that was a significant portion of the cost, staff believe that the AECOM cost of \$918,465 is both fair and reasonable.

Table 2 – Interview Scores

Prepared, enthusiastic, and excited to hear details of their methodology/ approach?						Responded to other questions satisfactorily		Cumulative Weighted Score	
Confidently conveyed details of their methodology/ approach?						Average Proposal Scores			
Demonstrated knowledge of relevant experience									
Proposed Staff - staff present?									
Selection Criteria Weighting	5.00%	15.00%	10.00%	5.00%	15.00%	50%		100%	
Ranking: 1 = Lowest, 5 = Highest									
MKSK	4.5	4.25	4.8125	4.375	4.375	87.68		88.21	
HR&A	3.125	4	4	3.75	3.875	89.96		83.48	
AECOM	4.75	5	4.75	5	4.75	90.11		93.55	

SCHEDULE FOR DELIVERY OF SERVICES

Per the grant award and identified in the RFP, the AECOM team has developed a 14 month project schedule. Project kickoff will commence in October 2019, and deliverables (i.e. implementation/action plan) received in December 2020.

FUNDING

Funding for the Silver Line BRT TOD Planning Study is covered by grants from the Federal Transit Administration, MDOT, and by the cities of Grand Rapids, Kentwood, and Wyoming. No local operating funds will be used for this project.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2019

Moved and supported to adopt the following resolution:

Approval of a consultant firm to conduct the Silver Line BRT TOD Planning Study.

BE IT RESOLVED that the ITP CEO is hereby authorized to award and execute an Agreement with AECOM in an amount not to exceed \$918,465 on behalf of the ITP Board to conduct the Silver Line BRT TOD Planning Study in accordance with the information presented to the ITP Board on September 25, 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.

By _____
ITP Board Secretary

Date



Interurban Transit Partnership

DATE: September 25, 2019

TO: ITP Board

FROM: Jason Prescott - Special Services Manager
Judy DeVries-Eppinga - Senior Procurement Specialist

SUBJECT: Network180 Trips

ACTION REQUESTED

Authorization to execute agreements for Network180 trips as follows:

- A five (5) year Agreement with Hope Network for Network 180 trips.
- A five (5) year authorization to execute an annually negotiated contract with Network 180 for reimbursement of the trips provided, less state operating assistance.

BACKGROUND

Network 180 (NW180), formerly Community Mental Health (CMH), is Kent County's public mental health system. Their services are available to residents of Kent County who have Medicaid or are uninsured, and who are eligible for services as defined by the Michigan Mental Health Code and Medicaid medical necessity criteria.

Beginning in October, 2000, *The Rapid* became the administrator and coordinator of the NW180 (then Community Mental Health) specialized transportation program.

It is anticipated that approximately 67,400 trips will be provided this fiscal year.

The current five (5) year contract was solicited as a Request for Proposal (RFP) in 2014. It was advertised nationally in Passenger Transport and emailed to six (6) firms. The pre-proposal meeting was attended by four (4) firms. Hope Network was the single proposal submitted.

Hope Network has been the service provider for these trips since the inception of this service and provides satisfactory transportation services for this unique group of clients.

THE PROCUREMENT

This procurement is being handled as a sole source. Hope Network is able to be so price competitive because the other transportation services they routinely provide mesh extremely well with NW180 service; thus not requiring large additional costs. In addition, they receive capital assistance from MDOT that is not available to private operators.

The pricing submitted by Hope Network was in line with previous costs. The first year rate is a 2% increase over the current year with a 3% increased proposed for each remaining year of the contract. Proposed cost per trip rates are as follows:

Year 1	Year 2	Year 3	Year 4	Year 5
\$17.82	\$18.35	\$18.90	\$19.47	\$20.05

The rate established for NW180 trip reimbursement follows a prescribed formula:

Per trip charge from transportation service provider less applicable State of Michigan operating assistance = NW180 per trip charge.

FUNDING

These services are fully funded through NW180 and State Operating Assistance. No local funding is required.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2019

Moved and supported to adopt the following resolution:

Authorization for the CEO to execute agreements for Network 180 transportation services.

BE IT RESOLVED that the CEO is hereby authorized to award and execute annually negotiated Agreements, through FY 2024, with Hope Network and Network 180 on behalf of the Interurban Transit Partnership Board for trips for the Network 180 program, in accordance with the information presented to the ITP Board on September 25, 2019.

CERTIFICATE

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

ITP Board Secretary

Date



Interurban Transit Partnership

Date: September 25, 2019
To: ITP Board
From: Lisa Young – Manager-Communications
Judy DeVries-Eppinga – Senior Procurement Specialist
Subject: Transit Advertising Sales Services

Action Requested

Staff requests Board authorization for the CEO to award and execute a revenue contract with Mesmerize for Transit Advertising Sales Services.

Background

Under this revenue contract the service provider is granted the sole and exclusive advertising rights and privileges to sell and maintain the display advertising on the interior and exterior of all vehicles owned or leased by the ITP and in various ITP owned facilities, as approved by the ITP CEO.

The current contract with Crosstown Communications expires September 30, 2019. The new contract shall become effective on October 1, 2019, and shall remain in effect through September 30, 2024. This contract includes two three (3) year extension options implemented with the concurrence of both parties.

Procurement

The solicitation document stated that the ITP wishes to enter into a strategic, long-term, mutually beneficial advertising relationship with a Contractor in order to maintain, diversify, and grow the ITP's advertising offerings and revenues over both the short and long term. Therefore, the Procurement was planned as a Request for Proposal (RFP) as the process allows for weighing multiple considerations towards determining a recommendation for contract award. RFP's were sent to thirteen (13) firms.

Proposals were submitted by three (3) firms: Mesmerize Transit, OUTFRONT Media Group, LLC, and Crosstown Communications Inc. The proposals

were reviewed and evaluated for Project Approach, Experience & Qualifications of Proposer, Financial Proposal, and Proposer's Ability to Perform.

The proposal submitted by Crosstown Communications was brief and lacking detail in response to their approach to future revenue growth opportunities. Additionally, they offered the lowest minimum annual guarantee (MAG) overall. OUTFRONT offered a solid proposal which rivaled Mesmerize, however; their MAG was well below Mesmerize which pushed them out of reach for further consideration. The proposal provided by Mesmerize laid out a detailed plan for transitioning the contract from the incumbent firm and included provision of value-adds such as graphic design support for ITP projects. Further, their proposal detailed a plan to create a local presence and to hire permanent staff to service ITP's account demonstrating to the Evaluation Team a strong commitment to partner with ITP to more fully utilize our current advertising inventory and to explore options for future growth.

Mesmerize is one of the Midwest's largest transit advertising sales agencies and their proposal, along with reference calls, demonstrated a history of substantially increasing advertising revenues in markets such as Bloomington, IN, South Bend, IN, Moline, IL, and Battle Creek, MI.

Mesmerize underscored their desire to work with ITP by providing a financial commitment which includes progressive annual MAGs beginning with \$400,000 in Year 1 and increasing to \$525,000 in Year 5 of the contract, a significant increase over current revenues. The ITP will receive 50% of gross advertising billing monthly. This partnership will be zero cost to ITP. At the end of each contract year, the Contractor will provide to the ITP an annual financial summary statement. The total would be compared to the MAG and any shortfall would be provided to the ITP.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2019-2020

Moved and supported to adopt the following resolution:

Approval authorizing award of a contract for Transit Advertising Sales Services to Mesmerize Transit.

BE IT RESOLVED that the ITP CEO is hereby authorized to award and execute a Contract with Mesmerize on behalf of the Interurban Transit Partnership Board for Transit Advertising Sales Services, in accordance with the information presented to the Board on September 25, 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.

