



Interurban Transit Partnership

Board Members

Mayor Gary Carey, Chair

Charis Austin
Mayor Katie Favale

Rick Baker
Steven Gilbert
Robert Postema

Mayor Rosalynn Bliss
Andy Guy
Terry Schweitzer

David Bilardello, Vice-Chair

Mayor Stephen Kepley
Jack Hoffman
Paul Troost

Tracie Coffman
Mayor Steve Maas

BOARD OF DIRECTORS MEETING

Wednesday, June 28, 2023 – 4:00 p.m.

Rapid Central Station Conference Room (250 Cesar E Chavez, SW)

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – May 24, 2023	Mayor Carey	Approval
3. CEO'S REPORT	Deb Prato	Information
4. ACTION ITEMS		
a. RCS Platform Driveway Repair	Deron Kippen	Approval
b. Avail VoIP	Andy Prokopy	Approval
5. PRESENTATION		
On-Board Customer Perception Survey Results	Jeffrey King	Information
6. PERFORMANCE REPORTS		
a. Paratransit Route Ridership – May 2023	Jason Prescott	Information
b. On-Demand		
c. Fixed Route Ridership – May 2023	Max Dillivan	Information
d. Finance	Linda Medina	Information
1. Operating Statement – May 2023		
2. Professional Development and Travel Report		
3. Grant Statement		
7. CHAIR'S REPORT	Mayor Carey	Information
8. ADJOURNMENT		

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



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BOARD OF DIRECTORS MEETING

Wednesday, May 24, 2023 – 4:00 p.m.

Rapid Central Station Conference Room (250 Caesar E Chavez SW)

ATTENDANCE:

Board Members Present:

Charis Austin, Rick Baker, David Bilardello, Mayor Carey, Tracie Coffman, Steven Gilbert, Andy Guy, Jack Hoffman, Mayor Kepley, Terry Schweitzer, Paul Troost

Board Members Absent:

Mayor Bliss, Mayor Favale, Mayor Maas, Rob Postema

Staff Attendees:

Nancy Groendal, Kris Heald, Deron Kippen, Linda Medina, Nick Monoyios, James Nguyen, Deb Prato, Jason Prescott, Andy Prokopy, Steve Schipper, Mike Wieringa, Kevin Wisselink

Other Attendees:

Cassi Cooper, Adam Erber, Wardell Frazier, Jeffrey King, Jack Kyle, Shawn Wells, James White, Ethan Vanderboegh, Brooke Oosterman (HouseingNext)

Mayor Carey called the meeting to order at 4:02 p.m.

1. PUBLIC COMMENT

Mr. Melvin Turnbo started his comments by noting he presented an offer to The Rapid Administration addressing The Rapid's operational needs and the bus operators' economic needs. We offered a 24-hour notification for the use of paid personal time. Explaining this offer to our bus operators is a delicate balancing act when the current CDA calls for just a 1-hour notification for paid personal leave. However, we do recognize from an operational perspective that it will be a needed operational benefit for staff and bus operations. Mr. Turnbo believes they have done their part in providing the operational opportunities requested by our administration. Mr. Turnbo wished to compliment Mr. Schipper and Ms. Prato and he is confident this issue will be resolved.

We know issues arise and they challenge our various perspectives. Mr. Turnbo hates to stand before the board and complain, however, he wishes to set the record straight. He noted there are other issues such as wages, and labor management safety, and we are also doing monthly labor-management meetings. Mr. Turnbo added from the perspective of the bus operators they do need that wage increase as he has stated in the past. Something would be better than nothing. Mr. Turnbo feels that working together builds trust, character, and morale and is hopeful we can continue building on those efforts.

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Mr. James White wished to inform the board that he was robbed ten (10) days ago on Route 6, May 13th. Fortunately, the person was caught. Mr. White contacted Mr. Schipper to find out how to handle this situation. Mr. White admits he used poor judgment and allowed a stranger to use his phone. While he was trying to get his phone back the stranger distracted Mr. White and he picked his pocket and stole his wallet. Both Mr. White and the stranger were struggling with the wallet. The stranger ran off the bus with his wallet, after Mr. White yelled to the driver not to open the door. The police were called, and the man was brought into custody the following day.

Mr. White also wished to let the board know he reads the minutes and sees expenses are trending 7.8% under budget in all categories so that means you can give these bus operators more money they are asking you to do; especially when you have \$47M in unrestricted Net Reserve from the government ARPA Funds. That is a lot of money, and he would like to see some of that money given to the bus operators.

2. MINUTES REVIEW – April 26, 2023

Chairman Carey entertained a motion to approve April 26, 2023, minutes. Mr. Gilbert motioned to approve, and Mr. Schweitzer supported it. The motion passed unanimously.

3. CEO'S REPORT

Ms. Prato thanked the two public speakers, Mr. Turnbo, and Mr. White, and she appreciates their comments and information.

Ms. Prato noted that she will yield most of her time as there will be a presentation from HousingNext later in the meeting.

Ms. Prato reminded the board she sent an email regarding the Customer Value Survey, which is being mailed out to 4,000 randomized homes in the six cities. This survey is to get a pulse on perceptions of the community whether you ride or don't ride transit and how you feel about The Rapid. Results from the survey will be used for more targeted outreach. The On-board Customer Perception Survey is also ongoing. Some of the questions have been revised to get better answers that are actionable so that we can understand what the realities are.

Reminder, Active Commute Week (ACW) is June 9-15.

Regarding the Early Childhood Education Center, Ms. Prato noted we are in the final phases as partners are solidified with the YMCA, Head Start, GRPS, and the Kellogg Foundation. We are still waiting for approval from the FTA on the incidental use of the building.

At the same time, we are also asking the FTA for permission to partner with other local neighborhoods, to do a community garden at 700 Butterworth.

Ms. Prato reminded the Board when The Rapid hired the Outreach team at this time of the festival season, you will begin to see us everywhere. We made strategic decisions on the type of expertise we needed to add to our team. Mr. Erber has government affairs expertise, Mr. Frazier has workforce expertise, and Mr. King brings housing expertise; because those three (3) things are in the middle of everything we are doing.

Both Ms. Oosterman and Mr. Monoyios will talk a little about Transit Master Plan (TMP) and HousingNext report and Ms. Prato wants to emphasize how important this is to the development of Transit and our community.

Lastly, at the April Board meeting, you approved a contract for Carbon Six to remodel 300 Ellsworth SW. The work will begin on Monday, June 5, 2023. We are in the process of moving out. The Rapid has leased a space at 620 Century to be a temporary location for approximately six (6) months.

Mr. Hoffman asked Ms. Prato about the space for educational use; what was the FTA's initial reaction when you told them? Ms. Prato replied the initial reaction was, if you are not going to need the space now,

that is fine, but you will have to maintain the ability to use the space if you must reclaim it. Ms. Prato indicated in her letter to Ms. Joiner, the Administrator, the space was built to be a multipurpose space/function. The space was opened in June 2004, so the space has largely been unused for nineteen (19) years.

4. ACTION ITEMS

a. HR Benefits - HNI

Mr. Wisselink is requesting the board's approval to enter into a two (2) year contract with HNI Risk Services for Employee Benefits Insurance Brokerage Services at an annual cost of \$100,000 with three (3) optional 1-year extensions.

Chairman Carey entertained a motion to approve the HNI Benefits Insurance Brokerage Services. Mr. Hoffman motioned to approve, and Ms. Coffman supported it. The motion passed unanimously.

b. Certification of 2023 Public Transportation Millage Levy

Ms. Medina is requesting the Board to approve the millage levy rate of 1.4074 including Headlee.

NOTE: Ms. Coffman abstained from discussion and voting due to her employment.

Chairman Carey entertained a motion to approve the Millage Levy. Mayor Kepley motioned to approve, and Mr. Gilbert supported it. The motion passed unanimously.

NOTE: Ten (10) Board Members voted on this Action Item.

5. PERFORMANCE REPORTS

a. Paratransit Route Ridership / On-Demand – Jason Prescott

No comments or questions

b. Fixed Route Ridership – Max Dillivan

No comments or questions

c. Financial Reports – Linda Medina

No comments or questions

6. INFORMATIONAL ITEMS

Chairman Carey welcomed Ms. Brooke Oosterman to the podium to discuss TMP/HousingNext.

Mr. Monoyios started by saying we are all aware of the housing impact and the conversations happening in the community. To realize a successful outcome on what we are intending housing must include successful robust transportation options that are affordable, and timely and there needs to be a relationship between both. These items will be addressed in the Transit Master Plan (TMP) to all what, where how when of all this housing information can be absorbed in the TMP.

Ms. Osterman thanked the board for the opportunity to speak. She is the Director of a cross-sector Partnership called HousingNext. Many communities have welcomed us to speak about where we stand

as a community of a region as it pertains to housing needs. We appreciate the conversation ahead of the TMP process.

There are strategic initiatives to bring forward that support more redevelopment of key corridors, residential development, add capacity and use for transit and investments as well.

The information shared is from the most recent housing needs assessment.

- We work in Ottawa and Kent County
- We move housing supply solutions forward.
- Housing impacts everything we desire in a community; the same can be said for transit.
- Housing impacts the ability to access jobs, student outcomes, quality of life, health, and more.
- Demand has grown exponentially over the last two (2) years.
- The need in Grand Rapids represents 14,000 households that will need housing over the next five (5) years.
- The housing shortage does not impact everyone the same.
- In a healthy market, the vacancy rate is at 5% - 6%. The most recent housing needs assessment shows we are severely under in those percentages with the city of Grand Rapids at 2.9% vacancy and the rest of Kent County at 2.5%. We are lower in our availability for affordable options with 0% vacancies.
- There has been a decrease in the percentage of available homes between 2020 – 2022 in homes priced below \$200,000, considered starter homes.
- How did things change between 2020 – 2022? We are seeing an increase in higher-income earners looking for housing, we also have the largest gap in the missing middle workforce development attainable housing space.
- Important to note that the median sale price of homes has increased 99.2% in the City of Grand Rapids since 2016, and that is having a huge impact.
- Another item to highlight is the impact of the lack of availability of housing, specifically starter homes or starter opportunities with renting. We are seeing a record level of decline in starter home availability. The result is people are purchasing older housing stock. Why that matters because higher earners displace lower-income earners in those naturally occurring affordable housing opportunities. If we don't have new construction being built at a price point the higher earners demand, then they will purchase older more affordable homes.
- We are seeing costs and rent continuing to increase for the most vulnerable.
- Overall, we do see a discrepancy in cost-burden households. People who are paying more than 30% of their income for housing are considered cost-burden.
- There is a need for market-rate housing here in Kent County at nearly 10,000 units. We also have a large need for affordable housing at 6,400 units, but the largest need for Kent County is traditionally considered attainable workforce development. These are people earning good salaries who are unable to afford the market rate due to drastic increases in price and reductions in supply with no subsidy available.
- The good news is, we are making progress as a region. At the end of last year, our partners in Kent County made a significant investment of \$17.5M in a newly established debt financing tool for the community to bring online new housing. Kent County also supported a zoning reform grant. The City of Grand Rapids has also made significant investments.
- More work to be done.

Mr. Hoffman inquired about the zoning changes. He clarified if these zoning changes are implemented that will allow an additional 60,000 units.

Ms. Oosterman replied those are two separate items. The zoning changes mentioned here are municipalities that have taken it upon themselves to be a part of the solution when they heard what the original need was for new housing back in 2020. Ms. Oosterman clarified she was sharing that we have other municipalities that touch key corridors and what we would like to do is have an intentional strategy by which most (or a large share) of that development could happen on those key corridors and that analysis showed up to 60,000 units.

Mr. Hoffman understands the HousingNext analysis of changing the zoning is not enough. The market is not going to supply the need and you estimate \$1.8B over the next five (5) years.

Ms. Oosterman replied this would just be maintaining the status quo.

Mr. Guy asked if Ms. Oosterman could speak to the key corridors, you identified as areas of interest.

Ms. Oosterman replied the top three (3) priorities are Plainfield, 28th Street, and Division. What we are looking for is key corridors that have several municipality partners touching them, where they can all make incremental changes and not have too much of a burden on them.

Mayor Kepley asked if the study considered the possible paradigm shift in how we take care of the aging. Mayor Kepley would like to see the aging family members will be taken care of by their kids and living with them, freeing up housing. When these numbers were done, where will the aging be living?

Ms. Osterman replied that some of the analysis came from household size and has shown we are shrinking because of the huge demographic of our aging population as well as our younger population and the need to provide more diverse housing in every neighborhood. One solution is the diversity in every neighborhood recognizing we don't want to ask our aging population to leave what they know and their connection to their kids, etc. but we want to offer them more opportunities to live in a smaller space connected to the amenities they need. Another suggestion offered in the study was to look at opportunities in the corridors to build out an amenity-rich neighborhood feel where they are close to transit and healthcare.

Mr. Baker asked how can The Rapid come to the table and partner on this initiative.

Mr. Monoyios replied, yes, there are many joint opportunities between HUD and the FTA that are also tackling this problem. Awareness of where these conversations lead ensures we are prepared and adaptable to provide these needed services.

Ms. Prato added that the FTA re-wrote the circular on public-private development, to encourage transit-oriented development and this is why our outreach team is so important. Transit needs to be at the table at take-off. One of the most important strategies we have going with outreach is to get out there and make ourselves known in the community. We are there to have a conversation about where and how we show up and what improvements The Rapid can make.

Ms. Oosterman added there are some changes going on with state legislation such as the missing middle program. There are things changing at the state level and we can collaborate to bring ideas to the table. The Michigan Statewide Housing Plan is a first for Michigan and they have identified regional hubs and plan to provide resources for strategy around amenity-rich, walkable neighborhoods.

Ms. Coffman wished to emphasize Mr. Monoyios' point regarding the \$1.8B being the cost only for the status quo for housing and does not consider if we want a transit-oriented design. The cost of getting transit to all that housing, so to Mr. Monoyios' point, not only are we going to reimagine how we design and build housing, but also reimagine how we redesign and fund our transit system. Mayor Favale referenced a study done approximately twenty (20) years ago where our coalition did a transit and housing cost burden study; while under 30% is what you look for in your housing burden, it is 40% when you factor in both housing and transit.

Mayor Kepley couldn't agree more with Mayor Favale's comments and feels we are designing for hardships. Housing being built now are in townships that don't have public transit. He feels we are doing an injustice to residents by forcing them into higher mortgages and forcing them to have an automobile and he is concerned.

Mr. Hoffman liked Mayor Kepley's comments.

7. CHAIR'S REPORT

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Chairman Carey yielded his comments.

8. COMMITTEE REPORTS

a. Planning & Technology Committee – May 8, 2023

Mr. Schweitzer reported that the Planning and Technology committee met on May 8 and we had a very good discussion. A point was raised that as we look at our goals and funding, we discussed the need for both. We need to gauge the plan on different levels of sustainable funding. Mr. Schweitzer expressed his gratitude to all the committee members for their time and effort.

Mr. Hoffman added that it was an animated discussion with several different views. One view was it is impossible to know what the transit system is going to be like in twenty (20) years. He felt that Mr. Bulkowski was very discouraged, and he feels people are just going to drive personal vehicles. Mr. Hoffman feels we should try to find a middle ground, though we cannot predict what is going to happen, he felt Mr. Bulkowski was too pessimistic. MDOT says we're now spending \$4.6B and we are short another \$4B and we're only spending 50% of the amount is cost to keep our roads in good repair let alone transit.

b. Present Performance & Service Committee

Mr. Bilardello commented that the committee was unable to meet this month due to scheduling conflicts.

c. Finance Committee

Mayor Kepley reported the Finance Committee talked about budget guidelines. What was discussed in the committee was discussed here at the board.

Chairman Carey when around the horn for a final comment from the board.

Mayor Kepley circled back to the public comment section of the meeting and would like to learn more about what happened with Mr. White and what The Rapid's policy is in this situation.

9. ADJOURNMENT

The meeting was adjourned at 5:09 p.m.

The next meeting is scheduled for June 28, 2023

Respectfully submitted,



Kris Heald, Board Secretary

Date: June 16, 2023
To: ITP Board
From: Deron Kippen, Director of Facilities
Kevin Wisselink, Director of Procurement and Capital Planning
Subject: PROJECT 2023-15: RAPID CENTRAL STATION DRIVE REHAB

ACTION REQUESTED

Authorization is requested from the ITP Board to enter into a contract with Anlaan Corporation in the amount of \$272,676 plus a 10% contingency of \$27,268, for a total project cost of \$299,944 for the repair of the Rapid Central Station circular drive.

BACKGROUND

ITP has operated out of Rapid Central Station for almost 20 years. The concrete drive around the platform has seen considerable wear and tear from the operation of the heavy buses. There have been several repair efforts over the year, but the concrete is currently in such a state that comprehensive rehabilitation of the drive is necessary.

PROCUREMENT

The Procurement was planned as an Invitation for Bids (IFB) since the specification was well defined and two or more bidders were willing to compete. Therefore, the selection of the successful bidder can be made principally based on the price of the low-responsive and responsible bidder.

ITP analyzed the drive and determined which sections of the drive were in the worst shape and in need of immediate repaving and included these in the bid packet. The IFB was released on May 31, 2023, and was advertised on MiDeal, the Grand Rapids Builder’s Exchange website, sent to the Michigan DBE firms, and on The Rapid’s website.

One (1) responsive bid was received:

Company	Bid
Anlaan Corporation	\$272,676

Two firms attended the pre-proposal site meeting, and ITP was hoping to receive multiple bids on the project. However, given the specialized nature of conducting the project on an operational transit center and that ITP was released in the middle of the construction year probably was a barrier to firms providing a bid. Anlaan has conducted a number of projects for The Rapid over the past few years, has always provided excellent work, and has been very responsive.

Work on the project is slated to be conducted in the summer of 2023. ITP will carefully coordinate with the contractor to ensure bus operations continue with as little disruption as possible over the course of the project.

FUNDING

The project is being funded using federal and state funds. There are no local funds involved in this project.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 062823-1

Fiscal Year: 2022-2023

Moved and supported to adopt the following resolution:

Approval to enter a contract with Anlaan Corporation for \$299,944 including a 10% contingency, for rehabilitation of the Rapid Central Station circular drive.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Anlaan Corporation for \$299,944 including a 10% contingency, for rehabilitation of the Rapid Central Station circular drive in accordance with the information presented to the ITP Board on June 28, 2023.

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.

Kris Heald, Board Secretary

Date



Date: June 19, 2023
To: ITP Board
From: Andy Prokopy, Director of Information Technology
Subject: VoIP Bus Communications Upgrade

ACTION REQUESTED

Authorization to approve a contract with Avail Technologies in the amount of \$994,351 to replace the outdated radio communications system on all fixed route, BRT, and DASH buses with a cloud-hosted Voice over Internet Protocol (VoIP) communications system and five (5) years of cellular data to support the new service.

BACKGROUND

The Rapid has been looking to replace the outdated private radio system operated on buses for the past year, and options included a replacement with a newer 800mhz private radio system or moving away from private radio to a VoIP solution that utilizes the cellular data network already on the buses. There has been a shift in the past few years of many companies moving away from private radio toward network-based public cellular as data costs have continued to lower while coverage continually improves.

The benefits of a VoIP communications system include enhanced call clarity/quality, an increased number of channels, enhanced call/talk group options, logging, call recordings, and better reliability which will improve the safety and security of our bus operators.

This new radio system requires upgrading the DASH buses as the current Avail equipment on those buses is not compatible with VoIP. We also will migrate the current Avail on-premises servers to Avail's cloud hosting platform to support this new system and for overall improved reliability, efficiency, security, and support of our CAD/AVL service.

IMPLEMENTATION PLAN

Avail Technologies would schedule an onsite vehicle survey to ensure equipment accuracy and placement. Avail would also create acceptance test procedures to be performed after each vehicle installation. The installation of the VoIP-compatible hardware includes new command communications modules, wiring, VoIP antennas, and communications handsets/cradles on 139 buses, along with three (3) VoIP dispatch stations and four (4) supervisor handheld devices. The old communication handset connected to the private radio system and Avail would be removed.

DASH buses would also receive upgraded Avail equipment and Mobile Data Terminals (MDT) that are capable of the new VoIP system. Finally, Avail would migrate services to the cloud and work closely with ITP to schedule the migration of services to the cloud to limit any downtime to

the system. The project is expected to take 3-6 months to complete with the final schedule being determined by ITP / Avail after the vehicle surveys and all equipment has been delivered.

PROCUREMENT

This is a sole-source procurement. The hardware that supports our CAD/AVL system is proprietary and integrates uniquely with Avail's backend system and information. Because the solution integrates with the current CAD/AVL system to support communications between bus operators, dispatch, and road supervisors, it would be cost-prohibitive to have another provider quote a solution that would require integration costs with the current CAD/AVL system or an entire replacement of the CAD/AVL system which would be a much larger and more expensive project. Therefore, conducting a competitive bid at this point would result in the Substantial Duplication of Costs, one of the key criteria for conducting a sole source procurement.

Included in the entire cost of this project are five (5) years of cellular data for 139 bus modems totaling \$166,800 (17% of the total project). These cellular costs are at a contracted rate of \$20/month from the vendor, which is substantially less than the cost ITP could negotiate with Verizon on our own (\$30+ per month, per device).

FUNDING

This project is funded completely with Federal and State grants.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 062823-2

Fiscal Year: 2022-2023

Moved and supported to adopt the following resolution:

Approval to execute a contract with Avail Technologies to replace the outdated radio communications system on all fixed route, BRT, and DASH buses with a Voice over Internet Protocol (VoIP) communications system.

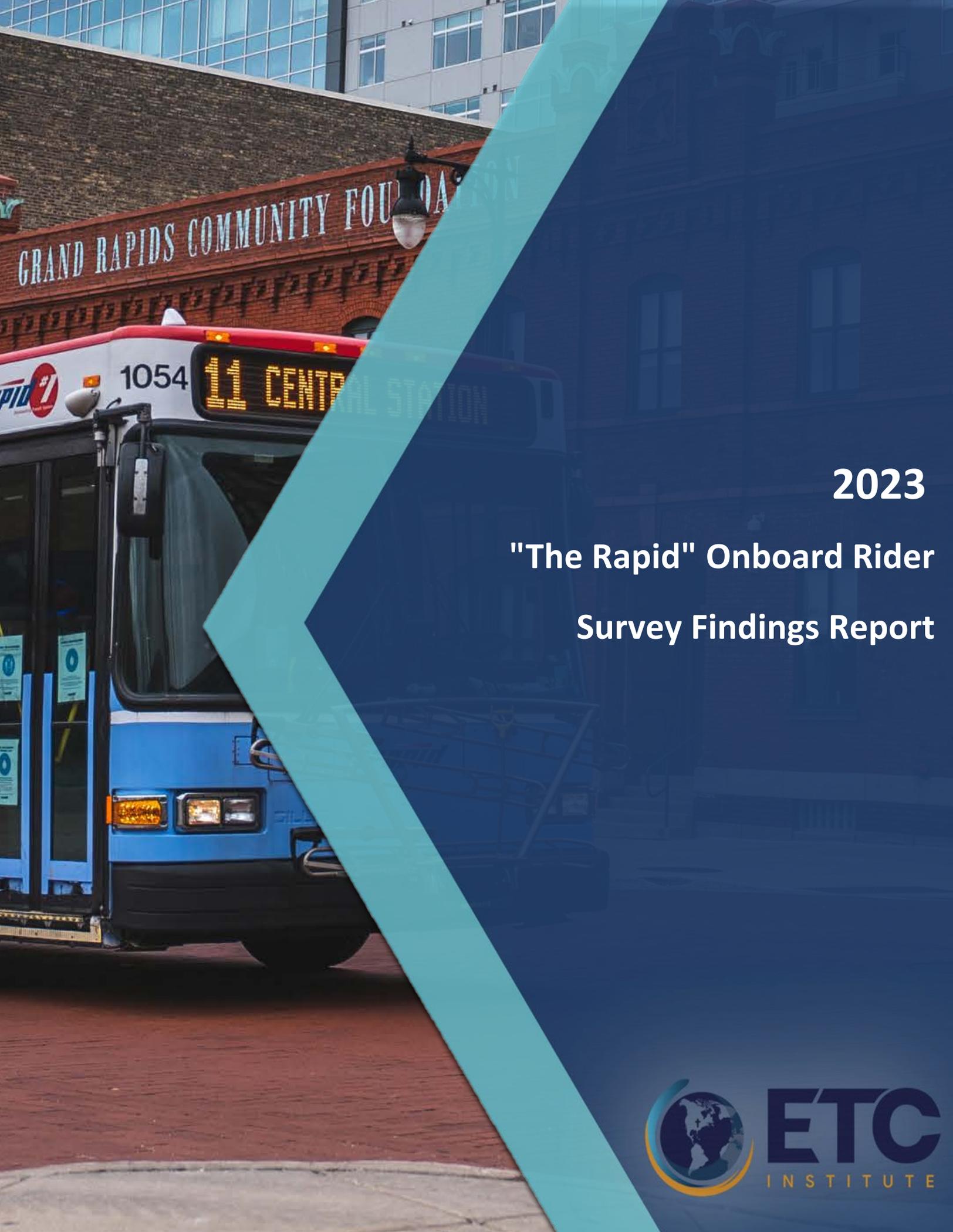
BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Avail Technologies in the amount of \$994,351 for the purpose of replacing the existing radio communications systems on all fixed route, BRT, and DASH buses and reconfiguring the system to utilize VoIP communications in accordance with information presented to the ITP Board on March 29, 2023

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.

Kris Heald, Board Secretary

Date



2023

**"The Rapid" Onboard Rider
Survey Findings Report**



ETC
INSTITUTE

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Executive Summary

EXECUTIVE SUMMARY

The Rapid is the public transit operator serving Grand Rapids, Michigan and its suburbs including Kentwood, Wyoming, Grandville, Walker, and East Grand Rapids. The Rapids mission is to create, offer, and continuously improve a flexible network of regional public transportation options and mobility solutions.

The Rapid contracted with ETC Institute to administer a customer satisfaction survey in the spring of 2023. The survey collects and analyzes customer opinions regarding all aspects of the service. The survey design satisfies multiple objectives, including measuring overall satisfaction with and to understand rider behavior including who, how, and why riders use The Rapid services.

The survey instrument included questions related to the following:

- The Rapid usage including frequency, length of time as a customer, and purpose of the trip
- The Rapid performance and overall satisfaction with The Rapid services
- Perspectives from riders on the ways The Rapid provides value including the importance of transit to the community, funding, and safety
- Demographic characteristics, including household income, race/ethnicity, age, and gender identification.

This report includes the following sections:

- Results of the survey (Section 2)
- Importance-Agreement (IS) analysis visualized with an Assessment Matrix which helps identify priorities for leadership (Section 3)
- Benchmark charts comparing survey data to national results (Section 4)
- Tabular data showing the overall results for all questions on the survey (Section 5)
- A copy of the survey instrument (Section 6)

EXECUTIVE SUMMARY

The survey team administered surveys primarily onboard transit vehicles, and secondarily at transit centers and bus stops, through paper surveys. Generally, users were able to complete the survey during their transit trip or while at a transit center or bus stop without the assistance of a team member.

In addition to paper surveys, the survey team was equipped with QR codes which users could scan to complete the survey electronically on their personal smartphone or tablet. QR codes were tied to each unique interviewer (either on a badge or on a postcard) which allowed the team to link responses to specific routes, locations, and time of day.

If a potential respondent did not have time to complete the survey, a postage- paid envelope was provided, and the rider was asked to complete the survey and return it by mail. The written survey was also provided in Spanish. Multiple members of the on-site data collection team were bilingual.

Surveys were collected from 428 riders. The following shows the general number of validated surveys that were completed by date:

- 300 completed surveys on MAX routes and
- 100 completed surveys on local routes.

