



Board Members

Mayor Stephen Kepley, Chair

Charis Austin
Randy Gelderloos
Terry Schweitzer

Rick Baker
Steven Gilbert
Mayor Amna Seibold

Mayor Rosalynn Bliss
Andy Guy
Paul Troost

David Bilardello, Vice-Chair

Mayor Gary Carey
Jack Hoffman

Tracie Coffman
Robert Postema

RAPID BOARD MEETING

Wednesday, December 4, 2019 – 4 p.m.

Rapid Central Station Conference Room, 250 Grandville SW

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES – October 30, 2019 Board Meeting	Mayor Kepley	Approval
3. AGENDA ITEMS		
a) Purchase of (15) 40-foot CNG Buses	Steve Clapp	Approval
b) Purchase of (6) Ford Transit Paratransit Vehicles	Jason Prescott Mark Fedorowicz	Approval
c) FY 2020 Federal Transit Administration (FTA) Grant Application	Kevin Wisselink	Approval
d) FY 2021 Michigan Department of Transportation (MDOT) Grant Application	Kevin Wisselink	Approval
e) FY 2021 Specialized Services Grant Application	Kevin Wisselink	Approval
4. STAFF REPORTS - Questions		
a) Financial – September 2019	Linda Medina	Information
b) Fixed Routes	Max Dillivan	Information
1) Ridership & Productivity – September 2019		
2) Report Card – 4 th Quarter 2019		
3) Report Card – Annual FY 2019		
c) Paratransit Routes	Jason Prescott	Information
1) Ridership – September 2019		
2) Report Card – 4 th Quarter 2019		
3) Report Card – Annual FY 2019		
d) Rideshare Report – 4 th Quarter 2019	Lisa Young	Information
5. CEO'S REPORT	Andrew Johnson	Information
6. CHAIR'S REPORT	Mayor Kepley	Information
7. COMMITTEE REPORTS / MEETING MINUTES		
a) Future Planning & Technology Committee	Terry Schweitzer	Information
b) Present Performance & Service Committee	David Bilardello	Information
c) Finance Committee	Mayor Kepley	Information
8. ADJOURNMENT		

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

Board Members**Mayor Stephen Kepley, Chair**

Charis Austin
Randy Gelderloos
Terry Schweitzer

Rick Baker
Steven Gilbert
Mayor Amna Seibold

Mayor Rosalynn Bliss
Andy Guy
Paul Troost

David Bilardello, Vice-Chair

Mayor Gary Carey
Jack Hoffman

Tracie Coffman
Robert Postema

RAPID BOARD MEETING**October 30, 2019 – 4 p.m.****Rapid Central Station Conference Room, 250 Grandville SW****ATTENDANCE:****Board Members Present:**

Charis Austin, Rick Baker, David Bilardello, Mayor Gary Carey, Tracie Coffman, Steven Gilbert, Andy Guy, Jack Hoffman, Mayor Stephen Kepley, Robert Postema, Terry Schweitzer, Mayor Amna Siebold, Paul Troost

Board Members Absent:

Mayor Rosalynn Bliss, Randy Gelderloos

Staff Attendees:

Michael Bulthuis, Steve Clapp, Max Dillivan, Evie Dzomba, Mark Fedorowicz, Steve Gilbert, Bree Girard, Nancy Groendal, Julie Ilbrink, Andrew Johnson, Deron Kippen, Bill Kirk, Scott Maki, Linda Medina, Nick Monoyios, Jason Prescott, Andy Prokopy, Dina Reed, Steve Schipper, Chris Swank, Emily Swank, Michael Wieringa, Kevin Wisselink, Lisa Young

Other Attendees:

Cristina Barone (Nelson\Nygaard), Steve Faber (Byrum & Fisk), H. Kelley (COGR), Devery Krupchak (MV Transportation), Laura St. Louis (Disability Advocates of Kent County), Thomas Wittmann (Nelson\Nygaard)

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

1. PUBLIC COMMENT

No public comments were received.

2. MINUTES – September 25, 2019 Board of Directors Meeting

Mayor Kepley asked for corrections to the minutes. None were offered. The minutes from September 25, 2019 Board meeting were approved as written.

3. COMPREHENSIVE OPERATION ANALYSIS PRESENTATION

Thomas Wittman from Nelson\Nygaard presented a comprehensive operation analysis. Presentation slides will be included in the meeting packet when distributed.

Mr. Baker asked for clarification on the statement about businesses moving outside of the service area not being able to use the transportation services. Mr. Wittmann shared it was a statement made by several interviewees, but it was also stated there is a desire to work with companies who are moving outside of the service area. Mr. Wittman shared that as a part of prioritizing service, we need to look at those who are currently paying before we address the companies located outside the service area. Mr. Guy shared that he would want to make sure we prioritize within the district while laying the groundwork for the areas we want to eventually serve. Mr. Hoffman wanted to ensure that our focus is on creating a transportation system that offers multiple transportation options in order to encourage people to continue using the transit system. Mr. Schweitzer shared that traditional services have more benefits to the businesses we serve.

Mayor Kepley asked for an explanation for adding transportation to Georgetown or Jenison. Mr. Wittmann shared that they were looking at areas that are close by, and where is the potential demand for expansion of services. Georgetown is located across the street from Jenison, therefore adding them into the transit line would be beneficial. Mr. Troost expressed agreement regarding expansion into Georgetown.

Mr. Wittmann asked the group about transformative change regarding this effort. Mr. Wittmann inquired how comfortable the Board would be with making changes that would change the way people use the system today. Mayor Kepley shared that it is inevitable that things are going to change. Mr. Guy shared he would be comfortable looking at many scenarios and determine whether or not it makes sense to make the changes. Mr. Guy expressed a desire to determine if we are prioritizing or balancing increasing ridership. Mr. Wittman stated that while we are prioritizing increasing ridership, we also need to create balance with the needs of the community. Mr. Johnson expressed that the group will need to look at what the ridership looks like now and how it will change over time. Mr. Hoffman shared that change can be a hardship for people that use our services, especially for those that have great difficulty walking. He wants to ensure that we remain aware of their needs. Mayor Kepley agreed that partnership is something that needs to be kept at the forefront of the decision-making process including fiscal sustainability and the impact of these decisions. Mr. Guy shared that we need to keep our focus on partnership and increased collaboration as we make changes, especially the City of Grand Rapids, and other businesses downtown.

Mayor Carey asked if Georgetown/Jenison would be added on with a taxation/millage, or if we were just going to provide services as part of the six cities. Mayor Carey shared that each member of the Board is advocating for their own cities, therefore it is important that we continue with financial participation from all service areas. Mr. Johnson shared that we must have a contract in order to go outside our service areas, therefore, there would need to be a financial arrangement in place prior to expanding services.

4. AGENDA ITEMS

a. CAC Membership Appointment

Mr. Prescott presented the request to recommend membership appointments for Laura St. Louis and John Kleff.

The motion made by Mr. Hoffman was supported by Mr. Schweitzer to approve the membership appointments of Laura St. Louis and John Kleff. The motion passed unanimously.

b. CAC Membership Renewal

Mr. Prescott presented the request to recommend membership re-appointments of Dr. Gerald Thomas Behler and Kristen Kelling.

The motion made by Mr. Hoffman was supported by Ms. Austin to approve the re-appointments of Dr. Gerald Thomas Behler and Kristen Kelling. The motion passed unanimously.

c. Intelligent Transportation System Support Agreement

Mr. Pouget presented a request to enter into a three-year support agreement with Avail Technologies for the purpose of maintaining the Intelligent Transportation System (ITS). Mayor Kepley asked how much the system is currently being paid. Mr. Pouget replied that it was around \$134,000.

The motion made by Ms. Coffman was supported by Mr. Bilardello to enter into a three-year support agreement with Avail Technologies. The motion passed unanimously.

d. Replacement Bus Wash Rack

Mr. Kippen presented the request to enter into a contract with Inter Clean Equipment for the purchase and installation of a new bus wash rack to replace an existing unit at The Rapid Operations Center. Mr. Hoffman inquired as to the lifespan of a bus wash rack. Mr. Kippen shared it is approximately 7-10 years, given the number of buses we run through the system every night. Mayor Carey asked about the potential for water spillage on the floor. Mr. Kippen shared that the new bus wash rack will also have a drying system which will reduce the amount of excess water on the floor. Mr. Bilardello requested an explanation on the financing. Mr. Fedorowicz shared that the money will come from grants.

The motion made by Mr. Guy was supported by Mayor Seibold approving the purchase and installation of a new bus wash rack system. The motion passed unanimously.

e. Laker Line BRT Real Time Information System

Mr. Monoyios presented the request to enter into a contract with Avail Technologies for a fixed fee contract for the purpose of a Real Time Information System (RTIS) hardware and software for 27 platform locations on the Laker Line BRT.

Mr. Scwheitzer asked if there was consideration given to upgrading the Silver Line RTIS. Ms. Reed shared that we will continue using the signs until the end of their useful life, and will be looking at utilization options when the time comes for replacement. Mayor Kepley asked how the signs communicate with the buses. Mr. Monoyios shared that communication will take place via fiber optic for almost all areas, and cellular in just a few areas. Mr. Bilardello asked if the system is as durable as the current system, and is there any chance of vandalism. Mr. Monoyios shared that there has been great advancements in the technology and how the screen is housed in the hardware, giving it an advantage to being vandalized. It also works better in colder climate and temperatures. Mr. Guy shared that at the last time this topic was presented, the installation was on time and on budget, and asked if the status has remained the same. Mr. Monoyios provided affirmation. Mayor Kepley asked if the system allows for the lumens to be adjusted for sunny and cloudy days. Mr. Monoyios shared that this is a standard function on all the screens. Mayor Kepley asked if the water mains on the Laker Line had been relocated. Mr. Monoyios provided affirmation.

The motion made by Mr. Guy was supported by Ms. Coffman approving the contract with Avail Technologies for the RTIS hardware and software. The motion passed unanimously.

f. Contract for Administrative Relocation Plan

Ms. Reed presented a request for authorization to enter into a fixed fee contract with Progressive AE to design renovations for the Rapid Central Station administrative office space.

Mayor Kepley asked for clarification regarding the location of Special Services. Ms. Reed shared that after a thorough evaluation, it was determined which departments should stay together. Special

Services will stay in Ellsworth, with some upgrades and redesign of workspace and technology. Safety and security personnel may also be moved eventually into the first floor of the Central Station building. Mr. Gilbert asked for clarification about the new Central Station space being full upon completion of construction. He asked for the plan for future growth and maintaining space in the other building to accommodate expansion. Ms. Reed shared that consideration was given to the Central Station facility and the ability to eventually add on space if needed. Mr. Johnson added that the intention is to secure a facility to specifically house Special Services.

The motion made by Mr. Gilbert was supported by Mr. Guy to approve entering into a contract with Progressive AE. The motion passed unanimously.

g. CEO Compensation

Mayor Kepley reviewed Mr. Johnson's evaluation process surrounding the 2019 goals and the determination regarding the increase in pay.

The motion made by Mayor Carey was supported by Mr. Schweitzer to approve the pay increase for Mr. Johnson, being retroactive to his one-year anniversary hire date of August 13, 2019. The motion passed unanimously.

h. Lobbying Services

Mr. Johnson presented information about lobbying services and requesting to enter into a three-year contract with Cardinal Infrastructure to provide lobbying services at the Federal level for the ITP.

Ms. Coffman asked for clarification that this service is for federal purposes and not state lobbying. Mr. Johnson provided affirmation. Mr. Bilardello shared that typically a monthly retainer fee schedule would be in place. Mr. Johnson provided affirmation. Mayor Kepley requested clarification as to how we measure success. Mr. Johnson shared it is measured by who can they get us in front of, how can they create opportunities for us to share our case, grant writing advice, writing the actual grants, etc. There is no guarantee that they will be successful in getting the money, but we can learn how to get our case in front of the right people. Mr. Johnson shared they will be essential in helping us navigate through the legislation maze. Additionally, it is very important to have the right contacts and reputation when legislators are drafting new legislation.

The motion made by Mr. Guy was supported by Mayor Seibold to award a contract to Cardinal Infrastructure for lobbying services. The motion passed unanimously.

4. STAFF REPORTS – Questions

a. Ridership & Productivity – August 2019

No questions or comments

b. Paratransit Ridership – September 2019

No questions or comments

c. Financial Report – August 2019

Mayor Kepley asked Ms. Medina about total operating expenditures for FY19 and what she expected the number to be. Ms. Medina shared that she does not anticipate going over our budgeted amount.

5. CEO's REPORT

Mr. Johnson shared that he is very grateful to be a part of The Rapid, and being a part of leading this team. He shared that he loves this community and loves being here. He expressed appreciation for the support and encouragement during this past year.

Mr. Johnson shared that he recently attended an APTA conference in New York City. He is serving as a chair of the mid-sized transportation group. He spoke with peers also in the mid-sized system about the problems we are experiencing with environmental reviews and how it affects our ability to put in a bus shelter. He found that those within our region are also facing the same struggles, however, outside of our region, the process is better. Mr. Johnson shared he is looking to talk with the FTA to find a way to make it easier to put in bus shelters. He feels this is something our lobbyist would be a part of.

Mr. Johnson shared the West Michigan Express project is continuing to move forward. They are readying the relationships with businesses along that line, and talking about funding sources for these services. We will not take away from our current funding from The Rapid to do this; we will look for new funding methods.

Mr. Johnson introduced Julie Ilbrink as the new Executive Administrator and Board Secretary. Ms. Ilbrink recently joined us from SpartanNash where she served in a similar capacity. She lives in the community and is very excited to be here.

Mr. Johnson recognized that this is Brian Pouget's last board meeting as he will be retiring next month. We will be holding a retirement party for him on November 14. Invites will be extended to the Board.

6. CHAIR'S REPORT

Mayor Kepley shared that there is someone in the City of Kentwood who is interested in purchasing property on Division and turning it into a multi-unit residential area. It is currently an empty field and was formerly a driving range. They are looking to place housing in this area because of the accessibility of the Silver Line.

7. COMMITTEE REPORTS

No reports are available for this meeting

Additional comments:

Mayor Seibold shared thanks to Mr. Pouget for his years of service. She also expressed thanks to Mr. Johnson for his first year of service.

8. ADJOURNMENT

This meeting was adjourned at 5:32 p.m.

Respectfully submitted,



Julie Ilbrink, Board Secretary



Date: December 4, 2019
To: ITP Board
From: Steve Clapp, Fleet Maintenance and Parts Manager
Subject: PURCHASE OF 15 CNG FIXED-ROUTE BUSES

ACTION REQUESTED

Authorization is requested from the ITP Board to purchase fifteen (15) CNG buses from Gillig Corporation, at a cost not to exceed \$8,445,990. Staff is further requesting a contingency of up to \$150,000 to add new technology to the buses should appropriate technology become available.

BACKGROUND

Authorization is requested from the ITP Board to purchase fifteen (15) CNG buses from Gillig Corporation, at a cost not to exceed \$8,445,990. Staff is further requesting a contingency of up to \$150,000 to add new technology to the buses should appropriate technology become available.

FUNDING SOURCE

Funding for the buses will be derived from approved Federal and State capital assistance grants. No local match is required on this capital grant.



INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION No. 120419-1

Fiscal Year: 2019-2020

Moved and supported to adopt the following resolution:

Approval to execute an agreement with Gillig Corporation for the purchase of fifteen (15) buses.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute an agreement with Gillig Corporation to purchase fifteen (15) 40-foot, CNG buses, at a cost not to exceed \$8,445,990 plus up to \$150,000 for technology improvements to the buses, in accordance with information presented to the ITP Board on December 4, 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.