ITP Board Secretary

Date



Date: September 25, 2019
To: ITP Board
From: Brian Pouget, Deputy CEO of Operations
Subject: Conversion to 4G Technology for Vehicles

ACTION REQUESTED

Authorization to approve a contract with Avail Technologies in an amount not to exceed \$540,890 to upgrade all fixed-route and paratransit vehicles to 4G technology, install Automatic Passenger Counter (APC) units on fixed-route buses that do not have them, and provide for Pre-Trip and Pullout/Yard Management software.

BACKGROUND

The deployment of Intelligent Transportation System (ITS) technology at The Rapid includes a Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL) and Real-Time Information System. The system provides users various means to obtain information about the anticipated arrival of the next bus, including web-based information for computers, tablets and smartphones, as well as Dynamic Message Signage at Central Station, Rapid Kentwood Station, and Silver Line stations. Underlying this technology is Verizon 3G wireless service. Verizon has indicated that they will discontinue support for 3G cellular technologies in December, 2019.

ACTION PLAN

The Rapid has been working with Avail Technologies for months to identify a strategic, cost effective means of converting from 3G to 4G wireless technology. Because the conversion will require changes to every bus in our fleet, it is most effective to deploy some additional software on the vehicles at this time, as well as insuring that all fixed-route buses have APC units on them.

The proposed procurement involves a handful of elements:

- Demand-Response (paratransit) buses will have new 4G modems installed;
- Fixed-Route buses will have existing modems removed and will be integrated with the INIT wireless routers used for Wave card transactions;
- APC units will be installed on 41 Fixed-Route buses that do not currently have such units. All fixed-route buses will then be equipped with APC technology;
- Pre-Trip and Pullout/Yard management software will be installed for all fixed-route buses. Bus operator pre-trip inspections will then be completed and stored

electronically. Dispatchers will have continuously updated information on the location of buses in the storage area as well as in maintenance;

- All training necessary to utilize the hardware and software procured.

PROCUREMENT

This is a sole source procurement. Conducting a competitive bid at this point would result in the Substantial Duplication of Costs, one of the key criteria for conducting a sole source procurement.

SCHEDULE FOR DELIVERY OF SERVICES

Avail will schedule the ordering and installation of equipment, as well as the deployment of software, to be concluded by December 31, 2019.

FUNDING

This project is funded completely with Federal and State funds. No local dollars are required.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2019

Moved and supported to adopt the following resolution:

Award and execute a contract with Avail Technologies for conversion to 4G technology, purchase and installation of APC units, software installation, and related training.

BE IT RESOLVED that the CEO is hereby authorized to award and execute an agreement with Avail Technologies in an amount not to exceed \$540,890 to convert all vehicles to 4G wireless technology, to purchase and install APC units, install Pre-Trip and Pullout/Yard Management software, and provide related training, in accordance with the information presented to the ITP Board on September 25, 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.

Board Secretary

Date



Interurban Transit Partnership

Date: September 25, 2019
To: ITP Board
From: Linda Medina, Finance Manager
Subject: July 2019 Financial Report

There have not been any major changes in revenues and expenses from June. The projection is to still use \$2,000,000 in preventive maintenance funds.

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

Interurban Transit Partnership
Combined Operating Statement
Month Ended 07/31/19

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 83%
Revenue & Operating Assistance						
Passenger Fares						
1. Passenger Fares - Linehaul	5,613,189	5,613,189	363,911	4,512,901	1,100,288	80%
2. Passenger Fares - Paratransit	797,316	797,316	106,060	799,756	2,440+	100%
3. Passenger Fares - Other	21,350	21,350	2,871	33,214	11,864+	156%
4. Total Passenger Fares	6,431,855	6,431,855	472,842	5,345,871	1,085,984	83%
Sale Of Transportation Services						
CMH Contribution						
5. Dash Contract	909,370	909,370	46,462	609,278	300,092	67%
6. Grand Valley State University	2,165,936	2,165,936	204,087	1,968,605	197,331	91%
7. Employment Transportation (Van Pool)	2,446,547	2,446,547	53,399	2,001,166	445,381	82%
8. Township Services	150,000	150,000	9,583	87,712	62,288	58%
9. Route 19	548,036	548,036	45,670	456,697	91,339	83%
10. Other	468,547	468,547	40,423	391,237	77,310	84%
11. Total Sale Of Transportation Services	718,021	718,021	32,276	474,006	244,015	66%
12. Total Sale Of Transportation Services	7,406,457	7,406,457	431,900	5,988,701	1,417,756	81%
Other Revenue & Support						
State Operating						
13. Property Taxes	15,415,231	15,415,231	1,186,704	12,797,395	2,617,836	83%
14. Advertising	16,815,000	16,815,000	1,347,117	13,471,170	3,343,830	80%
15. Interest & Miscellaneous	150,000	150,000	17,665-	131,705	18,295	88%
16. Total Other Revenue & Support	595,031	595,031	41,470	295,590	299,441	50%
17. Total Other Revenue & Support	32,975,262	32,975,262	2,557,626	26,695,860	6,279,402	81%
18. TOTAL REVENUE & OPERATING ASSISTANCE	46,813,574	46,813,574	3,462,368	38,030,432	8,783,142	81%
Expenditures Route Service & Demand Response						
Labor						
19. Administrative Salaries and Wages	4,347,030	4,370,392	309,031	3,633,171	737,221	83%
20. Operators Wages	12,220,039	12,220,039	858,040	10,589,044	1,630,995	87%
21. Maintenance Wages	1,739,706	1,739,706	120,800	1,555,369	184,337	89%
22. Total Labor	18,306,775	18,330,137	1,287,871	15,777,584	2,552,553	86%
Fringe Benefits						
FICA/Medicare Tax						
23. Pension	1,508,241	1,508,241	110,121	1,286,721	221,520	85%
24. Group Medical	1,770,353	1,770,353	101,791	1,787,096	16,743-	101%
25. Unemployment Taxes	4,028,068	4,028,068	598,223	4,188,758	160,690-	104%
26. Worker's Compensation	70,000	70,000	6,867	51,342	18,658	73%
27. Sick Leave	450,000	450,000	27,129	305,823	144,177	68%
28. Holiday	169,974	169,974	16,667	151,045	18,929	89%
29. Total	469,784	469,784	65,460	345,996	123,788	74%