The results for 428 completed surveys have a margin of error of +/-4.7 percent with a 95 percent level of confidence.

The table to the right shows the number of completed surveys by route.

Number of Surveys Completed by Route	
Route	Completed
Silver Line	35
Route 1 Division/Madison	28
Route 2 Kalamazoo	30
Route 3 Wyoming/Rivertown	10
Route 4 Eastern	25
Route 5 Wealthy	9
Route 6 Eastown	17
Route 7 West Leonard	11
Route 8 Prairie/Rivertown	12
Route 9 Alpine	31
Route 10 Clyde Park	13
Route 11 Plainfield	18
Route 12 Westside	14
Route 13 Michigan/Fuller	9
Route 14 East Fulton	6
Route 15 East Leonard	16
Route 24 Burton	9
Route 27 Airport Industrial	3
Route 28 West 28th	19
Route 29 East 28th	8
Route 44 44th Street	16
GRCC Shuttle	2
Laker Line	62
Grand Total	400

EXECUTIVE SUMMARY

DEMOGRAPHIC CHARACTERISTICS

The survey asked respondents about their demographic and other social characteristics including income, race/ethnicity, age, and gender identity. Summary points include:

- Approximately 58% of participants were male, 40% female, and 2% were non-gender conforming.
- The highest percentage of respondents were White/Caucasian (45%) followed by Black/African American (39%).
- The highest percentage of respondents (32%) made less than \$13,590 in 2022. Almost half (49%) of respondents made less than \$19,999.

2023 "The Rapid" Onboard Customer Satisfaction Survey			
Demographics			
Race/Ethnicity		Household Income	
White or Caucasian	45%	Under \$13,590	32%
Black or African American	39%	\$13,591-\$19,999	17%
Hispanic, Spanish, or Latino/a/x	14%	\$20K-\$29,999	18%
Asian or Asian Indian	6%	\$30K-\$39,999	13%
American Indian or Alaska Native	4%	\$40K-\$49,999	6%
Middle Eastern or North African	1%	\$50K-\$59,999	6%
Native Hawaiian or other Pacific Is	1%	\$60K-\$69,999	2%
Other	1%	\$70K+	5%
Gender		Age	
Male	58%	Under 15	1%
Female	40%	15 to 18	14%
Non-conforming	2%	19 to 24	21%
Military Status		25 to 34	20%
Veteran/Active Duty	6%	35 to 49	20%
Non-Veteran	94%	50 to 64	19%
		65+	5%

THE RAPID USAGE

Riders were asked to provide information on their overall usage of The Rapid service and their reasons for using public transit. Summary points include:

- The highest percentage of riders (38%) travel on The Rapid 5-6 days a week.
- The highest percentage of riders (22%) have been riding for 9 years or longer.
- The most common primary purpose for trips for work (51%) followed by college/university (12%).
- The highest percentage of riders (38%) say they are satisfied with the service hours offered.
- Most riders (69%) purchased their own fare on the day of the survey.

EXECUTIVE SUMMARY

THE RAPID SATISFACTION

Overall, most riders surveyed (83%) rate the job The Rapid does in providing them with service as either good (43%) or very good (40%). Over half of riders surveyed (55%) said they would be very likely to recommend using The Rapid to a friend or colleague. Riders surveyed were asked to rate their level of agreement regarding 11 qualities of The Rapid bus service, riders most often agreed (rating “agree” or “strongly agree”) with these statements:

- The Rapid service is easily accessible (84%).
- The Rapid Bus Service provides service to useful/important destinations (83%).
- I have a positive perception of The Rapid brand (82%).
- The Rapid Bus Service provides information needed to ride the system (81%).
- It is safe to use The Rapid services (81%).
- The Rapid Bus Service provides a safe, non-threatening bus experience (80%).

Riders surveyed were then asked to rate the level of value they think The Rapid provides towards 16 items. These were the items respondents think The Rapid provides the most value (rating “somewhat valuable” or “extremely valuable”) towards:

- To the community (94%)
- To you personally (90%)
- In providing access to places of employment (86%)

CHANGES AND IMPROVEMENTS TO THE RAPID

The highest percentage of riders surveyed (59%) say the services have improved over the past few years.

Riders surveyed were asked to select all the difficulties they had encountered as a Rapid rider. The difficulties most often faced by respondents were buses not keeping to their published schedules (51%), long waits between pick-ups/transfers (43%), and crowded buses during peak riding periods (39%).

The changes riders surveyed think are most important for The Rapid to make are more frequent Sunday service (38%), later service hours on weekends (36%), and more frequent Saturday service (33%).

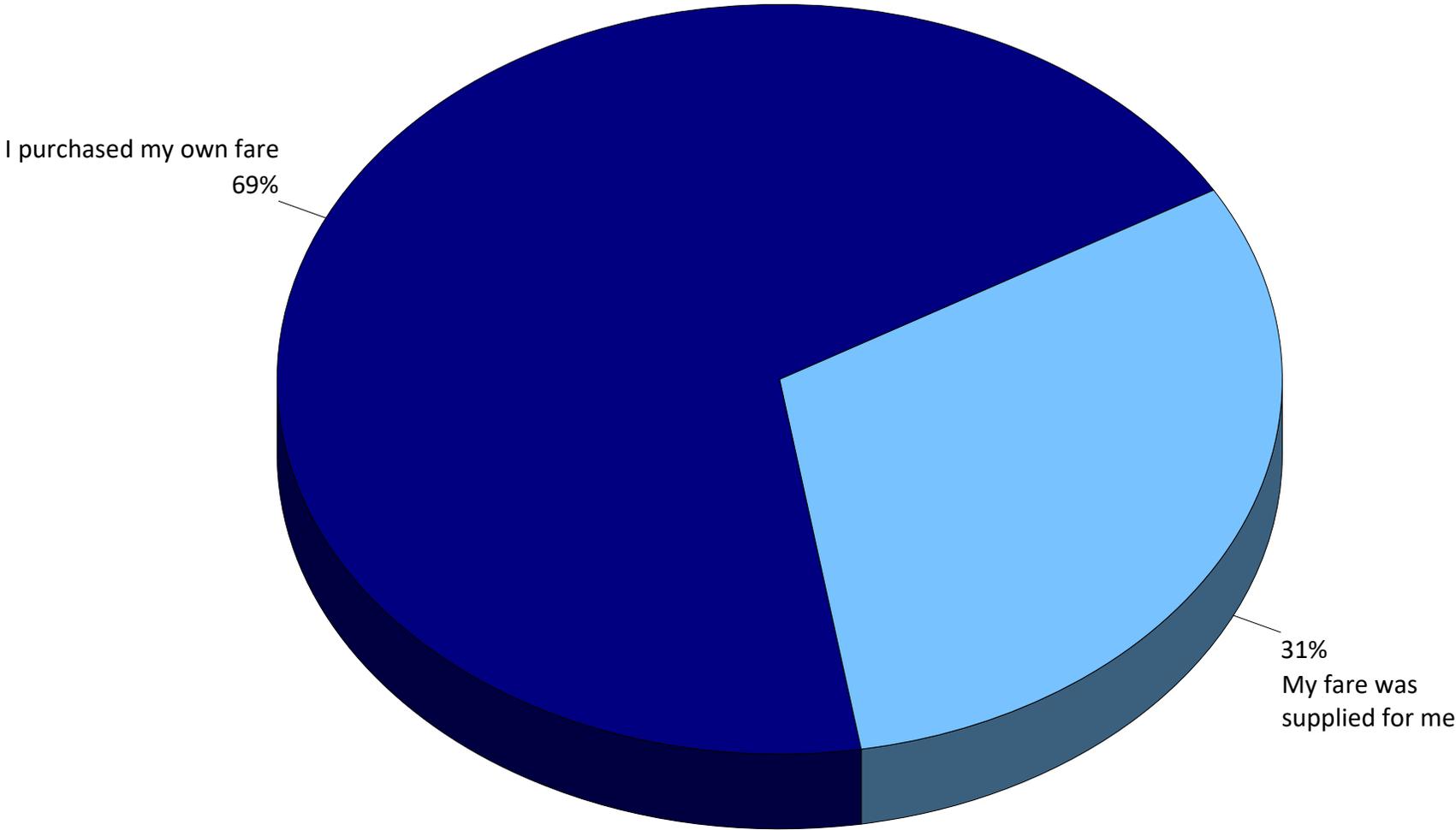
Most respondents (55%) think funding for public transportation over the next five years should be greater (34%) or much greater (21%) than the current level.



Charts & Graphs

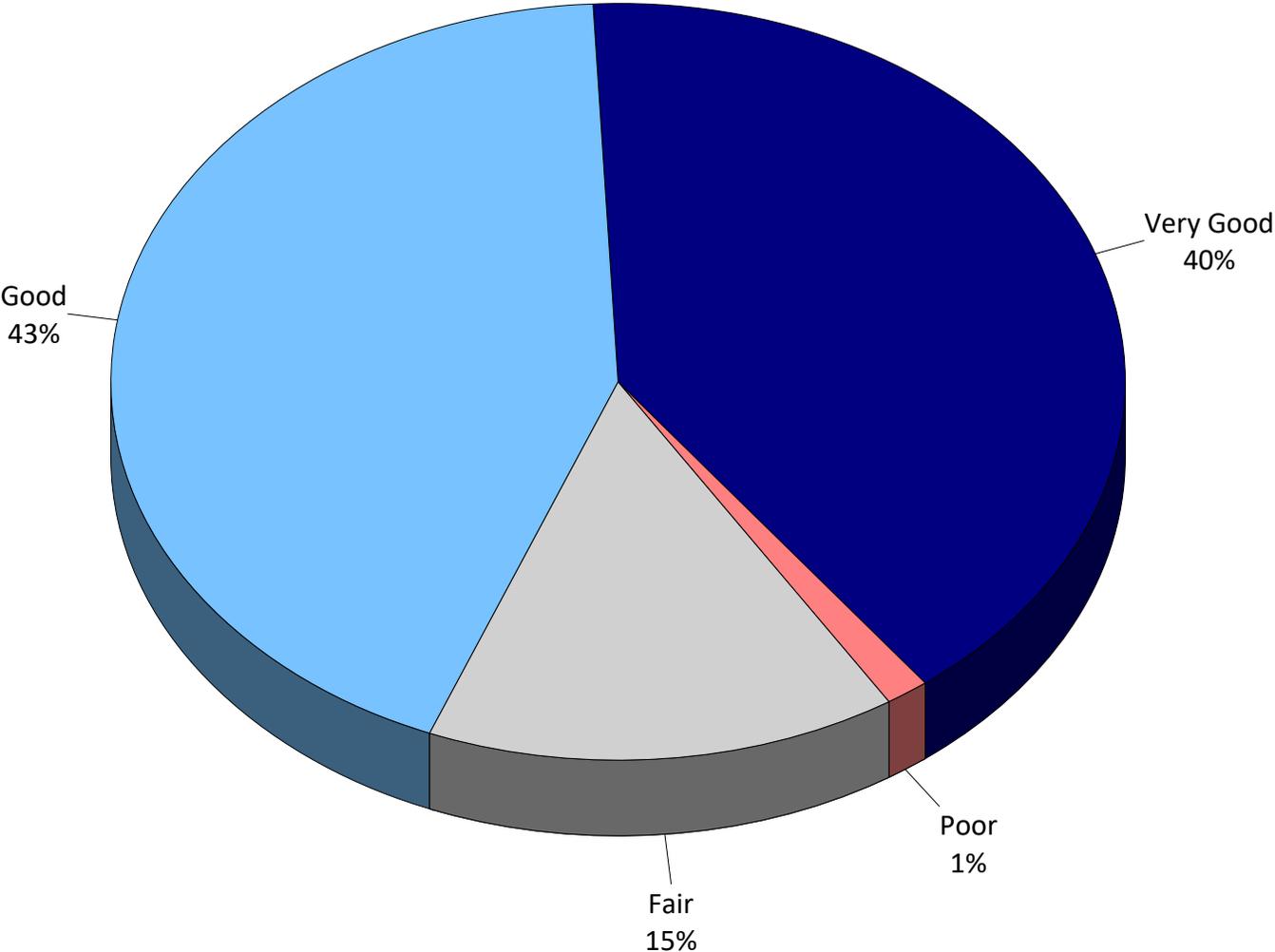
Did you purchase your fare today or was it supplied by someone else (another person, local agency, school, non-profit agency, etc.)?

by percentage of respondents (excluding "not provided")



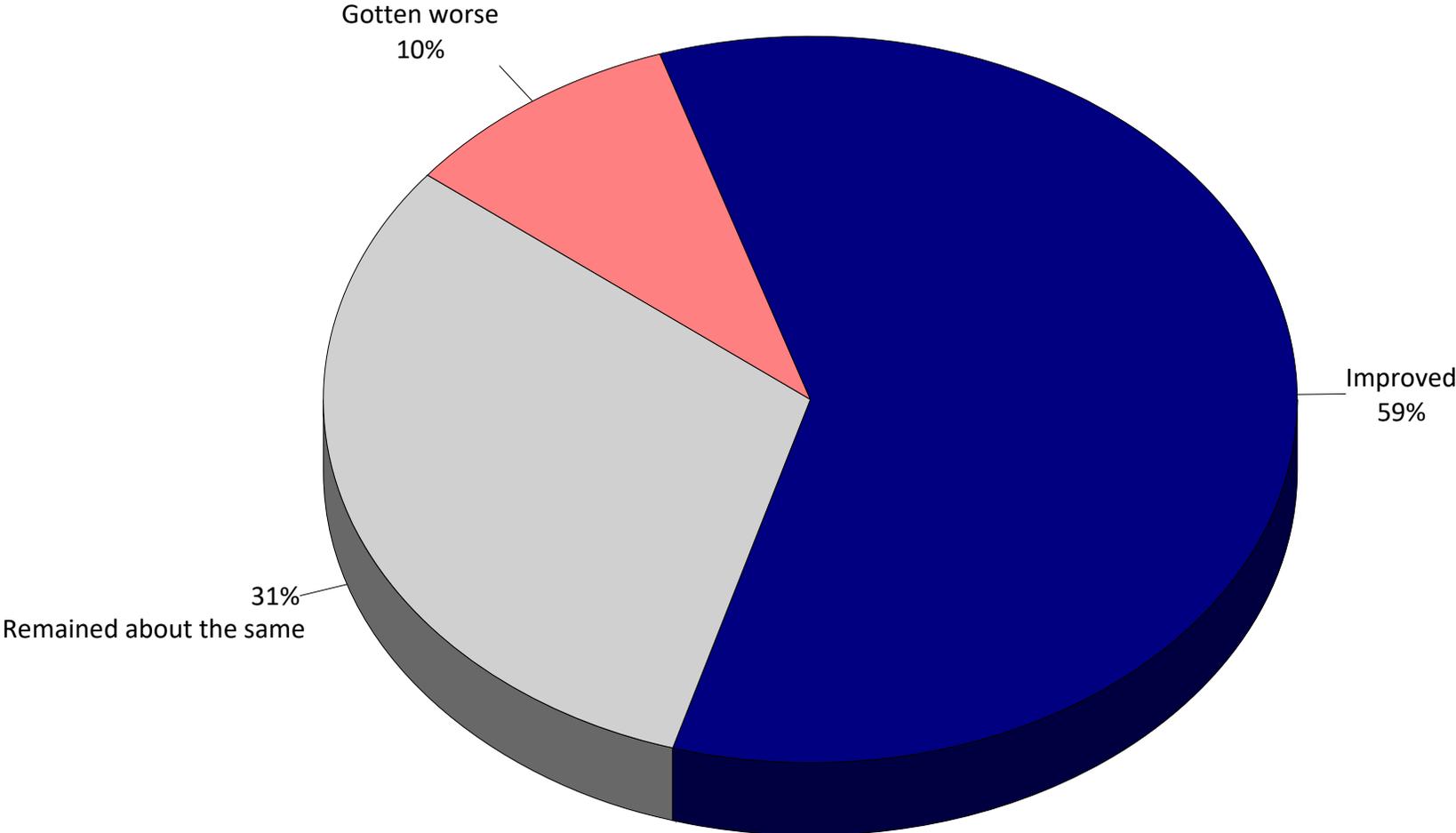
Q1. All things considered, how do you rate the job The Rapid does in providing you with service?

by percentage of respondents (excluding "not provided")



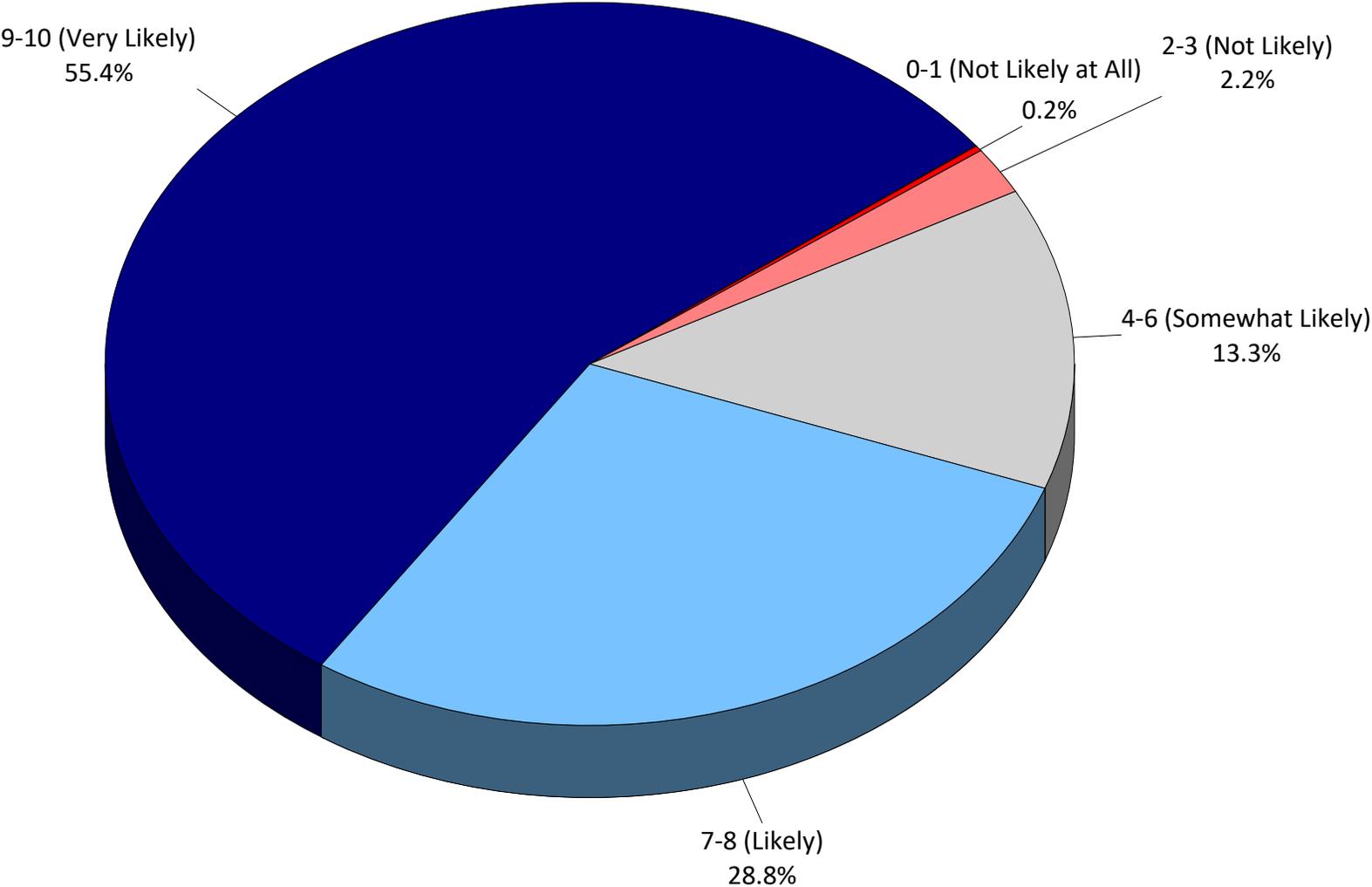
Q2. Thinking about the services provided by The Rapid over the past few years, do you think those services have...

by percentage of respondents (excluding "not provided")



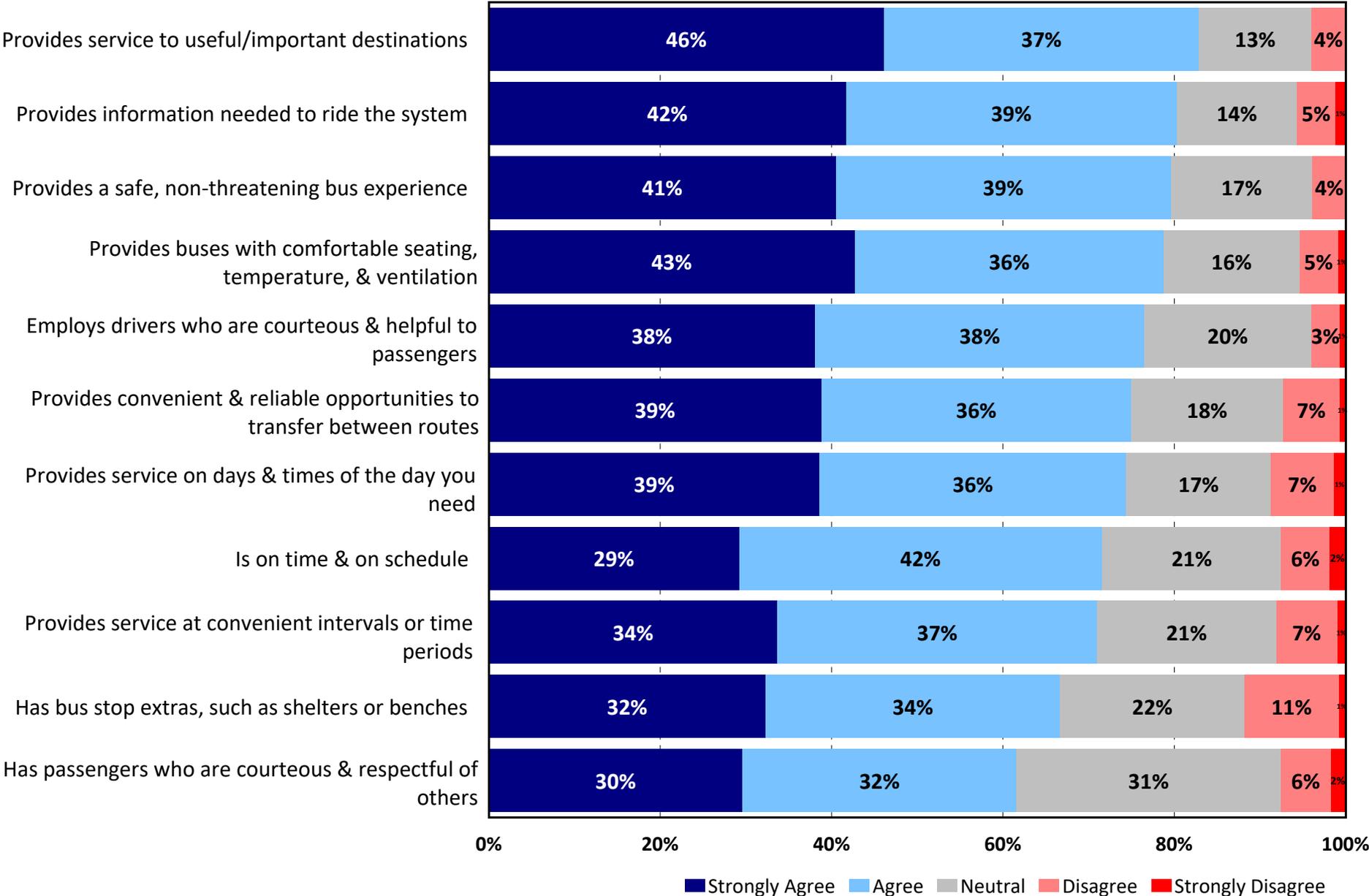
Q3. On a scale of 0-10, with zero meaning "Not at all Likely" and 10 meaning "Very Likely," how likely would you recommend using The Rapid to a friend or colleague?

by percentage of respondents (excluding "not provided")



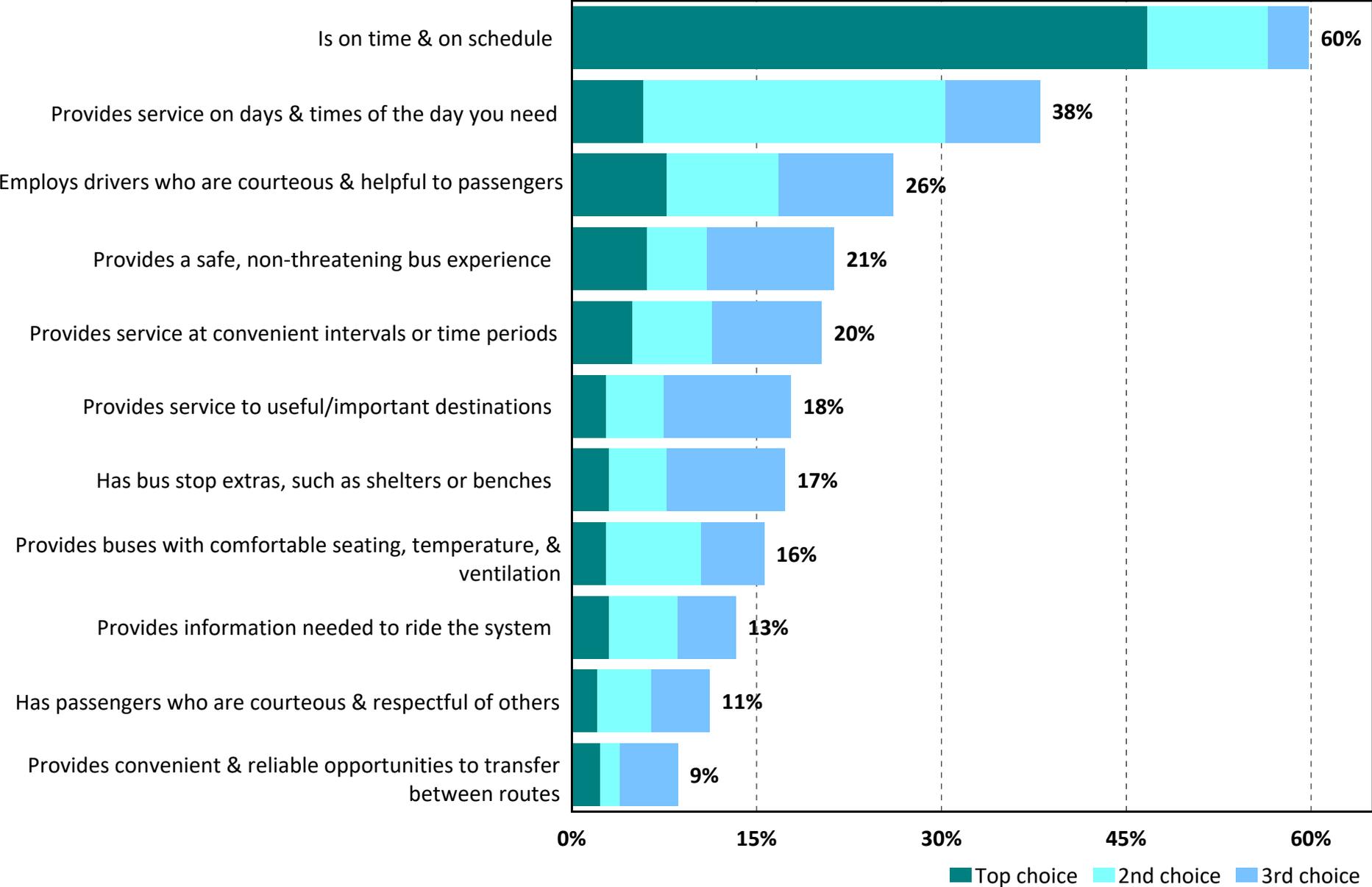
Q4. Please rate how much you agree or disagree that The Rapid has the qualities described by each statement below.