Julie Ilbrink, Board Secretary

Date

Date: November 20, 2019
To: ITP Board
From: Jason Prescott, Manager of Special Services
Judy DeVries-Eppinga, Senior Procurement Specialist
Subject: Purchase of Six (6) Ford Transit Paratransit Vehicles

ACTION REQUESTED

Authorization is requested from the ITP Board to enter into a contract with Hoekstra Transportation, Inc., for the purchase of six (6) Ford Transit paratransit vehicles at a total price not to exceed \$363,618 for the purpose of replacing existing Go!Bus vehicles approaching the end of their useful life.

BACKGROUND

The existing vehicles used for the provision of paratransit service through the Go!Bus program are E-series Fords modified for paratransit service through ElDorado National and can accommodate up to four (4) wheelchair placements. With 70% of our client base ambulatory (do not require assistance), staff has been exploring options for a smaller size vehicle which will offer more flexibility for various types of assignments, especially those neighborhoods which are challenging for a larger bus to maneuver through. The vehicles will have a rear lift allowing for accommodation of up to two (2) wheelchair placements and/or four (4) to eight (8) passengers. Bi-fold entry doors will provide consistency of boarding throughout the fleet. The vehicles are gas powered; Avail equipment and cameras will be transferred from the buses which are retiring.

PROCUREMENT

The vehicles were competitively bid by the State of Michigan in compliance with FTA procurement requirements and awarded to Hoekstra Transportation under State Vehicle Purchasing Program Contract No. 171-190000000220 and included as part of the MiDeal program of which the ITP is an eligible participant.

FUNDING SOURCE

Funding for the buses will be derived from approved Federal and State capital assistance grants. No local match is required on this capital grant.



INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION No. 120419-2

Fiscal Year: 2019-2020

Moved and supported to adopt the following resolution:

Approval to execute an agreement with Hoekstra Transportation, Inc. for the purchase of six (6) Ford Transit paratransit vehicles.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute an agreement with Hoekstra Transportation, Inc. to purchase six (6) Ford Transit vehicles, at a cost not to exceed \$363,618, in accordance with information presented to the ITP Board on December 4, 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.

Julie Ilbrink, Board Secretary

Date

Date: December 4, 2019
To: ITP Board
From: Kevin Wisselink, Grants and Capital Planning Manager
Subject: FY 2020 FEDERAL TRANSIT ADMINISTRATION (FTA) GRANT APPLICATION

ACTION REQUESTED

Staff is requesting the Interurban Transit Partnership Board approve the FY 2020 Federal Transit Administration (FTA) grant application in order to allow the CEO or his designee to execute a grant contract on behalf of the Interurban Transit Partnership Board.

BACKGROUND

Each year the Interurban Transit Partnership presents an annual grant application for federal Section 5307 capital and planning assistance, Section 5339 formula capital funding and Congestion Mitigation and Air Quality (CMAQ) funds to the Interurban Transit Partnership Board for approval. With Board approval, staff will start the submission process for these FY 2020 grants.

Apportionments

The FY 2020 apportionments have not been released and are an estimate only. The following chart compares FY 2020 with the previous two years' apportionments:

Apportionment	FY 2018	FY 2019	FY 2020
Section 5307	\$9,695,674	\$9,871,831	\$10,069,268
Section 5339	\$1,196,802	\$1,100,200	\$1,122,204
CMAQ	\$1,670,000	\$1,037,575	\$1,375,454

The Michigan Department of Transportation (MDOT) will provide a 20% match for federal funds allocated on all capital and planning requests such as preventive maintenance, equipment and planning projects. Attachment A provides a list of projects, identifying the funding source and the state match.

Section 5307 Federal Formula Funds:

Section 5307 program provides formula funding to urbanized areas with population greater than 50,000. In areas with population greater than 200,000, funds are used to support transit capital projects only. Staff recommends a capital program totaling \$12,586,585 with an 80% federal share of \$ 10,069,268 a 20% state share of \$ 2,517,317 in matched funds.

United Planning Work Program (UPWP):

Planning funds total \$141,950 with an 80% federal share totaling \$113,560. A 20% state share of \$28,390 is requested for planning assistance. These funds are for the planning projects in the UPWP approved by the ITP Board. The FY 2020 UPWP projects are as follows: ADA Planning/Compliance \$66,950 and Human Resource Planning \$75,000.

Section 5339 Bus and Bus Facility Formula Funds:

The Section 5339 is a federal formula grant program to replace, rehabilitate and purchase buses, bus related equipment and to construct bus-related facilities. Staff recommends \$1,402,755 with an 80% federal share of \$1,122,204 a 20% state share of \$280,551 in matched funds.

Congestion, Mitigation, and Air Quality (CMAQ) Funds:

CMAQ funds are used to assist with operating and capital costs associated with programs that reduce carbon monoxide (CO), nitrates (NOx) and particulate emissions in the region. FY 2020 CMAQ requests include a federal share of \$1,375,454 in capital funds and a state match of \$302,500 totaling \$1,677,954. Operating funds for the Rideshare program are 100% federally funded at \$165,454.

Attachment A
The Interurban Transit Partnership
FY 2020 Capital Plan

Project Name	Total Federal	Federal Source	Total State	Total Cost
Section 5307				
ADA Vehicle Equipment	4,000	5307	1,000	5,000
Associated Capital Maintenance	720,000	5307	180,000	900,000
Bus Tire Lease	224,000	5307	56,000	280,000
Bus Mid-life Repower	575,200	5307	143,800	719,000
Capital Costs of Contracting	560,000	5307	140,000	700,000
Computer Hardware	224,000	5307	56,000	280,000
Computer Software	137,181	5307	34,295	171,477
Facility Equipment	140,000	5307	35,000	175,000
Facilities Maintenance Building Construction	1,600,000	5307	400,000	2,000,000
Intelligent Transportation System	888,000	5307	222,000	1,110,000
Network Data Center	200,000	5307	50,000	250,000
Office Furniture/Equipment	352,000	5307	88,000	440,000
Preventive Maintenance	1,200,000	5307	300,000	1,500,000
Rehab Admin/Maintenance Facility	1,200,000	5307	300,000	1,500,000
Replacement 40' Buses (4)	1,627,326	5307	406,832	2,034,158
Replacement Paratransit Vehicles (6)	288,000	5307	72,000	360,000
Shop Equipment	16,000	5307	4,000	20,000
Total Capital	\$9,955,708	5307	\$2,488,927	\$12,444,635
Planning Funds	113,560	5307	28,390	141,950
Total (5307)	\$10,069,268		\$2,517,317	\$12,586,585
CMAQ				
Replacement 40' Buses (3)	1,070,000	CMAQ	267,500	1,337,500
Vanpool Replacement Vans (5)	100,000	CMAQ	25,000	125,000
Rideshare	165,454	CMAQ	0	165,454
Clean Air Action Days	40,000	CMAQ	10,000	50,000
Total (CMAQ)	\$1,375,454		\$302,500	\$1,677,954
Section 5339 Bus/Bus Facility				
Replacement 40' Buses (3)	1,122,204	5339	280,551	1,402,755
Total (5339)	\$1,122,204		\$280,551	\$1,402,755



INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION No. 120419-3

Fiscal Year: 2019-2020

Moved and supported to adopt the following resolution:

Resolution authorizing the filing of an application with the Department of Transportation, United States of America, for a grant under the Federal Transit Administration "Fixing America's Surface Transportation Act" (FAST ACT).

WHEREAS, the Secretary of Transportation is authorized to make grants for a mass transportation program of projects and budget;

WHEREAS, the contract for financial assistance will impose certain obligations upon the applicant, including the provision by it of the local share of the project costs of the program; and

WHEREAS, it is required by the Department of Transportation, in accordance with the provisions of Title VI of the Civil Rights Act of 1964, as amended, that the applicant give an assurance that it will comply with Title VI of the Civil Rights Act of 1964 and the Department of Transportation requirements thereunder; and

WHEREAS, it is the goal of the applicant that disadvantaged business enterprises be utilized to the fullest extent possible in connection with these projects, and that disadvantaged businesses shall have the maximum construction contracts, supplies, equipment contracts, or consultant and other services.

BE IT RESOLVED by the Interurban Transit Partnership Board;

That the CEO or his designee is authorized to execute and file an application on behalf of the Interurban Transit Partnership Board with the Department of Transportation.

That the CEO or his designee is authorized to execute and file assurances or any other document required by the Department of Transportation effectuating the purpose of Title VI or the Civil Rights Act of 1964.

That the CEO or his designee is authorized to furnish additional information as the Department of Transportation may require in connection with the grant application.

That the CEO or his designee is authorized to set forth and execute a Disadvantaged Business Enterprise Program in connection with this grant application.

That the CEO or his designee is authorized to execute grant agreements on behalf of the Interurban Transit Partnership Board and the Michigan Department of Transportation for aid in the financing of transit assistance.

That the CEO or his designee is authorized to initiate any TIP, STIP, or UPWP amendments as required for execution of this grant.

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.

Julie Ilbrink, Board Secretary

Date

Date: December 4, 2019
To: ITP Board
From: Kevin Wisselink, Grants and Capital Planning Manager
Subject: FY 2021 MDOT GRANT APPLICATION

ACTION REQUESTED

Staff is requesting the Interurban Transit Partnership Board approve the FY 2021 Michigan Department of Transportation (MDOT) grant application and to authorize the CEO or his designee to execute a grant contract on behalf of the Interurban Transit Partnership.

BACKGROUND

Each February, MDOT requires that transit agencies file a grant application for capital, operating and planning assistance for the upcoming fiscal year. The MDOT application is the first grant application in the annual cycle. This draft application is for MDOT use in estimating funding for state budgeting purposes. A final application with project descriptions will be brought to the Board in late FY 2020 when applying for the federal grant application.

OPERATING ASSISTANCE

The Interurban Transit Partnership is requesting \$23,927,027 in State operating assistance based on projected eligible expenses of \$47,854,054. Requested operating assistance is based on 50% of eligible operating expenses, the maximum amount eligible under Act 51, however, actual state match is anticipated to be around 31%. Actual expenditures for FY 2021 will be determined through service and budget decisions made by the Board prior to October 1, 2020

CAPITAL ASSISTANCE – FTA Section 5307

Total capital assistance of \$12,838,316 with a state capital share of \$2,567,663 is requested based on a 20 percent match of the \$10,270,653 estimated federal apportionment of Section 5307 funds. The 20 percent match applies to all capital projects unless otherwise specified. All individual, projects and splits are between Federal Transit Administration (FTA) and MDOT as listed in Attachment A. The Board can review and modify all capital and operating programs again in late fall when the federal grant application is filed. There is no local share required for the capital portion of this application.

PLANNING ASSISTANCE – FTA Section 5307

Total planning assistance of \$150,000 with a state share of \$30,000 is requested based on a 20 percent match of the \$120,000 federal planning funds listed in Attachment A. This amount is an estimate; specific planning activities and a final budget will be developed and brought to the Board as a part of the annual Unified Planning Work Program (UPWP) prepared in the spring of 2020, at which time the application amounts can be amended.

CONGESTION MITIGATION, AIR QUALITY (CMAQ) AND SURFACE TRANSPORTATION PROGRAM

CMAQ funds are used to assist with operating and capital costs associated with programs that reduce carbon monoxide, nitrates, and particulate emissions in the region. The Interurban Transit Partnership is requesting a total of \$706,207 with a federal share of \$606,207 and a state share \$100,000 in the following projects; \$300,000 for up to 1 replacement 40' low floor linehaul CNG bus, \$75,000 for Clean Air Action days, \$125,000 for replacement vanpool vans and \$206,207 (100% federal funding) for the Rideshare program. This amount is an estimate; specific CMAQ activities can be amended with a final budget when a call for projects is requested from the MPO in the spring of 2020.

CAPITAL ASSISTANCE – FTA Section 5339

Section 5339 formula funds may be used for bus and bus facility projects. A total request of \$1,430,810 with an 80% federal share of \$1,144,648 and a 20% state share of \$286,162.

Attachment A
Interurban Transit Partnership
FY 2021 Capital Plan

Project Name	Total Federal	Federal Source	State Match	Funding Source	Total Cost
Section 5307					
ADA Vehicle Equipment	4,000	5307	1,000	CTF	5,000
Associated Capital Maintenance	680,000	5307	170,000	CTF	850,000
Associated Transit Enhancements	44,000	5307	11,000	CTF	55,000
Bus Mid Life Repower	586,400	5307	146,600	CTF	733,000
Bus Tire Lease	239,200	5307	59,800	CTF	299,000
Capital Costs of Contracting	560,000	5307	140,000	CTF	700,000
Office Furniture/Equipment	72,000	5307	18,000	CTF	90,000
Preventive Maintenance	1,440,000	5307	360,000	CTF	1,800,000
Rehab Admin/Maintenance Facility	520,000	5307	130,000	CTF	650,000
Replacement 40' Buses	5,653,053	5307	1,413,263	CTF	7,066,316
Replacement Paratransit Vehicles	112,000	5307	28,000	CTF	140,000
Service Vehicles	120,000	5307	30,000	CTF	150,000
Shop Equipment	16,000	5307	4,000	CTF	20,000
Surveillance/Security Equipment	104,000	5307	26,000	CTF	130,000
Total Capital	\$10,150,653		\$2,537,663		\$12,688,316
Planning Funds	120,000	5307	30,000	CTF	150,000
Total (5307)	\$10,270,653		\$2,567,663		\$12,838,316
CMAQ					
Replacement 40' Buses	240,000	CMAQ	60,000	CTF	300,000
Rideshare	206,207	CMAQ	0		206,207
Vanpool Replacement Vans	100,000	CMAQ	25,000	CTF	125,000
Clean Air Action Days	60,000	CMAQ	15,000	CTF	75,000
Total (CMAQ)	\$606,207		\$100,000		\$706,207
Section 5339 Bus/Bus Facility					
Replacement 40' Buses	1,144,648	5339	286,162	CTF	1,430,810
Total (5339)	\$1,144,648		\$286,162		\$1,430,810



INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION No. 120419-4

Fiscal Year: 2019-2020

Moved and supported to adopt the following resolution:

Approval to apply for financial assistance for fiscal year 2021 under act no, 51 of the public acts of 1951, as amended.

WHEREAS, pursuant to Act No. 51 of the Public Act of 1951, as amended (Act 51), it is necessary for the Interurban Transit Partnership Board, established under Act 196, to provide a local transportation program for the state fiscal year 2021, therefore, apply for state financial assistance under provisions of Act 51; and

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

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

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

WHEREAS, the performance indicators have been reviewed and approved by the governing body.

WHEREAS, the Interurban Transit Partnership Board will review and approve a balanced budget for fiscal year 2021; and

WHEREAS, the Interurban Transit Partnership Board has reviewed and approved the proposed balanced estimated budget for Section 5307 of \$10,270,653 in federal funds, matched with \$2,567,663 estimated state funds. Estimated Section 5339 budget of \$1,144,648 in federal funds, matched with \$286,162 estimated state funds. Estimated CMAQ budget of \$606,207 in federal funds, matched with \$100,000 estimated state funds.

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

HEREBY, appoints the CEO or his designee, as the Transportation Coordinator for all public transportation matters and is authorized to provide such information as deemed necessary by the commission of department for its administration of Act 51 of 2021; and

BE IT RESOLVED, that the CEO or his designee are hereby authorized to execute agreements, contract extensions and to initiate any Transportation Improvement Program (TIP), Statewide Transportation Improvement Program (STIP), or Unified Planning Work Program (UPWP) amendments with the Michigan Department of Transportation on behalf of the Interurban Transit Partnership Board for capital, operating, planning, and marketing funds.