**Interurban Transit Partnership
Combined Operating Statement
Month Ended 07/31/19**

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 83%
30. Vacation	1,149,252	1,149,252	94,653	940,929	208,323	82%
31. Bereavement	26,250	26,250	2,544	20,541	5,709	78%
32. Uniforms	138,277	138,977	6,923	91,493	47,484	66%
33. Personal Days	393,846	393,846	7,352	201,652	192,194	51%
34. Fringe Benefits Distributed to Grants	10,000-	10,000-	726-	12,007-	2,007	120%
35. Total Fringe Benefits	10,164,045	10,164,745	1,037,004	9,359,389	805,356	92%
Services						
36. Audit, Legal, and Consultant	273,500	284,446	11,856	206,142	78,304	72%
37. Contract Service: Janitor & Bus Cleaning	1,412,544	1,582,994	168,842	1,103,035	479,959	70%
38. Contract Service: Other	1,304,564	1,287,208	62,825	787,254	499,954	61%
39. Total Services	2,990,608	3,154,648	243,523	2,096,431	1,058,217	66%
Materials & Supplies						
40. Fuel & Lubricants	3,117,945	2,962,745	151,996	2,152,830	809,915	73%
41. Tires & Tubes	44,218	44,218	294	27,084	17,134	61%
42. Office Supplies	60,821	60,570	1,550	38,696	21,874	64%
43. Printing	339,475	303,297	63,000	114,793	188,504	38%
44. Repair Parts	1,566,579	1,569,579	120,733	1,349,166	220,413	86%
45. Other Supplies	118,259	121,649	5,522	69,592	52,057	57%
46. Total Materials & Supplies	5,247,297	5,062,058	343,095	3,752,161	1,309,897	74%
Utilities						
47. Electronic Communications	125,721	125,821	8,761	70,198	55,623	56%
48. Gas Heat	210,000	184,500	5,123	164,814	19,686	89%
49. Electric	598,400	602,150	47,877	458,950	143,200	76%
50. Other	120,300	120,300	5,244	35,719	84,581	30%
51. Total Utilities	1,054,421	1,032,771	67,005	729,681	303,090	71%
Casualty & Liability						
52. PL & PD Insurance	1,039,600	1,039,600	129,368	1,258,857	219,257-	121%
53. Building & Other Insurance	285,614	297,925	490-	294,792	3,133	99%
54. Total Casualty & Liability	1,325,214	1,337,525	128,878	1,553,649	216,124-	116%

Interurban Transit Partnership

Combined Operating Statement

Month Ended 07/31/19

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 83%
Other						
55. Dues & Subscriptions	79,188	80,591	49	32,030	48,561	40%
56. Professional Development	124,480	141,775	18,243-	66,653	75,122	47%
57. Marketing & Promotion	200,000	193,778	27,944	125,089	68,689	65%
58. Community Outreach	300,000	300,000	0	66,645	233,355	22%
59. Office Equipment	23,000	23,000	1,862	11,342	11,658	49%
60. Shop Tools	45,523	45,523	10,677	32,776	12,747	72%
61. Miscellaneous	108,355	102,355	3,643	65,243	37,112	64%
62. Total Other	880,546	887,022	25,932	399,778	487,244	45%
63. Purchased Transportation	6,018,527	6,018,527	447,694	4,932,861	1,085,666	82%
64. Purchase Transp. - CMH	1,337,226	1,337,226	81,140	914,258	422,968	68%
65. Purchase Transp. - Other	333,853	333,853	25,369	273,382	60,471	82%
66. Purchase Transp. - Suburban Paratransit	155,062	155,062	12,710	155,750	688-	100%
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%
70. TOTAL OPERATING EXPENDITURES	46,813,574	46,813,574	3,700,221	39,944,924	6,868,650	85%
71. Net Surplus	0	0	237,853-	1,914,492-	1,914,492	100%
	46,813,574	46,813,574	3,462,368	38,030,432	8,783,142	81%

Interurban Transit Partnership
Grant Revenues & Expenditures
Month Ended 07/31/19

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target
Grant Revenue						
1. Federal Grant Assistance	45,823,710	45,823,710	1,602,786	16,643,974	29,179,736	36%
2. State Grant Assistance	11,455,928	11,455,928	400,697	4,160,994	7,294,934	36%
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	2,003,483	20,804,968	36,474,670	36%
Labor						
7. Administrative Salaries	20,000	20,000	2,367	21,276	1,276-	106%
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	726	12,007	2,007-	120%
11. Total Labor	30,000	30,000	3,093	33,283	3,283-	111%
Material & Supplies						
12. Tires & Tubes	416,160	416,160	0	216,966	199,194	52%
13. Office Supplies	0	500	408	431	69	86%
14. Printing	0	100	84	84	16	84%
15. Total Material & Supplies	416,160	416,760	492	217,481	199,279	52%
Purchased Transportation						
16. Purchased Transportation	700,000	700,000	58,333	583,333	116,667	83%
17. Specialized Services	463,289	463,289	0	342,986	120,303	74%
18. Total Purchased Transportation	1,163,289	1,163,289	58,333	926,319	236,970	80%
Other Expenses						
19. Dues & Subscriptions	4,000	3,400	0	575	2,825	17%
20. Professional Development	12,000	12,000	287	6,967	5,033	58%
21. Miscellaneous	0	0	0	0	0	100%
22. Total Other Expenses	16,000	15,400	287	7,542	7,858	49%
Leases						
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%
Capital						
27. Rolling Stock	11,527,392	13,227,392	1,649,077	12,852,638	374,754	97%
28. Facilities	32,272,495	30,572,495	14,852	3,630,193	26,942,302	12%
29. Equipment	4,468,180	4,468,180	9,223	101,879	4,366,301	2%
30. Other	5,823,461	5,823,461	257,166	2,841,491	2,981,970	49%
31. Total Capital	54,091,528	54,091,528	1,930,318	19,426,201	34,665,327	36%
32. Planning Services	312,661	312,661	10,960	194,142	118,519	62%
33. Capitalized Operating	1,250,000	1,250,000	0	0	1,250,000	0%
34. Total Expenditures	57,279,638	57,279,638	2,003,483	20,804,968	36,474,670	36%



Date: September 25, 2019
To: ITP Board
From: Conrad Venema / Planning Department
Subject: JULY 2019 RIDERSHIP AND PRODUCTIVITY REPORT

BACKGROUND

July 2019 represents one of the system's top performing months in recent time. Ridership across the board increased in July 2019 compared to July 2018. Particularly notable is the increase in regular fixed-route ridership excluding Route 19, which experienced a 2% increase. Even when accounting for the additional weekday and Clean Air Action Days in July 2019, total fixed-route ridership increased. DASH and Route 19 maintain strong performances compared to FY18. Top performing fixed routes for the month in terms of ridership and productivity included Silver Line, Route 9 – Alpine, and Route 2 – Kalamazoo.

RIDERSHIP SUMMARY

July 2019 compared to July 2018

Total Ridership by Category:

- Routes 1 – 44 ridership (560,988) **increased 6.6% (34,835)**
 - With Route 19 ridership excluded (467,402) **increased 2.0% (8,986)**
- Contracted/Specialized Service ridership (71,979) **increased 62.2% (27,607)**
- Demand-Response ridership (27,583) **increased 2.4% (646)**
- **Total Monthly Ridership (660,550) increased 10.6% (63,088)**

Daily Averages:

- Average Weekday total ridership (25,388) **increased 6.7% (1,595)**
- Average Weekday evening ridership (4,452) **increased 12.7% (501)**
- Average Saturday ridership (12,631) **increased 16.9% (1,829)**
- Average Sunday ridership (5,979) **increased 8.1% (447)**

Fiscal Year 2019 compared to Fiscal Year 2018

Total Ridership by Category:

- Routes 1 – 44 ridership (6,055,980) **decreased 0.2% (-10,134)**
- Contracted/Specialized Service ridership (2,305,354) **increased 2.0% (45,438)**
- Demand-Response ridership (286,794) **decreased 2.4% (-7,195)**
- **Total Ridership (8,648,128) increased 0.3% (28,109)**

Daily Averages:

- Average Weekday total ridership (35,286) **decreased 0.9% (-307)**
- Average Weekday evening ridership (4,989) **increased 5.8% (272)**
- Average Saturday ridership (13,346) **increased 9.0% (1,101)**
- Average Sunday ridership (6,316) **increased 9.5% (550)**

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

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

- Average passengers per hour (**17.9**) **increased 0.3% (<0.1 points)**
- Average passengers per mile (**1.46**) **increased 1.3% (0.1 points)**
- Average farebox recovery percent (**25.3%**) **increased 9.6% (1.1 points)**
- Average daily passengers (**18,687**) **increased 2.4% (1.0 points)**
- **Monthly system performance (73.4 points) increased 3.1% (2.2 points)**
- **FY 2019 system performance (77.7 points) decreased 3.9% (-3.1 points) compared to FY 2018**