by percentage of respondents (excluding "not provided")



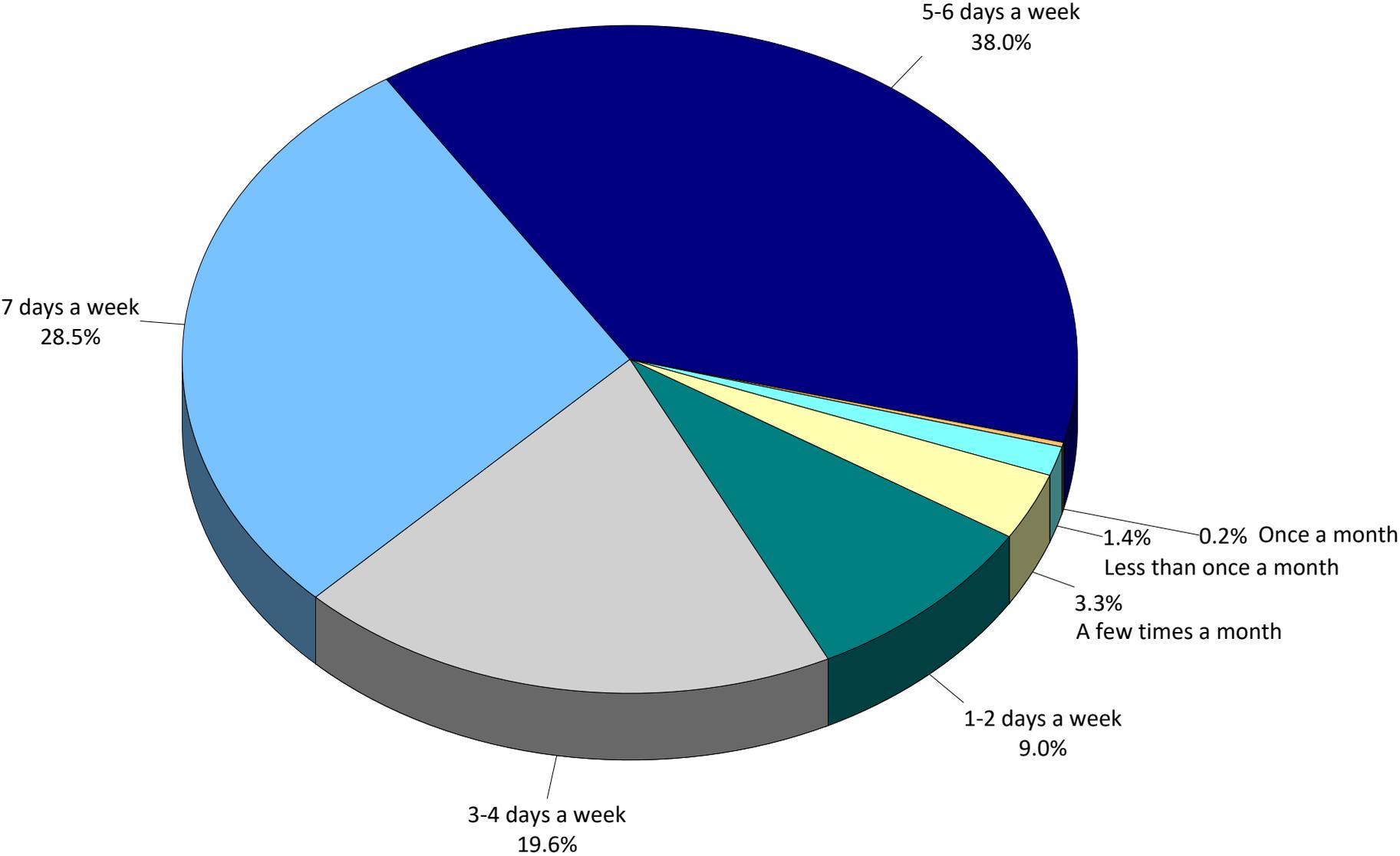
Q4a. Using the numbers from the list in Question 4, which **THREE** items do you think are the **MOST IMPORTANT?**

by percentage of respondents who selected the items as one of their top three choices



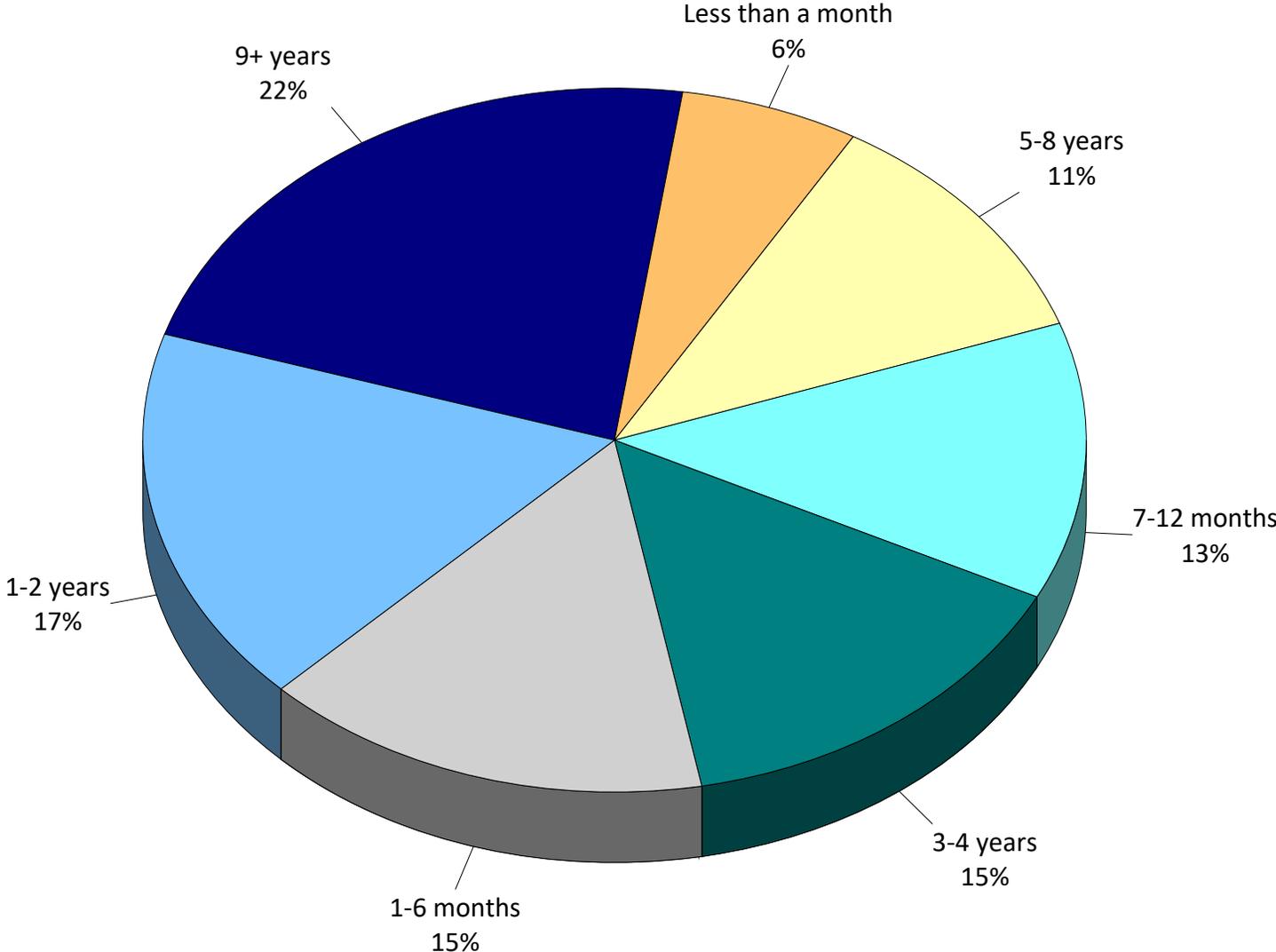
Q5. How many days per week do you normally travel on The Rapid?

by percentage of respondents (excluding "not provided")



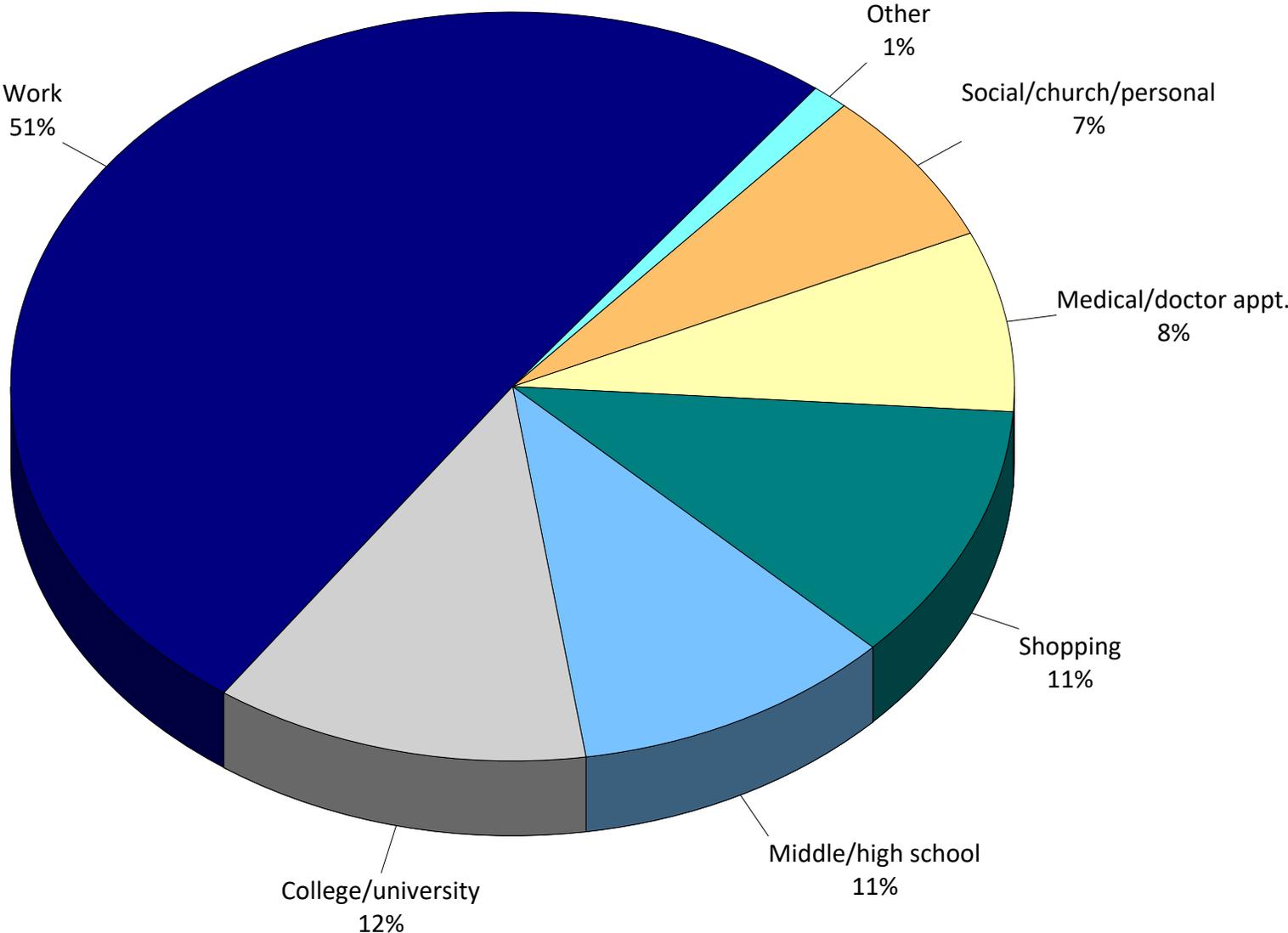
Q6. How many months/years have you used The Rapid bus service to make any trip?

by percentage of respondents (excluding "not provided")



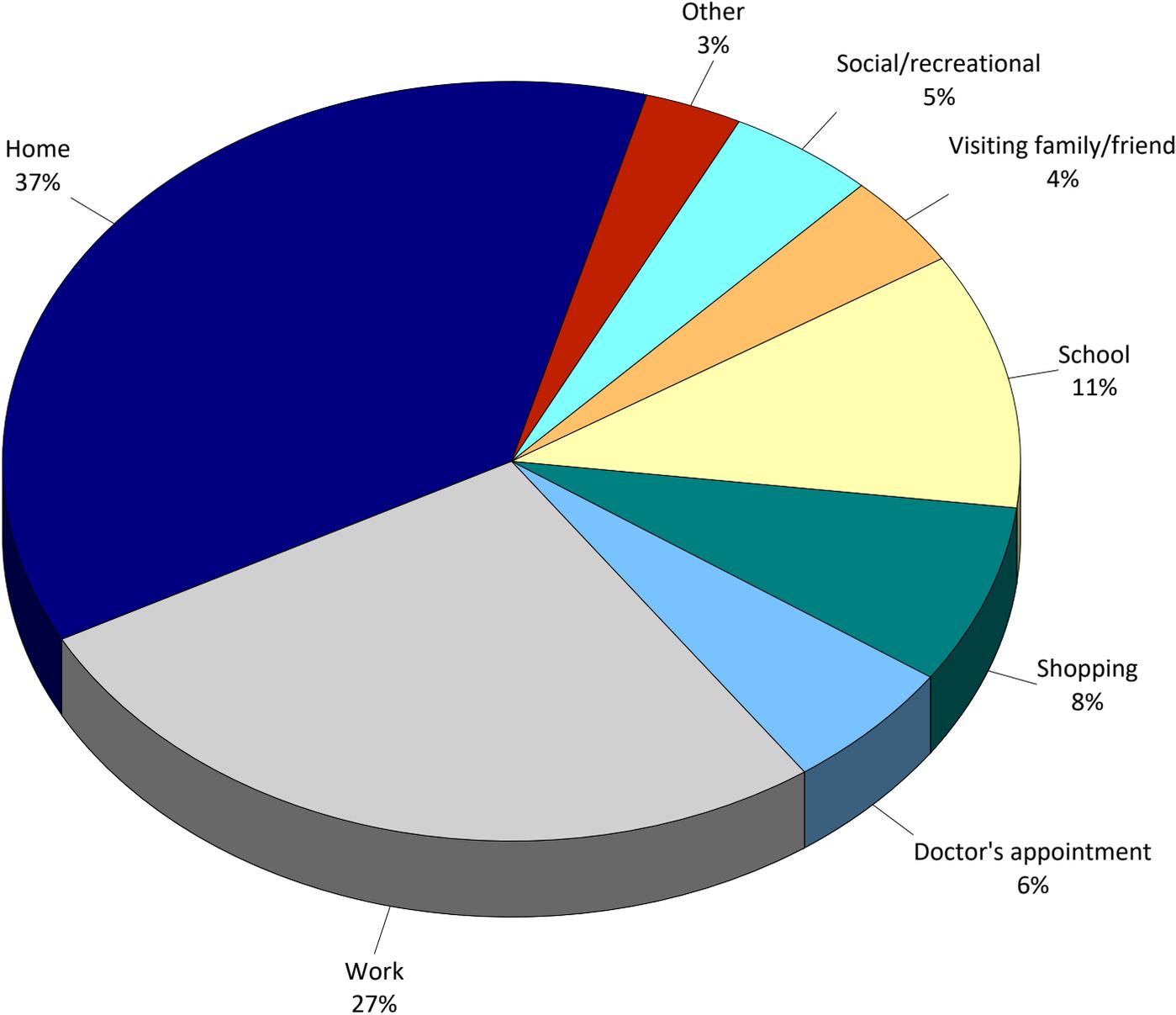
Q7. For which of the following do you primarily use The Rapid?

by percentage of respondents (excluding "not provided")



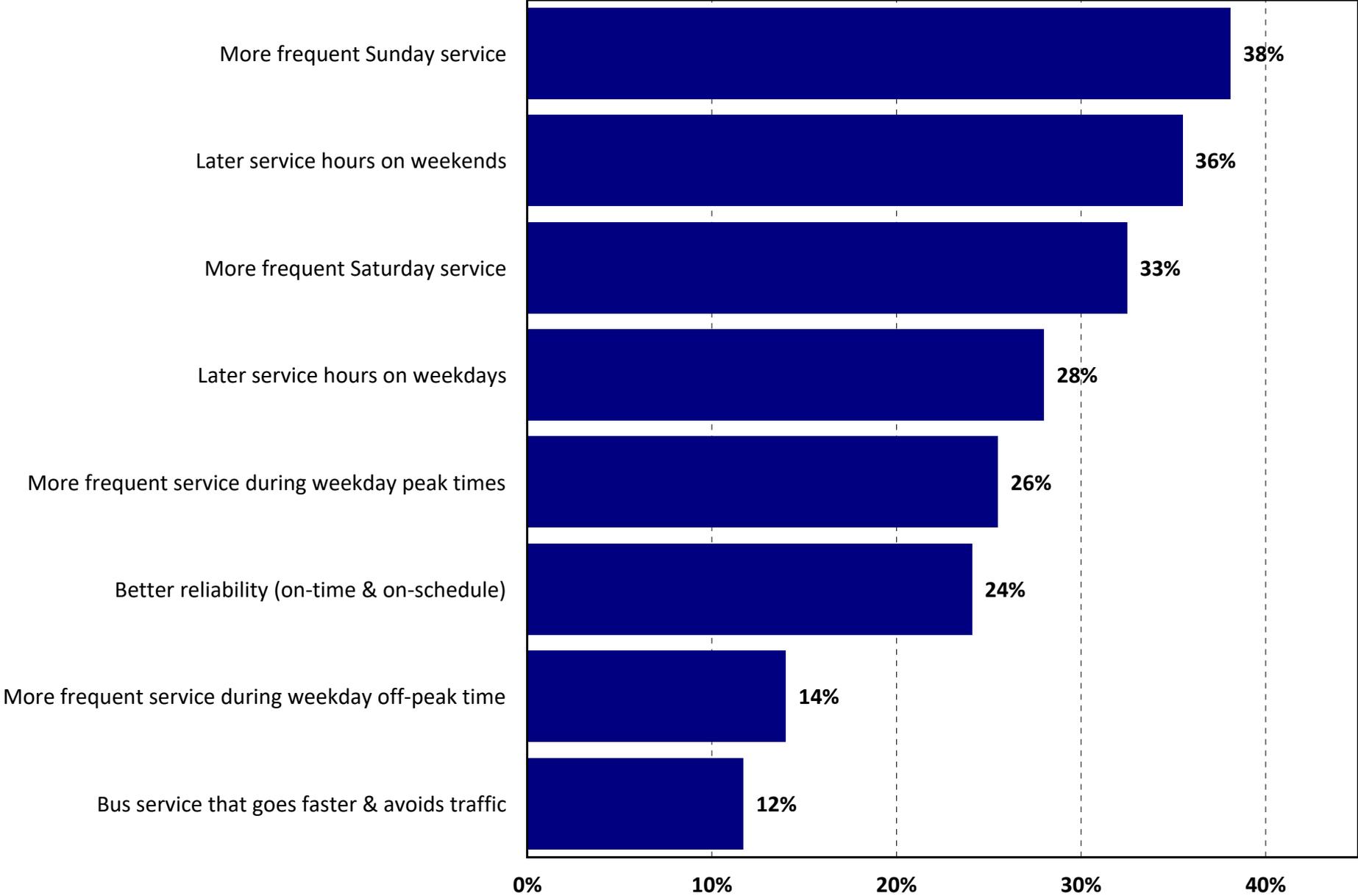
Q8. What is the destination of this trip (where are you going)?

by percentage of respondents (excluding "not provided")



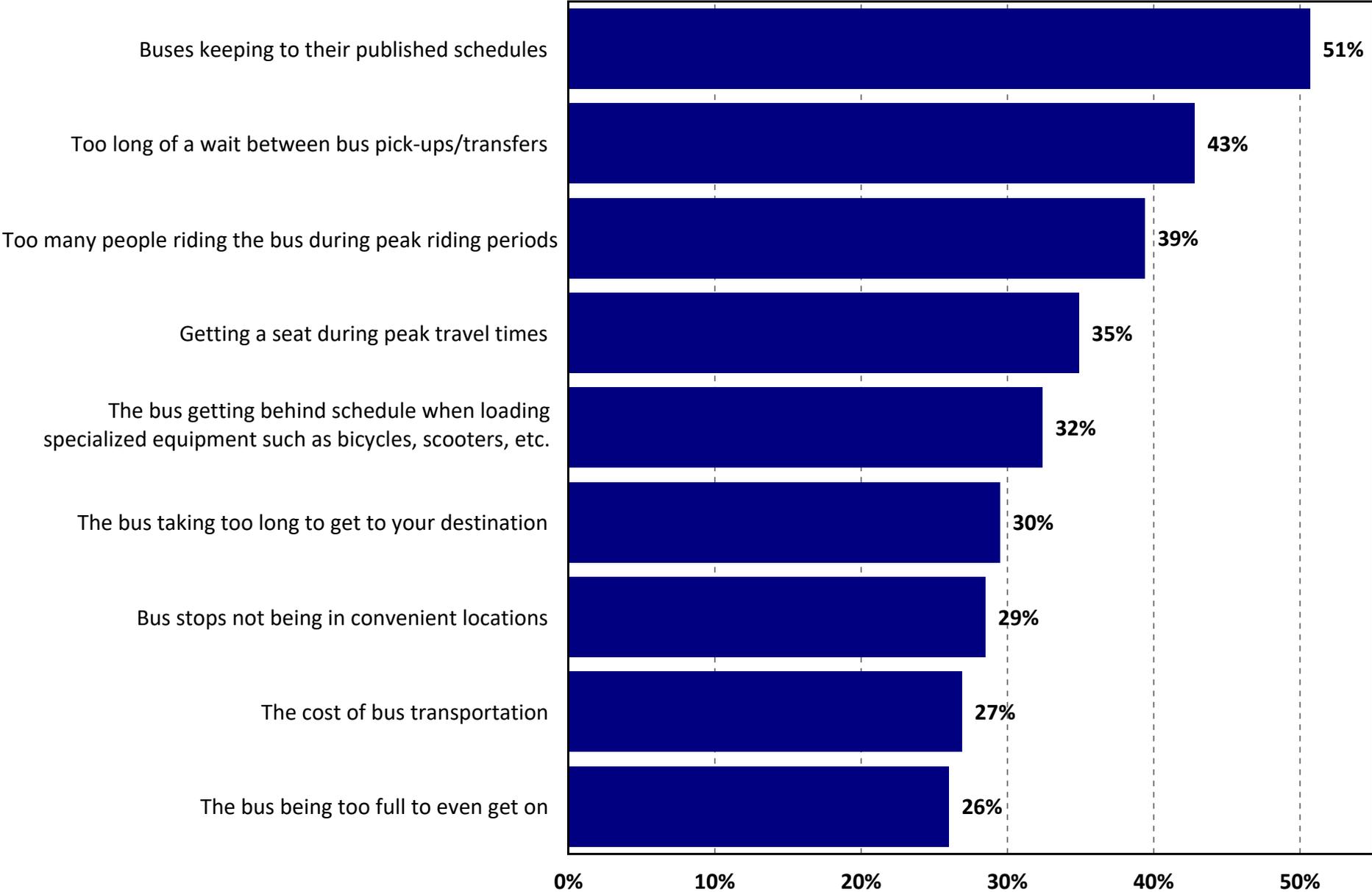
Q9. Which of the following changes do you think are the MOST important for The Rapid to make?

by percentage of respondents



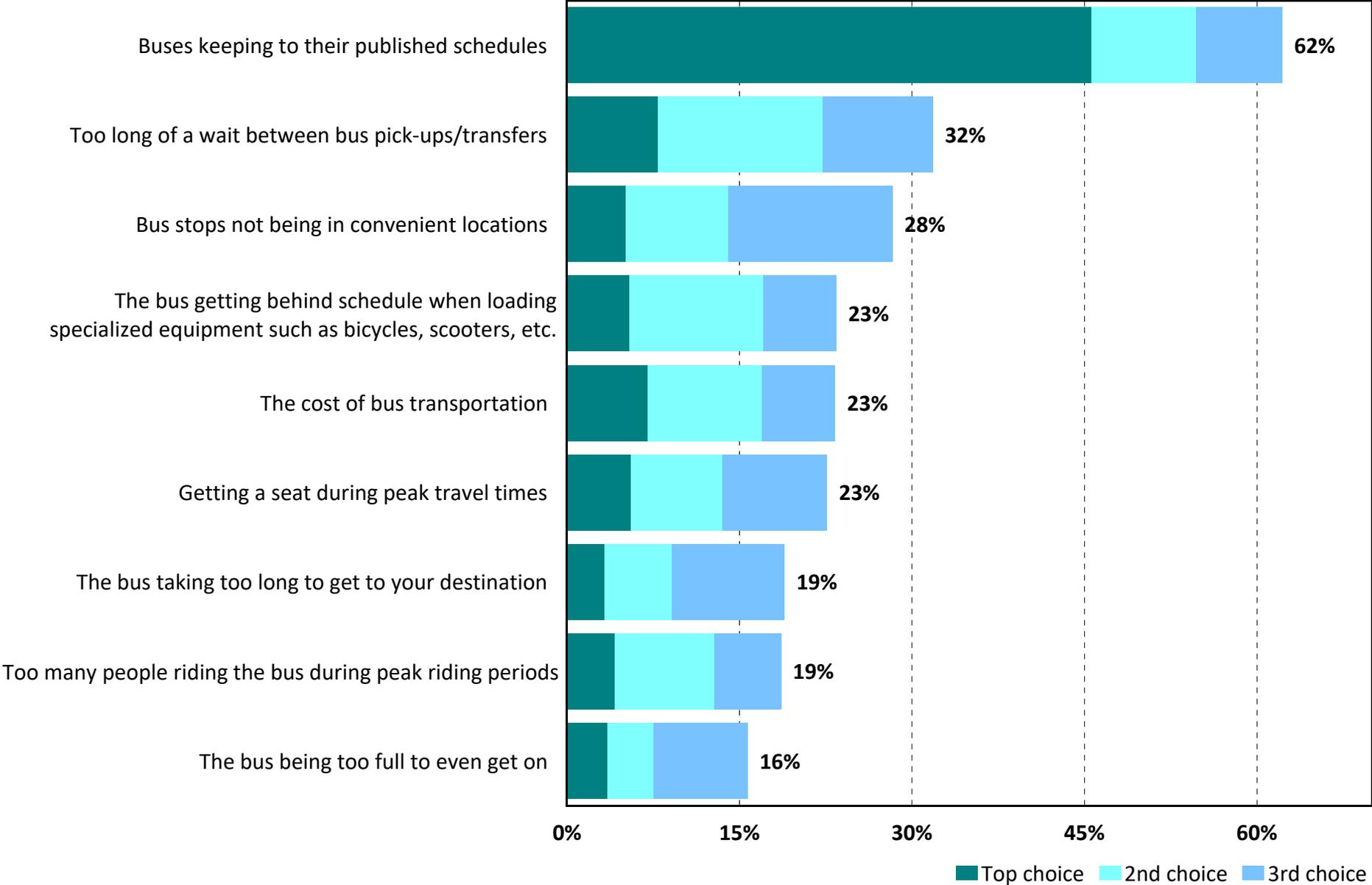
Q10. Please indicate if you have experienced any of the following difficulties as a Rapid rider.