CERTIFICATE

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

Julie Ilbrink, Board Secretary

Date

Date: December 4, 2019
To: ITP Board
From: Kevin Wisselink, Grants and Capital Planning Manager
Subject: FY 2021 SPECIALIZED SERVICE GRANT APPLICATION

ACTION REQUESTED

Board approval is requested authorizing submittal of the fiscal year 2021 Specialized Services operating assistance grant application to Michigan Department of Transportation (MDOT) and subsequent execution of a contract with MDOT for third party operating assistance with the four recipient agencies; Kent County Community Action of the County of Kent, Network 180, Hope Network and Senior Neighbors.

BACKGROUND

Each year the Interurban Transit Partnership applies for Specialized Services operating assistance from the MDOT for senior/disabled transportation in Kent County, which is beyond the Interurban Transit Partnership's service area and/or hours of operation. The annual Specialized Service program is prepared by the Interurban Transit Partnership in cooperation with the service provider agencies. The Interurban Transit Partnership's role in this program is to provide coordination for the various providers to prevent any duplication of services. In fiscal year 2019, The Interurban Transit Partnership received a total of \$463,289 in Specialized Services operating funds as a pass-through grant. This funding level is determined by the MDOT. During the FY 2020 budget process, the legislature appropriated an additional \$500,000 in the Specialized Services line item. This provided approximately a 17% increase of \$79,080 for fiscal year 2020, bringing the total Specialized Service funds we will receive in FY 2020 to \$542,369. It is anticipated that a total of \$542,369 will also be reinstated and awarded to the Interurban Transit Partnership for the Specialized Services Operating Assistance Program for fiscal year 2021.

The Interurban Transit Partnership has a Specialized Services Coordination Committee which meets to determine funding level distribution recommendations to the Interurban Transit Partnership Board. The committee met on November 26, 2019 to determine the distribution amount for the additional funds that were allocated for FY 2020 and 2021. The committee also assists in coordination of service to prevent duplication and to share information. All agencies listed in Attachment A are represented on the Coordination Committee.

The Interurban Transit Partnership staff will present the FY 2021 Specialized Services Operating Assistance Grant Application to the Consumer Advisory Committee (CAC) at the January 2020 meeting.

Attachment A
Interurban Transit Partnership
Specialized Services Operating Assistance
Fiscal Year 2020 & 2021

Agency	MDOT Funds
Kent County Community Action of the County of Kent	\$20,256
Network 180	\$252,514
Hope Network	\$199,643
Senior Neighbors	\$69,956
TOTAL	\$542,369



INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION No. 120419-5

Fiscal Year: 2019-2020

Moved and supported to adopt the following resolution:

Approval to apply for financial assistance for fiscal year 2021.

WHEREAS, The Interurban Transit Partnership Board is designated by the Michigan Department of Transportation as the applicant for the Specialized Services assistance program for fiscal year 2021; and

WHEREBY, The Interurban Transit Partnership Board does hereby make its intentions known to apply for State financial assistance for specialized transportation services during 2021; and,

HEREBY authorizes the CEO or his designee to execute grant agreements and amendments on behalf of the Interurban Transit Partnership Board with the Michigan Department of Transportation to aid in the provision of specialized transportation services for fiscal years 2021; and

HEREBY authorizes the CEO or his designee to execute third party agreements with Kent County Community Action of the County of Kent, Hope Network, Network 180 and Senior Neighbors for 2021 Specialized Services Operating Assistance.

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.

Julie Ilbrink, Board Secretary

Date



Date: December 2, 2019
To: ITP Board
From: Linda Medina, Finance Manager
Subject: SEPTEMBER 2019 FINANCIAL REPORT

We have started the audit process, but not all adjusting entries are reflected in the attached statement. Total revenues are projected to be 2% under budget. Operating expenses are projected to be under budget, but due to the reduction in revenue, an additional \$350,000 in preventative maintenance will be used for a total of \$1,600,000.

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 09/30/19

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target=100%
Revenue & Operating Assistance						
Passenger Fares						
1. Passenger Fares - Linehaul	5,935,478	5,935,478	561,200	5,486,595	448,883	92%
2. Passenger Fares - Paratransit	797,316	797,316	72,948	942,111	144,795+	118%
3. Passenger Fares - Other	21,350	21,350	3,824	40,248	18,898+	189%
4. Total Passenger Fares	6,754,144	6,754,144	637,972	6,468,954	285,190	96%
Sale Of Transportation Services						
5. CMH Contribution	909,370	909,370	57,125	724,649	184,721	80%
6. Dash Contract	2,165,936	2,165,936	188,399	2,365,359	199,423+	109%
7. Grand Valley State University	2,446,547	2,446,547	329,731	2,466,820	20,273+	101%
8. Employment Transportation (Van Pool)	150,000	150,000	9,585	106,660	43,340	71%
9. Township Services	548,036	548,036	45,670	548,036	0	100%
10. Route 19	468,547	468,547	36,749	468,408	139	100%
11. Other	395,732	395,732	34,964	384,544	11,188	97%
12. Total Sale Of Transportation Services	7,084,168	7,084,168	702,223	7,064,476	19,692	100%
Other Revenue & Support						
13. State Operating	15,415,231	15,415,231	1,161,263	14,962,773	452,458	97%
14. Property Taxes	16,815,000	16,815,000	1,347,117	16,165,408	649,592	96%
15. Advertising	150,000	150,000	184	131,889	18,111	88%
16. Interest & Miscellaneous	595,031	595,031	68,066	372,128	222,903	63%
17. Total Other Revenue & Support	32,975,262	32,975,262	2,576,630	31,632,198	1,343,064	96%
18. TOTAL REVENUE & OPERATING ASSISTANCE	46,813,574	46,813,574	3,916,825	45,165,628	1,647,946	96%
Expenditures Route Service & Demand Response						
Labor						
19. Administrative Salaries and Wages	4,347,030	4,370,392	362,350	4,346,982	23,410	99%
20. Operators Wages	12,220,039	12,220,039	1,045,479	12,551,488	331,449-	103%
21. Maintenance Wages	1,739,706	1,739,706	144,405	1,840,683	100,977-	106%
22. Total Labor	18,306,775	18,330,137	1,552,234	18,739,153	409,016-	102%
Fringe Benefits						
23. FICA/Medicare Tax	1,508,241	1,508,241	124,939	1,524,153	15,912-	101%
24. Pension	1,770,353	1,770,353	153,953	2,045,826	275,473-	116%
25. Group Medical	4,028,068	4,028,068	335,979	4,540,641	512,573-	113%
26. Unemployment Taxes	70,000	70,000	0	51,342	18,658	73%
27. Worker's Compensation	450,000	450,000	0	332,952	117,048	74%
28. Sick Leave	169,974	169,974	14,713	180,187	10,213-	106%
29. Holiday	469,784	469,784	66,241	412,269	57,515	88%

**Interurban Transit Partnership
Combined Operating Statement**
Month Ended 09/30/19

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target=100%
30. Vacation	1,149,252	1,149,252	94,365	1,130,292	18,960	98%
31. Bereavement	26,250	26,250	2,472	24,586	1,664	94%
32. Uniforms	138,277	140,977	14,987	114,257	26,720	81%
33. Personal Days	393,846	393,846	110,997	335,313	58,533	85%
34. Fringe Benefits Distributed to Grants	10,000-	10,000-	184-	12,593-	2,593	126%
35. Total Fringe Benefits	10,164,045	10,166,745	918,462	10,679,225	512,480-	105%
Services	273,500	288,355	25,089	260,888	27,467	90%
36. Audit, Legal, and Consultant	1,412,544	1,559,482	202,877	1,458,889	100,593	94%
37. Contract Service: Janitor & Bus Cleaning	1,304,564	1,295,235	84,551	939,374	355,861	73%
38. Contract Service: Other						
39. Total Services	2,990,608	3,143,072	312,517	2,659,151	483,921	85%
Materials & Supplies	3,117,945	2,962,745	290,120	2,685,366	277,379	91%
40. Fuel & Lubricants	44,218	44,218	8,964	36,048	8,170	82%
41. Tires & Tubes	60,821	62,968	4,983	49,073	13,895	78%
42. Office Supplies	339,475	300,745	38,541	155,421	145,324	52%
43. Printing	1,566,579	1,569,091	151,081	1,626,123	57,032-	104%
44. Repair Parts	118,259	120,909	7,311	85,070	35,839	70%
45. Other Supplies						
46. Total Materials & Supplies	5,247,297	5,060,676	501,000	4,637,101	423,575	92%
Utilities	125,721	123,821	7,020	85,809	38,012	69%
47. Electronic Communications	210,000	187,000	5,805	173,607	13,393	93%
48. Gas Heat	598,400	623,650	90,633	587,827	35,823	94%
49. Electric	120,300	120,300	4,006	44,303	75,997	37%
50. Other						
51. Total Utilities	1,054,421	1,054,771	107,464	891,546	163,225	85%
Casualty & Liability	1,039,600	1,039,600	35,365	1,301,532	261,932-	125%
52. Pl & PD Insurance	285,614	297,925	0	295,092	2,833	99%
53. Building & Other Insurance						
54. Total Casualty & Liability	1,325,214	1,337,525	35,365	1,596,624	259,099-	119%

**Interurban Transit Partnership
Combined Operating Statement**
Month Ended 09/30/19

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target=100%
Other						
55. Dues & Subscriptions	79,188	77,567	952	68,991	8,576	89%
56. Professional Development	124,480	142,316	15,336	94,873	47,443	67%
57. Marketing & Promotion	200,000	182,778	5,461	131,615	51,163	72%
58. Community Outreach	300,000	300,000	5,288	91,994	208,006	31%
59. Office Equipment	23,000	23,000	2,155	15,527	7,473	68%
60. Shop Tools	45,523	45,523	5,491	41,124	4,399	90%
61. Miscellaneous	108,355	104,796	2,530	68,800	35,996	66%
62. Total Other	880,546	875,980	37,213	512,924	363,056	59%
63. Purchased Transportation	6,018,527	5,986,527	520,688	5,895,052	91,475	98%
64. Purchase Transp. - CWH	1,337,226	1,323,704	84,502	1,071,750	251,954	81%
65. Purchase Transp. - Other	333,853	347,375	30,721	328,747	18,628	95%
66. Purchase Transp. - Suburban Paratransit	155,062	187,062	14,709	184,501	2,561	99%
67. Transfer Out - Grant Budget	0	0	0	0	0	100%
68. Operating Expenses - Capitalized	1,250,000-	1,250,000-	491,984-	491,984-	758,016-	39%
69. Designated Board Reserve	250,000	250,000	0	0	250,000	0%
70. TOTAL OPERATING EXPENDITURES	46,813,574	46,813,574	3,622,891	46,703,790	109,784	100%
71. Net Surplus	0	0	293,934	1,538,162-	1,538,162	100%
	46,813,574	46,813,574	3,916,825	45,165,628	1,647,946	96%

**Interurban Transit Partnership
Grant Revenues & Expenditures
Month Ended 09/30/19**

GL0376

Page

1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 100%
1. <u>Federal Grant Assistance</u>	45,823,710	45,823,710	2,654,180	24,788,902	21,034,808	54%
2. State Grant Assistance	11,455,928	11,455,928	663,545	6,197,226	5,258,702	54%
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	3,317,725	30,986,128	26,293,510	54%
7. <u>Administrative Salaries</u>	20,000	30,392	4,789	30,392	0	100%
8. Driver Wages	0	0	0	0	0	100%
9. Temporary Wages	0	0	0	0	0	100%
10. Fringe Benefit Distribution	10,000	12,593	184	12,593	0	100%
11. Total Labor	30,000	42,985	4,973	42,985	0	100%
12. <u>Tires & Tubes</u>	416,160	416,160	49,697	312,481	103,679	75%
13. Office Supplies	0	4,110	10	4,110	0	100%
14. Printing	0	265	0	265	0	100%
15. Total Material & Supplies	416,160	420,535	49,707	316,856	103,679	75%
16. <u>Purchased Transportation</u>	700,000	801,945	141,282	801,945	0	100%
17. Specialized Services	463,289	463,289	5,228	463,289	0	100%
18. Total Purchased Transportation	1,163,289	1,265,234	146,510	1,265,234	0	100%
19. <u>Dues & Subscriptions</u>	4,000	3,400	0	575	2,825	17%
20. Professional Development	12,000	12,000	0	870	11,130	7%
21. Miscellaneous	0	0	0	0	0	100%
22. Total Other Expenses	16,000	15,400	0	1,445	13,955	9%
23. <u>Office Lease</u>	0	0	0	0	0	100%
24. Transit Center Lease	0	0	0	0	0	100%
25. Storage Space Lease	0	0	0	0	0	100%
26. Total Leases	0	0	0	0	0	100%
27. <u>Rolling Stock</u>	11,527,392	13,227,392	11,593	12,863,459	363,933	97%
28. Facilities	32,272,495	30,572,495	2,042,632	11,096,986	19,475,509	36%
29. Equipment	4,468,180	4,468,180	30,071	650,717	3,817,463	15%
30. Other	5,823,461	5,704,756	437,430	3,908,735	1,796,021	69%
31. Total Capital	54,091,528	53,972,823	2,521,726	28,519,897	25,452,926	53%
32. <u>Planning Services</u>	312,661	312,661	65,249	310,151	2,510	99%
33. Capitalized Operating	1,250,000	1,250,000	529,568	529,568	720,432	42%
34. Total Expenditures	57,279,638	57,279,638	3,317,733	30,986,136	26,293,502	54%

29

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

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

Interurban Transit Partnership
Personnel Authorization

<u>Positions</u>	<u>Authorized</u>	<u>Actual</u>
Senior Managers	16	15
Supervisors & Admins.		
Administration	2	2
Operations	18	18
Professionals		
Administration	5	5
Communications	3	3
Operations	6	6
Planning & Grants	3	3
Special Services	1	1
Call Takers/Schedulers		
Special Services - Full Time	7	7
Special Services - Part Time	3	3
Administrative Support		
Administration - Full Time	5	5
Administration - Part Time	1	0
Communications	3	3
Customer Service/Marketing	2	2
Operations	3	2
Operations - Full Time	1	1
Security	4	4
Special Services	2	1
Total Admin. Personnel	<u><u>85</u></u>	<u><u>81</u></u>
Mechanics - Facilities	8	9
Mechanics - Fleet	34	30
Bus Operators - Full time	272	271
Bus Operators - Part Time	49	10
Total Union Personnel:	<u><u>363</u></u>	<u><u>320</u></u>
TOTAL PERSONNEL	<u><u>448</u></u>	<u><u>401</u></u>

Date: November 20, 2019
To: ITP Board
From: Maxwell Dillivan, AICP / Planning Department
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT (SEPT. 2019)

BACKGROUND

September 2019 performance compared to September 2018 was generally down though just slightly. Total monthly ridership fell approximately 2.3% despite having an additional weekday. Route 19 and DASH services are up modestly from September 2018 as figures for these routes begin to normalize to service enhancements implemented last year. For the entire year, ridership as a whole increased from FY 2018.