RELATIVE ROUTE PERFORMANCE (Routes 1-44 Only)

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

July 2019 Fixed Route Ridership Change: **3.81%**

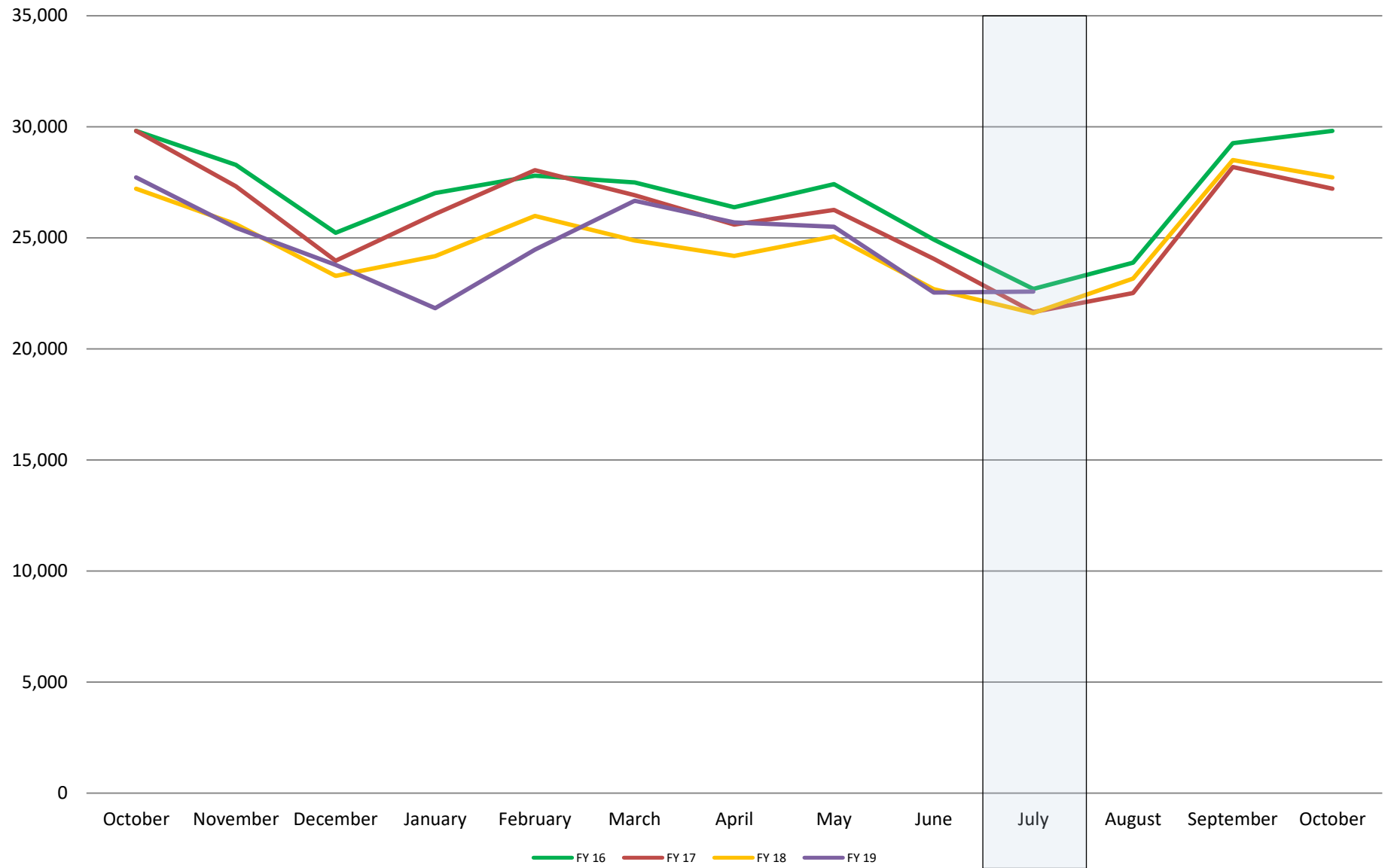
July 2019 Total Ridership Change: **19.23%** (note: figures now include DASH ridership)

Change in service days from July 2019 to July 2018

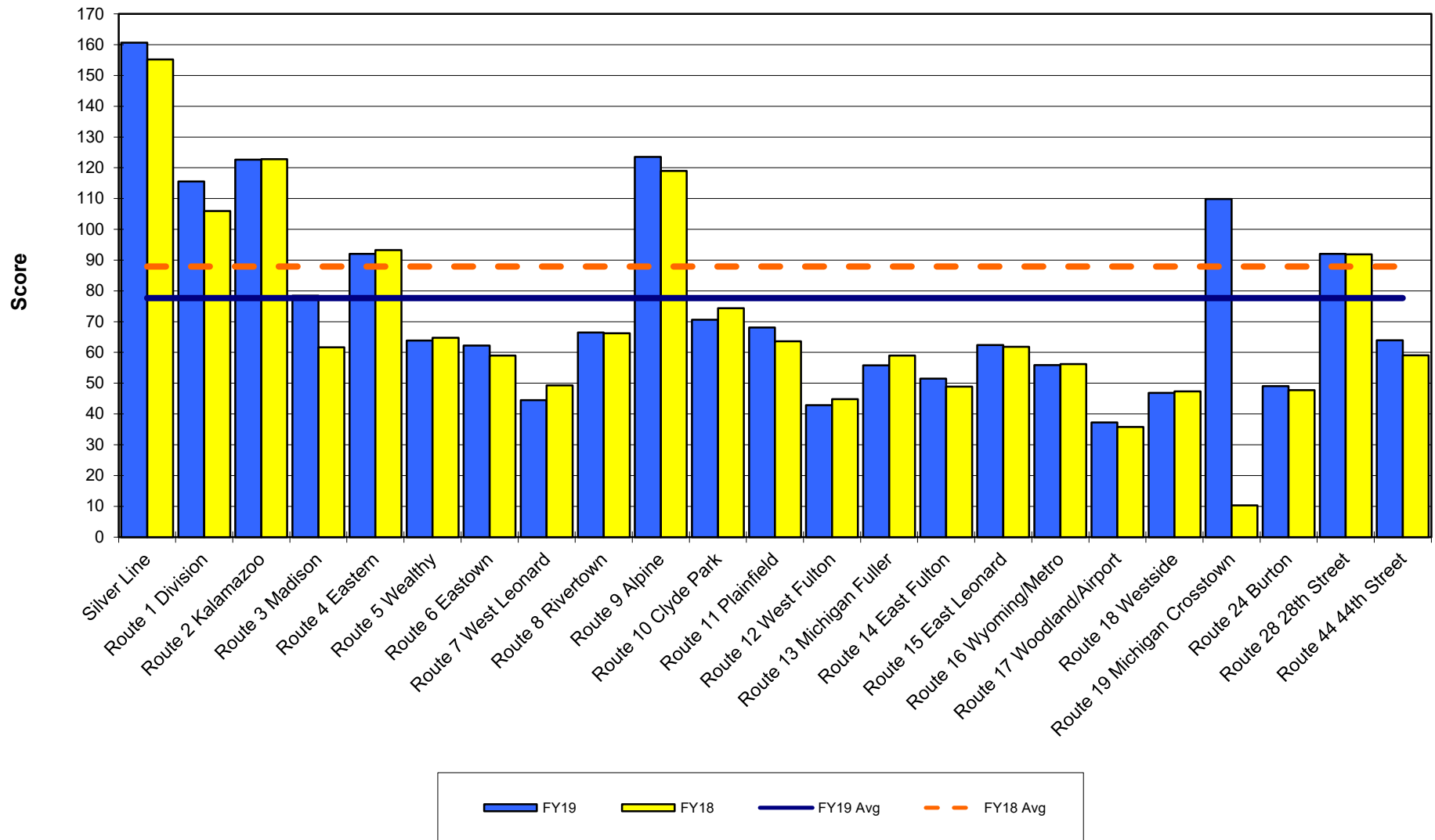
	FY 2019	FY 2018	Change
Total Service Weekdays	22	21	1
Total Service Saturdays	4	4	0
Total Service Sundays	4	5	-1