by percentage of respondents



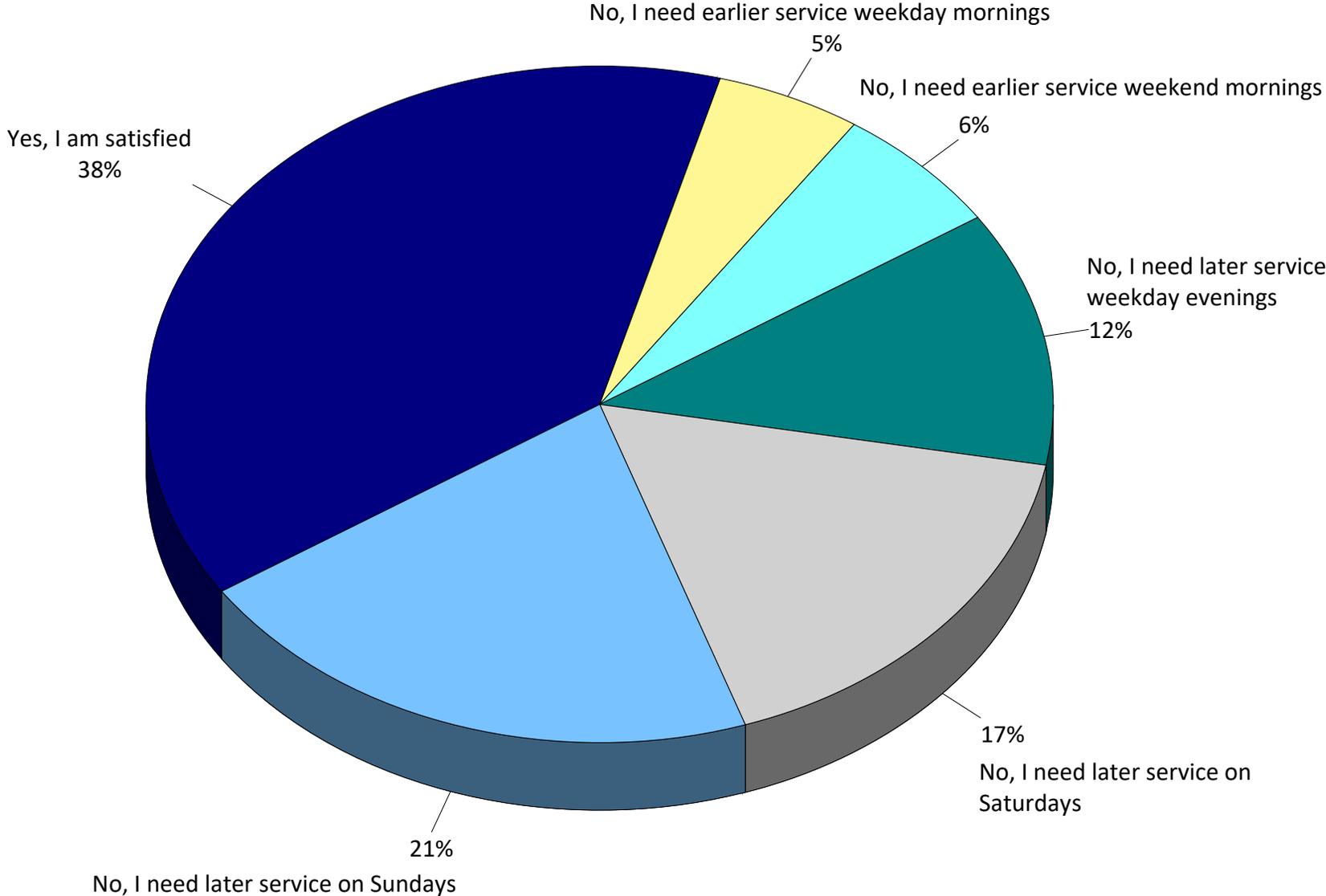
Q10a. Using the numbers from the list in Question 10, which THREE items do you think are the MOST IMPORTANT?

by percentage of respondents who selected the items as one of their top three choices



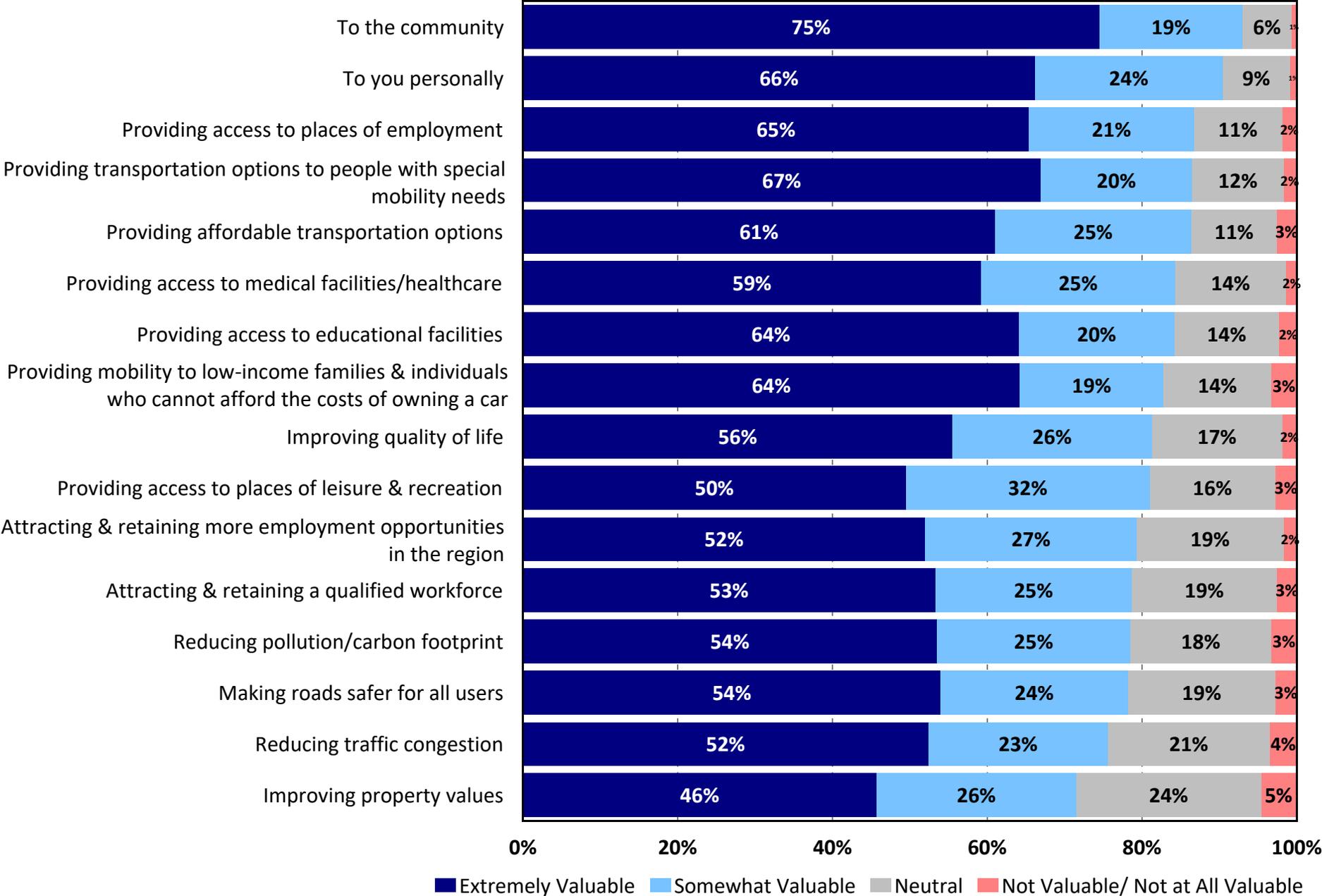
Q11. All things considered, do The Rapid's service hours meet your needs?

by percentage of respondents



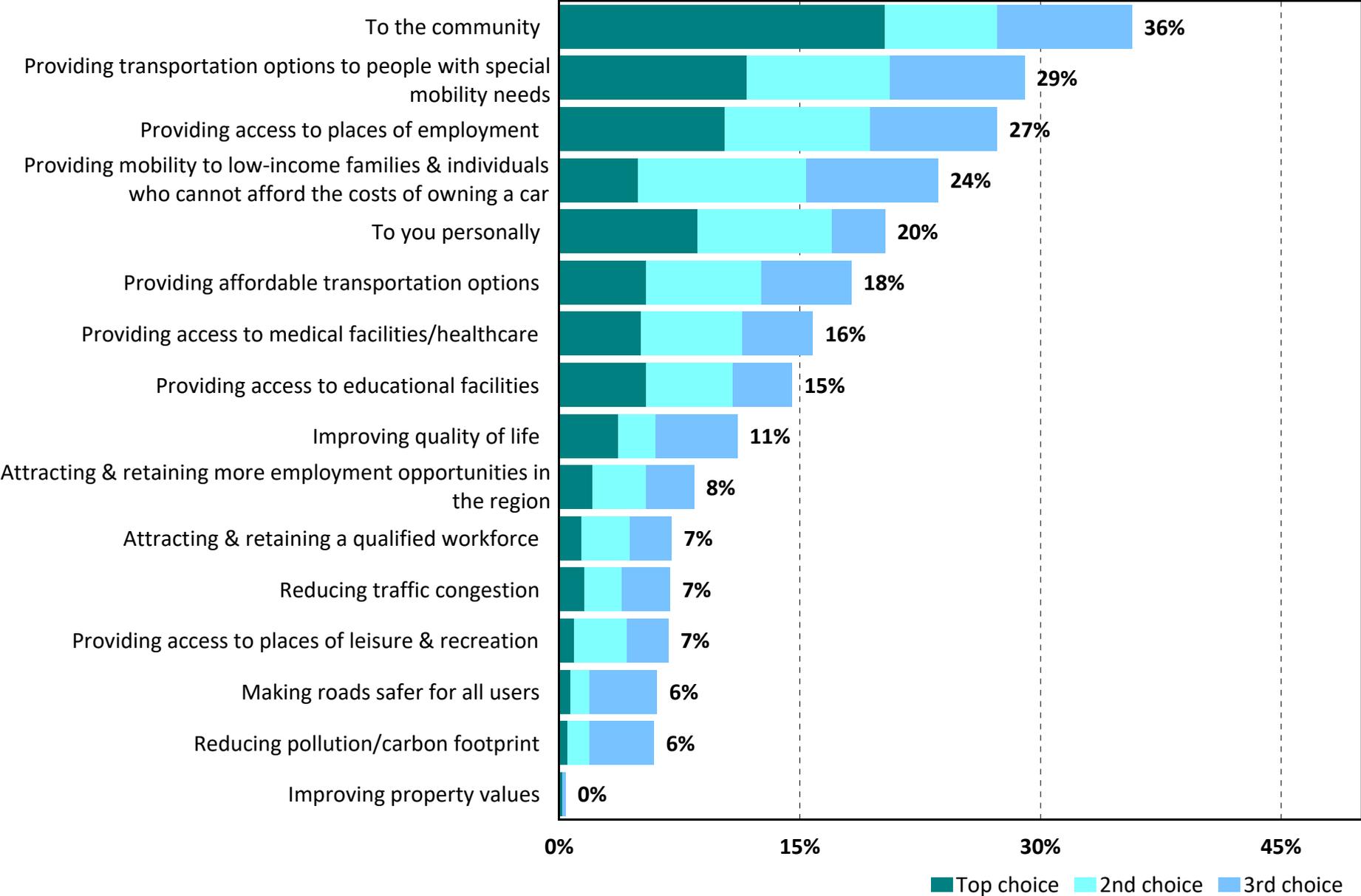
Q12. How valuable do you feel The Rapid is....

by percentage of respondents (excluding "not provided")



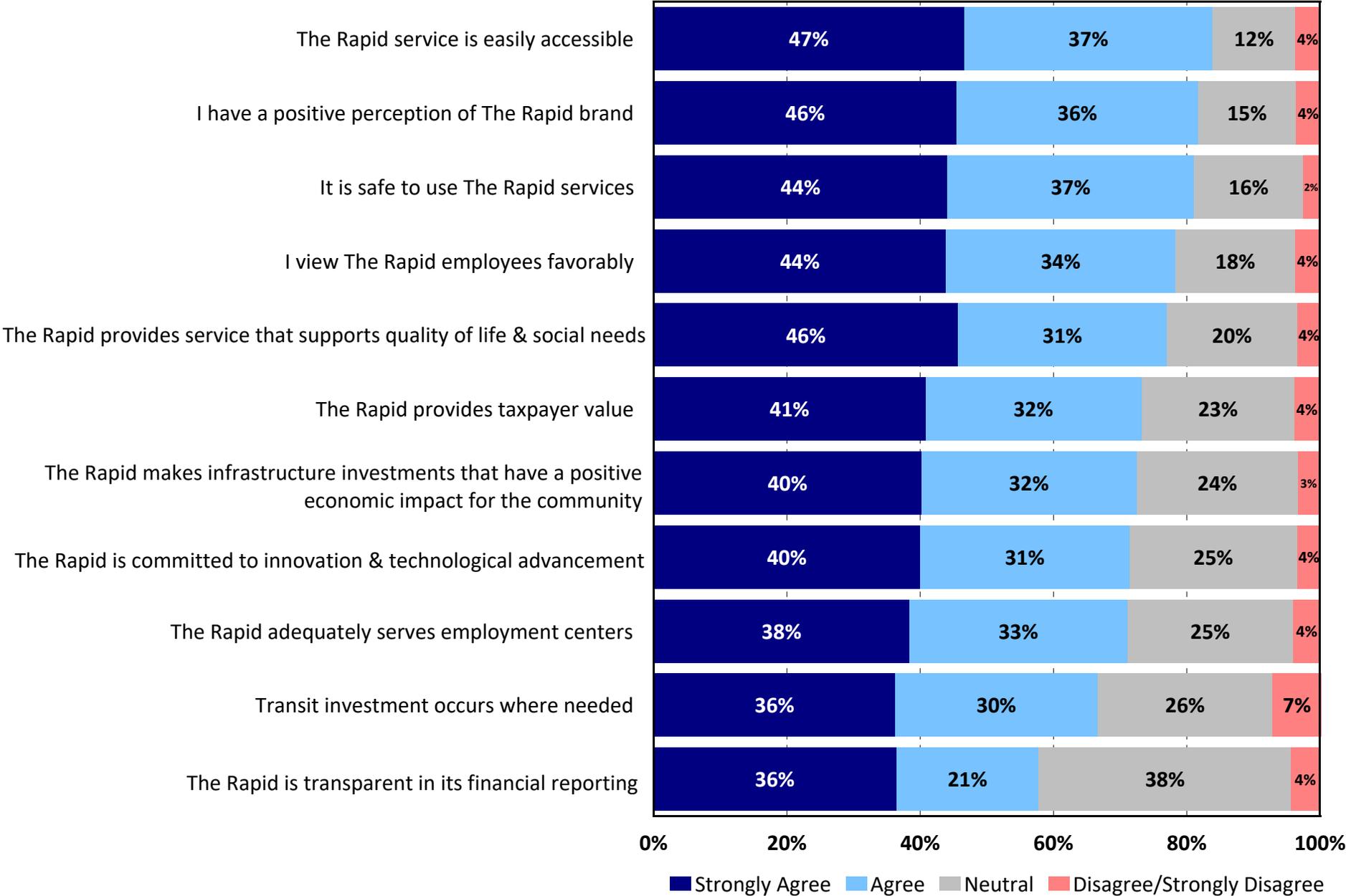
Q12a. Using the numbers from the list in Question 12, which THREE items should receive the MOST EMPHASIS from The Rapid leaders?

by percentage of respondents who selected the items as one of their top three choices



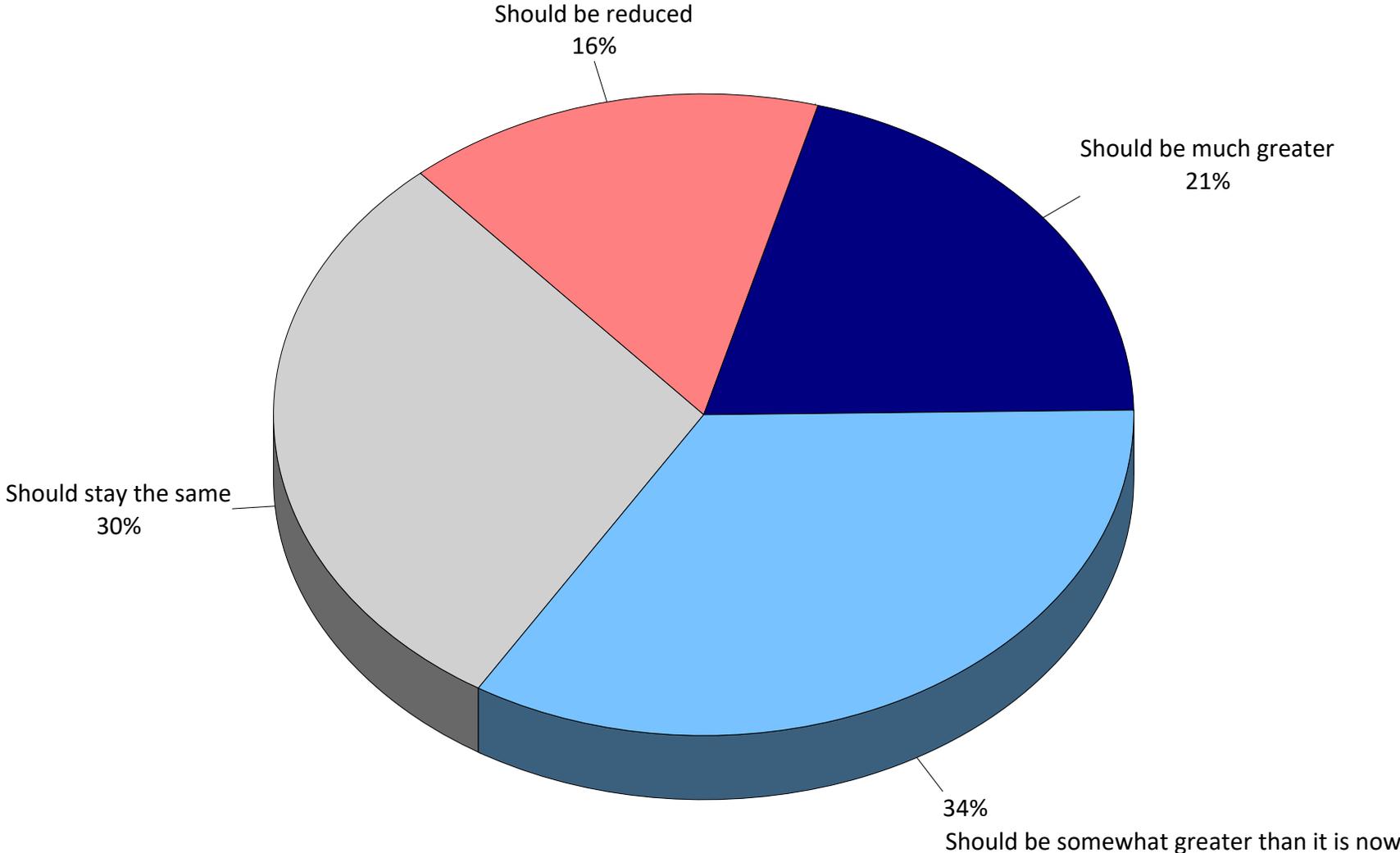
Q13. How much do you agree agree with the following statements?

by percentage of respondents (excluding "not provided")



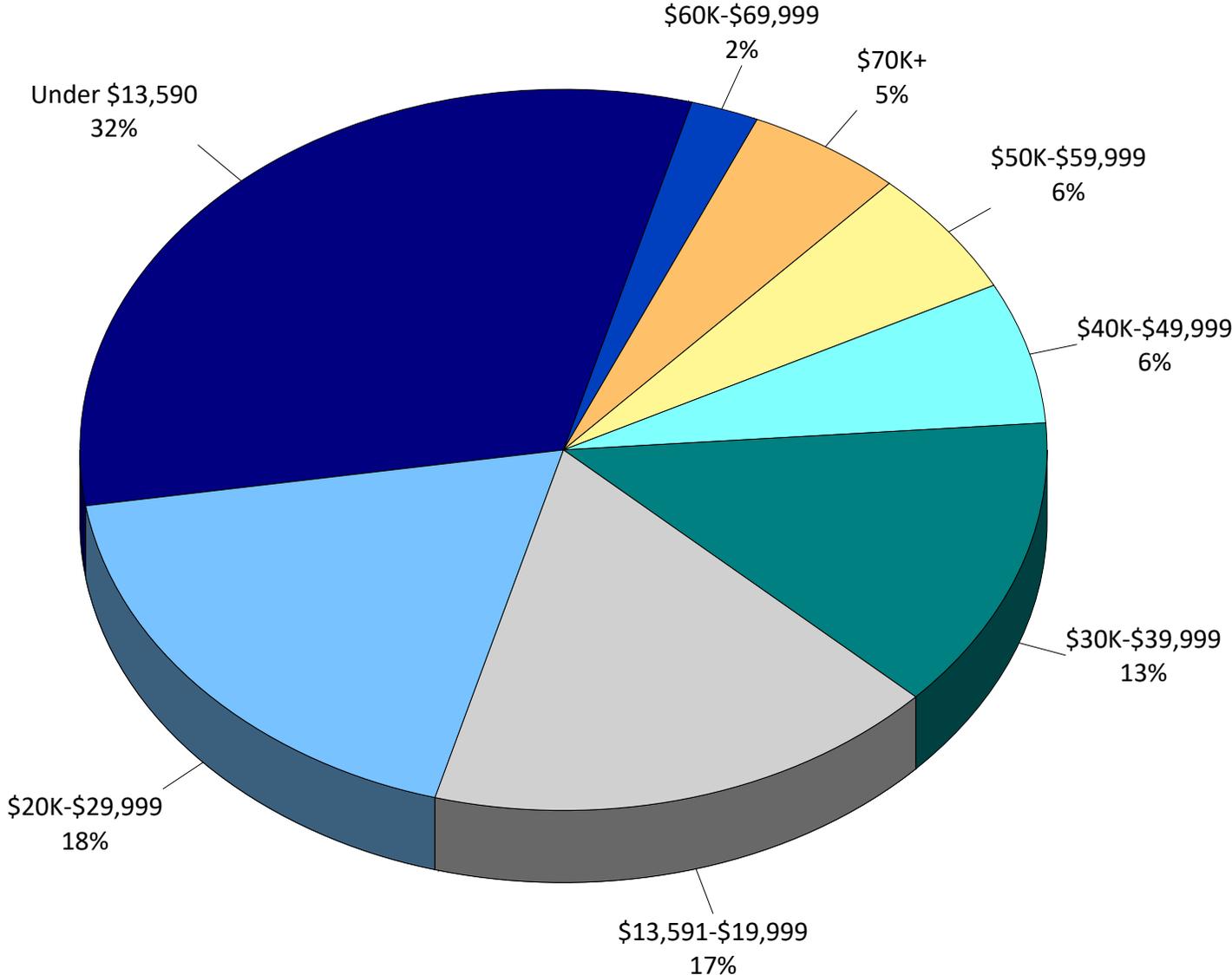
Q14. How do you think the current level of public/government funding for public transportation (e.g., bus, paratransit) in your community should change over the next five years?

by percentage of respondents (excluding "not provided")



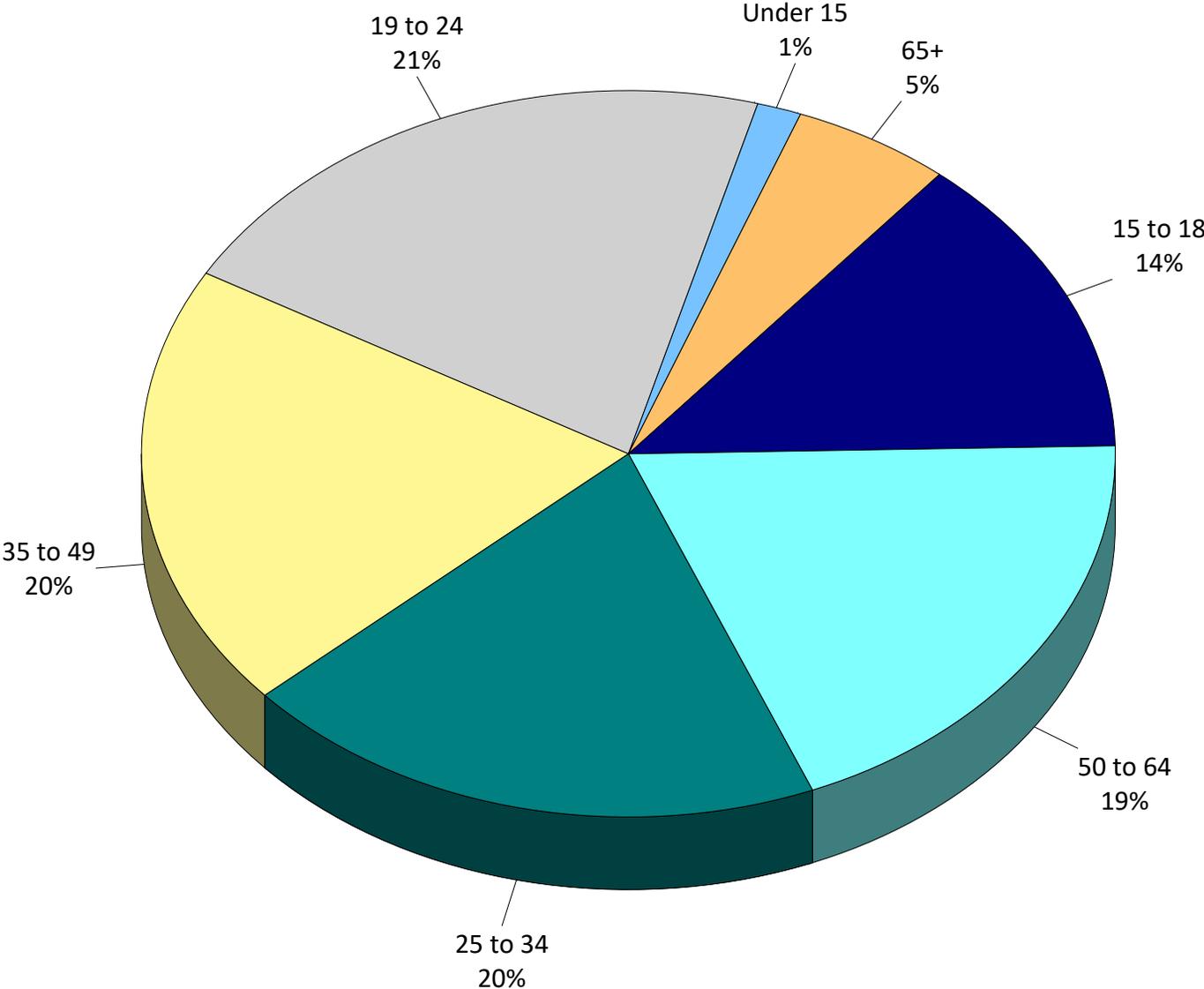
Q15. What was your total household income for the year 2022?

by percentage of respondents (excluding "not provided")