RIDERSHIP SUMMARY

September 2019 compared to September 2018

Total Ridership	Monthly Total	Percent Change	Total Change
Routes 1 – 44 ridership	636,788	↓ 4.5%	↓ 29,728
Routes 1 – 44 (excluding Route 19) ridership	608,422	↓ 5.6%	↓ 35,757
Contracted/Specialized Service ridership	374,697	↑ 1.5%	↑ 5,540
Demand-Response ridership	27,407	↑ 0.2%	↑ 66
Total Monthly Ridership	1,038,892	↓ 2.3%	↓ 24,122

Daily Average	Monthly Average	Percent Change	Total Change
Average Weekday total ridership	45,523	↓ 5.6%	↓ 2,702
Average Weekday Evening ridership	6,337	↓ 5.7%	↓ 384
Average Saturday ridership	16,956	↑ 3.1%	↑ 503
Average Sunday ridership	6,639	↓ 10.6%	↓ 786

Fiscal Year 2019 compared to Fiscal Year 2018

Total Ridership	Monthly Total	Percent Change	Total Change
Routes 1 – 44 ridership	7,301,569	↓ 0.6%	↓ 43,730
Contracted/Specialized Service ridership	2,845,315	↑ 2.7%	↑ 74,832
Demand-Response ridership	342,696	↓ 2.3%	↓ 7,986
Total Monthly Ridership	10,489,580	↑ 0.2%	↑ 23,116

Daily Average	Monthly Average	Percent Change	Total Change
Average Weekday total ridership	35,707	↓ 0.8%	↓ 284
Average Weekday Evening ridership	5,090	↑ 5.1%	↑ 246
Average Saturday ridership	13,662	↑ 7.8%	↑ 994
Average Sunday ridership	6,367	↑ 7.1%	↑ 421

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

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

Performance Category	Monthly Average	Percent Change	Total Change
Average passengers per hour per route	21.9	↓ 6.7%	↓ 0.8 points
Average passengers per mile per route	1.78	↓ 6.6%	↓ 1.0 points
Average farebox recovery percent per route	28.2%	↑ 1.4%	↑ 0.2 points
Average daily passengers	21,763	↑ 0.3%	↑ 0.1 points
Monthly system performance	86.1 points	↓ 1.6%	↓ 1.4 points
Fiscal year system performance	78.3 points	↓ 3.6%	↓ 2.9 points

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 performed above standard (greater than 66.7% above the system mean)**
- Route 2 – Kalamazoo, Route 9 – Alpine, and Route 19 – Michigan Crosstown performed one standard deviation above the system mean
- Route 17 – Woodland/Airport and Route 14 – East Fulton performed one standard deviation below the system mean
- **No routes performed below standard (less than 66.7% below the system mean)**

September 2019 Fixed Route Ridership Change: ↓ 2.07%

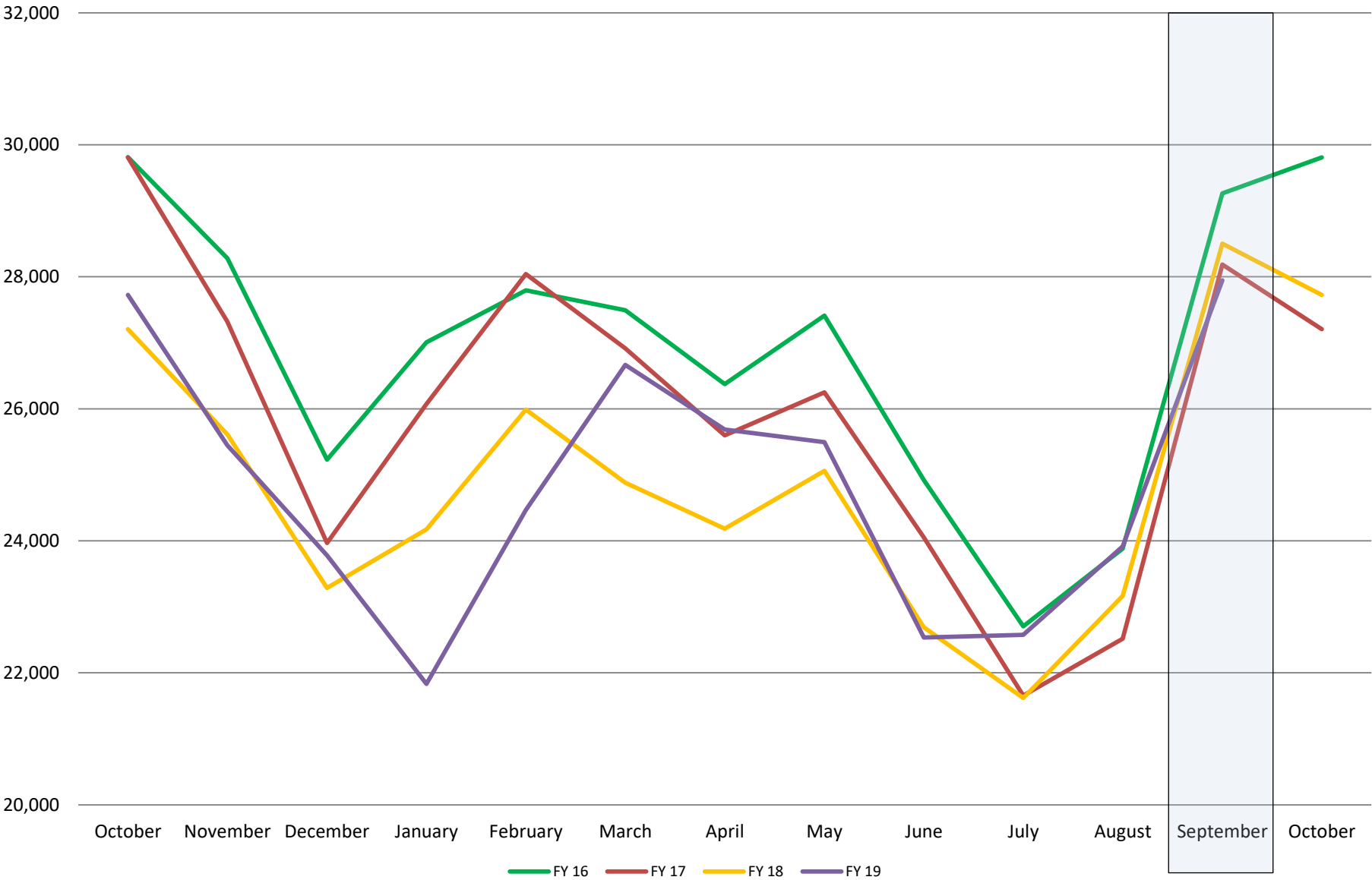
September 2019 Total Ridership Change: ↓ 4.01%

Change in service days from September 2019 to September 2018

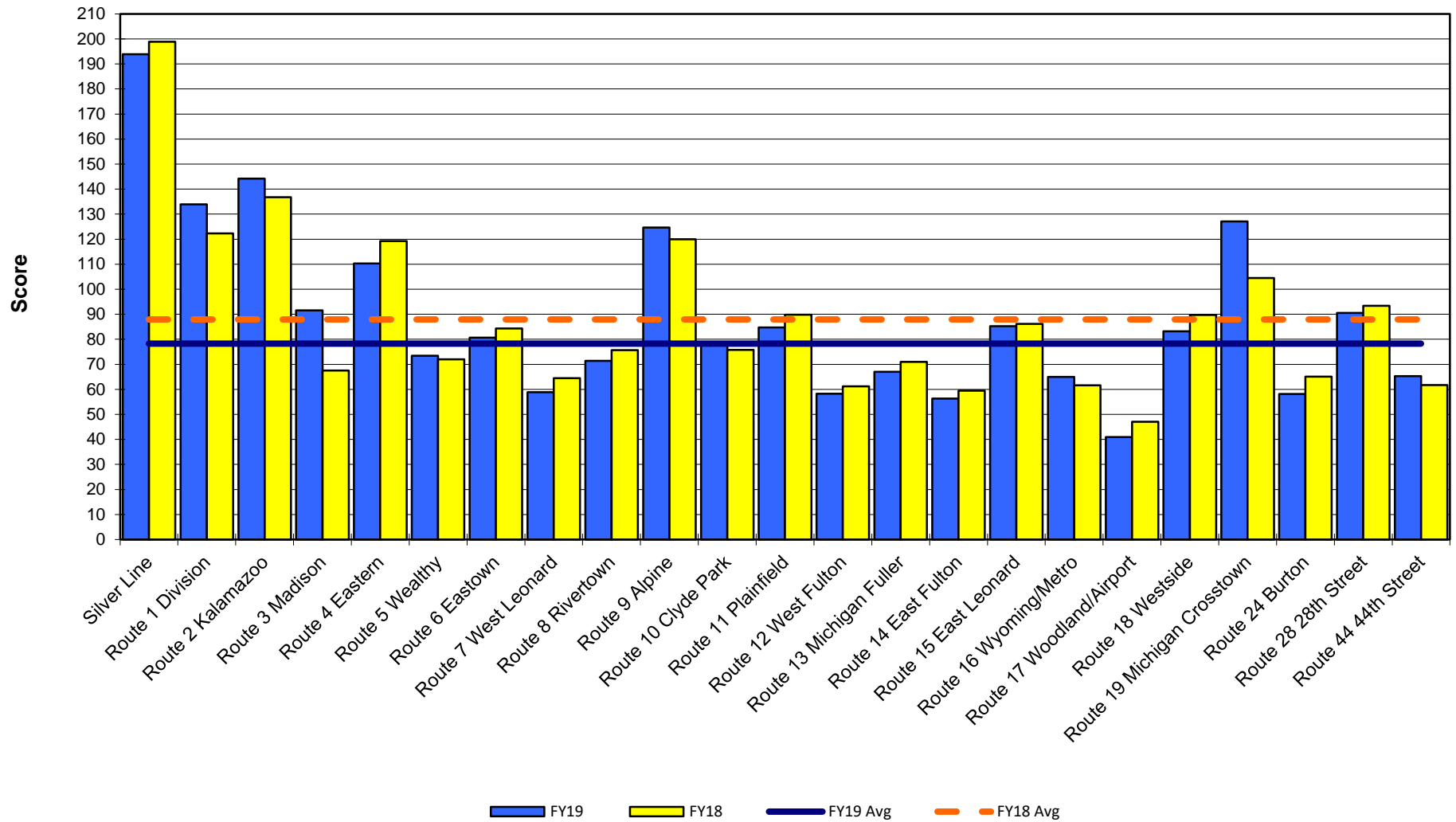
	FY 2019	FY 2018	Change
Total Service Weekdays	20	19	↑ 1
Total Service Saturdays	4	5	↓ 1
Total Service Sundays	5	5	↔ 0

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

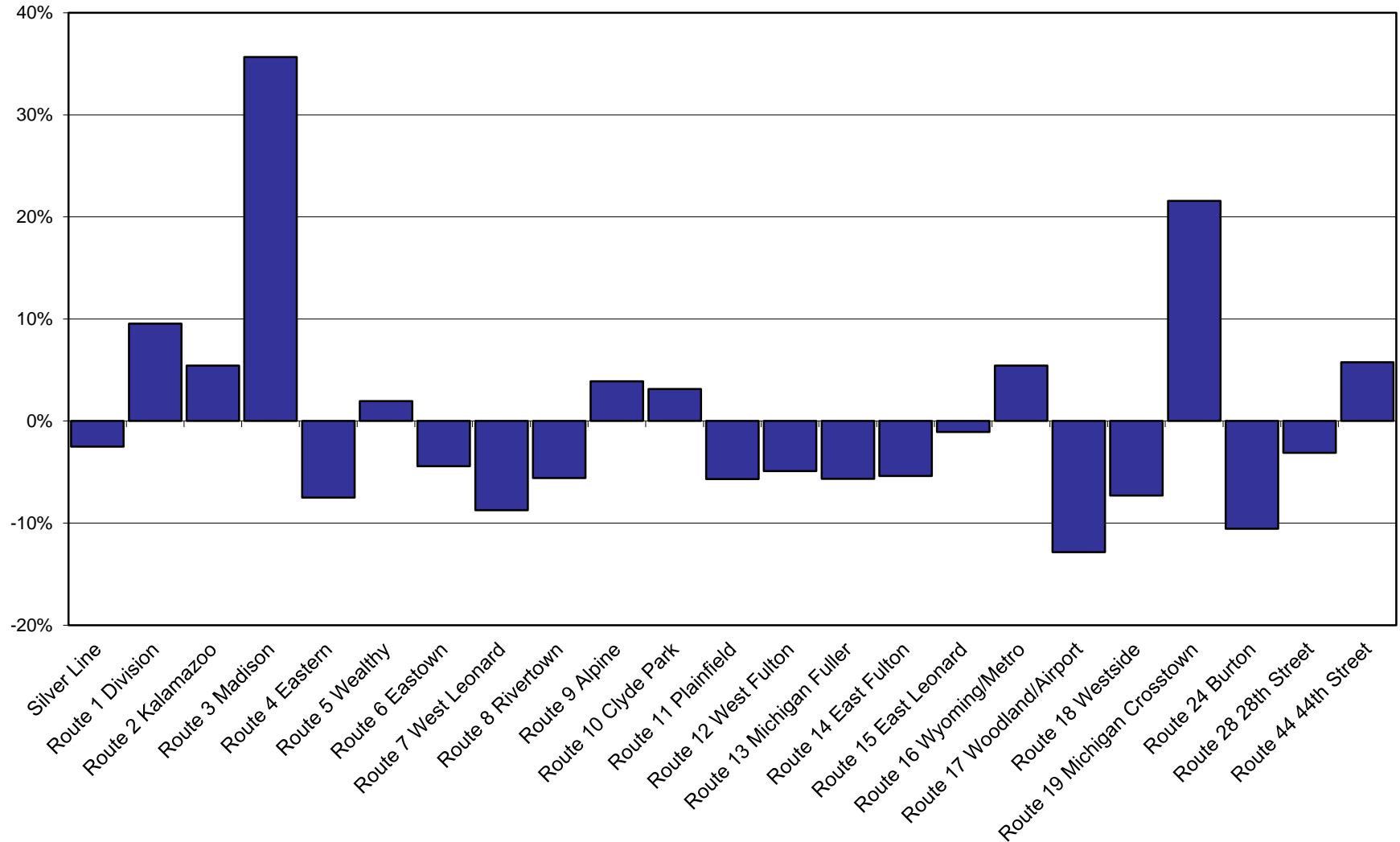
Monthly Weekday Average Ridership History



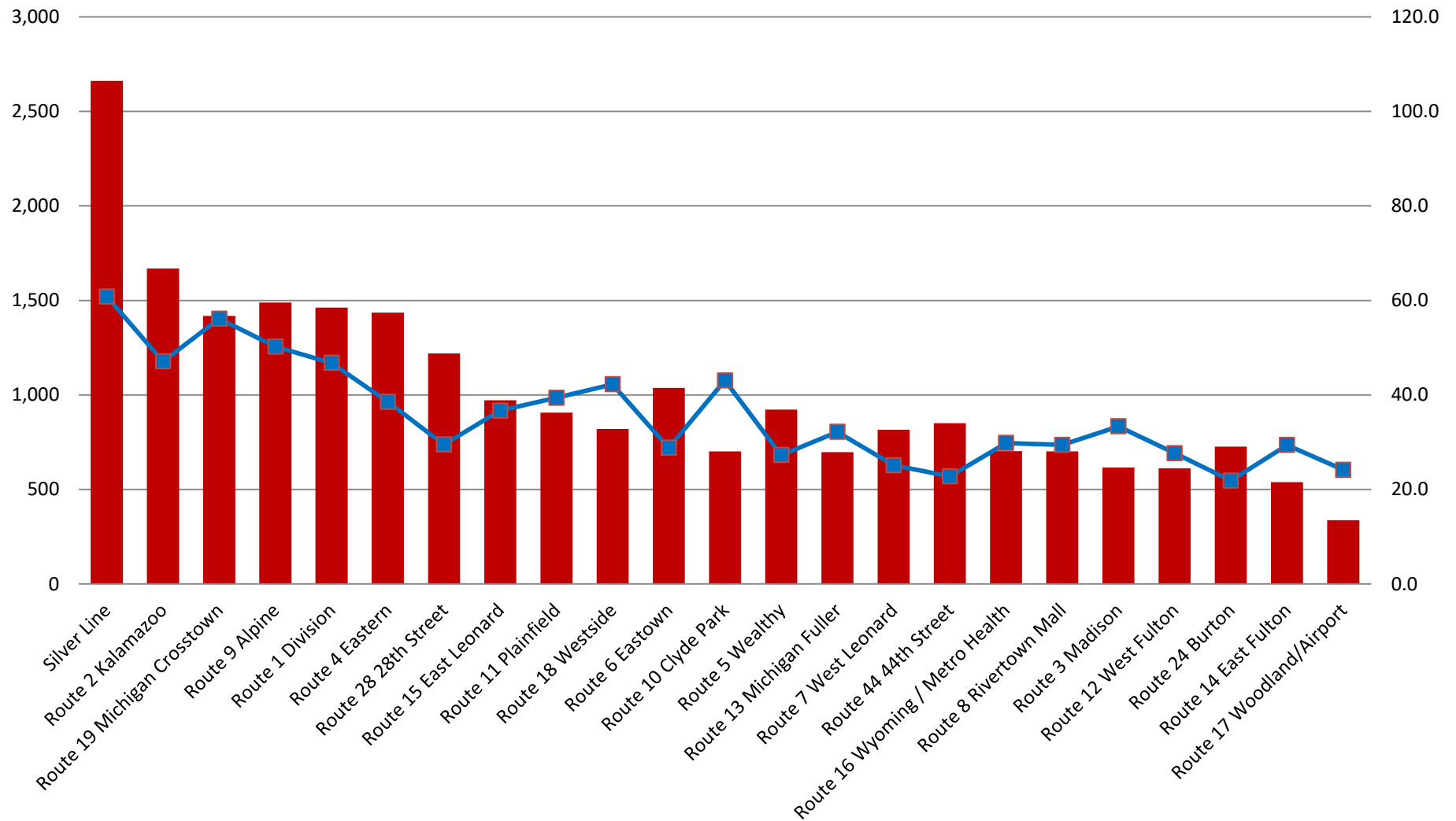
Fixed-Route Scoring Summary: September 2019 Compared to September 2018