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

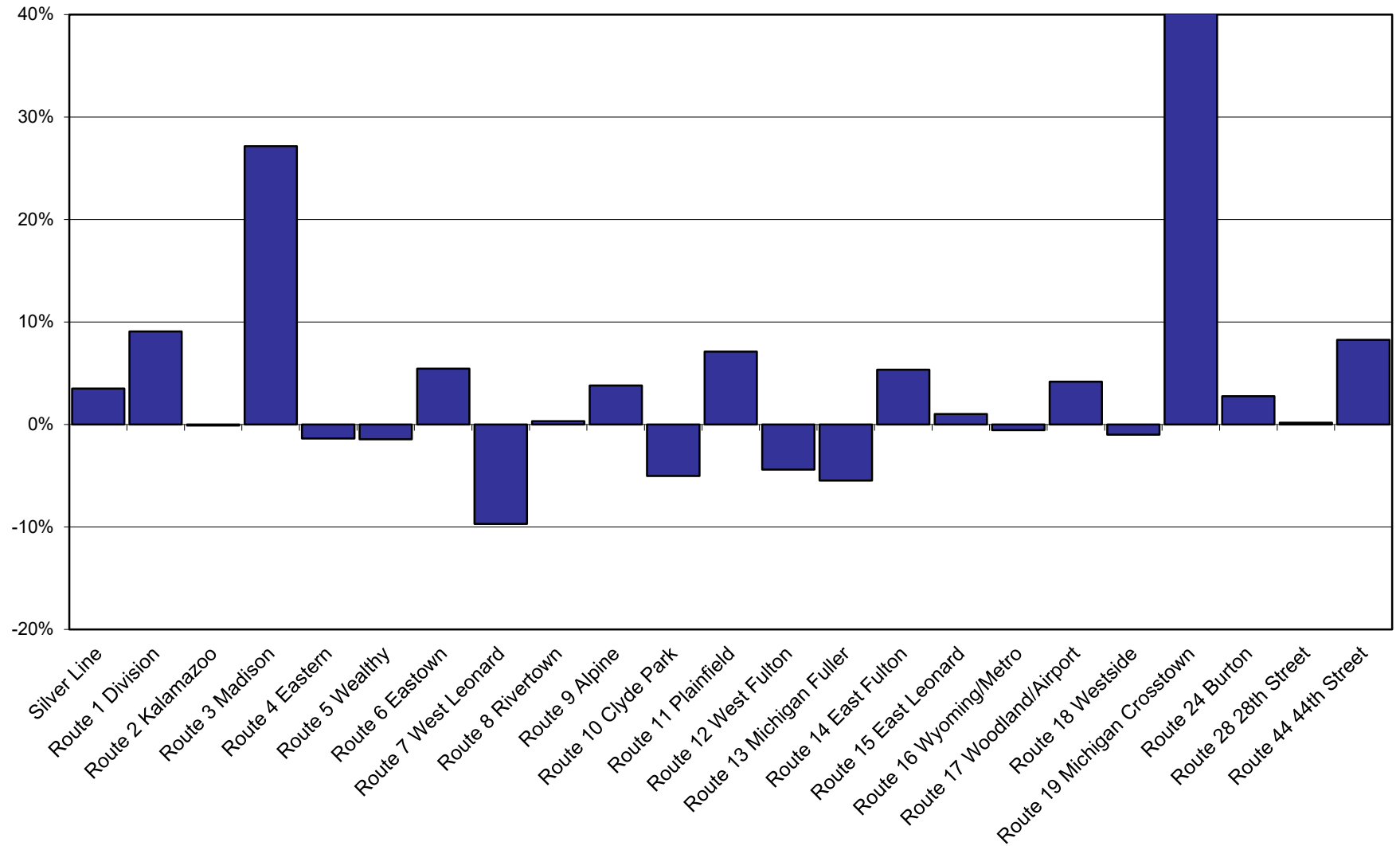
Monthly Weekday Average Ridership History



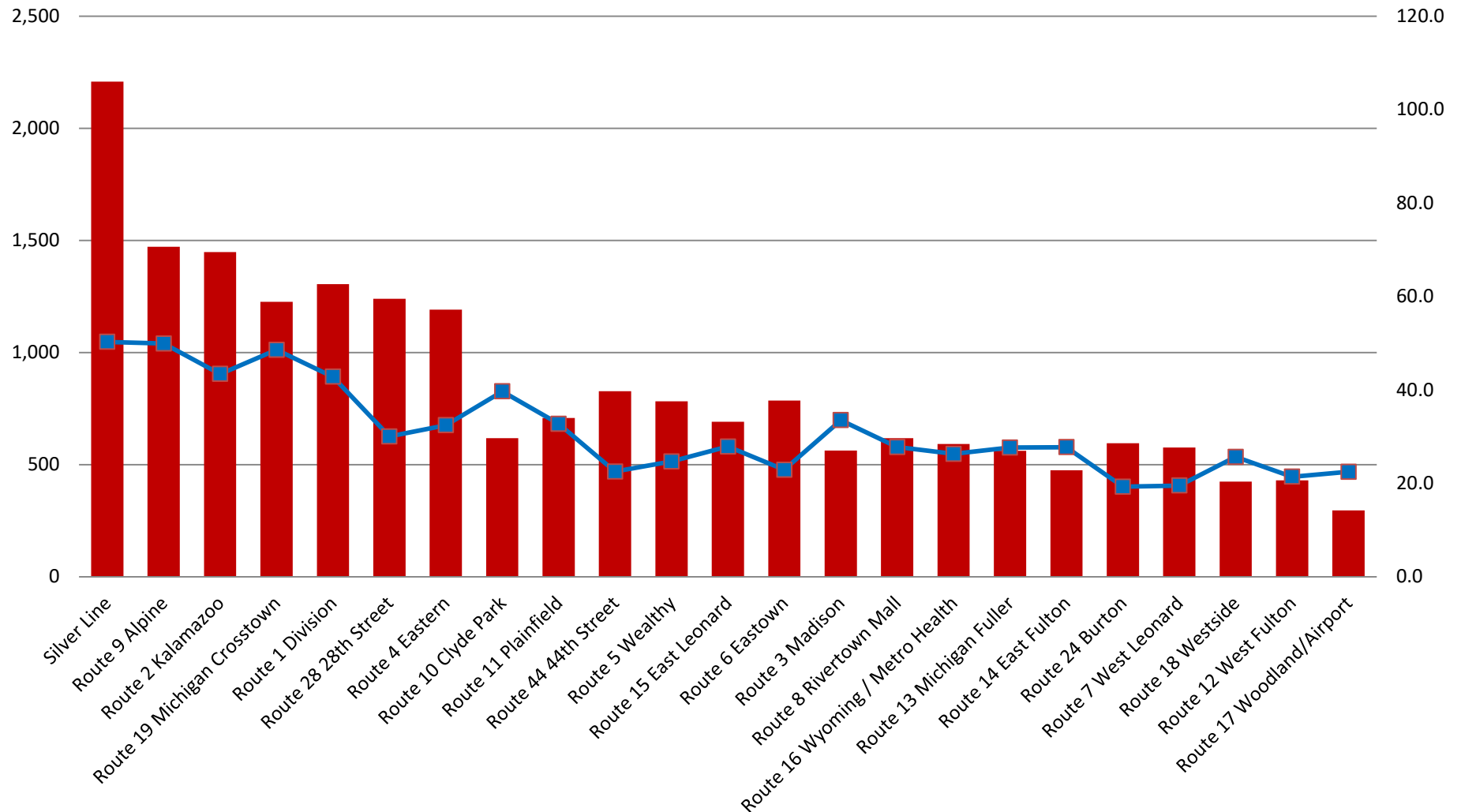
Fixed-Route Scoring Summary: July 2019 Compared to July 2018