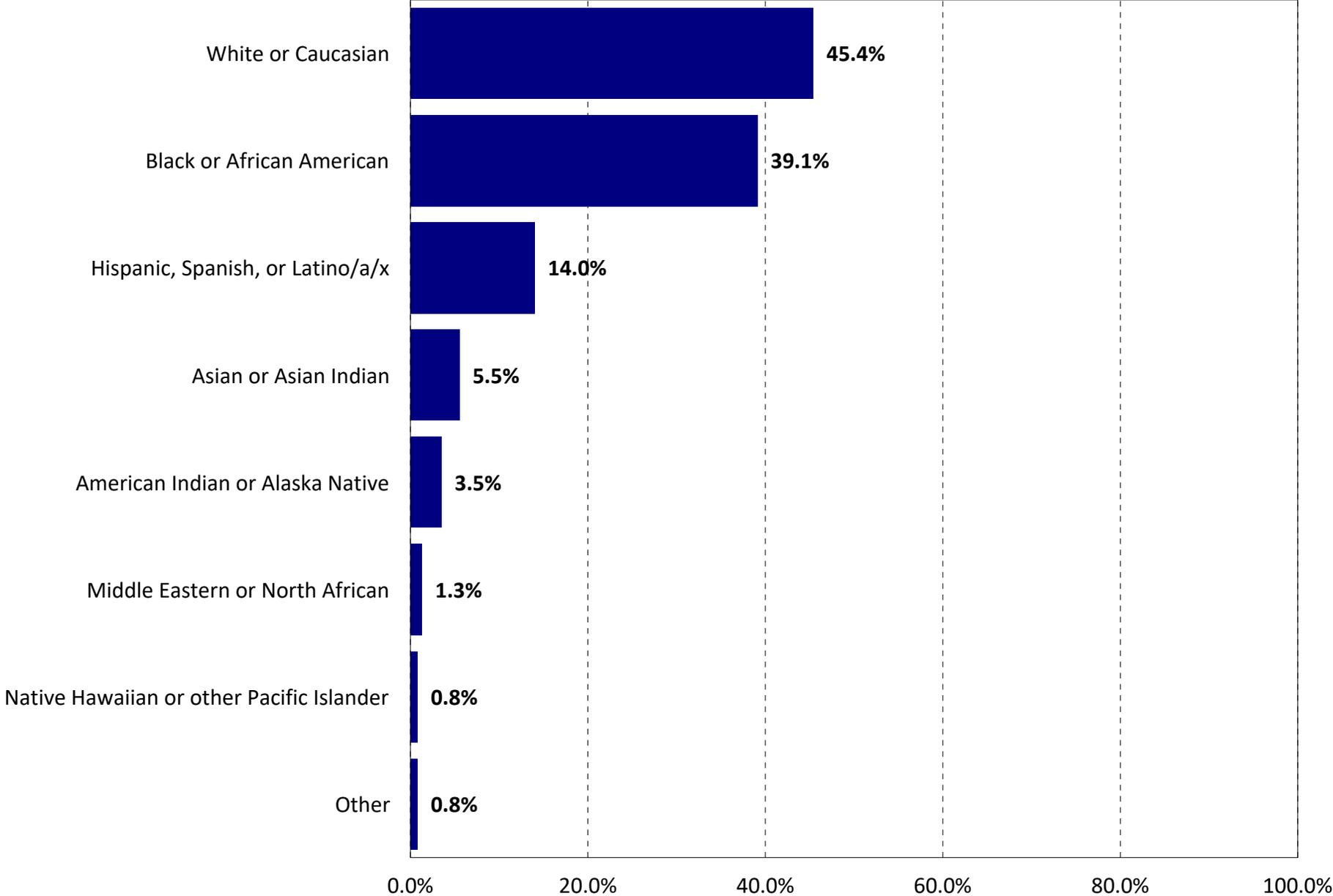
Q16. My age is...

by percentage of respondents (excluding "not provided")



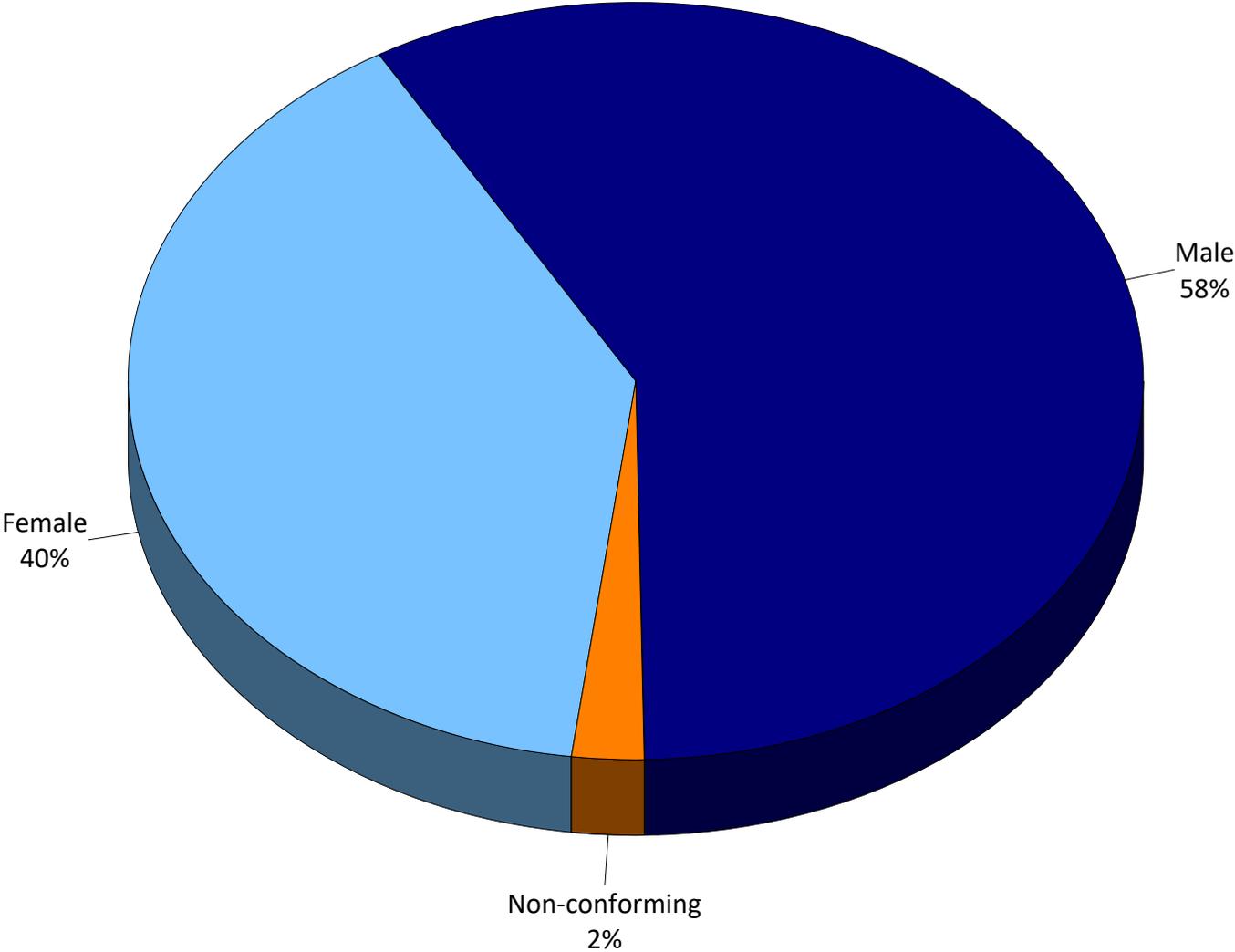
Q17. What is your race/ethnicity?

by percentage of respondents



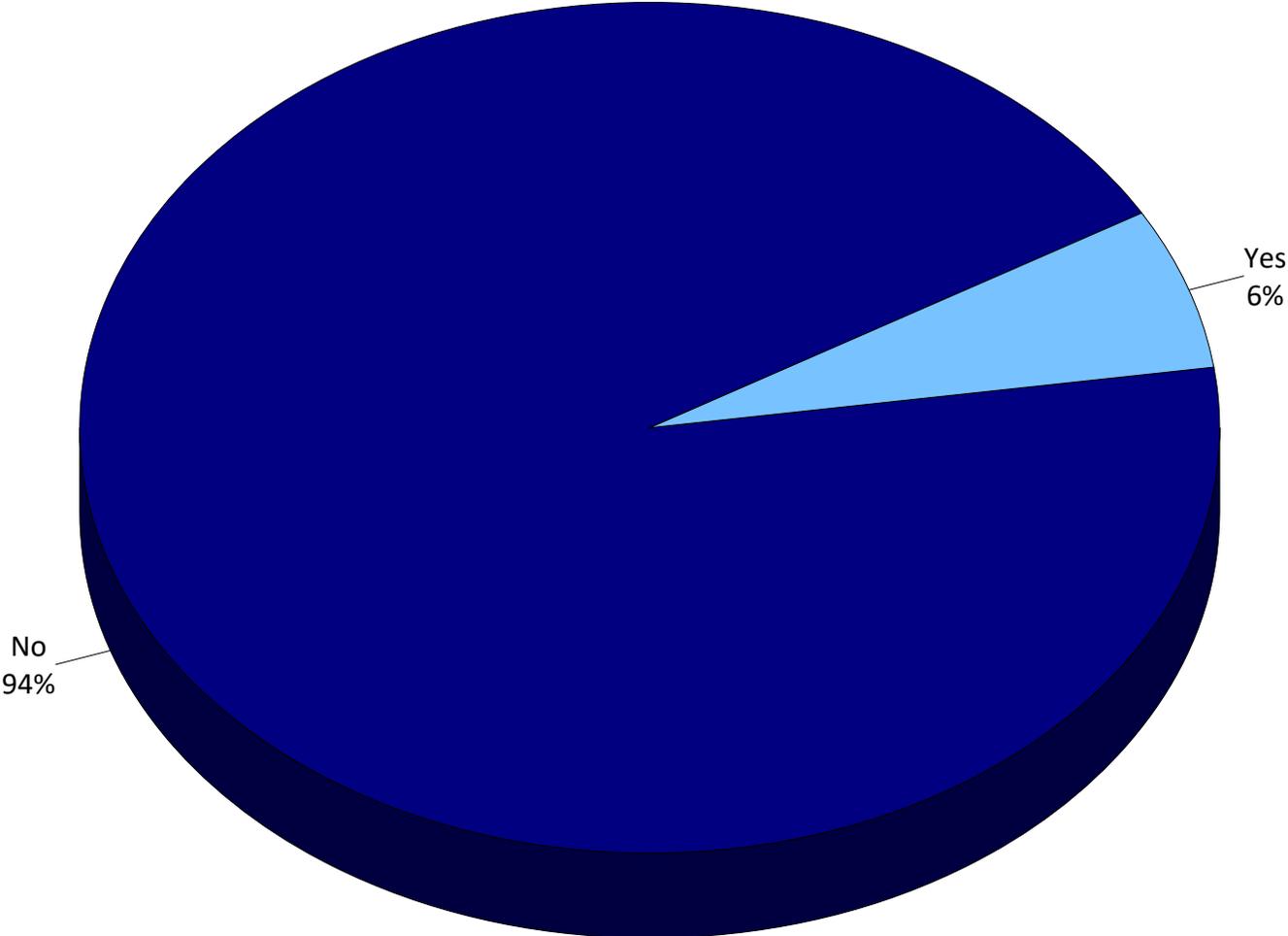
Q18. What is your gender?

by percentage of respondents (excluding "prefer not to answer")



Q19. Have you ever served on active duty in the U.S. Armed Forces, Reserves, or National Guard?

by percentage of respondents (excluding "not provided")



3

Importance-Agreement Analysis

Importance-Agreement Analysis

The Rapid

Overview

Two of the most important criteria for leadership decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied in order to gain the most benefit with limited resources.

The Importance-Agreement (I-A) rating is a unique tool that allows agency leadership to better understand both of these decision-making criteria for each of the services they are providing. The Importance-Agreement rating is based on the concept that public agencies will maximize overall respondent satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as one of the most important elements to respondents. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among categories are comparable. $[IS=Importance \times (1-Satisfaction)]$.

Example of the Calculation: Respondents were asked to identify the aspects of bus services they think are most important. Sixty percent (60%) of respondents selected *"is on time and on schedule"* as one of the most important aspects of bus services.

Regarding agreement, 72% of respondents surveyed agreed that the buses *run on time and on schedule*. The I-A rating for *buses running on time* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the agreement percentages. In this example 60% was multiplied by 28% (1-0.72). This calculation yielded an I-A rating of 0.1698 which ranked 1st out of 11 service aspects.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as most important and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

The results for The Rapid are provided on the following pages.

2023 Importance-Agreement Rating

The Rapids

Bus Service

Category of Service	Most Important %	Most Important Rank	Agreement %	Agreement Rank	Importance-Agreement Rating	I-A Rating Rank
High Priority (IS .10-.20)						
Is on time & on schedule	60%	1	72%	8	0.1698	1
Medium Priority (IS <.10)						
Provides service on days & times of the day you need	38%	2	74%	7	0.0973	2
Employs drivers who are courteous & helpful to passengers	26%	3	77%	5	0.0613	3
Provides service at convenient intervals or time periods	20%	5	71%	9	0.0589	4
Has bus stop extras, such as shelters or benches	17%	7	67%	10	0.0576	5
Provides a safe, non-threatening bus experience	21%	4	80%	3	0.0435	6
Has passengers who are courteous & respectful of others	11%	10	62%	11	0.0430	7
Provides buses with comfortable seating, temperature, & ventilation	16%	8	79%	4	0.0331	8
Provides service to useful/important destinations	18%	6	83%	1	0.0304	9
Provides information needed to ride the system	13%	9	80%	2	0.0262	10
Provides convenient & reliable opportunities to transfer between routes	9%	11	75%	6	0.0215	11

Note: The I-A Rating is calculated by multiplying the "Most Important" % by (1-'Agreement' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Agreement %:

The "Agreement" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of agreement with each of the items on a scale of 5 to 1 with "5" being Strongly Agree and "1" being Strongly Disagree.

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I-A Matrix Analysis

KCATA

The Matrix Analysis rating is based on the concept that public agencies will maximize overall respondent satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance or usefulness of the service is relatively high. ETC Institute developed a matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction or Agreement (vertical) and relative Importance or Usefulness (horizontal).

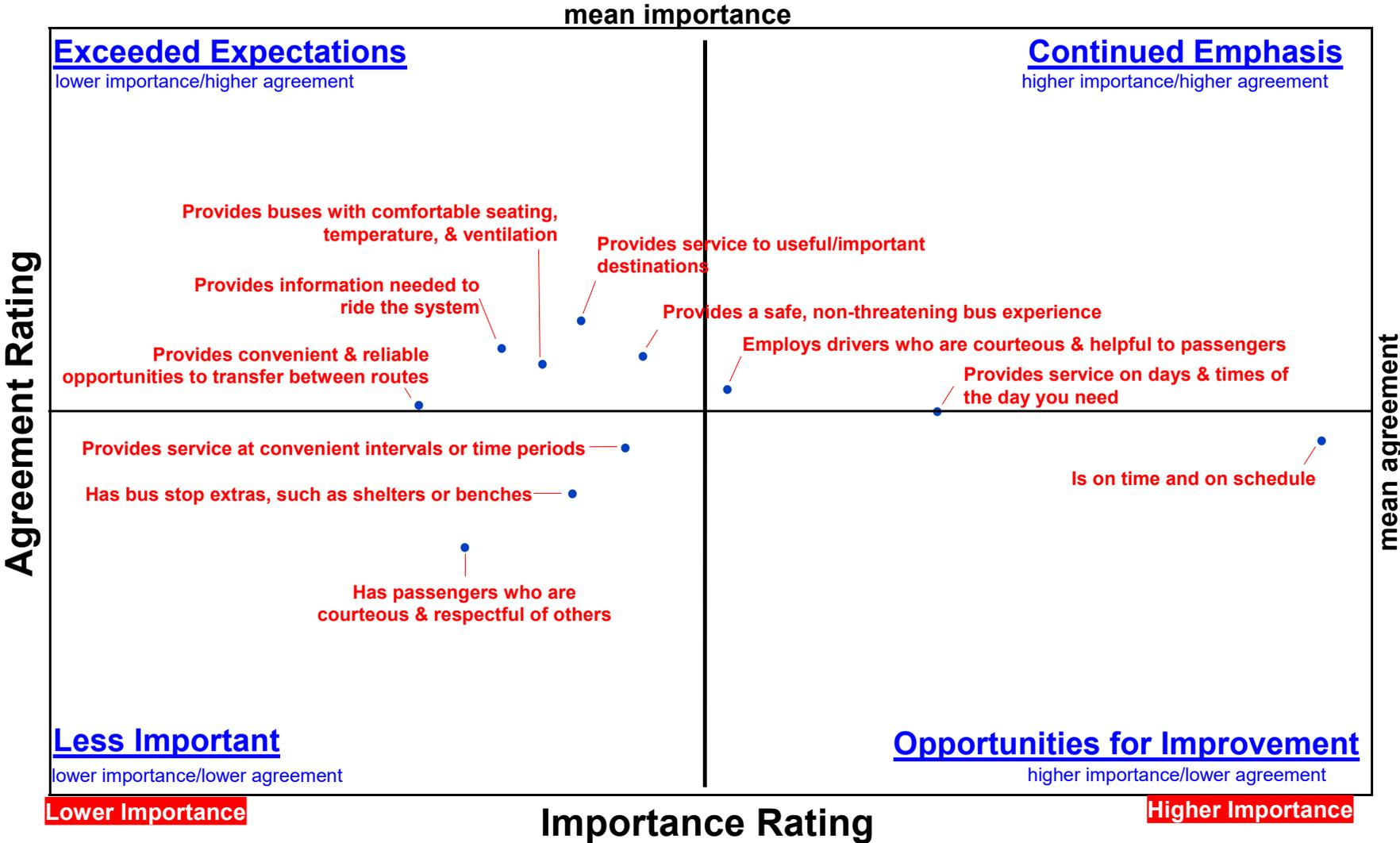
The first three matrices in this section should be interpreted as follows.

- **Continued Emphasis (above average importance and above average agreement).** This area shows where the agency is meeting respondent expectations. Items in this area have a significant impact on the respondent's overall level of agreement with each statement. The agency should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average agreement).** This area shows where the agency is performing significantly better than respondents expect the agency to perform. Items in this area do not significantly affect the overall level of agreement that respondents have with each statement regarding agency services. The agency should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average agreement).** This area shows where the agency is not performing as well as respondents expect the agency to perform. This area has a significant impact on respondent agreement with statements regarding agency services, and the agency should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average agreement).** This area shows where the agency is not performing well relative to the agency's performance in other areas; however, this area is generally considered to be less important to respondents. This area does not significantly affect overall agreement with statements regarding agency services because the items are less important to respondents. The agency should maintain current levels of emphasis on items in this area.

2023 "The Rapid" Onboard Customer Satisfaction Survey Importance-Agreement Assessment Matrix

-All Service-

(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)



Source: ETC Institute (2022)

4

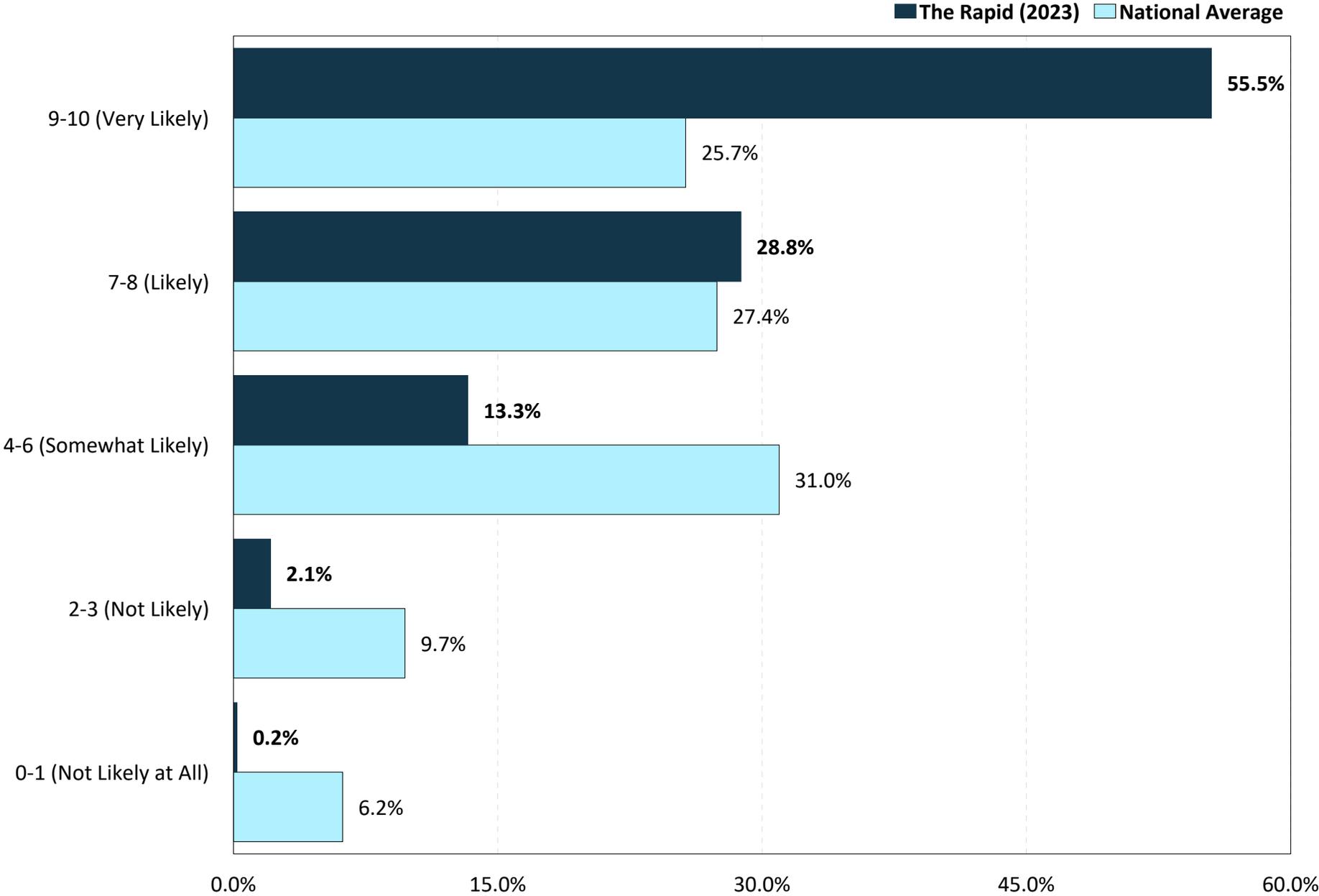
Benchmarks

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with The Rapid public transportation system is not authorized without written consent from ETC Institute.

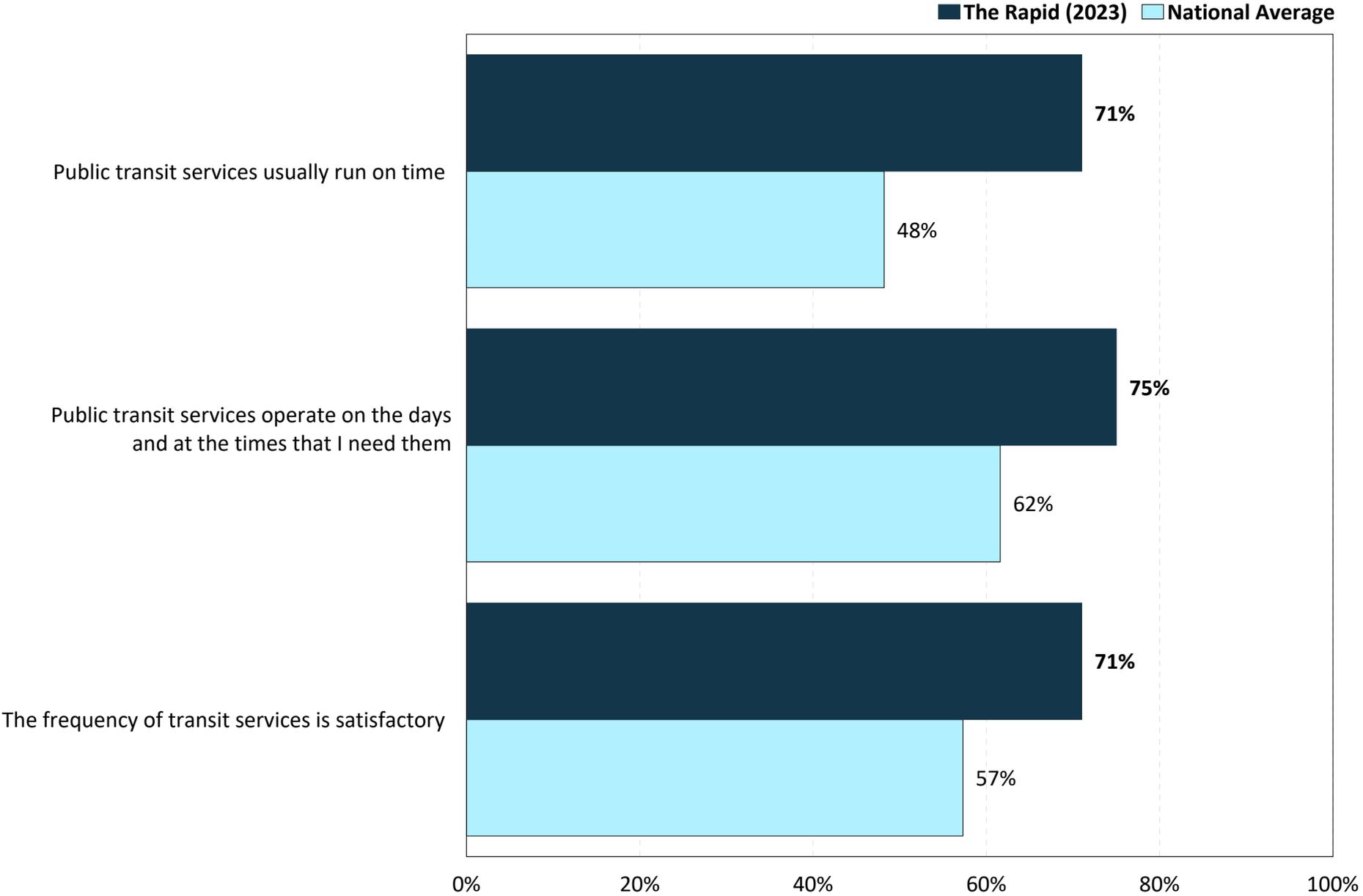
Rating Likelihood of Recommending Public Transportation

by percentage of respondents on a scale of 0 to 10 where 10 is "very likely" and 0 is "not likely at all"



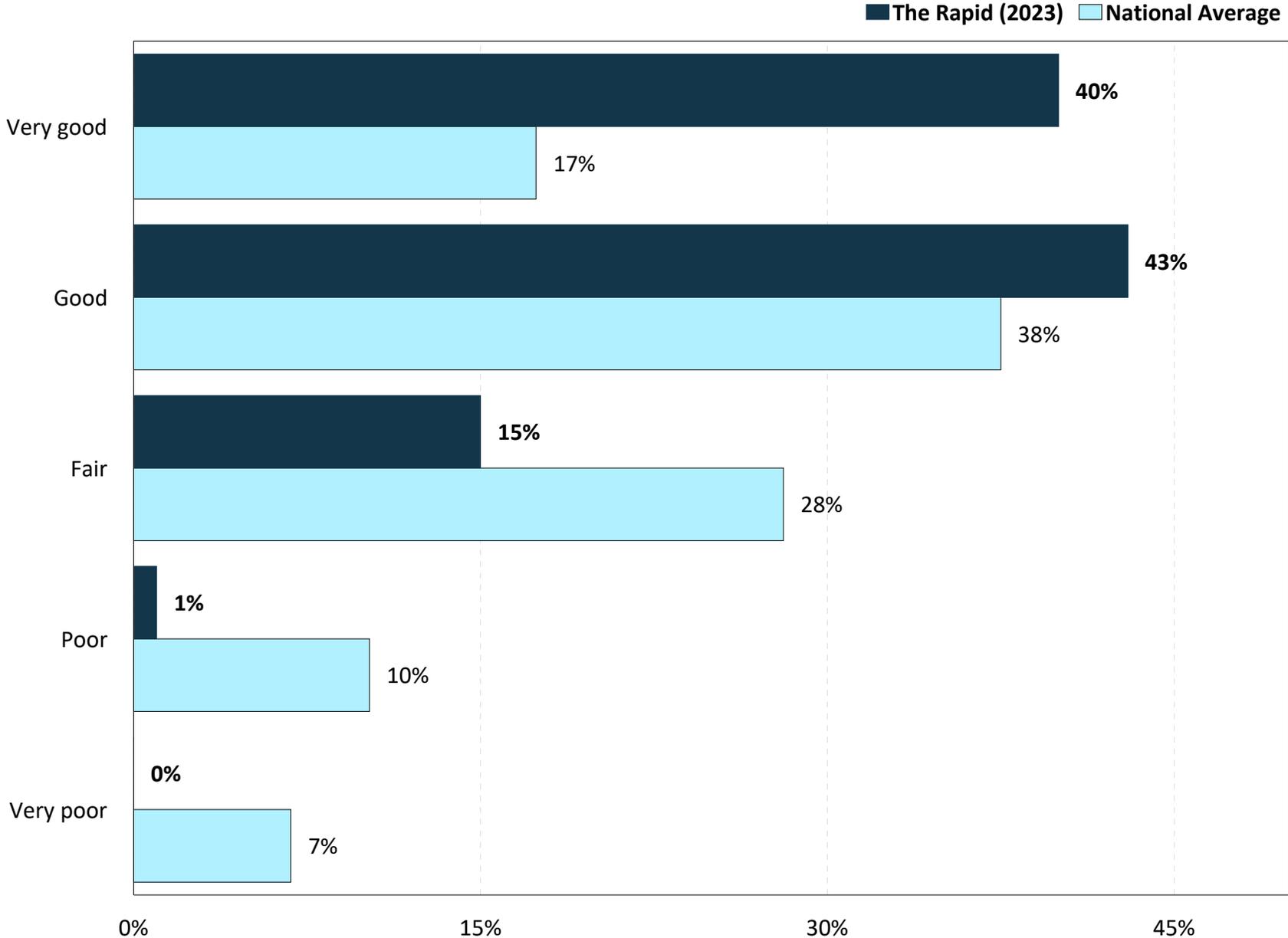
Please rate your level of agreement with the following statements about transit services in the area where you live:

by percentage of respondents who said they "agree" or "strongly agree" with the statement (excluding "don't know")



All things considered; how do you rate the job your local public transit agency does in providing you with service?