Percent Change by Route: September 2019 Compared to September 2018



Fixed Route Efficiency Score and Ridership Levels - September 2019



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

Effectiveness Score Efficiency Score

September 2019 Ridership Report
Ridership by Fare Category

Regular Route Summary	September 2019	September 2018	Actual Change	% Change
\$1.75 Cash Fare	68,904	68,911	-7	0.0%
\$1.75 Adult One-Ride Ticket	7,725	7,412	313	4.2%
\$1.35 Adult Ticket	20,690	24,919	-4,229	-17.0%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	29,789	81,055	-51,266	-63.2%
\$0.85 Senior / Disabled Ticket and Cash	18,273	20,532	-2,259	-11.0%
\$47 Regular and \$30 Reduced 31-Day Month Pass	65,490	84,403	-18,913	-22.4%
\$3.50 One-Day Pass	26,877	23,635	3,242	13.7%
\$16.00 Seven-Day Pass	10,694	10,599	95	0.9%
Spectrum Health Employee Pass and Route 19	37,019	24,960	12,059	48.3%
Free ADA	7,694	13,569	-5,875	-43.3%
GVSU Students on Routes 1-44	10,961	12,909	-1,948	-15.1%
Miscellaneous Fare	26,067	64,301	-38,234	-59.5%
Wave Card	162,843	62,354	100,489	161.2%
Transfers	66,579	87,583	-21,004	-24.0%
Silver Line	77,183	79,374	-2,191	-2.8%
Total Regular Route Ridership	636,788	666,516	-29,728	-4.5%

Contracted/Specialized Services Summary

DASH	65,036	49,601	15,435	31.1%
GRCC Shuttle	24,187	23,925	262	1.1%
GVSU Campus Connector	133,115	135,852	-2,737	-2.0%
GVSU Off-Campus Shuttle	66,508	70,009	-3,501	-5.0%
GVSU South Campus Express	82,318	86,089	-3,771	-4.4%
FSU	1,123	980	143	14.6%
Vanpools	2,410	2,702	-292	-10.8%
Total Contracted Ridership	374,697	369,157	5,539	1.5%

Demand Response Summary

GO!Bus	26,897	26,883	14	0.1%
PASS North Ridership (Including Transfers)	198	215	-17	-7.9%
PASS SE Ridership (Including Transfers)	191	160	31	19.4%
PASS SW Ridership (Including Transfers)	121	83	38	45.8%
Total Demand Response Ridership	27,407	27,341	66	0.2%

	2019	2018	Change	YTD Change
Total Service Weekdays	20	19	1	1
Total Service Saturdays	4	5	-1	0
Total Service Sundays	5	5	0	-1
Total Holidays	1	1	0	0
Total Service Days	29	29	0	0
Total Days	30	30	0	0

Total Weekday Fixed-Route Ridership	783,737	788,575	-4,838	-0.6%
Total Weekday Evening Fixed-Route Ridership	126,731	127,705	-974	-0.8%
Total Weekday and Weekday Evening Fixed-Route Ridership	910,468	916,280	-5,812	-0.6%
Total Saturday Fixed-Route Ridership	67,823	82,267	-14,444	-17.6%
Total Sunday Fixed-Route Ridership	33,194	37,126	-3,932	-10.6%
Avg Weekday Daytime Fixed-Route Ridership	39,187	41,504	-2,317	-5.6%
Avg Weekday Evening Fixed-Route Ridership	6,337	6,721	-384	-5.7%
Avg Weekday and Weekday Evening Fixed-Route Ridership	45,523	48,225	-2,702	-5.6%
Avg Saturday Fixed-Route Ridership	16,956	16,453	503	3.1%
Avg Sunday Fixed-Route Ridership	6,639	7,425	-786	-10.6%

	2019	2018	Change	% Change
Fixed-Route Ridership Month to Date	636,788	666,516	-29,728	-4.5%
Contracted/Specialized Service Ridership Month to Date	374,697	369,157	5,540	1.5%
Demand Response Ridership Month to Date	27,407	27,341	66	0.2%
Total Monthly Ridership	1,038,892	1,063,014	-24,122	-2.3%
	2019	2018	Change	% Change
Fixed-Route Ridership Year to Date	7,301,569	7,345,299	-43,730	-0.6%
Contracted/Specialized Service Ridership Year to Date	2,845,315	2,770,483	74,832	2.7%
Demand Response Ridership Year to Date	342,696	350,682	-7,986	-2.3%
Total Ridership Year to Date	10,489,580	10,466,464	23,116	0.2%

Date: November 20, 2019
To: ITP Board
From: Maxwell Dillivan, AICP / Planning Department
Subject: FIXED ROUTE REPORT CARD (FOURTH QUARTER FY2019)

In keeping with the commitment of reporting system performance to the community, attached is the FY 2019 Fourth Quarter Report Card (July 2019 through September 2019).

System-wide performance for the quarter was predominantly positive. While only four metrics fell into green categories, none fell into the red. Fixed route performance very modestly outperformed compared to the fourth quarter of FY 2018, though performance was very much commensurate. Contract service ridership and cost effectiveness was notably higher than the last quarter of the previous year. On-time performance fell a few tenths of a percent compared to last year as congestion throughout downtown Grand Rapids during the afternoon peak continues to negatively affect vehicles' ability to adhere to schedules which correlates into increased customer complaints. Cost per passenger for fixed route fell from fourth quarter of FY 2018 while contract services increased in cost per passenger and passengers per revenue mile fell.

Fixed Route Service Performance

***Fixed Route Service includes Routes 1-19, 24, 28, 44 and Silver Line*






Productivity

Fixed route ridership in this quarter (1,806,577) increased 0.0% (229) compared to the same quarter of FY 2018. This is below the standard of > 0.0%.



Cost Per Passenger

Cost per passenger was \$3.99 in this quarter. This is \$0.04 above the standard of \$3.95. In addition, there were 1.59 passengers per revenue mile in this quarter. This is 0.04 below the standard of 1.65 passengers per revenue mile.

Fixed Route Fourth Quarter Report Card (FY19)	Change From					
	July-Sept FY 2019	July-Sept FY 2018	Previous Year	Standard	Difference	
<u>Productivity</u>						
Total Fixed Route ridership	1,806,577	1,806,348	↑ 229	≥ 0.0%	↔ 0.0%	
<u>Cost Effectiveness</u>						
Cost per Passenger	\$3.99	\$4.09	↓ \$0.10	≤ \$3.95	↑ \$0.04	
Passengers per Revenue Mile	1.59	1.63	↓ 0.04	≥ 1.65	↓ 0.06	

Contracted Service Report

****Contracted Services includes GVSU, GRCC, Ferris State and DASH routes)**

Contracted Service Fourth Quarter Report Card (FY19)	July-Sept FY 2019	July-Sept FY 2018	Change From Previous Year	Percent Change
<u>Productivity</u>				
Total Fixed Rout ridership	604,306	545,148	↑ 59,158	↑ 10.9%
<u>Cost Effectiveness</u>				
Cost per Passenger	\$2.73	\$2.66	↑ \$0.07	↑ 2.5%
Passengers per Revenue Mile	2.33	2.51	↓ 0.18	↓ 7.3%

****Note:** There are no specific standards attached to Contracted Services

Total Service Performance

****Total ridership for the year, not including Go!Bus and Vanpool)**



Productivity

Total ridership in this quarter (2,410,883) increased 4.0% (93,042) compared to the same quarter of FY 2018. This is 4.0% above the standard of 0.0%.



Preventable Accidents

There were 1.43 preventable accidents per 100,000 revenue miles in this quarter. This is 0.07 below the standard of 1.5 preventable accidents per 100,000 revenue miles.



Customer Service

There were 5.06 complaints per 100,000 passengers in this quarter. This is 0.56 above the standard of 4.50. In addition there were 0.41 commendations per 100,000 passengers. There is no standard for this category.



On-Time Performance

Routes operated on-time 81.8% of the time in this quarter. This is 1.2% below the on-time performance standard of 83.0%.









Cost Per Trip




Cost per passenger was \$3.67 in this quarter. This is \$0.09 below the standard of \$3.76. In addition, there were 1.73 passengers per revenue mile in this quarter. This is 0.04 below the standard of 1.77 passengers per revenue mile.

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

Total Service Performance Fourth Quarter Report Card (FY19)	Change From					
	July-Sept FY 2019	July-Sept FY 2018	Previous Year	Standard	Difference	
<u>Productivity</u>						
¹ Total Fixed-Route Ridership	2,410,883	2,317,841	↑ 93,042	≥ 0.0%	↑ 4.0%	
<u>Preventable Accidents</u>						
² Accidents per 100,000 Miles	1.43	0.98	↓ 0.45	≥ 1.50	↓ 0.07	
<u>Customer Service</u>						
³ Complaints per 100,000 Passengers	5.06	5.26	↓ 0.20	≤ 4.50	↓ 0.56	
⁴ Commendations per 100,000 Passengers	0.41	0.26	↑ 0.15	None	n/a	
<u>On Time Performance</u>						
⁵ Percentage of On-Time Trips	81.8%	82.1%	↓ 0.29%	≥ 83.0%	↓ 1.2%	
<u>Cost Effectiveness</u>						
⁶ Cost per Passenger	\$3.67	\$3.36	↑ \$0.32	≤ 3.76	↓ \$0.09	
⁷ Passengers per Revenue Mile	1.73	1.76	↓ 0.03	≥ 1.77	↓ 0.04	

The Rapid Report Card Standards (FY19)

Category	Measurement			
<u>Productivity</u>				
¹ Total Ridership	Trending over past years	> 0.0% > 0.0%	≤ 0.0% and > -5.0% ≤ 0.0% and > -5.0%	≤ 5.0% ≤ 5.0%
<u>Preventable Accidents</u>				
² Accidents per 100,000 Miles	Trending over past years	≤ 1.50	> 1.5 and < 1.75	≥ 1.75
<u>Customer Service</u>				
³ Complaints per 100,000 Passengers	Trending over past years	≤ 4.50	> 4.50 and < 6.00	≥ 6.00
⁴ Commendations per 100,000 Passengers	None	n/a	n/a	n/a
<u>On Time Performance</u>				
⁵ Percentage of On-Time Trips	Fixed Standard	≥ 83%	< 83% and > 80%	≤ 80%
<u>Cost Effectiveness</u>				
⁶ Cost per Passenger	Projected fixed-route operating expenses divided by ridership projection	> \$3.95 > \$3.56	> \$3.95 and > \$4.31 > \$3.56 and > \$3.90	≥ \$4.31 ≥ \$3.90
⁷ Passengers per Mile	Projected ridership/route growth	≥ 1.65 ≥ 1.83	< 1.65 and > 1.47 < 1.83 and > 1.63	≤ 1.47 ≤ 1.63

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

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

² Total number of preventable accidents per 100,000 miles. "Preventable" is defined as any accident involving a company vehicle that results in property damage and/or personal injury in which the employee failed to exercise every reasonable precaution to prevent the accident.

³ Registered complaints logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system. Late bus complaints due to the weather conditions are not included.

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

⁵ This category is based on Avail GPS data that track all fixed-route buses. "On-time" is defined as departing from zero minutes before to five minutes after scheduled departure time.

⁶ Total line-haul operating expenses divided by total passengers carried. Capital expenses are 100% Federally and State funded and therefore are not included in operating expense calculations. Standards adjust quarterly based on averages from the previous 3 years.

⁷ The number of passengers carried per revenue mile. "Revenue mileage" does not include miles traveled to/from the beginning/end of a route. Standards adjust quarterly based on averages from the previous 3 years.

Date: November 20, 2019
To: ITP Board
From: Maxwell Dillivan, AICP / Planning Department
Subject: FIXED ROUTE REPORT (ANNUAL FY2019)

In keeping with the commitment of reporting system performance to the community, attached is the FY 2019 Year-End Fixed Route Report Card. As directed by the Board, the report includes separate Fixed Route, Contracted, and Total Service sections.

Overall, FY 2019 performance included a number of positives and few glaring concerns. Most metrics performed very close to the accepted standards. Fixed route ridership was down but by a mere 36,000 rides compared to FY18. Considering the difficulties experienced in the winter season, nearly an entire day with malfunctioning fareboxes, and schedule adherence issues due to congestion stemming from highway closures, performance was positively steady throughout the year. Contract ridership excelled throughout the year due to increase DASH service; however, cost per passenger significantly increased and passengers per revenue mile significantly decreased as of consequence.

Fixed Route Service Performance

***Fixed Route Service includes Routes 1-19, 24, 28, 44 and Silver Line*






Productivity

Fixed route ridership (7,301,569) decreased 0.5% (-36,411) compared to FY 2018. This is 0.5% below the standard of 0.0%



Cost Per Passenger

The cost per passenger was \$4.11 in FY 2019. This is \$0.16 above the standard of \$3.95. In addition, there were 1.61 passengers per revenue mile in FY 2019. This is 0.04 below the standard of 1.65 passengers per revenue mile.

Fixed Route Annual Report Card (FY19)	Change From Previous Year					
	FY 2019	FY 2018	Standard	Difference		
<u>Productivity</u>						
Total Fixed Route ridership	7,301,569	7,337,980	↓ 36,411	≥ 0.0%	↓ 0.5%	
<u>Cost Effectiveness</u>						
Cost per Passenger	\$4.11	\$3.95	↓ \$0.16	≤ \$3.95	↓ \$0.16	
Passengers per Revenue Mile	1.61	1.65	↓ 0.04	≤ 1.65	↓ 0.04	

Contracted Service Report

****Contracted Services includes GVSU, GRCC, Ferris State and DASH routes)**

Contracted Service Annual Report Card (FY19)	Change From			
	FY 2019	FY 2018	Previous Year	Percent Change
<u>Productivity</u>				
Total Fixed Rout ridership	2,813,313	2,739,154	↑ 74,159	↑ 2.7%
<u>Cost Effectiveness</u>				
Cost per Passenger	\$2.84	\$2.51	↑ \$0.37	↑ 13.2%
Passengers per Revenue Mile	2.33	2.58	↓ 0.18	↓ 9.9%

****Note: There are no specific standards attached to Contracted Services**

Total Service Performance

****Total ridership for the year, not including Go!Bus and Vanpool)**



Productivity

Fixed route ridership (10,114,882) increased 0.4% (37,748) compared to FY 2018. This is 0.4% above the standard of 0.0%.