Percent Change by Route: July 2019 Compared to July 2018



Fixed Route Efficiency Score and Ridership Levels - July 2019



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

Effectiveness Score Efficiency Score

July 2019 Ridership Report
Ridership by Fare Category

Regular Route Summary	July 2019	July 2018	Actual Change	% Change
\$1.75 Cash Fare	60,897	67,102	-6,205	-9.2%
\$1.75 Adult One-Ride Ticket	5,931	7,152	-1,221	-17.1%
\$1.35 Adult Ticket	18,336	28,073	-9,737	-34.7%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	15,291	27,162	-11,871	-43.7%
\$0.85 Senior / Disabled Ticket and Cash	16,057	21,241	-5,184	-24.4%
\$47 Regular and \$30 Reduced 31-Day Month Pass	60,867	97,778	-36,911	-37.7%
\$3.50 One-Day Pass	24,934	26,473	-1,539	-5.8%
\$16.00 Seven-Day Pass	8,626	11,430	-2,804	-24.5%
Spectrum Health Employee Pass and Route 19	33,349	3,830	29,519	770.7%
Free ADA	7,340	12,930	-5,590	-43.2%
GVSU Students on Routes 1-44	6,131	8,502	-2,371	-27.9%
Miscellaneous Fare	95,116	80,176	14,940	18.6%
Wave Card	84,667	0	84,667	n/a
Transfers	57,202	70,168	-12,966	-18.5%
Silver Line	66,244	64,136	2,108	3.3%
Total Regular Route Ridership	560,988	526,153	34,835	6.6%

Contracted/Specialized Services Summary

DASH	59,212	28,173	31,039	110.2%
GRCC Shuttle	0	0	0	#DIV/0!
GVSU Campus Connector	10,118	13,009	-2,891	-22.2%
GVSU Off-Campus Shuttle	0	0	0	#DIV/0!
GVSU South Campus Express	0	0	0	#DIV/0!
FSU	0	0	0	#DIV/0!
Vanpools	2,649	3,190	-541	-17.0%
Total Contracted Ridership	71,979	44,372	27,607	62.2%

Demand Response Summary

GO!Bus	26,988	26,513	475	1.8%
PASS North Ridership (Including Transfers)	233	194	39	20.1%
PASS SE Ridership (Including Transfers)	206	153	53	34.6%
PASS SW Ridership (Including Transfers)	156	77	79	102.6%
Total Demand Response Ridership	27,583	26,937	646	2.4%

	2019	2018	Change	YTD Change
Total Service Weekdays	22	21	1	1
Total Service Saturdays	4	4	0	0
Total Service Sundays	4	5	-1	-1
Total Holidays	1	1	0	0
Total Service Days	30	30	0	0
Total Days	31	31	0	0

Total Weekday Fixed-Route Ridership	460,582	416,684	43,898	10.5%
Total Weekday Evening Fixed-Route Ridership	97,947	82,974	14,973	18.0%
Total Weekday and Weekday Evening Fixed-Route Ridership	558,529	499,658	58,871	11.8%
Total Saturday Fixed-Route Ridership	50,522	43,208	7,314	16.9%
Total Sunday Fixed-Route Ridership	23,916	27,659	-3,743	-13.5%
Avg Weekday Daytime Fixed-Route Ridership	20,936	19,842	1,094	5.5%
Avg Weekday Evening Fixed-Route Ridership	4,452	3,951	501	12.7%
Avg Weekday and Weekday Evening Fixed-Route Ridership	25,388	23,793	1,595	6.7%
Avg Saturday Fixed-Route Ridership	12,631	10,802	1,829	16.9%
Avg Sunday Fixed-Route Ridership	5,979	5,532	447	8.1%

	2019	2018	Change	% Change
Fixed-Route Ridership Month to Date	560,988	526,153	34,835	6.6%
Contracted/Specialized Service Ridership Month to Date	71,979	44,372	27,607	62.2%
Demand Response Ridership Month to Date	27,583	26,937	646	2.4%
Total Monthly Ridership	660,550	597,462	63,088	10.6%
	2019	2018	Change	% Change
Fixed-Route Ridership Year to Date	6,055,980	6,066,114	-10,134	-0.2%
Contracted/Specialized Service Ridership Year to Date	2,305,354	2,259,916	45,438	2.0%
Demand Response Ridership Year to Date	286,794	293,989	-7,195	-2.4%
Total Ridership Year to Date	8,648,128	8,620,019	28,109	0.3%
Projected Annual Ridership	10,500,594	10,466,464	34,130	0.3%

July 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	28.3	2.10	39.9%	50.3	2,208	110.4	160.7	113.4%	1	1	0	66,244	10
Route 9 Alpine	25.3	2.63	34.1%	49.9	1,472	73.6	123.5	64.0%	2	3	1	44,151	15
Route 2 Kalamazoo	23.9	2.01	32.0%	43.4	1,448	72.4	115.8	53.8%	3	2	-1	43,430	15
Route 19 Michigan Crosstown	23.2	2.54	34.9%	48.6	1,226	61.3	109.9	46.0%	4	23	19	26,972	7
Route 1 Division	24.0	1.89	32.5%	42.8	1,305	65.3	108.1	43.6%	5	4	-1	39,160	15
Route 28 28th Street	17.0	1.19	24.9%	30.0	1,240	62.0	92.0	22.2%	6	6	0	37,189	15
Route 4 Eastern	17.5	1.47	24.8%	32.4	1,191	59.6	92.0	22.2%	7	5	-2	35,740	15
Route 10 Clyde Park	22.8	1.63	31.4%	39.7	618	30.9	70.6	-6.2%	8	11	3	18,544	30
Route 11 Plainfield	18.0	1.52	24.1%	32.7	708	35.4	68.1	-9.5%	9	8	-1	21,237	15
Route 44 44th Street	12.8	0.95	17.7%	22.5	828	41.4	63.9	-15.1%	10	17	7	21,525	30
Route 5 Wealthy	13.7	1.18	17.6%	24.7	783	39.1	63.8	-15.2%	11	12	1	20,353	15
Route 15 East Leonard	15.3	1.40	18.9%	27.9	691	34.6	62.4	-17.1%	12	9	-3	20,739	15
Route 6 Eastown	12.9	1.23	14.0%	22.9	786	39.3	62.2	-17.4%	13	10	-3	23,588	15
Route 3 Madison	18.9	1.57	23.9%	33.5	563	28.1	61.7	-18.1%	14	14	0	14,635	30
Route 8 Rivertown Mall	16.4	1.15	21.4%	27.8	618	30.9	58.7	-22.1%	15	13	-2	18,544	30
Route 16 Wyoming / Metro Health	15.0	1.12	20.4%	26.3	592	29.6	55.9	-25.8%	16	21	5	17,754	30
Route 13 Michigan Fuller	15.9	1.39	18.0%	27.7	562	28.1	55.8	-25.9%	17	15	-2	14,616	15
Route 14 East Fulton	15.9	1.33	19.1%	27.8	475	23.7	51.5	-31.6%	18	18	0	12,346	30
Route 24 Burton	10.4	0.80	15.9%	19.3	595	29.8	49.1	-34.8%	19	19	0	15,475	30
Route 7 West Leonard	11.8	0.78	15.2%	19.5	576	28.8	48.3	-35.8%	20	16	-4	14,986	15
Route 18 Westside	14.2	1.30	17.1%	25.7	424	21.2	46.9	-37.7%	21	7	-14	11,029	30
Route 12 West Fulton	12.2	1.14	13.1%	21.4	430	21.5	42.9	-43.0%	22	20	-2	11,168	30
Route 17 Woodland/Airport	13.3	0.94	17.2%	22.5	296	14.8	37.3	-50.5%	23	22	-1	6,518	30
System Summary	17.9	1.46	25.3%		849		75.3	n/a				555,943	