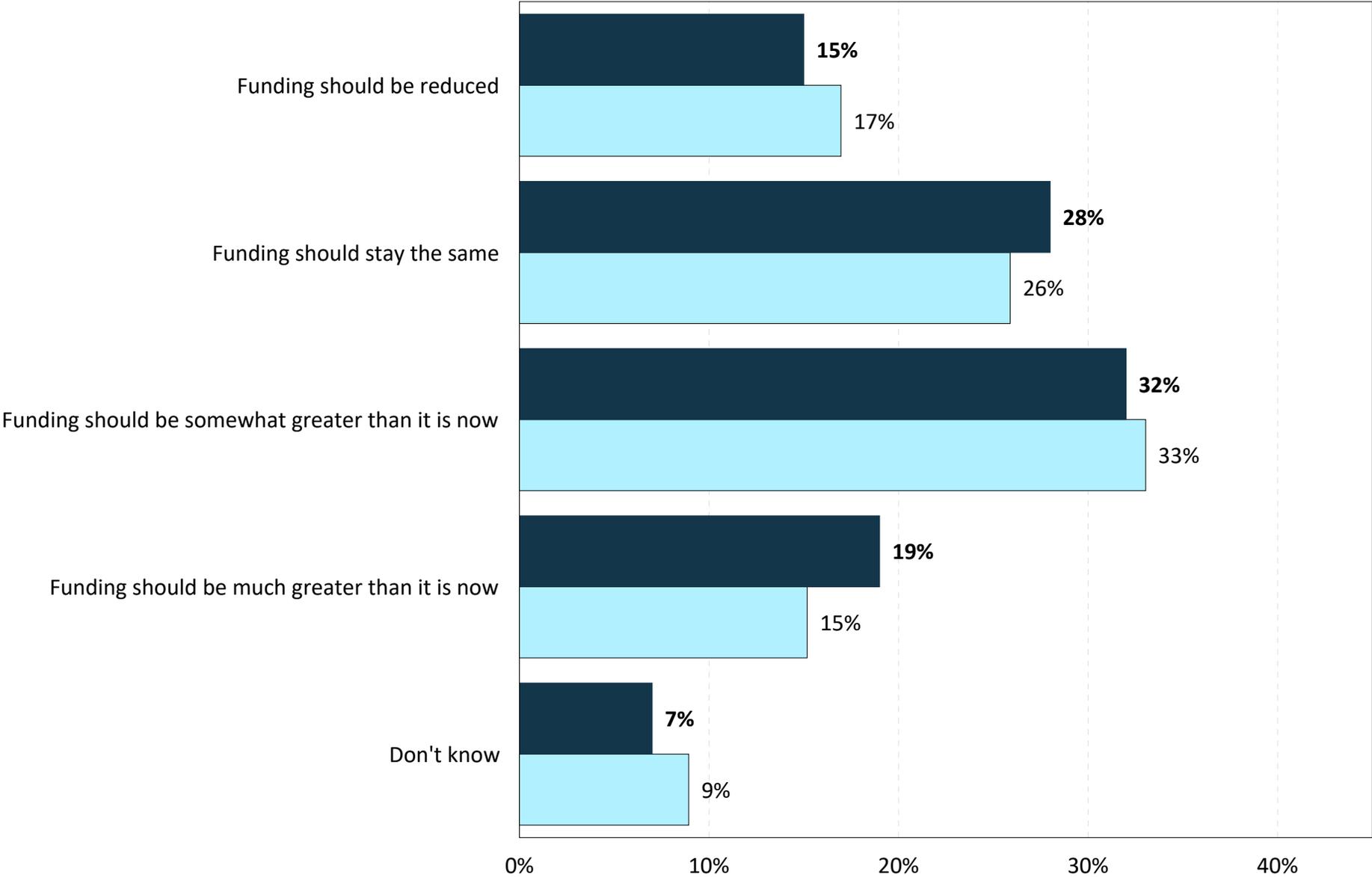
by percentage of respondents



How do you think the current level of public/government funding for public transportation in your community should change over the next five years?

by percentage of respondents

■ The Rapid (2023) ■ National Average



5

Tabular Data

Route:

<u>Route</u>	<u>Number</u>	<u>Percent</u>
1	25	5.8 %
10	10	2.3 %
11	19	4.4 %
12	9	2.1 %
13	8	1.9 %
14	6	1.4 %
15	12	2.8 %
2	29	6.8 %
24	8	1.9 %
27	3	0.7 %
28	14	3.3 %
29	6	1.4 %
3	12	2.8 %
4	24	5.6 %
44	9	2.1 %
5	17	4.0 %
6	13	3.0 %
7	21	4.9 %
8	15	3.5 %
9	28	6.5 %
GRCC Shuttle	2	0.5 %
Laker Line	95	22.2 %
Silver Line	43	10.0 %
Total	428	100.0 %

Survey start time:

<u>Survey time</u>	<u>Number</u>	<u>Percent</u>
6 AM & before 9 AM	68	15.9 %
9 AM-1 PM	101	23.6 %
1 PM-4 PM	132	30.8 %
4 PM-7 PM	99	23.1 %
7 PM-11 PM or later	28	6.5 %
Total	428	100.0 %

Day of the week:

<u>Day of the week</u>	<u>Number</u>	<u>Percent</u>
Monday	119	27.8 %
Tuesday	28	6.5 %
Wednesday	64	15.0 %
Thursday	55	12.9 %
Friday	61	14.3 %
Saturday	54	12.6 %
Sunday	47	11.0 %
Total	428	100.0 %

Weekday/Weekend:

<u>Weekday or weekend</u>	<u>Number</u>	<u>Percent</u>
Weekday	327	76.4 %
Weekend	101	23.6 %
Total	428	100.0 %

Did you purchase your fare today or was it supplied by someone else (another person, local agency, school, non-profit agency, etc.)?

Did you purchase your fare today or was it supplied by someone else	Number	Percent
I purchased my own fare	276	64.5 %
My fare was supplied for me	123	28.7 %
Not provided	29	6.8 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Did you purchase your fare today or was it supplied by someone else (another person, local agency, school, non-profit agency, etc.)? (without "not provided")**

Did you purchase your fare today or was it supplied by someone else	Number	Percent
I purchased my own fare	276	69.2 %
My fare was supplied for me	123	30.8 %
Total	399	100.0 %

Q1. All things considered, how do you rate the job The Rapid does in providing you with service?

Q1. How do you rate the job The Rapid does in providing you with service	Number	Percent
Very good	172	40.2 %
Good	184	43.0 %
Fair	63	14.7 %
Poor	6	1.4 %
Not provided	3	0.7 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q1. All things considered, how do you rate the job The Rapid does in providing you with service? (without "not provided")**

Q1. How do you rate the job The Rapid does in providing you with service	Number	Percent
Very good	172	40.5 %
Good	184	43.3 %
Fair	63	14.8 %
Poor	6	1.4 %
Total	425	100.0 %

Q2. Thinking about the services provided by The Rapid over the past few years, do you think those services have?

Q2. What do you think of services provided by The Rapid over past few years	Number	Percent
Improved	248	57.9 %
Gotten worse	40	9.3 %
Remained about the same	130	30.4 %
Not provided	10	2.3 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q2. Thinking about the services provided by The Rapid over the past few years, do you think those services have? (without "not provided")**

Q2. What do you think of services provided by The Rapid over past few years	Number	Percent
Improved	248	59.3 %
Gotten worse	40	9.6 %
Remained about the same	130	31.1 %
Total	418	100.0 %

Q3. On a scale of 0 to 10, with 0 meaning "Not at all Likely" and 10 meaning "Very Likely," how likely would you recommend using The Rapid to a family member/friend or colleague?

Q3. How likely would you recommend using The Rapid to a family member/friend or colleague	Number	Percent
1	1	0.2 %
2	1	0.2 %
3	8	1.9 %
4	6	1.4 %
5	20	4.7 %
6	29	6.8 %
7	49	11.4 %
8	70	16.4 %
9	61	14.3 %
Very likely	168	39.3 %
Not provided	15	3.5 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q3. On a scale of 0 to 10, with 0 meaning "Not at all Likely" and 10 meaning "Very Likely," how likely would you recommend using The Rapid to a family member/friend or colleague? (without "not provided")**

Q3. How likely would you recommend using The Rapid to a family member/friend or colleague	Number	Percent
1	1	0.2 %
2	1	0.2 %
3	8	1.9 %
4	6	1.5 %
5	20	4.8 %
6	29	7.0 %
7	49	11.9 %
8	70	16.9 %
9	61	14.8 %
Very likely	168	40.7 %
Total	413	100.0 %

Q4. Please rate how much you agree or disagree that The Rapid has the qualities described by each statement below.

(N=428)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not provided
Q4-1. Is on time & on schedule	29.0%	42.1%	20.8%	5.6%	1.9%	0.7%
Q4-2. Employs drivers who are courteous & helpful to passengers	37.9%	38.1%	19.4%	3.3%	0.7%	0.7%
Q4-3. Provides service on days & times of the day you need	38.3%	35.5%	16.8%	7.2%	1.4%	0.7%
Q4-4. Provides service at convenient intervals or time periods	33.2%	36.7%	20.6%	7.0%	0.9%	1.6%
Q4-5. Provides buses with comfortable seating, temperature, & ventilation	42.3%	35.7%	15.7%	4.4%	0.9%	0.9%
Q4-6. Has passengers who are courteous & respectful of others	29.4%	31.8%	30.6%	5.8%	1.6%	0.7%
Q4-7. Provides information needed to ride the system	41.1%	38.1%	13.8%	4.4%	1.2%	1.4%
Q4-8. Has bus stop extras, such as shelters or benches	31.5%	33.6%	21.0%	10.7%	0.7%	2.3%
Q4-9. Provides a safe, non-threatening bus experience	40.2%	38.8%	16.4%	4.0%	0.0%	0.7%
Q4-10. Provides convenient & reliable opportunities to transfer between routes	38.3%	35.7%	17.5%	6.5%	0.7%	1.2%
Q4-11. Provides service to useful/important destinations	45.3%	36.2%	12.9%	3.7%	0.2%	1.6%

(WITHOUT "NOT PROVIDED")**Q4. Please rate how much you agree or disagree that The Rapid has the qualities described by each statement below. (without "not provided")**

(N=428)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q4-1. Is on time & on schedule	29.2%	42.4%	20.9%	5.6%	1.9%
Q4-2. Employs drivers who are courteous & helpful to passengers	38.1%	38.4%	19.5%	3.3%	0.7%
Q4-3. Provides service on days & times of the day you need	38.6%	35.8%	16.9%	7.3%	1.4%
Q4-4. Provides service at convenient intervals or time periods	33.7%	37.3%	20.9%	7.1%	1.0%
Q4-5. Provides buses with comfortable seating, temperature, & ventilation	42.7%	36.1%	15.8%	4.5%	0.9%
Q4-6. Has passengers who are courteous & respectful of others	29.6%	32.0%	30.8%	5.9%	1.6%
Q4-7. Provides information needed to ride the system	41.7%	38.6%	14.0%	4.5%	1.2%
Q4-8. Has bus stop extras, such as shelters or benches	32.3%	34.4%	21.5%	11.0%	0.7%
Q4-9. Provides a safe, non-threatening bus experience	40.5%	39.1%	16.5%	4.0%	0.0%
Q4-10. Provides convenient & reliable opportunities to transfer between routes	38.8%	36.2%	17.7%	6.6%	0.7%
Q4-11. Provides service to useful/important destinations	46.1%	36.8%	13.1%	3.8%	0.2%

Q4a. Using the numbers from the list in Question 4, which THREE items do you think are the MOST IMPORTANT?

<u>Q4a. Top choice</u>	<u>Number</u>	<u>Percent</u>
Is on time & on schedule	200	46.7 %
Employs drivers who are courteous & helpful to passengers	33	7.7 %
Provides service on days & times of the day you need	25	5.8 %
Provides service at convenient intervals or time periods	21	4.9 %
Provides buses with comfortable seating, temperature, & ventilation	12	2.8 %
Has passengers who are courteous & respectful of others	9	2.1 %
Provides information needed to ride the system	13	3.0 %
Has bus stop extras, such as shelters or benches	13	3.0 %
Provides a safe, non-threatening bus experience	26	6.1 %
Provides convenient & reliable opportunities to transfer between routes	10	2.3 %
Provides service to useful/important destinations	12	2.8 %
<u>None chosen</u>	<u>54</u>	<u>12.6 %</u>
Total	428	100.0 %

Q4a. Using the numbers from the list in Question 4, which THREE items do you think are the MOST IMPORTANT?

<u>Q4a. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Is on time & on schedule	42	9.8 %
Employs drivers who are courteous & helpful to passengers	39	9.1 %
Provides service on days & times of the day you need	105	24.5 %
Provides service at convenient intervals or time periods	28	6.5 %
Provides buses with comfortable seating, temperature, & ventilation	33	7.7 %
Has passengers who are courteous & respectful of others	19	4.4 %
Provides information needed to ride the system	24	5.6 %
Has bus stop extras, such as shelters or benches	20	4.7 %
Provides a safe, non-threatening bus experience	21	4.9 %
Provides convenient & reliable opportunities to transfer between routes	7	1.6 %
Provides service to useful/important destinations	20	4.7 %
<u>None chosen</u>	<u>70</u>	<u>16.4 %</u>
Total	428	100.0 %

Q4a. Using the numbers from the list in Question 4, which THREE items do you think are the MOST IMPORTANT?

Q4a. 3rd choice	Number	Percent
Is on time & on schedule	14	3.3 %
Employs drivers who are courteous & helpful to passengers	40	9.3 %
Provides service on days & times of the day you need	33	7.7 %
Provides service at convenient intervals or time periods	38	8.9 %
Provides buses with comfortable seating, temperature, & ventilation	22	5.1 %
Has passengers who are courteous & respectful of others	20	4.7 %
Provides information needed to ride the system	20	4.7 %
Has bus stop extras, such as shelters or benches	41	9.6 %
Provides a safe, non-threatening bus experience	44	10.3 %
Provides convenient & reliable opportunities to transfer between routes	20	4.7 %
Provides service to useful/important destinations	44	10.3 %
None chosen	92	21.5 %
Total	428	100.0 %

(SUM OF TOP 3)**Q4a. Using the numbers from the list in Question 4, which THREE items do you think are the MOST IMPORTANT? (top 3)**

Q4a. Top choice	Number	Percent
Is on time & on schedule	256	59.8 %
Employs drivers who are courteous & helpful to passengers	112	26.2 %
Provides service on days & times of the day you need	163	38.1 %
Provides service at convenient intervals or time periods	87	20.3 %
Provides buses with comfortable seating, temperature, & ventilation	67	15.7 %
Has passengers who are courteous & respectful of others	48	11.2 %
Provides information needed to ride the system	57	13.3 %
Has bus stop extras, such as shelters or benches	74	17.3 %
Provides a safe, non-threatening bus experience	91	21.3 %
Provides convenient & reliable opportunities to transfer between routes	37	8.6 %
Provides service to useful/important destinations	76	17.8 %
None chosen	54	12.6 %
Total	1122	

Q5. How many days per week do you normally travel on The Rapid?

Q5. How many days per week do you normally travel on The Rapid	Number	Percent
1-2 days a week	38	8.9 %
3-4 days a week	83	19.4 %
5-6 days a week	161	37.6 %
7 days a week	121	28.3 %
A few times a month	14	3.3 %
Once a month	1	0.2 %
Less than once a month	6	1.4 %
Not provided	4	0.9 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q5. How many days per week do you normally travel on The Rapid? (without "not provided")**

Q5. How many days per week do you normally travel on The Rapid	Number	Percent
1-2 days a week	38	9.0 %
3-4 days a week	83	19.6 %
5-6 days a week	161	38.0 %
7 days a week	121	28.5 %
A few times a month	14	3.3 %
Once a month	1	0.2 %
Less than once a month	6	1.4 %
Total	424	100.0 %

Q6. How many months/years have you used The Rapid bus service to make any trip?

Q6. How many months/years have you used The Rapid bus service to make any trip	Number	Percent
Less than a month	26	6.1 %
1-6 months	65	15.2 %
7-12 months	53	12.4 %
1-2 years	73	17.1 %
3-4 years	63	14.7 %
5-8 years	48	11.2 %
9+ years	95	22.2 %
Not provided	5	1.2 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q6. How many months/years have you used The Rapid bus service to make any trip? (without "not provided")**

Q6. How many months/years have you used The Rapid bus service to make any trip	Number	Percent
Less than a month	26	6.1 %
1-6 months	65	15.4 %
7-12 months	53	12.5 %
1-2 years	73	17.3 %
3-4 years	63	14.9 %
5-8 years	48	11.3 %
9+ years	95	22.5 %
Total	423	100.0 %

Q7. For which of the following do you primarily use The Rapid?

Q7. For which following do you primarily use The Rapid	Number	Percent
Work	212	49.5 %
College/university	50	11.7 %
Middle/high school	44	10.3 %
Shopping	47	11.0 %
Medical/doctor appointment	32	7.5 %
Social/church/personal/entertainment	29	6.8 %
Other	5	1.2 %
Not provided	9	2.1 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q7. For which of the following do you primarily use The Rapid? (without "not provided")**

Q7. For which following do you primarily use The Rapid	Number	Percent
Work	212	50.6 %
College/university	50	11.9 %
Middle/high school	44	10.5 %
Shopping	47	11.2 %
Medical/doctor appointment	32	7.6 %
Social/church/personal/entertainment	29	6.9 %
Other	5	1.2 %
Total	419	100.0 %

Q7-7. Other

Q7-7. Other	Number	Percent
All	3	60.0 %
Airport	1	20.0 %
Volunteer	1	20.0 %
Total	5	100.0 %

Q8. What is the destination of this trip (where are you going)?

Q8. What is the destination of this trip	Number	Percent
Home	154	36.0 %
Work	113	26.4 %
Doctor's appointment	24	5.6 %
Shopping	32	7.5 %
School	45	10.5 %
Visiting family/friend	17	4.0 %
Social/recreational	20	4.7 %
Other	13	3.0 %
Not provided	10	2.3 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q8. What is the destination of this trip (where are you going)? (without "not provided")**

<u>Q8. What is the destination of this trip</u>	<u>Number</u>	<u>Percent</u>
Home	154	36.8 %
Work	113	27.0 %
Doctor's appointment	24	5.7 %
Shopping	32	7.7 %
School	45	10.8 %
Visiting family/friend	17	4.1 %
Social/recreational	20	4.8 %
Other	13	3.1 %
Total	418	100.0 %

Q8-8. Other

<u>Q8-8. Other</u>	<u>Number</u>	<u>Percent</u>
Bank	1	7.7 %
School team (club) meeting	1	7.7 %
United Way meeting	1	7.7 %
Airport	1	7.7 %
Cafe	1	7.7 %
Student parking	1	7.7 %
Zoo	1	7.7 %
GV campus	1	7.7 %
Volunteering	1	7.7 %
Donation	1	7.7 %
Popeyes	1	7.7 %
Therapy	1	7.7 %
Church	1	7.7 %
Total	13	100.0 %

Q9. Which of the following changes do you think are the MOST important for The Rapid to make?

<u>Q9. Most important changes for The Rapid to make</u>	<u>Number</u>	<u>Percent</u>
More frequent service during weekday peak times	109	25.5 %
Later service hours on weekdays	120	28.0 %
More frequent Saturday service	139	32.5 %
More frequent Sunday service	163	38.1 %
More frequent service during weekday off-peak times	60	14.0 %
Later service hours on weekends	152	35.5 %
Bus service that goes faster & avoids traffic	50	11.7 %
Better reliability (on-time & on-schedule)	103	24.1 %
Total	896	

Q10. Please indicate if you have experienced any of the following difficulties as a Rapid rider.

(N=428)

	Yes	No	Not provided
Q10-1. Buses keeping to their published schedules	49.5%	48.1%	2.3%
Q10-2. Getting a seat during peak travel times	33.6%	62.9%	3.5%
Q10-3. The bus getting behind schedule when loading specialized equipment such as bicycles, scooters, etc.	31.3%	65.4%	3.3%
Q10-4. Too many people riding the bus during peak riding periods	37.9%	58.2%	4.0%
Q10-5. The cost of bus transportation	25.9%	70.6%	3.5%
Q10-6. Too long of a wait between bus pick-ups (transfers)	41.6%	55.6%	2.8%
Q10-7. The bus taking too long to get to your destination	28.5%	68.2%	3.3%
Q10-8. Bus stops not being in convenient locations	27.6%	69.2%	3.3%
Q10-9. The bus being too full to even get on	25.2%	71.7%	3.0%

(WITHOUT "NOT PROVIDED")**Q10. Please indicate if you have experienced any of the following difficulties as a Rapid rider. (without "not provided")**

(N=428)

	Yes	No
Q10-1. Buses keeping to their published schedules	50.7%	49.3%
Q10-2. Getting a seat during peak travel times	34.9%	65.1%
Q10-3. The bus getting behind schedule when loading specialized equipment such as bicycles, scooters, etc.	32.4%	67.6%
Q10-4. Too many people riding the bus during peak riding periods	39.4%	60.6%
Q10-5. The cost of bus transportation	26.9%	73.1%
Q10-6. Too long of a wait between bus pick-ups (transfers)	42.8%	57.2%
Q10-7. The bus taking too long to get to your destination	29.5%	70.5%
Q10-8. Bus stops not being in convenient locations	28.5%	71.5%
Q10-9. The bus being too full to even get on	26.0%	74.0%

Q10a. Using the numbers from the list in Question 10, which THREE items do you think are the MOST IMPORTANT?

Q10a. Top choice	Number	Percent
Buses keeping to their published schedules	195	45.6 %
Getting a seat during peak travel times	24	5.6 %
The bus getting behind schedule when loading specialized equipment such as bicycles, scooters, etc.	23	5.4 %
Too many people riding the bus during peak riding periods	18	4.2 %
The cost of bus transportation	30	7.0 %
Too long of a wait between bus pick-ups (transfers)	34	7.9 %
The bus taking too long to get to your destination	14	3.3 %
Bus stops not being in convenient locations	22	5.1 %
The bus being too full to even get on	15	3.5 %
None chosen	53	12.4 %
Total	428	100.0 %

Q10a. Using the numbers from the list in Question 10, which THREE items do you think are the MOST IMPORTANT?

Q10a. 2nd choice	Number	Percent
Buses keeping to their published schedules	39	9.1 %
Getting a seat during peak travel times	34	7.9 %
The bus getting behind schedule when loading specialized equipment such as bicycles, scooters, etc.	50	11.7 %
Too many people riding the bus during peak riding periods	37	8.6 %
The cost of bus transportation	43	10.0 %
Too long of a wait between bus pick-ups (transfers)	61	14.3 %
The bus taking too long to get to your destination	25	5.8 %
Bus stops not being in convenient locations	38	8.9 %
The bus being too full to even get on	17	4.0 %
None chosen	84	19.6 %
Total	428	100.0 %

Q10a. Using the numbers from the list in Question 10, which THREE items do you think are the MOST IMPORTANT?

Q10a. 3rd choice	Number	Percent
Buses keeping to their published schedules	32	7.5 %
Getting a seat during peak travel times	39	9.1 %
The bus getting behind schedule when loading specialized equipment such as bicycles, scooters, etc.	27	6.3 %
Too many people riding the bus during peak riding periods	25	5.8 %
The cost of bus transportation	27	6.3 %
Too long of a wait between bus pick-ups (transfers)	41	9.6 %
The bus taking too long to get to your destination	42	9.8 %
Bus stops not being in convenient locations	61	14.3 %
The bus being too full to even get on	35	8.2 %
None chosen	99	23.1 %
Total	428	100.0 %

(SUM OF TOP 3)**Q10a. Using the numbers from the list in Question 10, which THREE items do you think are the MOST IMPORTANT? (top 3)**

Q10a. Top choice	Number	Percent
Buses keeping to their published schedules	266	62.1 %
Getting a seat during peak travel times	97	22.7 %
The bus getting behind schedule when loading specialized equipment such as bicycles, scooters, etc.	100	23.4 %
Too many people riding the bus during peak riding periods	80	18.7 %
The cost of bus transportation	100	23.4 %
Too long of a wait between bus pick-ups (transfers)	136	31.8 %
The bus taking too long to get to your destination	81	18.9 %
Bus stops not being in convenient locations	121	28.3 %
The bus being too full to even get on	67	15.7 %
None chosen	53	12.4 %
Total	1101	

Q11. All things considered, do The Rapid's service hours meet your needs?

Q11. What needs of yours do The Rapid's service hours meet	Number	Percent
Yes, I am satisfied as is	249	58.2 %
No, I need later service weekday evenings	78	18.2 %
No, I need earlier service weekday mornings	34	7.9 %
No, I need later service on Saturdays	111	25.9 %
No, I need later service on Sundays	135	31.5 %
No, I need earlier service weekend mornings	41	9.6 %
Total	648	

Q12. On a scale from 1 to 5, with 1 meaning "Not at all Valuable" and 5 meaning "Extremely Valuable," how valuable do you feel The Rapid is...