Preventable Accidents

There were 1.54 preventable accidents per 100,000 revenue miles in FY 2019. This is 0.32 above the standard of 1.50 preventable accidents per 100,000 revenue miles.



Customer Service

There were 4.62 complaints per 100,000 passengers in FY 2019. This is 0.12 above the standard of 4.50 complaints per 100,000 passengers. In addition, there were 0.51 commendations per 100,000 passengers. There is no standard for this category.










On-Time Performance

Fixed-route buses were 83.97% on-time in FY 2019. This is 0.97% above the minimum on-time performance standard of 83.0%






Cost Per Trip

The cost per passenger was \$3.76 in FY 2019. This is \$0.20 above the standard of \$3.56. In addition, there were 1.76 passengers per revenue mile in FY 2019. This is 0.07 below the standard of 1.83 passengers per revenue mile.

Total Service Performance Annual Report Card (FY19)	Change From					
	FY 2019	FY 2018	Previous Year	Standard	Difference	
<u>Productivity</u>						
¹ Total Paratransit ridership	10,114,882	10,077,134	↑ 37,748	≥ 0.0%	↑ 0.37%	
<u>Preventable Accidents</u>						
² Accidents per 100,000 Miles	1.54	1.22	↑ 0.32	≤ 1.50	↑ 0.04	
<u>Customer Service</u>						
³ Complaints per 100,000 Passengers	4.62	5.53	↓ 0.91	≤ 4.50	↓ 0.12	
⁴ Commendations per 100,000 Passengers	0.51	0.31	↑ 0.21	None	n/a	
<u>On Time Performance</u>						
⁵ Percentage of On-Time Trips	83.97%	84.25%	↓ 0.28%	≥ 83.0%	↓ 0.97%	
<u>Cost Effectiveness</u>						
⁶ Cost per Passenger	\$3.76	\$3.56	↓ \$0.20	≤ \$3.65	\$0.20	
⁷ Passengers per Revenue Mile	1.76	1.83	↓ 0.07	≥ 1.83	↓ 0.07	

The Rapid Report Card Standards (FY19)

Category	Measurement			
<u>Productivity</u>				
¹ Total Ridership	Trending over past years	> 0.0% > 0.0%	≤ 0.0% and > -5.0% ≤ 0.0% and > -5.0%	≤ 5.0% ≤ 5.0%
<u>Preventable Accidents</u>				
² Accidents per 100,000 Miles	Trending over past years	≤ 1.50	> 1.5 and < 1.75	≥ 1.75
<u>Customer Service</u>				
³ Complaints per 100,000 Passengers	Trending over past years	≤ 4.50	> 4.50 and < 6.00	≥ 6.00
⁴ Commendations per 100,000 Passengers	None	n/a	n/a	n/a
<u>On Time Performance</u>				
⁵ Percentage of On-Time Trips	Fixed Standard	≥ 83%	< 83% and > 80%	≤ 80%
<u>Cost Effectiveness</u>				
⁶ Cost per Passenger	Projected fixed-route operating expenses divided by ridership projection	> \$3.95 > \$3.56	> \$3.95 and > \$4.31 > \$3.56 and > \$3.90	≥ \$4.31 ≥ \$3.90
⁷ Passengers per Mile	Projected ridership/route growth	≥ 1.65 ≥ 1.83	< 1.65 and > 1.47 < 1.83 and > 1.63	≤ 1.47 ≤ 1.63

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

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

² Total number of preventable accidents per 100,000 miles. "Preventable" is defined as any accident involving a company vehicle that results in property damage and/or personal injury in which the employee failed to exercise every reasonable precaution to prevent the accident.

³ Registered complaints logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system. Late bus complaints due to the weather conditions are not included.

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

⁵ This category is based on Avail GPS data that track all fixed-route buses. "On-time" is defined as departing from zero minutes before to five minutes after scheduled departure time.

⁶ Total line-haul operating expenses divided by total passengers carried. Capital expenses are 100% Federally and State funded and therefore are not included in operating expense calculations. Standards adjust quarterly based on averages from the previous 3 years.

⁷ The number of passengers carried per revenue mile. "Revenue mileage" does not include miles traveled to/from the beginning/end of a route. Standards adjust quarterly based on averages from the previous 3 years.

Date: October 11, 2019
To: ITP Board
From: Jason Prescott, Special Services Manager
Subject: PARATRANSIT RIDERSHIP REPORT (SEPTEMBER 2019)

Paratransit Ridership Information

	September 2019	September 2018	% Change
Total Paratransit Ridership	27,402	27,341	↑ .2%
ADA Ridership	21,146	20,334	↑ 4.0%
Non-Disabled Senior (NDS) Ridership	99	83	↑ 19.3%
PASS Ridership	509	458	↑ 11.1%
Network 180	223	287	↓ 22.3%
Cascade Township	640	690	↓ 7.2%

Ridership Averages

	September 2019	September 2018	% Change
Weekday Ridership	988	933	↑ 5.9%
Saturday Ridership	336	321	↑ 4.7%
Sunday Ridership	327	325	↑ 0.6%

Other Performance Measures

	September 2019	September 2018	% Change
On-Time Performance	94.14%	92.60%	↑ 1.6%
On-Time Drop-Off	94.39%	92.59%	↑ 1.9%
Average Cost Per Trip	\$24.83	\$24.44	↑ 1.6%

September 2019 Paratransit Ridership and Operating Statistics

ADA	2019	2018	Change	% Change
Clients	1,618	1,510	108	7.2%
Passenger Trips	21,146	20,334	812	4.0%

NDS				
Clients	17	18	(1)	-5.6%
Passenger Trips	99	83	16	19.3%

PASS				
Clients	29	32	(3)	-9.4%
Passenger Trips	509	458	51	11.1%

CONTRACTED (includes KCCA)				
Clients	1	1	0	0.0%
Passenger Trips	4	14	(10)	-71.4%

RIDELINK				
Clients	366	346	20	5.8%
Passenger Trips	969	989	(20)	-2.0%
Phone Calls	3,688	3,905		
Total Trips sched. thru Rapid call center	4,845	4,624		

TOTALS				
Clients	2,031	1,907	124	6.5%
Passenger Trips	22,727	21,878	849	3.9%
Average Weekday Ridership	988	933	55	5.9%
Average Saturday Ridership	336	321	15	4.7%
Average Sunday Ridership	327	325	2	0.6%
All Ambulatory Passengers	15,424	14,963	461	3.1%
All Wheelchair Passengers	7,303	6,915	388	5.6%
No - Shows	484	457	27	5.9%
Cancellations	4,986	4,862	124	2.6%
MV				
Average Cost per Trip	\$24.83	\$24.44	\$0.39	1.6%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per 100,000 Miles	0.0	1.1	(1)	-100.0%

Trip Denials	9	1	8	300.0%
NTD Travel Time (minutes)	28	30	-2	-6.7%

NETWORK 180				
Passenger Trips	4,675	5,463	(788)	-14.4%
Average Weekday Ridership	223	287	(64)	-22.3%

TOTAL PASSENGER TRIPS	27,402	27,341	61	0.2%
------------------------------	---------------	---------------	-----------	-------------

Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2019	2018	% of Trips	2019 % Change
MV Complaints	34	15	0.1%	126.7%

On-Time Performance		
On-Time Compliance - Pick-up	94.14%	92.60%
On-Time Compliance - Drop-off	94.39%	92.59%

Date: October 11, 2019
To: ITP Board
From: Jason Prescott, Special Services Manager
Subject: PARATRANSIT RIDERSHIP REPORT (FOURTH QUARTER FY2019)

In keeping with the commitment of reporting system performance to the community, attached is the FY 2019 Fourth Quarter Paratransit Report Card.

**Productivity**

Paratransit ridership for the quarter (65,777) increased by 4.7% (2,968) compared to the same quarter of Fiscal Year 2018.

**Preventable Accidents**

There was 1 preventable accident per 100,000 revenue miles. This is equal to the maximum acceptable average of one preventable accident per 100,000 revenue miles.

**Customer Service**

There were .94 complaints per 1,000 passengers. This is .04 more than the maximum acceptable average of .9 complaints per 1,000 passengers.

**Travel Time**

Average trip length was 29.3 minutes. This is .7 minutes below the maximum acceptable average trip length of 30 minutes.

**Passengers Per Hour**

Service was provided to 2 passengers per hour. This is equal to the minimum acceptable average of 2.0 passengers per hour.

**On-Time Performance**

The paratransit vehicles were on-time for 94.68% of the trips. This is .32% below the minimum acceptable on-time performance of 95%.

**On-Time Appointment Drop-Off**

The paratransit vehicles dropped passengers off on time for appointments 95.10% of the time which is .10% above the minimum acceptable appointment time drop-off standard of 95%.








Cost Per Trip

Cost per paratransit trip is \$24.96 for this quarter, a decrease of (\$0.42) compared to the same quarter of 2018.

**Ratio to Fixed-Route Bus**

For every one passenger who boarded a paratransit vehicle, 26 passengers boarded the fixed-route bus system.

The Rapid Paratransit Ridership Report Card (Fourth Quarter – FY19)

	July-Sept 2019	July-Sept 2018	Change From Previous Year	Standard	Difference	
<u>Productivity</u>						
¹ Total Paratransit ridership	65,777	62,809	↑ 2,968	n/a	↑ 4.7%	n/a
Passengers per Hour	2.0	1.9	↑ 0.1	≥ 2.0	↑ 5%	
<u>Preventable Accidents</u>						
² Accidents per 100,000 Miles	1	1.36	↓ 0.36	≤ 1.0	↓ 26.47%	
<u>Customer Service</u>						
³ Complaints per 1,000 Passengers	.94	.96	↓ .02	≤ .9	↓ 2%	
⁴ Travel time(minutes)	29.3	31	↓ 1.7	≤ 30	↓ 5.8%	
<u>On Time Performance</u>						
⁵ Percentage of On-Time Trip	94.68%	94.38%	↑ .30	≥ 95%	↑ .32%	
⁶ Percentage of On-time Drop-offs	95.10%	94.80%	↑ .30	≥ 95%	↑ .32%	
<u>Cost Effectiveness</u>						
⁷ Cost per Passenger	\$24.96	\$25.38	↓ \$0.42	n/a	↓ 1.6%	n/a
⁸ Ratio of Paratransit to Fixed Route Ridership	1:26	1:27	↓ 1	1:30	↓ 3.7%	

¹ Total ridership on Paratransit system excluding network 180, CCT, RideLink and KCCA contracted service.

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

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




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

^{5,6} Percentage of on-time trips. On-time is defined as pickups within 15 minutes of the scheduled pickup time and dropping off on or before scheduled drop off time.

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

⁸ Total number of paratransit passengers compared to total number of fixed-route passengers.

The Rapid Report Card Standards (FY19)

Category	Measurement			
<u>Productivity</u>				
¹ Total Ridership	n/a	n/a	n/a	n/a
Passengers per hour	Fixed Standard	≥ 2.0		≤ 1.7
<u>Preventable Accidents</u>				
² Accidents per 100,000 Miles	Fixed Standard	≤ 1.0	< 2.0 and > 1.7 > 1.0 and < 1.5	≥ 1.5
<u>Customer Service</u>				
³ Complaints per 1,000 Passengers	Fixed Standard	≤ 0.9	> 0.9 and < 1.5	≥ 1.5
⁴ Travel Time	Fixed Standard	≤ 30	> 30 and < 33	≥ 33
<u>On Time Performance</u>				
⁵ Percentage of On-Time Trips	Fixed Standard	≥ 95%	< 95% and > 93%	≤ 93%
⁶ Percentage of On-time Drop-offs	Fixed Standard	≥ 95%	< 95% and > 93%	≤ 93%
<u>Cost Effectiveness</u>				
⁷ Cost per Passenger	n/a	n/a	n/a	n/a
⁸ Ratio of Paratransit to Fixed Route Ridership	Fixed Standard	≥ 30	< 30 and > 27	≤ 27

¹ Total ridership on Paratransit system excluding network 180, CCT, RideLink and KCCA contracted service.

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

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

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

^{5, 6} Percentage of on-time trips. On-time is defined as pickups within 15 minutes of the scheduled pickup time and dropping off on or before scheduled drop off time.

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

⁸ Total number of paratransit passengers compared to total number of fixed-route passengers.

Date: October 14, 2019
To: ITP Board
From: Jason Prescott, Special Services Manager
Subject: PARATRANSIT RIDERSHIP REPORT (ANNUAL FY2019)

In keeping with the commitment of reporting system performance to the community, attached is the FY 2019 Annual Paratransit Report Card.

**Productivity**

Paratransit ridership for the year (271,871) increased by 4.86% (13,212) compared to the same of Fiscal Year 2018.

**Preventable Accidents**

There were .9 preventable accidents per 100,000 revenue miles. This is .1 below the maximum acceptable average of one preventable accident per 100,000 revenue miles.

**Customer Service**

There were .71 complaints per 1,000 passengers. This is .19 below the maximum acceptable average of .9 complaints per 1,000 passengers.

**Travel Time**

Average trip length was 29.83 minutes. This is .17 minutes below the maximum acceptable average trip length of 30 minutes.

**Passengers Per Hour**

Service was provided to 1.9 passengers per hour. This is .1 below the minimum acceptable average of 2.0 passengers per hour.

**On-Time Performance**

The paratransit vehicles were on-time for 94.01% of the trips. This is .99% below the minimum acceptable on-time performance of 95%.

**On-Time Appointment Drop-Off**

The paratransit vehicles dropped passengers off on time for appointments 93.86% of the time which is 1.14% below the minimum acceptable appointment time drop-off standard of 95%.








Cost Per Trip

Cost per paratransit trip is \$24.84 for this quarter, an increase of \$0.34 compared to the same of 2018.

**Ratio to Fixed-Route Bus**

For every one passenger who boarded a paratransit vehicle, 26 passengers boarded the fixed-route bus system.

The Rapid Paratransit Ridership Report Card (Annual – FY19)

	FY 2019	FY 2018	Change From Previous Year	Standard	Difference	
<u>Productivity</u>						
¹ Total Paratransit ridership	271,871	258,659	13,212	n/a	4.86%	n/a
Passengers per Hour	1.9	2.0	.1	≥ 2.0	5%	
<u>Preventable Accidents</u>						
² Accidents per 100,000 Miles	.9	1.33	↓ .43	≤ 1.0	↓ 32.3%	
<u>Customer Service</u>						
³ Complaints per 1,000 Passengers	.71	.86	↓ .15	≤ .9	↓ 17.4%	
⁴ Travel time(minutes)	29.83	30	↓ .17	≤ 30	↓ .57%	
<u>On Time Performance</u>						
⁵ Percentage of On-Time Trip	94.01%	94.23%	↓ .22	≥ 95%	↓ .23%	
⁶ Percentage of On-time Drop-offs	93.86%	93.77%	↑ .09	≥ 95%	↓ .095%	
<u>Cost Effectiveness</u>						
⁷ Cost per Passenger	\$24.84	\$24.50	↑ .34	n/a	1.37%	n/a
⁸ Ratio of Paratransit to Fixed Route Ridership	1:26	1:25	↓ 1	1:30	↓ 3.8%	

¹ Total ridership on Paratransit system excluding network 180, CCT, RideLink and KCCA contracted service.

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

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




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

^{5,6} Percentage of on-time trips. On-time is defined as pickups within 15 minutes of the scheduled pickup time and dropping off on or before scheduled drop off time.

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

⁸ Total number of paratransit passengers compared to total number of fixed-route passengers.