	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean
System Average (mean)	17.9	1.46	25.3%	32.8	849	42.5	75.3	n/a
Standard deviation	4.4	0.49	6.8%	9.4	354	17.7	31.1	n/a
Routes above standard (equal or greater than 66.7% of mean)	29.9	2.43	42.2%	54.7	1,416	70.8	125.5	66.7%
Routes above one standard deviation of mean	29.8	2.42	42.1%	54.5	1,415	70.7	125.4	66.6%
Above average routes within one standard deviation of mean	22.4	1.95	32.1%	42.2	1,203	60.2	106.3	41.3%
Average routes	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean
Below average routes within one standard deviation of mean	13.5	0.97	18.5%	23.4	496	24.8	44.2	-41.3%
Routes below one standard deviation of mean	6.1	0.50	8.5%	11.1	284	14.2	25.2	-66.6%
Routes below standard (equal or less than 66.7% of mean)	6.0	0.49	8.4%	10.9	283	14.1	25.1	-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 2018 Rank	Change	Total Passengers	Peak Frequency
GVSU Campus Connector	7.4	0.40	n/a	10.5	482	24.1	34.6	n/a	n/a	n/a	n/a	10,118	7
GVSU South Campus Express	#DIV/0!	#DIV/0!	n/a	#DIV/0!	0	0.0	#DIV/0!	n/a	n/a	n/a	n/a	0	10
GVSU Off-Campus	#DIV/0!	#DIV/0!	n/a	#DIV/0!	0	0.0	#DIV/0!	n/a	n/a	n/a	n/a	0	10
GVSU CHS Express	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5
GRCC Shuttle	#DIV/0!	#DIV/0!	n/a	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	n/a	n/a	n/a	n/a	0	10
DASH South	n/a	n/a	n/a	n/a	0	0.0	n/a	n/a	n/a	n/a	n/a	0	5
DASH West	20.3	2.61	n/a	46.1	985	49.3	95.3	n/a	n/a	n/a	n/a	29,560	5
DASH North	15.6	1.65	n/a	31.4	988	49.4	80.8	n/a	n/a	n/a	n/a	29,652	20
FSU	#DIV/0!	#DIV/0!	n/a	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	n/a	n/a	n/a	n/a	0	120
	14.68	1.27	n/a									69,330	

Total System Summary	17.50	1.43	25.29%	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: September 25, 2019
TO: ITP Board
FROM: Jason Prescott
SUBJECT: July 2019 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for July 2019, as compared to July 2018

- Total paratransit ridership **increased 2.4%**
- ADA ridership **increased 7.2%**
- Non-Disabled Senior (NDS) ridership **increased 45.2%**
- PASS ridership **increased 40.3%**
- Network 180 ridership **decreased 16.3%**
- There were 712 trips to and from Cascade Township in July 2019, compared to 779 in July 2018, a **decrease of 8.6%**

Ridership averages, as compared to July 2018

- Weekday ridership **increased 5.0%**
- Saturday ridership **increased 6.6%**
- Sunday ridership **increased 3.1%**

Other Performance Measures

- On-time performance for GO!Bus/PASS during the month was **95.54%**
- On-time drop-off performance was **95.54%**
- Average cost per GO!Bus/PASS trip decreased 4.3% from July 2018.

July 2019 Paratransit Ridership and Operating Statistics

ADA	2019	2018	Change	% Change
Clients	1,593	1,427	166	11.6%
Passenger Trips	20,951	19,540	1,411	7.2%

NDS				
Clients	13	15	(2)	-13.3%
Passenger Trips	90	62	28	45.2%

PASS				
Clients	31	29	2	6.9%
Passenger Trips	595	424	171	40.3%

CONTRACTED	(includes KCCA)			
Clients	3	2	1	50.0%
Passenger Trips	6	35	(29)	-82.9%

RIDELINK				
Clients	353	348	5	1.4%
Passenger Trips	1,099	1,093	6	0.5%
Phone Calls	3,746	3,731		
Total Trips sched. thru Rapid call center	5,108	4,827		

TOTALS				
Clients	1,993	1,821	172	9.4%
Passenger Trips	22,741	21,154	1,587	7.5%
Average Weekday Ridership	875	833	42	5.0%
Average Saturday Ridership	323	303	20	6.6%
Average Sunday Ridership	332	322	10	3.1%
All Ambulatory Passengers	15,345	14,314	1,031	7.2%
All Wheelchair Passengers	7,396	6,840	556	8.1%
No - Shows	506	452	54	11.9%
Cancellations	5,643	4,649	994	21.4%
MV				
Average Cost per Trip	\$25.02	\$26.14	(\$1.12)	-4.3%
Riders per Hour	2.0	1.9	0.1	5.3%
Accidents per 100,000 Miles	1.0	1.0	0	0.0%

Trip Denials	1	1	0	300.0%
NTD Travel Time (minutes)	30	32	-2	-6.3%

NETWORK 180

Passenger Trips	4,842	5,782	(940)	-16.3%
Average Weekday Ridership	230	275	(45)	-16.4%

TOTAL PASSENGER TRIPS	27,583	26,936	647	2.4%
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Paratransit Service Quality Statistics: network 180 Excluded

2019

Complaints	2019	2018	% of Trips	% Change
MV Complaints	14	10	0.1%	40.0%

On-Time Performance

On-Time Compliance - Pick-up	95.54%	95.64%
On-Time Compliance - Drop-off	95.54%	96.28%



DATE: September 25, 2019
TO: ITP Board
FROM: Jason Prescott
SUBJECT: August 2019 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for August 2019, as compared to August 2018

- Total paratransit ridership **decreased 2.8%**
- ADA ridership **increased 1.6%**
- Non-Disabled Senior (NDS) ridership **increased 29.9%**
- PASS ridership **increased 23.1%**
- Network 180 ridership **decreased 21%**
- There were 732 trips to and from Cascade Township in August 2019, compared to 807 in August 2018, a **decrease of 9.3%**

Ridership averages, as compared to August 2018

- Weekday ridership **increased 4.2%**
- Saturday ridership **increased 8.6%**
- Sunday ridership **increased 5.1%**

Other Performance Measures

- On-time performance for GO!Bus/PASS during the month was **94.38%**
- On-time drop-off performance was **95.37%**
- Average cost per GO!Bus/PASS trip decreased **2.1%** from August 2018.