(N=428)

	Extremely valuable	Somewhat valuable	Neutral	Not valuable	Not at all valuable	Not provided
Q12-1. To the community	74.5%	18.5%	6.3%	0.5%	0.2%	0.0%
Q12-2. To you personally	65.9%	24.1%	8.6%	0.7%	0.2%	0.5%
Q12-3. Providing access to places of employment	64.5%	21.0%	11.2%	1.4%	0.5%	1.4%
Q12-4. Providing access to medical facilities/healthcare	57.9%	24.5%	14.0%	0.9%	0.5%	2.1%
Q12-5. Providing access to educational facilities	63.3%	19.9%	13.3%	1.9%	0.5%	1.2%
Q12-6. Providing access to places of leisure & recreation	49.3%	31.3%	16.1%	2.3%	0.5%	0.5%
Q12-7. Attracting & retaining more employment opportunities in the region	51.2%	26.9%	18.7%	0.9%	0.7%	1.6%
Q12-8. Attracting & retaining a qualified workforce	52.1%	24.8%	18.2%	2.1%	0.5%	2.3%
Q12-9. Providing affordable transportation options	59.6%	24.8%	10.7%	1.4%	1.2%	2.3%
Q12-10. Providing transportation options to people with special mobility needs, such as the elderly, disabled, & people who are medically unable to drive	66.1%	19.4%	11.7%	0.9%	0.7%	1.2%
Q12-11. Providing mobility to low-income households who cannot afford the costs of owning a car	63.6%	18.5%	13.8%	2.8%	0.5%	0.9%
Q12-12. Reducing traffic congestion	51.6%	22.9%	20.6%	2.8%	0.7%	1.4%

Q12. On a scale from 1 to 5, with 1 meaning "Not at all Valuable" and 5 meaning "Extremely Valuable," how valuable do you feel The Rapid is...

	Extremely valuable	Somewhat valuable	Neutral	Not valuable	Not at all valuable	Not provided
Q12-13. Making roads safer for all users	53.3%	23.8%	18.7%	1.9%	0.9%	1.4%
Q12-14. Reducing pollution/ carbon footprint	53.0%	24.8%	18.0%	2.1%	1.2%	0.9%
Q12-15. Improving property values	45.1%	25.5%	23.6%	3.5%	0.9%	1.4%
Q12-16. Improving quality of life	54.7%	25.5%	16.6%	1.4%	0.5%	1.4%

(WITHOUT "NOT PROVIDED")**Q12. On a scale from 1 to 5, with 1 meaning "Not at all Valuable" and 5 meaning "Extremely Valuable," how valuable do you feel The Rapid is... (without "not provided")**

(N=428)

	Extremely valuable	Somewhat valuable	Neutral	Not valuable	Not at all valuable
Q12-1. To the community	74.5%	18.5%	6.3%	0.5%	0.2%
Q12-2. To you personally	66.2%	24.2%	8.7%	0.7%	0.2%
Q12-3. Providing access to places of employment	65.4%	21.3%	11.4%	1.4%	0.5%
Q12-4. Providing access to medical facilities/healthcare	59.2%	25.1%	14.3%	1.0%	0.5%
Q12-5. Providing access to educational facilities	64.1%	20.1%	13.5%	1.9%	0.5%
Q12-6. Providing access to places of leisure & recreation	49.5%	31.5%	16.2%	2.3%	0.5%
Q12-7. Attracting & retaining more employment opportunities in the region	52.0%	27.3%	19.0%	1.0%	0.7%
Q12-8. Attracting & retaining a qualified workforce	53.3%	25.4%	18.7%	2.2%	0.5%
Q12-9. Providing affordable transportation options	61.0%	25.4%	11.0%	1.4%	1.2%
Q12-10. Providing transportation options to people with special mobility needs, such as the elderly, disabled, & people who are medically unable to drive	66.9%	19.6%	11.8%	0.9%	0.7%
Q12-11. Providing mobility to low-income households who cannot afford the costs of owning a car	64.2%	18.6%	13.9%	2.8%	0.5%
Q12-12. Reducing traffic congestion	52.4%	23.2%	20.9%	2.8%	0.7%
Q12-13. Making roads safer for all users	54.0%	24.2%	19.0%	1.9%	0.9%
Q12-14. Reducing pollution/carbon footprint	53.5%	25.0%	18.2%	2.1%	1.2%
Q12-15. Improving property values	45.7%	25.8%	23.9%	3.6%	0.9%
Q12-16. Improving quality of life	55.5%	25.8%	16.8%	1.4%	0.5%

Q12a. Using the numbers from the list in Question 12, which THREE items should receive the MOST EMPHASIS from The Rapid leaders?

Q12a. Top choice	Number	Percent
To the community	87	20.3 %
To you personally	37	8.6 %
Providing access to places of employment	44	10.3 %
Providing access to medical facilities/healthcare	22	5.1 %
Providing access to educational facilities	23	5.4 %
Providing access to places of leisure & recreation	4	0.9 %
Attracting & retaining more employment opportunities in the region	9	2.1 %
Attracting & retaining a qualified workforce	6	1.4 %
Providing affordable transportation options	23	5.4 %
Providing transportation options to people with special mobility needs, such as the elderly, disabled, & people who are medically unable to drive	50	11.7 %
Providing mobility to low-income households who cannot afford the costs of owning a car	21	4.9 %
Reducing traffic congestion	7	1.6 %
Making roads safer for all users	3	0.7 %
Reducing pollution/carbon footprint	2	0.5 %
Improving property values	1	0.2 %
Improving quality of life	16	3.7 %
None chosen	73	17.1 %
Total	428	100.0 %

Q12a. Using the numbers from the list in Question 12, which THREE items should receive the MOST EMPHASIS from The Rapid leaders?

Q12a. 2nd choice	Number	Percent
To the community	30	7.0 %
To you personally	36	8.4 %
Providing access to places of employment	39	9.1 %
Providing access to medical facilities/healthcare	27	6.3 %
Providing access to educational facilities	23	5.4 %
Providing access to places of leisure & recreation	14	3.3 %
Attracting & retaining more employment opportunities in the region	14	3.3 %
Attracting & retaining a qualified workforce	13	3.0 %
Providing affordable transportation options	31	7.2 %
Providing transportation options to people with special mobility needs, such as the elderly, disabled, & people who are medically unable to drive	38	8.9 %
Providing mobility to low-income households who cannot afford the costs of owning a car	45	10.5 %
Reducing traffic congestion	10	2.3 %
Making roads safer for all users	5	1.2 %
Reducing pollution/carbon footprint	6	1.4 %
Improving quality of life	10	2.3 %
None chosen	87	20.3 %
Total	428	100.0 %

Q12a. Using the numbers from the list in Question 12, which THREE items should receive the MOST EMPHASIS from The Rapid leaders?

Q12a. 3rd choice	Number	Percent
To the community	36	8.4 %
To you personally	14	3.3 %
Providing access to places of employment	34	7.9 %
Providing access to medical facilities/healthcare	19	4.4 %
Providing access to educational facilities	16	3.7 %
Providing access to places of leisure & recreation	11	2.6 %
Attracting & retaining more employment opportunities in the region	13	3.0 %
Attracting & retaining a qualified workforce	11	2.6 %
Providing affordable transportation options	24	5.6 %
Providing transportation options to people with special mobility needs, such as the elderly, disabled, & people who are medically unable to drive	36	8.4 %
Providing mobility to low-income households who cannot afford the costs of owning a car	35	8.2 %
Reducing traffic congestion	13	3.0 %
Making roads safer for all users	18	4.2 %
Reducing pollution/carbon footprint	17	4.0 %
Improving property values	1	0.2 %
Improving quality of life	22	5.1 %
None chosen	108	25.2 %
Total	428	100.0 %

(SUM OF TOP 3)

Q12a. Using the numbers from the list in Question 12, which THREE items should receive the MOST EMPHASIS from The Rapid leaders? (top 3)

Q12a. Top choice	Number	Percent
To the community	153	35.7 %
To you personally	87	20.3 %
Providing access to places of employment	117	27.3 %
Providing access to medical facilities/healthcare	68	15.9 %
Providing access to educational facilities	62	14.5 %
Providing access to places of leisure & recreation	29	6.8 %
Attracting & retaining more employment opportunities in the region	36	8.4 %
Attracting & retaining a qualified workforce	30	7.0 %
Providing affordable transportation options	78	18.2 %
Providing transportation options to people with special mobility needs, such as the elderly, disabled, & people who are medically unable to drive	124	29.0 %
Providing mobility to low-income households who cannot afford the costs of owning a car	101	23.6 %
Reducing traffic congestion	30	7.0 %
Making roads safer for all users	26	6.1 %
Reducing pollution/carbon footprint	25	5.8 %
Improving property values	2	0.5 %
Improving quality of life	48	11.2 %
None chosen	73	17.1 %
Total	1089	

Q13. Using a scale of 1 to 5, with 1 meaning "Strongly Disagree" and 5 meaning "Strongly Agree", how much do you agree with the following statements:

(N=428)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not provided
Q13-1. Transit investment occurs where needed	33.9%	28.3%	24.5%	5.1%	1.6%	6.5%
Q13-2. The Rapid service is easily accessible	44.6%	35.7%	11.9%	3.0%	0.5%	4.2%
Q13-3. The Rapid adequately serves employment centers	36.0%	30.6%	23.4%	3.3%	0.5%	6.3%
Q13-4. The Rapid provides service that supports quality of life & social needs	43.0%	29.4%	18.5%	2.8%	0.5%	5.8%
Q13-5. The Rapid provides taxpayer value	38.6%	30.6%	21.7%	3.3%	0.2%	5.6%
Q13-6. The Rapid is transparent in its financial reporting	34.1%	20.1%	35.5%	3.5%	0.5%	6.3%
Q13-7. It is safe to use The Rapid services	42.1%	35.3%	15.7%	2.1%	0.2%	4.7%
Q13-8. The Rapid is committed to innovation & technological advancement	37.9%	29.7%	23.8%	2.8%	0.5%	5.4%
Q13-9. I view The Rapid employees favorably	41.1%	32.2%	16.8%	2.6%	0.9%	6.3%
Q13-10. The Rapid makes infrastructure investments that have a positive impact for the community	38.1%	30.6%	22.9%	2.3%	0.7%	5.4%
Q13-11. I have a positive perception of The Rapid brand	43.5%	34.6%	14.0%	3.0%	0.5%	4.4%

(WITHOUT "NOT PROVIDED")**Q13. Using a scale of 1 to 5, with 1 meaning "Strongly Disagree" and 5 meaning "Strongly Agree", how much do you agree with the following statements: (without "not provided")**

(N=428)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q13-1. Transit investment occurs where needed	36.3%	30.3%	26.3%	5.5%	1.8%
Q13-2. The Rapid service is easily accessible	46.6%	37.3%	12.4%	3.2%	0.5%
Q13-3. The Rapid adequately serves employment centers	38.4%	32.7%	24.9%	3.5%	0.5%
Q13-4. The Rapid provides service that supports quality of life & social needs	45.7%	31.3%	19.6%	3.0%	0.5%
Q13-5. The Rapid provides taxpayer value	40.8%	32.4%	23.0%	3.5%	0.2%
Q13-6. The Rapid is transparent in its financial reporting	36.4%	21.4%	37.9%	3.7%	0.5%
Q13-7. It is safe to use The Rapid services	44.1%	37.0%	16.4%	2.2%	0.2%
Q13-8. The Rapid is committed to innovation & technological advancement	40.0%	31.4%	25.2%	3.0%	0.5%
Q13-9. I view The Rapid employees favorably	43.9%	34.4%	18.0%	2.7%	1.0%
Q13-10. The Rapid makes infrastructure investments that have a positive impact for the community	40.2%	32.3%	24.2%	2.5%	0.7%
Q13-11. I have a positive perception of The Rapid brand	45.5%	36.2%	14.7%	3.2%	0.5%

Q14. How do you think the current level of public/government funding for public transportation (e.g., bus, paratransit) in your community should change over the next five years?

Q14. How should the current level of public/government funding for public transportation in your community change

	Number	Percent
Funding should be reduced	62	14.5 %
Funding should stay the same	119	27.8 %
Funding should be somewhat greater than it is now	135	31.5 %
Funding should be much greater than it is now	82	19.2 %
Not provided	30	7.0 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q14. How do you think the current level of public/government funding for public transportation (e.g., bus, paratransit) in your community should change over the next five years? (without "not provided")**

Q14. How should the current level of public/
government funding for public transportation in
your community change

	Number	Percent
Funding should be reduced	62	15.6 %
Funding should stay the same	119	29.9 %
Funding should be somewhat greater than it is now	135	33.9 %
Funding should be much greater than it is now	82	20.6 %
Total	398	100.0 %

Q15. What was your total household income for the year 2022?

Q15. What was your total household income for
2022

	Number	Percent
Under \$13,590	125	29.2 %
\$13,591-\$19,999	68	15.9 %
\$20K-\$29,999	73	17.1 %
\$30K-\$39,999	52	12.1 %
\$40K-\$49,999	25	5.8 %
\$50K-\$59,999	23	5.4 %
\$60K-\$69,999	9	2.1 %
\$70K+	21	4.9 %
Not provided	32	7.5 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q15. What was your total household income for the year 2022? (without "not provided")**

Q15. What was your total household income for
2022

	Number	Percent
Under \$13,590	125	31.6 %
\$13,591-\$19,999	68	17.2 %
\$20K-\$29,999	73	18.4 %
\$30K-\$39,999	52	13.1 %
\$40K-\$49,999	25	6.3 %
\$50K-\$59,999	23	5.8 %
\$60K-\$69,999	9	2.3 %
\$70K+	21	5.3 %
Total	396	100.0 %

Q16. My age is...

Q16. Your age

	Number	Percent
Under 15	6	1.4 %
15 to 18	56	13.1 %
19 to 24	86	20.1 %
25 to 34	80	18.7 %
35 to 49	81	18.9 %
50 to 64	79	18.5 %
65+	22	5.1 %
Not provided	18	4.2 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q16. My age is... (without "not provided")**

<u>Q16. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 15	6	1.5 %
15 to 18	56	13.7 %
19 to 24	86	21.0 %
25 to 34	80	19.5 %
35 to 49	81	19.8 %
50 to 64	79	19.3 %
65+	22	5.4 %
Total	410	100.0 %

Q17. What is your race/ethnicity?

<u>Q17. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	22	5.1 %
Black or African American	156	36.4 %
American Indian or Alaska Native	14	3.3 %
White or Caucasian	181	42.3 %
Native Hawaiian or other Pacific Islander	3	0.7 %
Hispanic, Spanish, or Latino/a/x	56	13.1 %
Middle Eastern or North African	5	1.2 %
Other	3	0.7 %
Prefer not to answer	29	6.8 %
Total	469	

(WITHOUT "NOT PROVIDED")**Q17. What is your race/ethnicity? (without "prefer not to answer")**

<u>Q17. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	22	5.5 %
Black or African American	156	39.1 %
American Indian or Alaska Native	14	3.5 %
White or Caucasian	181	45.4 %
Native Hawaiian or other Pacific Islander	3	0.8 %
Hispanic, Spanish, or Latino/a/x	56	14.0 %
Middle Eastern or North African	5	1.3 %
Other	3	0.8 %
Total	440	

Q17-8. Self-describe your race/ethnicity:

<u>Q17-8. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Mixed	2	66.7 %
Indigenous	1	33.3 %
Total	3	100.0 %

Q18. What is your gender?

Q18. Your gender	Number	Percent
Male	231	54.0 %
Female	161	37.6 %
Transgender Male	6	1.4 %
Transgender Female	1	0.2 %
Non-Conforming	9	2.1 %
Prefer Not to Answer	20	4.7 %
Total	428	100.0 %

(WITHOUT "PREFER NOT TO ANSWER")**Q18. What is your gender? (without "prefer not to answer")**

Q18. Your gender	Number	Percent
Male	231	56.6 %
Female	161	39.5 %
Transgender Male	6	1.5 %
Transgender Female	1	0.2 %
Non-Conforming	9	2.2 %
Total	408	100.0 %

Q19. Have you ever served on active duty in the U.S. Armed Forces, Reserves, or National Guard?

Q19. Have you ever served on active duty in U.S. Armed Forces, Reserves, or National Guard

	Number	Percent
Yes	24	5.6 %
No	367	85.7 %
Not provided	37	8.6 %
Total	428	100.0 %

(WITHOUT "NOT PROVIDED")**Q19. Have you ever served on active duty in the U.S. Armed Forces, Reserves, or National Guard? (without "not provided")**

Q19. Have you ever served on active duty in U.S. Armed Forces, Reserves, or National Guard

	Number	Percent
Yes	24	6.1 %
No	367	93.9 %
Total	391	100.0 %

A graphic consisting of a white circle with a dark blue outline on the left, containing the number '6'. To its right is a dark blue horizontal bar containing the text 'Survey Instrument' in white.

6 Survey Instrument

"The Rapid" Onboard Customer Survey

Chance to win \$500!

At the end of the survey, as a thank you for **fully completing** this survey, you will have the opportunity to enter your name into a drawing for a chance to win one (1) \$500 Visa gift card.

For Official Use only

Surveyor ID: _____ Date: _____ (dd/mm/yyyy)

Route: _____

Survey Start Time:
 6a and Before-9a 9a-1p 1-4p 4-7p 7p-11p or Later

Day of the Week: M T W TH F Sa Su.

Please take a few minutes to answer the questions on this form. Your answers will help *The Rapid* to improve service to you, our customer. All answers are confidential. Please **check the number** next to the choice that **best** answers the question for you.

Begin Here: Did you purchase your fare today or was it supplied by someone else (another person, local agency, school, non-profit agency, etc.)?
 [Check **ONE** number only.] ____ (1) I purchased my own fare ____ (2) My fare was supplied for me

- All things considered; how do you rate the job The Rapid does in providing you with service?** [Check **ONE** number only.]
 ____ (5) Very good ____ (4) Good ____ (3) Fair ____ (2) Poor ____ (1) Very poor
- Thinking about the services provided by The Rapid over the past few years, do you think those services have?** [Check **ONE** number only.]
 ____ (1) Improved ____ (2) Gotten worse ____ (3) Remained about the same
- On a scale of 0-10, with zero meaning "Not at all Likely" and 10 meaning "Very Likely," how likely would you recommend using The Rapid to a family member/friend or colleague?**
 Very Likely 10 9 8 7 6 5 4 3 2 1 0 Not at all Likely
- Please rate how much you agree or disagree that The Rapid has the qualities described by each statement below. Circling a 1 means you "Strongly Disagree" that The Rapid has that quality while circling a 5 means you "Strongly Agree."** [Circle **ONE** number for each quality.]

The Rapid Bus Service...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
01. Is on time and on schedule	5	4	3	2	1
02. Employs drivers who are courteous and helpful to passengers	5	4	3	2	1
03. Provides service on days and times of the day you need	5	4	3	2	1
04. Provides service at convenient intervals or time periods	5	4	3	2	1
05. Provides buses with comfortable seating, temperature, and ventilation	5	4	3	2	1
06. Has passengers who are courteous and respectful of others	5	4	3	2	1
07. Provides information needed to ride the system	5	4	3	2	1
08. Has bus stop extras, such as shelters or benches	5	4	3	2	5
09. Provides a safe, non-threatening bus experience	5	4	3	2	1
10. Provides convenient and reliable opportunities to transfer between routes	5	4	3	2	1
11. Provides service to useful/important destinations	5	4	3	2	1

- Using the numbers from the list in Q4, which 3 items do you think are the MOST IMPORTANT?** [Write in your answers below for your top three choices using the numbers from the list in Question 4. For example, if "Is on time and on schedule" is a choice, write in the number 1.]
 1st: ____ 2nd: ____ 3rd: ____
- How many days per week do you normally travel on The Rapid?** [Check **ONE** number only.]
 ____ (01) 1 - 2 days a week ____ (04) 7 days a week ____ (07) Less than once a month
 ____ (02) 3 - 4 days a week ____ (05) A few times a month ____ (08) First time riding
 ____ (03) 5 - 6 days a week ____ (06) Once a month
- How many months/years have you used The Rapid bus service to make any trip?** [Check **ONE** number only.]
 ____ (1) Less than a month ____ (3) 7-12 months ____ (5) 3-4 years ____ (7) 9 years or more
 ____ (2) 1-6 months ____ (4) 1-2 years ____ (6) 5-8 years
- For which of the following do you primarily use The Rapid?** [Check **ONE** number only.]
 ____ (1) Work ____ (4) Shopping ____ (7) Other (Please specify): _____
 ____ (2) College/University ____ (5) Medical/Doctor Appointment
 ____ (3) Middle/High school ____ (6) Social/Church/Personal/Entertainment
- What is the destination of this trip (where are you going)?** [Check **ONE** number only.]
 ____ (1) Home ____ (3) Doctor's appointment ____ (5) School ____ (7) Social/Recreational
 ____ (2) Work ____ (4) Shopping ____ (6) Visiting family/friend ____ (8) Other (Please specify): _____
- Which of the following changes do you think are the MOST important for The Rapid to make?** [Check your top **THREE** choices only.]
 ____ (1) More frequent service during weekday peak times ____ (5) More frequent service during weekday off- peak times
 ____ (2) Later service hours on weekdays ____ (6) Later service hours on weekends
 ____ (3) More frequent Saturday service ____ (7) Bus service that goes faster and avoids traffic
 ____ (4) More frequent Sunday service ____ (8) Better reliability (on-time and on-schedule)

10. Please indicate if you have experienced any of the following difficulties as a Rapid rider. [Circle **ONE** number only for each difficulty.]

Have you had difficulties with...	Yes	No
1. Buses keeping to their published schedules	1	2
2. Getting a seat during peak travel times	1	2
3. The bus getting behind schedule when loading specialized equipment such as bicycles, scooters, etc.	1	2
4. Too many people riding the bus during peak riding periods	1	2
5. The cost of bus transportation	1	2
6. Too long of a wait between bus pick-ups (transfers)	1	2
7. The bus taking too long to get to your destination	1	2
8. Bus stops not being in convenient locations	1	2
9. The bus being too full to even get on	1	2

- Using the numbers from the list in Q10, which 3 items do you think are the MOST IMPORTANT?** [Write in your answers below for your top three choices using the numbers from the list in Question 10. For example, if "The cost of bus transportation" is a choice, write in the number 5.]
 1st: ____ 2nd: ____ 3rd: ____

11. All things considered, do The Rapid's service hours meet your needs? [Check ALL that apply.]

- (1) Yes, I am satisfied as is
- (2) No, I need later service weekday evenings
- (3) No, I need earlier service weekday mornings
- (4) No, I need later service on Saturdays
- (5) No, I need later service on Sundays
- (6) No, I need earlier service weekend mornings

12. On a scale from 1-5, with 1 meaning "Not at all Valuable" and 5 meaning "Extremely Valuable," how valuable do you feel The Rapid is...	Extremely Valuable	Somewhat Valuable	Neutral	Not Valuable	Not at all Valuable
01. To the community	5	4	3	2	1
02. To you personally	5	4	3	2	1
03. Providing access to places of employment	5	4	3	2	1
04. Providing access to medical facilities/healthcare	5	4	3	2	1
05. Providing access to educational facilities	5	4	3	2	1
06. Providing access to places of leisure and recreation	5	4	3	2	1
07. Attracting and retaining more employment opportunities in the region	5	4	3	2	1
08. Attracting and retaining a qualified workforce	5	4	3	2	1
09. Providing affordable transportation options	5	4	3	2	1
10. Providing transportation options to people with special mobility needs, such as the elderly, disabled, and people who are medically unable to drive	5	4	3	2	1
11. Providing mobility to low-income households who cannot afford the costs of owning a car	5	4	3	2	1
12. Reducing traffic congestion	5	4	3	2	1
13. Making roads safer for all users	5	4	3	2	1
14. Reducing pollution/carbon footprint	5	4	3	2	1
15. Improving property values	5	4	3	2	1
16. Improving quality of life	5	4	3	2	1

12a. Using the numbers from the list in Q12, which 3 items should receive the MOST EMPHASIS from The Rapid leaders? [Write in your answers below for your top three choices using the numbers from the list in Question 12. For example, if "To you personally" is a choice, write in the number 2.]

1st: _____ 2nd: _____ 3rd: _____

13. Using a scale of 1 to 5, 1 meaning "Strongly Disagree" and 5 meaning "Strongly Agree", how much do you agree with the following statements:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
01. Transit investment occurs where needed	5	4	3	2	1
02. The Rapid service is easily accessible	5	4	3	2	1
03. The Rapid adequately serves employment centers	5	4	3	2	1
04. The Rapid provides service that supports quality of life and social needs	5	4	3	2	1
05. The Rapid provides taxpayer value	5	4	3	2	1
06. The Rapid is transparent in its financial reporting	5	4	3	2	1
07. It is safe to use The Rapid services	5	4	3	2	1
08. The Rapid is committed to innovation and technological advancement	5	4	3	2	1
09. I view The Rapid employees favorably	5	4	3	2	1
10. The Rapid makes infrastructure investments that have a positive impact for the community	5	4	3	2	1
11. I have a positive perception of The Rapid brand	5	4	3	2	1

14. How do you think the current level of public/government funding for public transportation (e.g., bus, paratransit) in your community should change over the next five years? (Additional funding will allow for improved services/frequency, routes, stop amenities, etc.)

- (1) Funding should be reduced
- (2) Funding should stay the same
- (3) Funding should be somewhat greater than it is now
- (4) Funding should be much greater than it is now

15. What was your total household income for the year 2022? [Check ONE number only.]

- (1) Under \$13,590
- (2) \$13,591 - \$19,999
- (3) \$20,000 - \$29,999
- (4) \$30,000 - \$39,999
- (5) \$40,000 - \$49,999
- (6) \$50,000 - \$59,999
- (7) \$60,000 - \$69,999
- (8) \$70,000 or greater

16. My age is... [Check ONE number only.]

- (1) Under 15
- (2) 15 to 18
- (3) 19 to 24
- (4) 25 to 34
- (5) 35 to 49
- (6) 50 to 64
- (7) 65 or older

17. What is your race/ethnicity? [Check ALL that apply.]

- (01) Asian or Asian Indian
- (02) Black or African American
- (03) American Indian or Alaska Native
- (04) White or Caucasian
- (05) Native Hawaiian or Pacific Islander
- (06) Hispanic, Spanish, or Latino/a/x
- (07) Middle Eastern or North African
- (88) Prefer not to answer
- (99) Other: _____

18. What is your gender?

- (1) Male
- (2) Female
- (3) Transgender Male
- (4) Transgender Female
- (5) non-Conforming
- (6) Not Listed: _____
- (7) Prefer Not to Answer

19. Have you ever served on active duty in the U.S. Armed Forces, Reserves, or National Guard? (1) Yes (2) No

20. Would you like to be entered into the drawing for one (1) \$500 Visa gift card? (1) Yes [Please answer Q20a.] (2) No

20a. Please provide your contact information.

First Name: _____ Phone Number: _____ Email Address: _____

20b. May we invite you to participate in occasional Rapid transit surveys? (1) Yes (2) No



Interurban Transit Partnership

DATE: June 13, 2023
TO: ITP Board
FROM: Jason Prescott
SUBJECT: MAY 2023 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for May 2023, as compared to May 2022

	2023	2022	% Change
Total Paratransit Ridership	18,460	18,490	-.2%
ADA Ridership	14,851	14,777	.5%
Non-Disabled Senior (NDS) Ridership	110	82	34.1%
PASS Ridership	194	233	-16.7%
Network 180	2,630	2,618	.5%
Cascade Township	244	150	63%

Ridership averages, as compared to 2022.