The Rapid Report Card Standards (FY19)

Category	Measurement			
<u>Productivity</u>				
¹ Total Ridership	n/a	n/a	n/a	n/a
Passengers per hour	Fixed Standard	≥ 2.0		≤ 1.7
<u>Preventable Accidents</u>				
² Accidents per 100,000 Miles	Fixed Standard	≤ 1.0	< 2.0 and > 1.7 > 1.0 and < 1.5	≥ 1.5
<u>Customer Service</u>				
³ Complaints per 1,000 Passengers	Fixed Standard	≤ 0.9	> 0.9 and < 1.5	≥ 1.5
⁴ Travel Time	Fixed Standard	≤ 30	> 30 and < 33	≥ 33
<u>On Time Performance</u>				
⁵ Percentage of On-Time Trips	Fixed Standard	≥ 95%	< 95% and > 93%	≤ 93%
⁶ Percentage of On-time Drop-offs	Fixed Standard	≥ 95%	< 95% and > 93%	≤ 93%
<u>Cost Effectiveness</u>				
⁷ Cost per Passenger	n/a	n/a	n/a	n/a
⁸ Ratio of Paratransit to Fixed Route Ridership	Fixed Standard	≥ 30	< 30 and > 27	≤ 27

¹ Total ridership on Paratransit system excluding network 180, CCT, RideLink and KCCA contracted service.

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

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

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

^{5,6} Percentage of on-time trips. On-time is defined as pickups within 15 minutes of the scheduled pickup time and dropping off on or before scheduled drop off time.

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

⁸ Total number of paratransit passengers compared to total number of fixed-route passengers.



Interurban Transit Partnership

Date: December 4, 2019
To: ITP Board
From: Lisa Young, Communications Manager
Subject: RIDESHARE REPORT (4th QUARTER FY 2019)



Note: No action required at this time; this report is merely for informational purposes.



Program Report

	July	August	Sept	Total
Number of Vans	19	19	20	
Rides	2,649	2,575	2,410	7,634
Vehicle Miles Traveled (VMT)	43,294	40,333	37,529	121,156
Passenger Miles Traveled (PMT)	139,013	126,965	119,478	385,456
VMT Savings (= PMT – VMT)	95,719	86,632	81,949	264,300
Volatile Organic Compounds (g) saved	136,306	123,366	116,697	376,369
Nitrogen Oxides [NOx] (g) saved	76,576	69,307	65,560	211,444
Carbon Monoxide [CO] (pounds) saved	2,237	2,024	1,915	6,176
Particulate Matter [PM] (g) saved	1,053	953	901	2,907
Carbon Dioxide [CO ₂ e] (pounds) saved	90,107	81,553	77,145	248,805

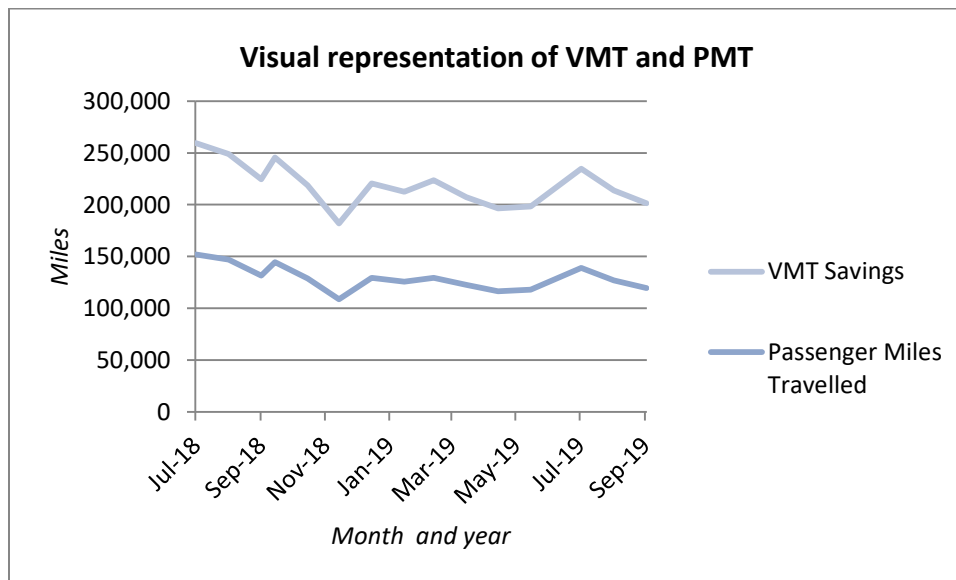
Comparison of 4th Quarter 2018 to 4th Quarter 2019

	Number of Vans	Number of Rides	Vehicle Miles	Passenger Miles	Vehicle Miles Saved
3rd Quarter FY 2018	20-22	8,979	128,640	430,707	302,067
3rd Quarter FY 2019	19-20	7,634	121,156	385,456	264,300
Change		(14%)	(.05%)	(10%)	(12%)

A larger reduction to the number of rides and passenger miles, and minor reduction to overall vehicle miles, indicates average occupancy has decreased over the course of the last year. The largest contributing factor leading to attrition includes job changes, including relocation and retirement. Participants leaving the program are now required to fill out an official ridership termination request form, which helps program staff keep track of reasons why someone is leaving the program. While the majority of program participants leave the program due to job changes, there have also been leave of absences taken for medical reasons, or even financial reasons (suspended due to outstanding balance exceeding two months of service).

Rapid Van: FY 2018 4th Quarter to FY 2019 4th Quarter

Month	Number of Trips	Vehicle Miles Travelled (VMT)	Passenger Miles Travelled	VMT Savings
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
Jan-19	2,747	38,430	129,509	91,079
Feb-19	2,685	39,077	125,828	86,751
Mar-19	2,791	35,422	129,582	94,160
Apr-19	2,586	38,218	122,772	84,554
May-19	2,674	36,324	116,461	80,138
Jun-19	2,327	37,729	118,004	80,275
Jul-19	2,649	43,294	139,013	95,719
Aug-19	2,575	40,333	126,965	86,632
Sep-19	2,410	37,529	119,478	81,949
Totals	40,426	592,897	1,940,300	1,347,404

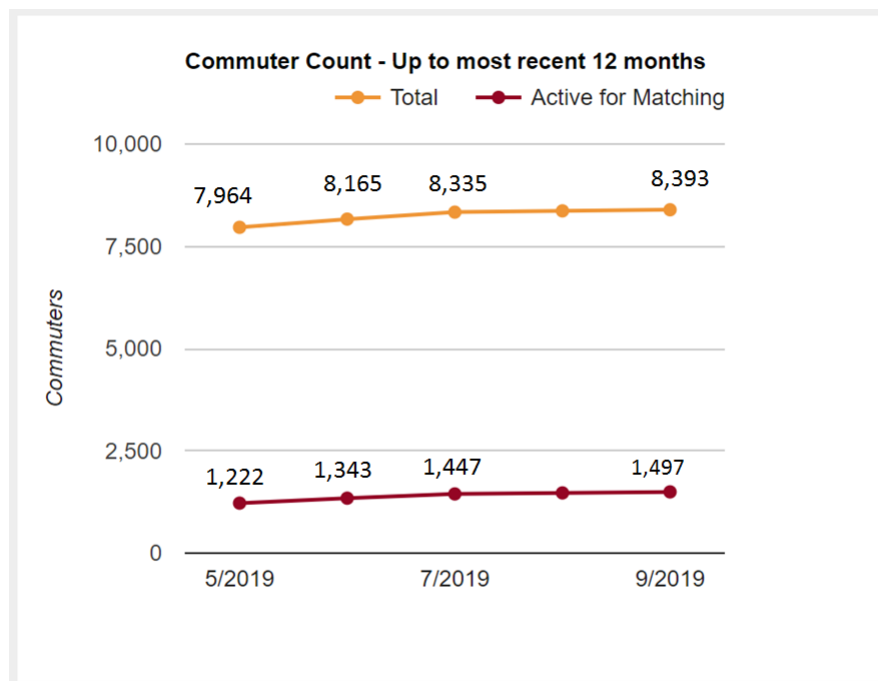


Following are the vanpool routes and number of vans per route during the 4th Quarter:

Lansing to Downtown Grand Rapids	1
Muskegon to Spectrum Health	2
Gowen to Hudsonville	1
Kalamazoo to Meijer Headquarters	1
Kalamazoo/Allegan to Dematic (Grand Rapids)	1
Holland to Whirlpool (Benton Harbor)	3
Muskegon to Burlingame (Wyoming)	1
Muskegon to Kentwood	2
Howard City to Downtown Grand Rapids	1
Muskegon to Downtown Grand Rapids	1
Muskegon to Holland	1
Kalamazoo to Wyoming	1
Greenville to Grand Rapids	1
Ionia/Rockford to Downtown Grand Rapids	1
Big Rapids to Grand Rapids	1

GreenRide [RidePro] Program Report

At the end of May, the Greenride technology (online site for carpool matching) was phased out, as all data was migrated to the new platform, RidePro. Months of preparation ensured a smooth transition, and TripSpark provided ongoing training (conference calls) to program staff throughout the quarter. Visitors to wmrideshare.org can access the new platform by clicking, "Carpool Sign Up." The direct URL is <http://wmrideshare.rideproweb.com>



The transition from Greenride to RidePro took place at the end of the 3rd quarter, so the data above shows the gradual growth that took place in the database from the time the transition was made to the new platform. The new technology will allow users at an administrative level to pull reports that show commuter activity, commuter count (including those specifically active for rideshare matching versus those who have an account set up for other purposes), and trip segments logged for a set date range. Between the end of May 2019 (when initial data was migrated to new platform) and end of the fourth quarter, there was an 18 percent growth to the number of users signed up for carpool matching. Although some of this growth was attributed to Active Commute Week in June, the database saw growth in new users even after the challenge had ended.

The database will automatically purge inactive amounts after a set period of time, so please note the number of users will decrease substantially following the fourth quarter, due to a large data purge that will include inactive accounts that were initially transferred over at the beginning of the quarter. Although this will ultimately result in overall lower numbers, this purge is an essential function of the database to ensure new users are being matched with current users, which will increase the likelihood of them connecting with others interested in rideshare options.

Marketing Activities

Following the success of Active Commute Week, program staff partnered with Mobile GR and the Active Commute Week steering committee to continue to offer monthly commute challenges, administered through the West Michigan Rideshare site. Each month, participants were challenged to focus on a different commute mode, and would receive gift cards if they met the participation criterion for the month (i.e. logging 10 bus trips during the month of September, or bicycling or walking 10 days in October). Use of the West Michigan Rideshare site for the challenges has helped keep accounts active, and has increased the number of site visitors, in addition to renewing program interest.

Whitney Ehresman, Program Specialist for West Michigan Rideshare, and Rapid Van fleet administrator, has remained a volunteer on the Ambassador Council for the Grand Rapids Area Chamber of Commerce. In addition to participating in chamber-sanctioned events and meeting with other ambassadors to promote the program, outreach has been done with the Wyoming-Kentwood Chamber, and Community Action of Allegan County. Ehresman presented to the MACC (Multi-Agency Collaborative Council) of Allegan County, and met with staffing agencies and employers in the Greater Grand Rapids area to discuss alternative transportation. Outreach will remain a top focus in FY 2020, and details are being finalized for the new rideshare campaign, which will include new messaging and design, as well as refined outreach tactics, including radio, digital, and outdoor (including bus ads). Details on the new marketing campaign will be available in the FY 2020 1st Quarter rideshare report, and the campaign is slated to be in-market at the beginning of December 2019.

Future Planning & Technology Committee Members*Mayor Rosalynn Bliss**Jack Hoffman
Citizen Members:**Robert Postema
Ryan Anderson**Terry Schweitzer (Chair)
Dave Bulkowski**Paul Troost***FUTURE PLANNING & TECHNOLOGY COMMITTEE MEETING MINUTES****Monday, November 4, 2019 – 8 a.m.****Rapid Administrative Office, 300 Ellsworth Avenue, SW****ATTENDANCE:****Committee Members Present:**

Ryan Anderson, Mayor Rosalynn Bliss, Dave Bulkowski, Jack Hoffman, Rob Postema, Terry Schweitzer, Paul Troost

Committee Members Absent:**Staff Attendees:**

Nancy Groendal, Julie Ilbrink, Andrew Johnson, Deron Kippen, Nick Monoyios, Brian Pouget, Jason Prescott, Andy Prokopy, Dina Reed, Steve Schipper, Michael Wieringa, Kevin Wisselink, Lisa Young

Other Attendees:

Laurel Joseph (GWMC)

Mr. Schweitzer called the meeting to order at 8:03 a.m.

1. PUBLIC COMMENT

No comments offered by the attendees

2. MINUTES – September 9, 2019 Future Planning & Technology Committee Meeting

A brief summary of the minutes were distributed for the team to review.

3. DISCUSSION**a. Update on Paratransit Program**

Mr. Prescott shared an update on the Paratransit program. They have seen a lot of growth in ridership in the last few months with the implementation of this program. The Go!Bus service map was distributed and shared with the group, covering Leonard to 44th street. Mr. Prescott shared feedback on the program where customers shared they felt “normal” with these services. Mr. Prescott shared some of the challenges with the program. Originally they were hoping to have five vehicles per day, however, they are currently averaging 2-3 vehicles per day which means they are not getting the ridership they

initially desired. Mr. Prescott shared the future of the project would be to run five vehicles per day, five days a week. A review of the program will take place later in the year.

Mr. Anderson asked about the reason behind the scale of the project, and the comparison to the on-demand process. Mr. Prescott shared that more riders are using the on-demand service, however, the overall ridership has been down. Mr. Johnson shared that we need to make sure that our program appropriately addresses the need of the community. Mr. Bulkowski shared a concern that having the deadline to call to arrange a ride may impede citizens that need to use the services at the last minute. Mr. Johnson said that the overall cost of the program is being considered as we roll out initiatives.

Mr. Hoffman asked if we are in an area where we expand into suburban ridership. Mr. Bulkowski shared that with Uber and Lyft, all the ownership is on the drivers and their vehicles. While they are waiting around to get a ride, they are not making money, whereas The Rapid would need to pay for drivers to wait around until someone calls for a ride. People tend to use Uber because it is more readily available on demand. If the increased cost is an issue, perhaps we need to take this issue to the voters. Mr. Hoffman asked if individual choices on where to live (suburban or urban) take into consideration transportation availability, and if it is our responsibility to make sure that transportation is provided to all these areas. Mr. Schweitzer asked how much we are receiving on this grant. Mr. Pouget shared that we are receiving \$360,000. Mr. Johnson shared that we have focused on grass roots promotion when rolling out this program. Mr. Schweitzer shared that this is a good starting point to evaluate the program and where we go from here.

Mr. Hoffman asked if a challenge to the on-demand service is hindered by using the cell-phone technology. Mr. Prescott shared that those who have chosen to not use the app tend to call the operators at the service center.

Mr. Schweitzer would like to revisit this topic at the next Future Planning meeting in February.

b. Express Service to Holland / Hudsonville

Mr. Johnson shared that things are moving forward with this project. The proposed route along Chicago Drive is being discussed. They are gearing up for what will be employer outreach and organizational outreach with the businesses located along this route. The goal is not to immediately strike up a public/private partnership, but to find out what they would want moving forward. On a state level, new revenue methods are being sought out to help this project move forward. Additional funding for this project will need to be put in place as the project is not taking away from any current funding.

Mr. Monoyios shared that considerations need to be made as to how people get to certain bus stops as parking is not immediately available onsite at each stop location. Through outreach and relationship building, they will discover what the needs and anticipations will be. Mr. Troost asked how it is being decided where the bus stops will be, especially in Hudsonville, Holland or Zeeland. Mr. Monoyios shared that the time required to get a vehicle through the streets and back to Chicago Drive will be used to make that determination. Employer relationship development will be established with manufacturing companies who need to draw ridership from the Grand Rapids area.