August 2019 Paratransit Ridership and Operating Statistics

ADA	2019	2018	Change	% Change
Clients	1,600	1,535	65	4.2%
Passenger Trips	21,658	21,320	338	1.6%

NDS				
Clients	16	16	0	0.0%
Passenger Trips	100	77	23	29.9%

PASS				
Clients	34	31	3	9.7%
Passenger Trips	629	511	118	23.1%

CONTRACTED	(includes KCCA)			
Clients	1	2	(1)	-50.0%
Passenger Trips	2	19	(17)	-89.5%

RIDELINK				
Clients	387	349	38	10.9%
Passenger Trips	1,196	1,186	10	0.8%
Phone Calls	3,761	4,471		
Total Trips sched. thru Rapid call center	5,339	5,271		

TOTALS				
Clients	2,038	1,933	105	5.4%
Passenger Trips	23,585	23,113	472	2.0%
Average Weekday Ridership	933	895	38	4.2%
Average Saturday Ridership	329	303	26	8.6%
Average Sunday Ridership	351	334	17	5.1%
All Ambulatory Passengers	15,898	15,709	189	1.2%
All Wheelchair Passengers	7,687	7,404	283	3.8%
No - Shows	447	528	(81)	-15.3%
Cancellations	5,196	5,296	(100)	-1.9%
MV				
Average Cost per Trip	\$25.02	\$25.55	(\$0.53)	-2.1%
Riders per Hour	2.0	1.9	0.1	5.3%
Accidents per 100,000 Miles	2.0	2.0	0	0.0%

Trip Denials	1	0	1	300.0%
NTD Travel Time (minutes)	30	31	-1	-3.2%

NETWORK 180

Passenger Trips	4,909	6,216	(1,307)	-21.0%
Average Weekday Ridership	223	270	(47)	-17.4%

TOTAL PASSENGER TRIPS	28,494	29,329	(835)	-2.8%
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Paratransit Service Quality Statistics: network 180 Excluded

2019

Complaints	2019	2018	% of Trips	% Change
MV Complaints	17	22	0.1%	-22.7%

On-Time Performance

On-Time Compliance - Pick-up	94.38%	94.91%
On-Time Compliance - Drop-off	95.37%	95.53%



Consumer Advisory Committee Meeting Minutes
August 20, 2019

Attendance

Committee Members Present

Kendrick Heinlein
Anne Larson
Tom Behler
Kristen Kelling
Randy Currey

Rapid Staff

Laura Madison
Jason Prescott
MV
Al Klepadlo

Public

Randall May
Charis Austin

Absent

Mary Kinnane
Tim Steinmeier

Meeting was called to order at 3:02 PM

1) Introductions

Introductions were made.

2) Meeting Format

In response to David resigning as Chair of this committee, Kendrick extended a formal thank you in recognition of his service on this committee. He also wanted to remind this committee of their role in this community encouraging them to ask questions and express transportation concerns for discussion.

ACTION ITEMS

3) Minutes of May 7, 2019 meeting (attached)

Kristen made a motion to approve the May 7, 2019 minutes. Tom seconded the motion.

Motion passed.

4) Minutes of June 18, 2019 meeting (attached)

Kristen made a motion to approve the May 18, 2019 minutes. Tom seconded the motion.

Motion passed.

INFORMATION ITEMS

5) May and June 2019 Paratransit Ridership Productivity Reports (attached)

Total ridership increased 2% in May of 2019 compared to May 2018. ADA, PASS and Cascade Township experienced increases while NDS and Network 180 both decreased in ridership.

Total ridership in June 2019 decreased 3.2% compared to June 2018. ADA, NDS and PASS showed increases while network180 and Cascade Township both decreased for the same time period.

There were no questions or comments.

6) 2nd & 3rd Quarter Paratransit Report Card (attached)

The 2nd Quarter 2019 report card had green lights in preventable accidents, customer service and travel time. Passengers per hour was given a yellow light for averaging 1.8 passengers, the minimum is 2. It received a red light for on-time performance, on-time appointment and ratio to fixed-route. Ridership for the 2nd Quarter 2019 was down by 0.9% compared to 2nd Quarter 2018. Cost per trip increased by 5.6% or \$1.35 in the same quarter.

The 3rd Quarter 2019 report card had green lights in customer service, travel time and on-time performance. It shows yellow lights in preventable accidents, passengers per hour and on-time appointments. Ratio to fixed-route bus received a red light showing 1 paratransit passenger boarded the bus to 25 fixed-route passengers. The standard is 1/30. Ridership for the 3rd Quarter 2019 increased by 6.3% compared to 3rd Quarter 2018. Cost per trip decreased by 2.4% or \$0.59 in the same quarter.

7) April, May & June 2019 Fixed Route Productivity Reports (attached)

Overall ridership in Routes 1-44 showed a 9.5% increase comparing April 2019 to April 2018. Contracted Ridership increased by 5.5%. Total ridership increased by 8.3%, for the same time comparison.

Comparing May 2019 to May 2018 overall ridership in Routes 1- 44 showed a 0.9% increase. Contracted Ridership increased by 40.1%. Total ridership increased by 3.6%, for the same time comparison. Fare boxes were inoperable for the majority of the day on May 3rd, with an estimated 10,000 – 12,000 rides not counted.

Ridership decreased 5.5% in June 2019 compared to June 2018 for routes 1- 44. Contracted ridership increased by 50.2%. Total ridership decreased by 1.3%, for the same time comparison. There were 5 Clean Air Action Days and one less weekday in 2018 compared to 2019 which means June 2019 increased ridership marginally over June 2018.

8) 2nd & 3rd Quarter Fixed Route Report Cards

Fixed Route in the 2nd Quarter 2019 report card showed yellow lights for Preventable Accidents, Customer Service and Cost Effectiveness not meeting the standards. Productivity received a red light while On Time Performance was above the standard of 83%, receiving the only green light.

Fixed Route in the 3rd Quarter 2019 report card showed a yellow light for Cost Effectiveness for being \$4.41, \$0.19 above the standard. Preventable Accidents

received the only red light. Productivity, Customer Service and On-Time Performance all received green lights for being above the set standards.

9) New Business

A. New Members

This committee's membership has fallen to 7 members and is looking to fill 3-5 vacant seats. Anyone with suggestions of who would like to serve on this committee is welcome. Todd would no longer be serving as his job had changed. He suggested John Kleff from the Community Transition Center, whom Jason had contacted and invited to attend the next meeting.

B. MV Transportation

AI reported on their employee appreciation day and outreach to the community. He said they had participated in a back to school event, donating \$750 worth of crayons, markers and backpacks. They played games and handed out candy. The increase in starting pay for drivers has helped in recruiting more drivers. There were 94 drivers out of the 110 needed. AI stated there was an Operations Manager opening, as well, as 2 dispatcher positions. Devery will be taking over the General Manager position in September when AI retires on the 27th.

C. Long Trips

Tom said he and others had experienced trips with longer on-board times than usual. Longer time on board can be attributed to driver call ins, traffic, construction, weather, new drivers who are unfamiliar with locations and other passengers. The only way to say what actually was the cause of any single trip running longer is an investigation by someone in the GO!Bus department.

D. Age Friendly Grand Rapids

Kendrick noted that final recommendations were due in December. Anyone interested in more information or participating is welcome to contact him. Tom asked for this committee to receive the member roster for contact information. Laura said she would send it to everyone.

10) Old Business

There were no comments

11) Public Comments

There were no comments.

Meeting adjourned at 3:42 PM

Next Board Meeting: August 28, 2019

Next CAC Meeting: September 17, 2019