	2023	2022	% Change
Weekday Ridership	647	669	-3.3%
Saturday Ridership	214	216	-.9%
Sunday Ridership	217	218	-.5%

Other Performance Measures

	2023	2022	% Change
On-Time Performance	78.00%	97.00%	-19.6%
On-Time Drop-Off	85.00%	93.00%	-8.6%
Average Cost Per Trip	\$40.88	\$33.07	23.6%

May 2023 Paratransit Ridership and Operating Statistics

ADA	2023	2022	Change	% Change
Clients	1,202	1,248	(46)	-3.7%
Passenger Trips	14,851	14,777	74	0.5%

NDS

Clients	14	13	1	7.7%
Passenger Trips	110	82	28	34.1%

PASS

Clients	10	13	(3)	-23.1%
Passenger Trips	194	233	(39)	-16.7%

CONTRACTED

Clients	0	2	(2)	-100.0%
Passenger Trips	0	16	(16)	-100.0%

RIDELINK

Clients	270	289	(19)	-6.6%
Passenger Trips (Performed by The Rapid)	675	764	(89)	-11.6%

TOTALS

Clients	1,496	1,565	(69)	-4.4%
Passenger Trips	15,830	15,872	(42)	-0.3%
Average Weekday Ridership	647	669	(22)	-3.3%
Average Saturday Ridership	214	216	(2)	-0.9%
Average Sunday Ridership	217	218	(1)	-0.5%
All Ambulatory Passengers	12,658	12,775	(117)	-0.9%
All Wheelchair Passengers	3,172	3,097	75	2.4%
No - Shows	352	343	9	2.6%
Cancellations	648	609	39	6.4%
Transdev				
Average Cost per Trip	\$40.88	\$33.07	\$7.81	23.6%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per Month	2.0	0.0	2	#DIV/0!

Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	29	29	0	0.0%

NETWORK 180

Passenger Trips	2,630	2,618	12	0.5%
Average Weekday Ridership	114	119	(5)	-4.2%

TOTAL PASSENGER TRIPS	18,460	18,490	(30)	-0.2%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2023	2022	% of Trips	% Change
Transdev Complaints	4	6	0.0%	-33.3%

On-Time Performance

On-Time Compliance - Pick-up	78.00%	97.00%	-19.0%	-19.6%
On-Time Compliance - Drop-off	85.00%	93.00%	-8.0%	-8.6%



Interurban Transit Partnership

300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514

Date: June 15, 2023

To: Board of Directors

From: Jason Prescott, Director, Paratransit, ADA and Mobility

Subject: Rapid Connect

OVERVIEW

Rapid Connect mobility on-demand program report from Thursday, June 8 through Wednesday, June 14. The intent of these reports is to be distributed weekly on Friday mornings. The reports will always cover a five-day service period.

HISTORICAL CONTEXT

The Rapid Connect service launched on January 3rd, 2022, in Walker and Kentwood to improve accessibility to public transportation within those two jurisdictions. The initial pilot (Jan-Mar) had a service operating on weekdays from 6 a.m. to 6 p.m. Presently the service operates until 10 p.m. on weekdays.

Sign-ups remain consistent from week to week. To date, 1,585 people have signed up to use this new service (1/2% more than the previous week).

All training and testing trips taken by operators or Rapid employees have been omitted from all calculations included in this report.

CURRENT RIDERSHIP

Between Thursday, June 8 and Wednesday, June 14 (five-day service period), there were a total of completed 183 trips. All 183 trips were scheduled on-demand through the app with 1 individual on subscription trips.



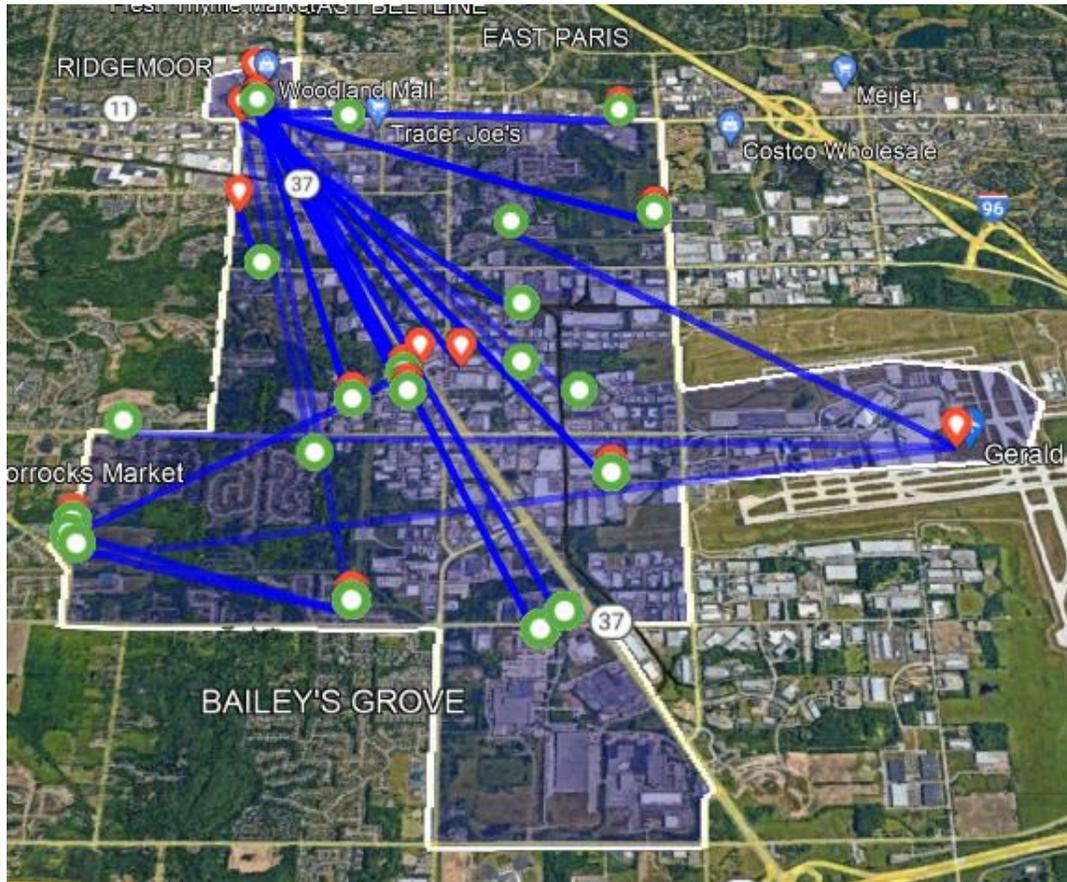
Interurban Transit Partnership

300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514

There were 128 completed trips in Kentwood (69%), and 55 trips completed in Walker (31%). There were 30 individual riders in Kentwood and 13 in Walker that made up these trip counts for this week.

The average fare trip distance in Kentwood is 2.99 miles, and 3.20 miles in Walker. The fare trip distance is the distance between the pickup and drop off points and does not consider other stops on the route.

The earliest trip in Kentwood for this five-day service period had a reported arrival time of 5:53 a.m. The latest trip was completed at 10:00 p.m.

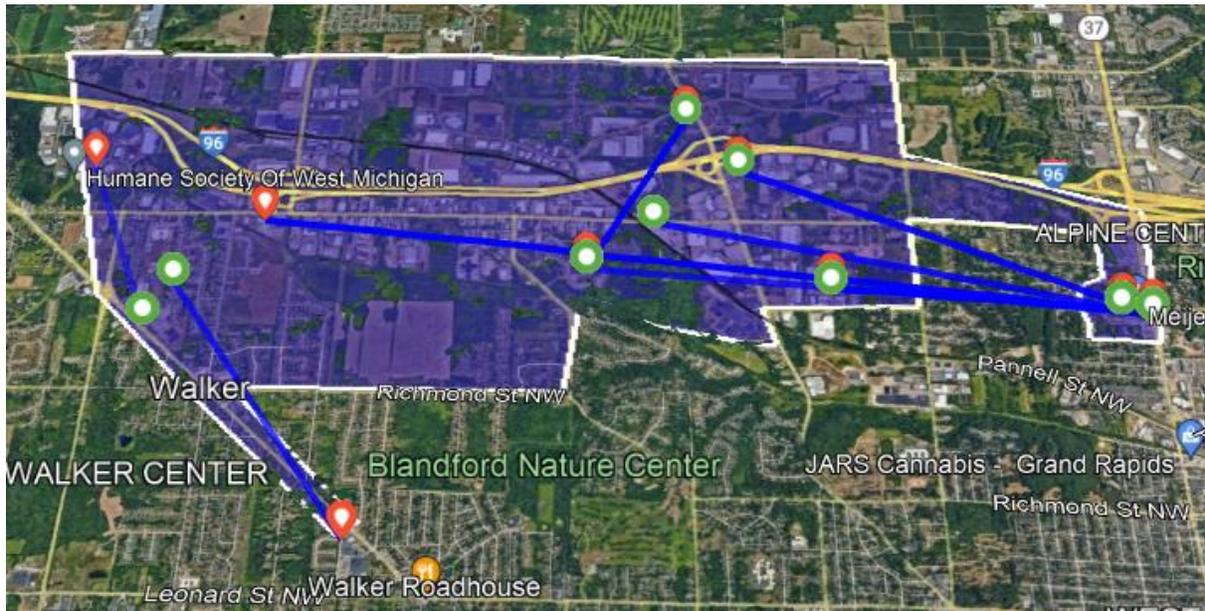




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300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514

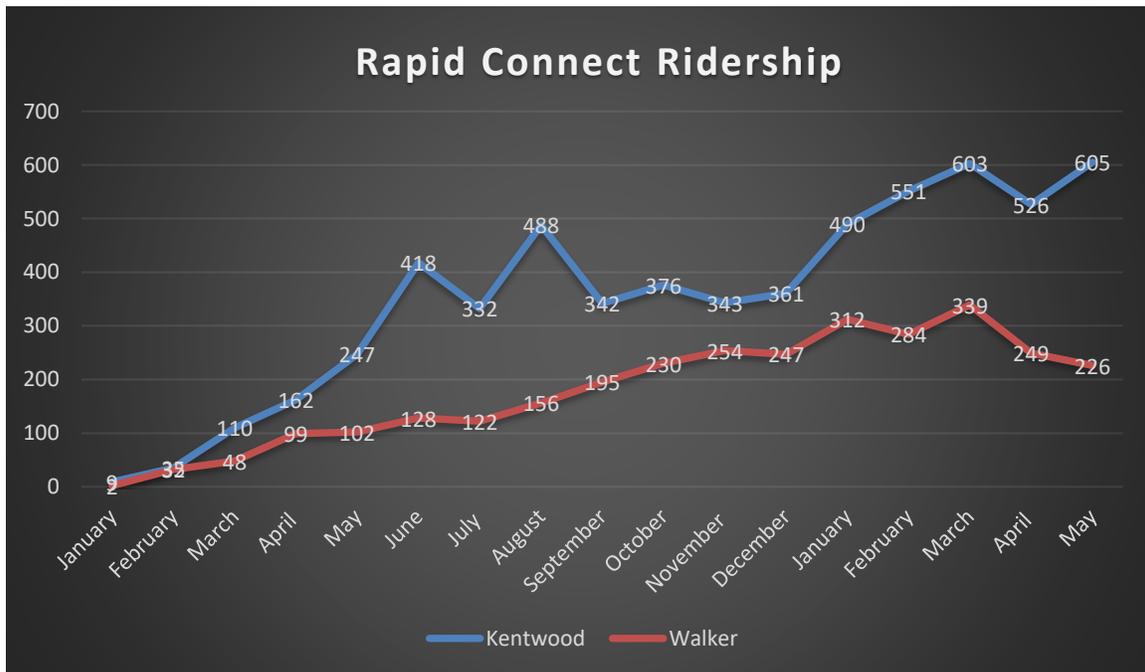
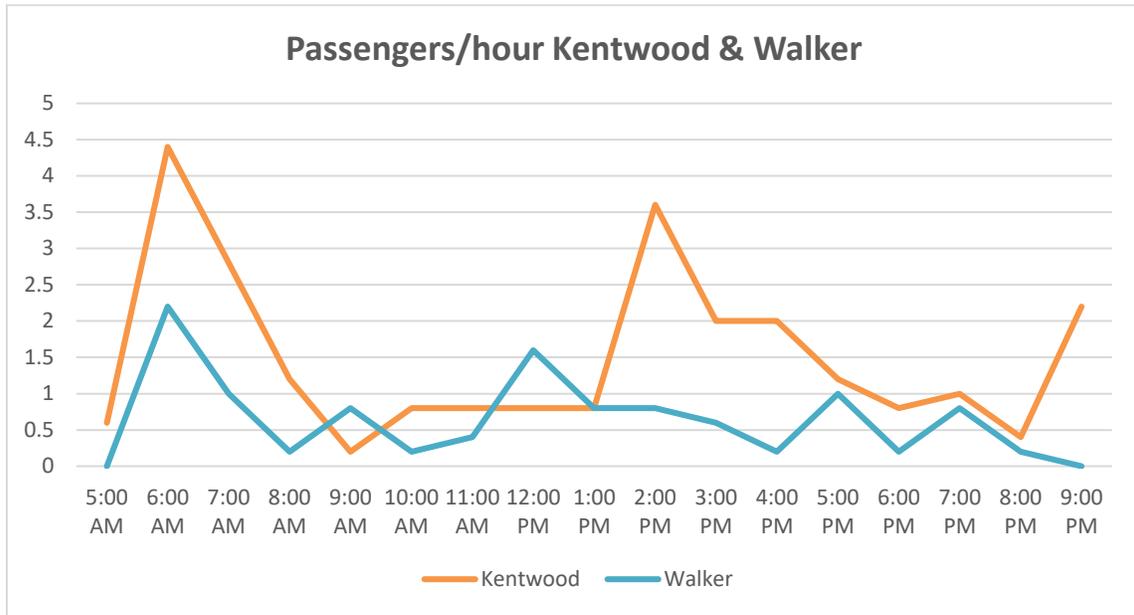
The earliest trip in Walker for this five-day service period had a reported arrival time of 6:04 a.m. The latest trip was completed at 8:04 p.m.





Interurban Transit Partnership

300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514





Date: June 16, 2023
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – May 2023

OVERVIEW

Ridership and productivity through May 2023 generally outpaced performance trends seen during recent months. The lone exception can be found with the debut of the new DASH routes which may have caused some disruption to existing travel behaviors but is steadily growing in ridership.

BACKGROUND INFORMATION

Monthly Ridership

	May 2023	May 2022	% Change
Regular Fixed Route Service (<i>Routes 1–44 and SL</i>)	391,997	340,791	↑ 15.0%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	46,450	47,061	↓ 1.3%
Total Monthly Fixed Route Ridership	438,447	387,852	↑ 13.0%

Daily Average Ridership

	May 2023	May 2022	% Change
Weekday Total	16,933	16,234	↑ 4.1%
Weekday Evening	2,344	2,107	↑ 11.3%
Saturday	8,052	7,378	↑ 9.1%
Sunday	4,197	3,486	↑ 20.4%

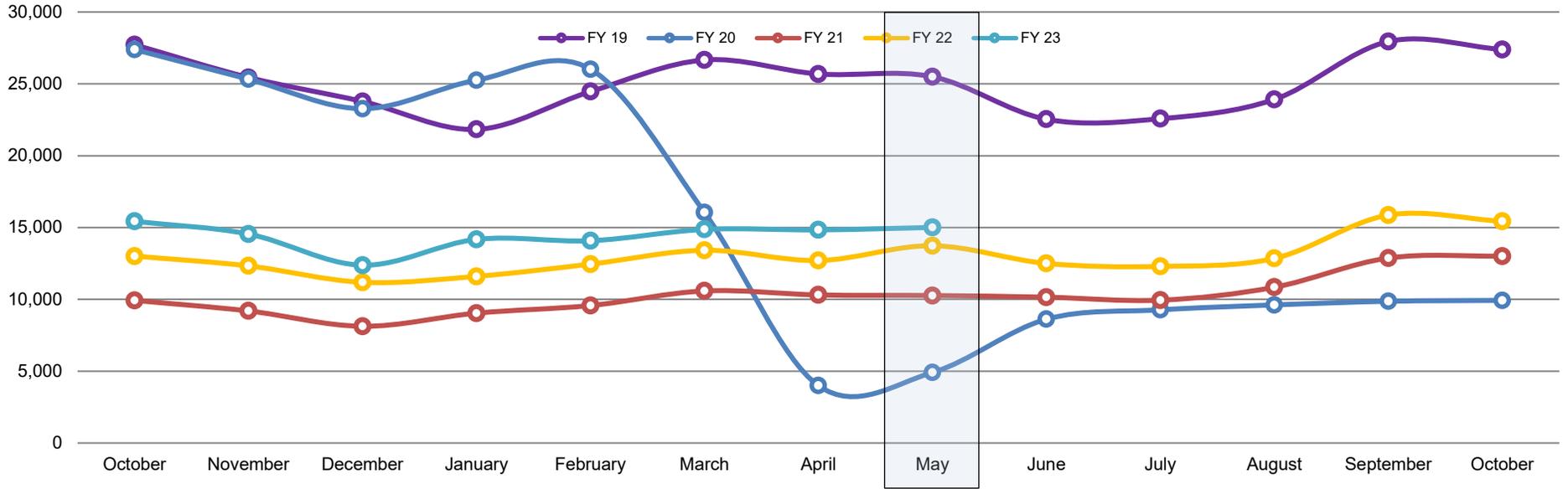
Productivity Summary

	May 2023	May 2022	% Change
Average passengers per hour per route	13.6	12.8	↑ 6.5%
Average passengers per mile per route	1.01	0.94	↑ 7.7%
Average farebox recovery percent per route	11.2%	12.5%	↓ 10.1%

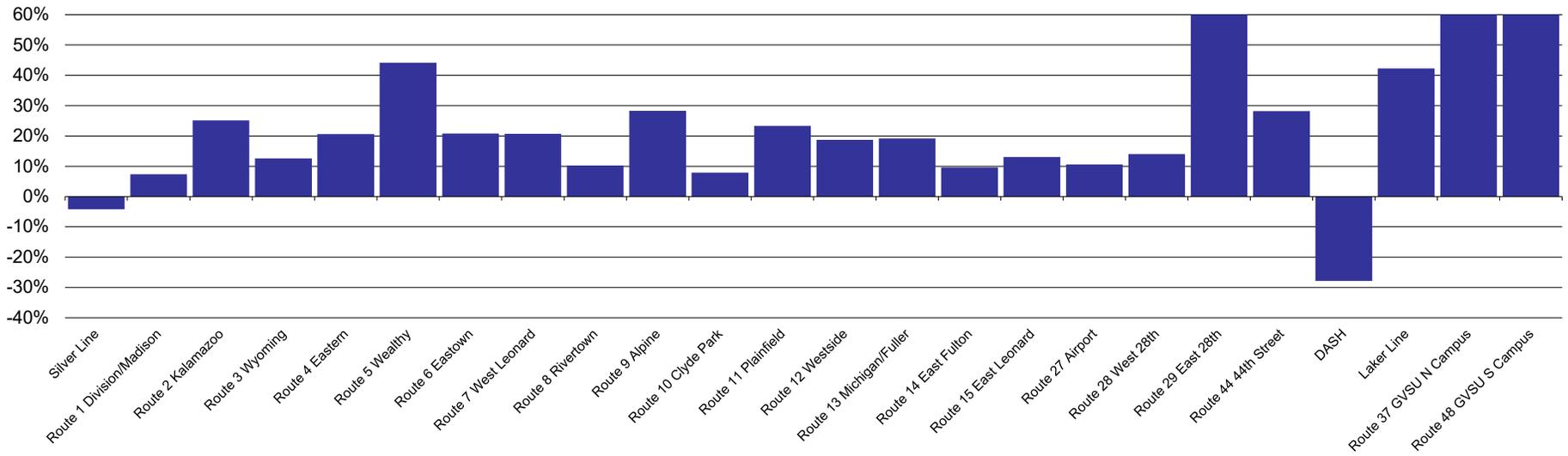
Fiscal Year Ridership

	FY 2023	FY 2022	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	2,889,910	2,499,491	↑ 15.6%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	1,158,811	1,050,619	↑ 10.3%
Total Fixed Route Ridership YTD	4,048,721	3,550,110	↑ 14.0%

Monthly Weekday Average Ridership History



Percent Change by Route: May 2023 compared to May 2022





Interurban Transit Partnership

Date: June 28, 2023
To: ITP Board
From: Linda Medina, Finance Manager
Subject: April 2023 Operating Statements and Professional Development and Travel Report

Attached are the financial reports through April 30, 2023, for general operating and grants. The Professional Development and Travel Report reflects April's activity.

FY 22/23 YTD Operating Statement Analysis

Total revenues are 1.2% above budget before federal assistance:

- Linehaul fares and ridership are slightly above budgeted, while GO Bus is slightly below.
- Sales of Transportation Services overall is slightly above budget. Township Services are projected to be less than budgeted as a result of the reduction of hours due to contract changes.
- Property tax revenue remains consistent while State Operating Assistance fluctuates as expenses are lower than anticipated.

Total expenses are 4.1% under budget after the use of 5307 preventive maintenance funding:

- Salaries and Wages continue to trend under budget as we continue to deal with reduced labor availability.
- Materials and supplies are trending favorably as the net effect of the overall variances between actual versus budgeted fuel costs and consumption continue to be positive.
- Utilities, Insurance, and Miscellaneous are under budget due to actual insurance policy costs being lower than budgeted.

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

The Rapid
Operating Statement
Year to Date as of April 30, 2023

	YTD as of April 30, 2023		Variance		Last Year FY 21/22*	Current Year FY 22/23**
	Budget	Actual	\$	%	YTD Actual	Annual Budget
Revenues and Operating Assistance						
Passenger Fares	\$ 2,346,710	\$ 2,386,824	\$ 40,114	1.7%	\$ 2,207,678	\$ 3,978,849
Sale of Transportation Services						
CMH Contribution	244,184	243,804	(380)	-0.2%	218,035	414,711
Dash Contract	845,696	954,397	108,701	12.9%	1,418,569	1,465,874
Grand Valley State University	2,223,492	2,162,087	(61,405)	-2.8%	2,323,750	3,113,764
Van Pool Transportation	-	(1,242)	(1,242)		28,292	-
Township Services	253,689	238,706	(14,983)	-5.9%	250,063	434,895
Other	296,312	290,894	(5,418)	-1.8%	164,615	485,491
Subtotal Sale of Transportation Services	3,863,372	3,888,646	25,274	0.7%	4,403,324	5,914,735
State Operating	8,730,707	8,280,928	(449,779)	-5.2%	8,070,165	15,448,739
Property Taxes	10,635,645	10,866,114	230,469	2.2%	10,643,874	18,232,535
Advertising & Miscellaneous	397,146	852,612	455,466	114.7%	344,388	682,340
Subtotal Revenues and Operating Assistance	25,973,581	26,275,124	301,543	1.2%	25,669,430	44,257,198
Grant Operating Revenue	4,996,214	9,342,326	4,346,112	87.0%	11,533,251	8,564,938
Total Revenues and Operating Assistance	\$ 30,969,795	\$ 35,617,450	\$ 4,647,655	15.0%	\$ 37,202,681	\$ 52,822,136
Expenses						
Salaries and Wages						
Administrative	\$ 3,593,281	\$ 3,242,007	\$ (351,274)	-9.8%	\$ 3,146,534	\$ 6,275,114
Operators	8,741,912	7,750,061	(991,850)	-11.3%	8,197,672	14,940,291
Maintenance	1,322,736	1,287,018	(35,719)	-2.7%	1,236,682	2,291,256
Subtotal Salaries and Wages	13,657,929	12,279,086	(1,378,843)	-10.1%	12,580,889	23,506,661
Benefits	5,559,719	5,333,905	(225,815)	-4.1%	4,955,489	9,965,287
Contractual Services	1,772,573	1,637,511	(135,062)	-7.6%	1,700,766	3,942,021
Materials and Supplies						-
Fuel and Lubricants	2,008,885	1,651,079	(357,806)	-17.8%	1,377,216	3,421,740
Other	936,020	893,251	(42,770)	-4.6%	930,197	1,990,688
Subtotal Materials and Supplies	2,944,905	2,544,329	(400,576)	-13.6%	2,307,413	5,412,428
Utilities, Insurance, and Miscellaneous	3,557,051	3,125,633	(431,418)	-12.1%	2,747,195	5,684,786
Purchased Transportation	4,010,725	3,922,825	(87,900)	-2.2%	3,054,486	7,765,005
Expenses Before Capitalized Operating	31,502,903	28,843,289	(2,659,613)	-8.4%	27,346,238	56,276,188
Capitalized Operating Expenses	(1,933,547)	(485,400)	1,448,147	-74.9%	-	(3,454,052)
Total Operating Expenses	\$ 29,569,355	\$ 28,357,889	\$ (1,211,467)	-4.1%	\$ 27,346,238	\$ 52,822,136
Net Surplus/(Deficit) without Grant Revenue		\$ (2,082,765)			\$ 9,856,443	
Net Surplus/(Deficit) with Grant Revenue		\$ 7,259,561				

* Fiscal year is 10/1/2021 - 9/30/2022

** Fiscal year is 10/1/2022 - 9/30/2023

Interurban Transit Partnership
 Grant Revenues & Expenditures
 Month Ended 04/30/23

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target	58%
<u>Grant Revenue</u>							
1. Federal Grant Assistance	16,232,189	16,232,189	470,236	5,141,136	11,091,053	32%	
2. State Grant Assistance	4,058,047	4,058,047	117,559	1,285,284	2,772,763	32%	
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	20,290,236	20,290,236	587,795	6,426,420	13,863,816	32%	
<u>Labor</u>							
7. Administrative Salaries	0	0	0	0	0	100%	
8. Driver Wages	0	0	0	0	0	100%	
9. Temporary Wages	0	0	0	0	0	100%	
10. Fringe Benefit Distribution	0	0	0	0	0	100%	
11. Total Labor	0	0	0	0	0	100%	
<u>Material & Supplies</u>							
12. Tires & Tubes	322,000	322,000	25,364	152,296	169,704	47%	
13. Office Supplies	0	0	0	0	0	100%	
14. Printing	0	0	0	0	0	100%	
15. Total Material & Supplies	322,000	322,000	25,364	152,296	169,704	47%	
<u>Purchased Transportation</u>							
16. Purchased Transportation	1,200,000	1,200,000	100,000	700,000	500,000	58%	
17. Specialized Services	0	0	0	129,694	129,694	100%	
18. Total Purchased Transportation	1,200,000	1,200,000	100,000	829,694	370,306	69%	
<u>Other Expenses</u>							
19. Dues & Subscriptions	26,000	26,000	0	24,060	1,940	93%	
20. Professional Development	0	0	0	0	0	100%	
21. Miscellaneous	0	1,859	0	1,859	0	100%	
22. Total Other Expenses	26,000	27,859	0	25,919	1,940	93%	
<u>Leases</u>							
23. Office Lease	0	0	0	0	0	100%	
24. Transit Center Lease	0	0	0	0	0	100%	
25. Storage Space Lease	0	0	0	0	0	100%	
26. Total Leases	0	0	0	0	0	100%	
<u>Capital</u>							
27. Rolling Stock	4,320,079	4,320,079	0	484,358	3,835,721	11%	
28. Facilities	3,617,625	3,617,625	70,695	1,488,038	2,129,587	41%	
29. Equipment	675,298	875,298	6,720	1,511,171	635,873	173%	
30. Other	1,742,950	1,541,091	194,403	1,119,368	421,723	73%	
31. Total Capital	10,355,952	10,354,093	271,818	4,602,935	5,751,158	44%	
32. Planning Services	4,932,231	4,932,231	1,700	116,559	4,815,672	2%	
33. Capitalized Operating	3,454,053	3,454,053	188,913	699,017	2,755,036	20%	
34. Total Expenditures	20,290,236	20,290,236	587,795	6,426,420	13,863,816	32%	

PROFESSIONAL DEVELOPMENT & TRAVEL REPORT
ALL EMPLOYEES
APRIL 2023

<u>AMOUNT</u>	<u>PURPOSE</u>	<u>EMPLOYEE (s)</u>	<u>LOCATION</u>
\$1,700	GSX Security Conference	M. Wieringa	Dallas, TX

\$ 1,700.00

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