Mayor Bliss inquired about the timeline for the roll-out. Mr. Johnson anticipates roll-out in the Fall of 2021.

Mr. Hoffman asked if we were working with Mobility GR on this project. Mr. Johnson affirmed.

Mr. Schweitzer shared that those involved with an Ottawa County affordable housing coalition are trying to attract people to live and work in the Holland/Zeeland area, but are getting jobs downtown Grand Rapids, and then eventually move to Grand Rapids due to transportation issues. Mr. Schweitzer shared that this project could help stabilize the housing efforts. Mr. Monoyios agreed and will pull some data sets in order to gauge what is happening right now, and what the needs are or will be in the future. Mr.

Schweitzer would like to take into consideration how many Wheels to Work users are in this general area, and would like that data included. Mr. Bulkowski suggested that the promotion of the express service should figure in the factor of time saved for the riders, specifically being able to utilize wifi and being able to work while someone else drives. Promote increasing productivity time instead of losing an hour of transportation time.

Mr. Schweitzer would like to revisit this topic at the next meeting.

c. COA Update

Mr. Monoyios shared that the COA update was provided at the last Board meeting. The presentation focused on what is happening in the system right now. He shared that at the beginning of the new year, we will begin to seeing more public outreach. These results will be brought back to the Board, which will help us finesse where we need to be in the Spring and Summer of 2020. Mr. Monoyios shared that the data will be compiled over the next few months to help guide the direction of the project. Mr. Johnson shared that this is the point where we are going to bring in all our partners and ask them how they feel about the system along with what our consultants have found. Ms. Bliss requested the City of Grand Rapids' communication team is involved when the roll-out is ready.

Mr. Schweitzer inquired about the list of partners. Mr. Johnson shared Hope Network, Mobility GR, Chambers, Economic Development within the cities and many others in the area will be a part of the partnership.

d. Wave Card Update

Mr. Prokopy shared that the process is going well with the utilization and sale of the Wave Cards. On Thursday, November 14, paper tickets will no longer be sold, however they will be accepted on the buses. Programming will be changed to accept bar codes within the first quarter of 2020. They are also working with Meijer and Family Fare stores to sell the Wave cards in their stores. Transfers and change cards will stop being used and issued by Summer of 2020. Mr. Prokopy shared that we have held public meetings regarding these changes. There were a lot of questions asked and answered, and the overall feeling of the meetings was very positive. Overhead announcements, paper flyers and bus driver announcements are being made. Another event will be held on November 14 to reach out to additional people who may have questions. Bus operators, road supervisor and customer service staff have been trained on this change.

Mr. Prokopy shared that we have a distribution area of over 60 stores and service centers that sell the Wave card. This is an increase from where the paper cards were sold. These cards can be reloaded at various store locations and online. Mr. Prokopy shared that various stores are also being taught how to handle the reloading of the cards, as they have found that there was some confusion. Mr. Bulkowski shared there were some concerns expressed about one-trip paper tickets being eliminated, and how that will change with the Wave cards. He requested that Mr. Prokopy be available at their next meeting to share the process of how to working with agencies who have issued one-way paper tickets.

e. Review past year / Discuss future plans

Mr. Schweitzer reviewed the document from December 2018 which was a summary for the discussion about future goals and planning for this committee.

Resolve Route 19

Mr. Johnson shared that Spectrum Health will be building a new shelter for Route 19 which will help resolve some issues. The buses have also been kept on time by running the short and long trips, allowing for service for staff to get to the parking lots quickly, especially during shift change.

Mr. Monoyios shared that with the new parking ramp being built by Spectrum Health and GVSU, we foresee additional challenges that we will need to work through.

Bringing Silver Line to full potential

Mr. Monoyios shared that we were awarded a significant grant from the FTA to do a planning study for the Silver Line. A steering committee with GR, Kentwood, Wyoming and The Rapid is being developed. The key focus will be beyond the planning and drawing pictures of what things will look like; they will also be getting to the resolution of how things need to be handled. Mr. Hoffman shared that he felt we are on a positive track by developing corridors and providing high density service.

Expansion of Technology

Ms. Reed expressed the need to think about leveraging technology to create a seamless mobility solution. The Laker Line has new machines installed. They are also looking at what is being utilized around the country, and determining how The Rapid can adapt their services, going beyond the Wave card, linking it to a cell phone app, etc. Ms. Reed shared that an internal app to facilitate communication among The Rapid employees, similar to Facebook, has been developed. She would like to use something like this to communicate externally as well.

Develop partnerships with local communities / establish and draw upon current partnerships

Mr. Schweitzer shared it will take private investment to fully realize the development of the transportation initiatives. He shared that we are on the right track, but need to stay focused on the final outcome. Mr. Johnson shared it is important that we work with businesses to take into consideration mobility when developing their building and/or reconstruction projects. He would like to see these conversations taking place earlier in the process. Mr. Bulkowski shared that need to keep in mind the current and future population structure when moving forward with partnerships – student population, economic changes, business development, etc. – we need to look at what actually happened, how it was different than what we anticipated, and what we can anticipate for the future.

f. Review committee meeting schedule for 2020

Mr. Schweitzer reviewed the proposed meeting schedule for 2020. The new schedule would involve meetings taking place quarterly, being in alignment with other committee meetings, and allowing for reporting out to be on a more consistent basis. The meetings would move to an 8:30 a.m. start time, allowing for the Ellsworth building to be open for any public involvement in the meetings.

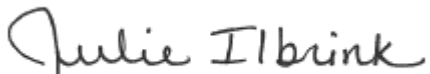
The committee approved the updated meeting schedule for 2020.

4. AJOURNMENT

This meeting was adjourned at 9:15 a.m.

The next meeting is scheduled for February 17, 2020.

Respectfully submitted,


Julie Ilbrink, Board Secretary

Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Steven Gilbert

Andy Guy

PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING MINUTES

Tuesday, November 5, 2019 – 4 p.m.

Rapid Administrative Office, 300 Ellsworth Avenue, SW

ATTENDANCE:

Committee Members Present:

Charis Austin, David Bilardello, Tracie Coffman, Andy Guy

Committee Members Absent:

Steven Gilbert

Staff Attendees:

Max Dillivan, Julie Ilbrink, Andrew Johnson, Nick Monoyios, Jason Prescott, Andy Prokopy, Dina Reed

Other Attendees:

Lexi Lieski (Cornerstone University), Hannah May (Cornerstone University), Abigail McKenzie (Cornerstone University)

Mr. Bilardello called the meeting to order at 4:03 p.m.

1. PUBLIC COMMENT

Ms. Lieski, Ms. May and Ms. McKenzie, all from Cornerstone University, stated they are doing a policy advocacy study in class. While driving around, they noticed many bus stops that don't have benches or shelters. Ms. McKenzie is also an intern at the Pregnancy Resource Center (PRC). She shared there have a lot of moms that come out of the business who need the bus and carry their children and lots of belongings and supplies. She noticed there is no way for them to stay out of the weather while they wait for a bus. The students shared that a representative from The Rapid told them that a bench or shelter was available to be used, and wondered if they could be placed outside the PRC. Mr. Johnson shared that he will take this issue under advisement.

2. MINUTES – May 7, 2019

Mr. Bilardello asked for corrections to the minutes. None were offered. The minutes from May 7, 2019 meeting were approved as written.

3. DISCUSSION

a. Wave Update

Mr. Prokopy distributed information about the E-Fare status update. Tickets will still be sold through the TVM's until they are sold out. At that time, only one-way fares will be sold out of the TVM's.

Discussions are in place with Meijer and Family Fare to sell The Wave cards.

Mr. Prokopy shared that there have been two public meetings where this information was presented. Overhead announcements are in place on all the buses. Extra phone lines along with a dedicated email address have been established to handle any incoming questions. There has been outreach with the business partnerships who provide one-way tickets to help them understand the changes that are coming.

Mr. Prokopy reviewed a map that shows all the locations where The Wave card can be purchased. The cards can be reloaded online and at these facilities. There are more locations that sell The Wave cards than sold the paper tickets. Ms. Coffman asked about businesses that have purchased single-ride tickets, and what the plan is to provide them with rides. Mr. Prokopy shared that the organizations will be given bar code sheets that can be used one time only and then become deactivated. Ms. Coffman also inquired how other similar transit agencies have made these changes and worked with their business partners. Mr. Johnson shared that they are working to make the process easier than what was originally thought. Ms. Reed shared that one of our IT staff is at a conference at the moment learning about this process. Mr. Guy asked if there has been an increase in card sales from the retail outlets. Mr. Prokopy shared that they are working with the retail locations to ensure that the cards are on display on the gift card racks.

b. Ridership and On-Time Performance Review

Mr. Dillivan shared the data on on-time performance by month. He shared that the construction projects in the area have increased some challenges with keeping on schedule. They have put together a map showing which areas are the most problematic to study if there are ways to make the system better. On Ozone Actions Days, they have seen an increase in on-time runs as customers don't need to use tickets or money to access the bus, therefore the service speeds up.

Mr. Dillivan reviewed a document indicating the ridership numbers for the past couple of fiscal years. He stated that overall, our numbers have seen an increase. Specifically, Route 19 has seen a 2,130.4% increase in ridership. Mr. Dillivan shared that the relationship built with Spectrum Health has contributed greatly to the increase.

c. Bus Shelter Maintenance and Snow Removal

Mr. Johnson shared we are in development of an initiative where people can "Adopt A Stop", taking some oversight on the upkeep of a specific stop. Mr. Johnson shared that the snow melt equipment along the Laker Line is having some issues, and this is being addressed. Mr. Guy expressed that the City of Grand Rapids has budgeted some money to assist with the clearing of sidewalks. Mr. Guy asked if we've had any coordination with the City of Grand Rapids to advocate for any areas that could benefit from additional services. Mr. Monoyios shared that he has looked into this topic and the areas that are benefitting from these funds. He will evaluate the pilot program to determine if this is something we would be able to continue. Mr. Coffman shared that Neighborhoods of Focus (NOF's) are identified by high population, high ethnic diversity, and low income. These are primary areas for the City of Grand Rapids' pilot program.

Mr. Guy expressed concern for the level of realistic volunteerism that we would see in helping to keep the bus stops cleared. Mr. Bilardello inquired what was being seen during last year's snow events. Mr. Guy shared that snow banks were quite high, and elderly customers had to climb over the banks. Additionally, the amount of snow prevented the bus from getting close to the curb to pick up passengers safely.

Mr. Bilardello reiterated the public comment about the need for increased shelters and/or benches at bus stops. Mr. Johnson expressed that the usage of the stop generally determines which stops are eligible for shelter. Mr. Guy shared that new and additional shelters in the downtown area will begin being installed. Mr. Dillivan stated that some of the shelters are also being installed in the NOF's. He

shared this is being done so that it's not just one area that is being service or getting priority treatment. He stated that a lot of evaluation has taken place with each shelter or bench that is placed, especially when it comes to private properties.

d. Laker Line Update

Mr. Monoyios expressed that everything is on schedule. There are two platforms left that are being finished. A water main needed to be moved, and increased rain amounts delayed the construction from being completed. Mr. Monoyios shared that it is anticipated that the construction will be finished in spring of 2020. Mr. Monoyios shared that GVSU is excited about the work that is being done at Kirkhoff center. The features nicely blend the West side into downtown Grand Rapids. First day of service is set for August 24, 2020. There will be a grand launch event involving the community, employees and board members.

e. Review committee meeting schedule for 2020

Mr. Bilardello reviewed the committee meeting schedule for 2020. Each of these meetings will take place on a quarterly basis, and still on Tuesdays at 4 p.m. Committee approved the meeting dates. Ms. Ilbrink will send out calendar invites for each of the meeting sessions.

f. Other Business

1) Fare Evasion Study

Mr. Bilardello asked the committee to discuss the RFP for the fare evasion study. Mr. Monoyios shared that the consultant is finalizing their report, and will be able to do a presentation in a couple of months.

2) Behavioral Issues on the Buses

Mr. Guy requested the committee to discuss rider and operator safety with the recent behavioral issues seen on the bus routes. Mr. Johnson shared they have seen an increase in behavioral concerns. He discussed that work is being done with law enforcement agencies to discuss how they can holistically look at the entire situation in all areas. Ms. Coffman inquired about criminalizing the poor behavior, given the increase in the State of Michigan decriminalizing such incidents. More conversations will be taking place.

Mr. Guy expressed that he would like to see some incident data to help identify where some of the situations are coming from, and then using that data to create solutions. He shared this information could be used in ridership education to promote positive behavior, and to display what will be done in the case of poor behavior. Ms. Austin asked that this process be applied to the Go!Bus rides as well. Mr. Guy shared that this is where having the data available will help determine the point of focus. He expressed there would be benefit in increased enforcement.

4. AJOURNMENT

This meeting was adjourned at 4:56 p.m.

The next meeting is scheduled for February 18, 2020

Respectfully submitted,



Julie Ilbrink, Board Secretary

Finance Committee Members*Rick Baker**Mayor Gary Carey**Mayor Stephen Kepley (Chair)***FINANCE COMMITTEE MEETING MINUTES****Wednesday, November 20, 2019 – 4 p.m.****Rapid Administrative Office, 300 Ellsworth Avenue, SW****ATTENDANCE:****Committee Members Present:**

Mayor Kepley, Mayor Carey, Rick Baker

Committee Members Absent:**Staff Attendees:**

Michael Bulthuis, Julie Ilbrink, Steve Luther, Linda Medina, Dina Reed, Mike Wieringa, Kevin Wisselink

Other Attendees:

Joshua Laramy (BDO)

Mayor Kepley called the meeting to order at 4:01 p.m.

1. PUBLIC COMMENT

No public comments were offered.

2. MINUTES – July 17, 2019 Finance Committee Meeting

Minutes from July 17, 2019 were reviewed. Minutes were approved as distributed.

3. DISCUSSION**a. Audit Planning Document Review**

Mr. Laramy provided a status update on the current audit. He shared that things are going well so far, and they are not seeing any major issues. The final results will go before the Board of Directors at the January meeting where it will be approved and submitted to the State in March. Mr. Baker asked if there would be an opportunity for the committee members to meet with the auditors for a review prior to presentation. It was explained that due to the state required deadline, the full board would receive the audit report before the next Finance Committee. The members of the Finance Committee would be able to review and make comments at the full board meeting. Committee members agreed to consider another meeting for review purpose if requested by a committee member.

b. FY 2019 Operating Budget Projections

Ms. Medina presented the financial analysis for 2020 via power point presentation. That presentation will be distributed with the minutes.

c. FY 2020 Grants Update

Mr. Wisselink presented the Grants and Capital Improvement Plan Updated via power point presentation. That presentation will be distributed with the minutes.

d. Rapid Investment Policy Statement

i) Administrative Pension Plan

Mayor Kepley reviewed the Administrative Pension Plan statement with the committee. As there is a quorum of the Pension committee, Mayor Kepley introduced the statement for approval. The motion made by Mr. Baker to approve the administrative pension plan was supported by Mayor Carey; passed with four affirmations (Mayor Kepley, Mayor Carey, Mr. Baker, Ms. Reed) with one absence (Mr. Johnson).

ii) Union Pension Plan

Mayor Kepley reviewed the Union Pension Plan statement with the committee.


e. Review committee meeting schedule for 2020

Mayor Kepley reviewed the proposed 2020 meeting schedule with the committee. The motion made by Mayor Carey to approve the proposed Finance Committee schedule was supported by Mr. Baker. Motion passed.

4. AJOURNMENT

This meeting was adjourned at 5:05 p.m.
The next meeting is scheduled for February 12, 2020.

Respectfully submitted,


Julie Ilbrink, Board Secretary