



**Board Members**

<i>Charis Austin</i>	<i>Barbara Holt, Chair</i>	<i>Rosalynn Bliss</i>	<i>Stephen Kepley, Vice-Chair</i>	<i>Gary Carey</i>	<i>Tim Cochran</i>
<i>Randy Gelderloos</i>	<i>David Bilardello</i>	<i>Mark Huizenga</i>	<i>David Bulkowski</i>	<i>Amna Seibold</i>	<i>Paul Troost</i>
<i>Michael Verhulst</i>	<i>Jack Hoffman</i>		<i>Terry Schweitzer</i>		

**RAPID BOARD MEETING**

**November 29, 2017 - 4:00 p.m.**

**Rapid Central Station Conference Room, 250 Grandville SW**

**AGENDA**

	<u>Presenter</u>	<u>Action</u>
1. PUBLIC COMMENT		
2. MINUTES – October 25, 2017 Board Meeting	Barb Holt	Approval
3. AGENDA ITEMS		
a) Laker Line Land Acquisition – 851 Freeman	Nick Monoyios	Approval
b) Laker Line Construction Manager Expenses	Nick Monoyios	Approval
c) Laker Line Bus Procurement	Mark Fedorowicz	Approval
d) Selection of Investment Advisor	Brian Pouget	Approval
e) 2018 Meeting Schedule	Barb Holt	Approval
4. STAFF REPORTS		
a) Monthly Financials - September 2017	Scott Walsh	Information
b) September 2017 Ridership/Productivity Report	Kevin Wisselink	Information
c) September 2017 Paratransit Ridership Report	Meegan Joyce	Information
d) FY 2017 Fourth Quarter and Annual Fixed Route Report Cards	Kevin Wisselink	Information
e) FY 2017 Fourth Quarter and Annual Paratransit Report Cards	Meegan Joyce	Information
f) FY 2017 Fourth Quarter and Annual Rideshare Reports	Michael Bulthuis	Information
g) October 2017 Balanced Scorecard	Conrad Venema	Information
5. CEO'S REPORT	Peter Varga	Information
6. CHAIR'S REPORT	Barb Holt	Information

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|----|---|--------------|-------------|
| 7. | ADVISORY COMMITTEE REPORT(S)<br>a) Consumer Advisory Committee (CAC)<br>for Seniors and Persons with Disabilities | CAC Chair    | Information |
| 8. | CLOSED SESSION – Collective Bargaining<br>(if necessary)  | Brian Pouget | TBD         |
| 9. | ADJOURNMENT   |              |             |

Enclosures

Minutes of 11-15-17 Governance Committee Meeting

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

**MINUTES OF  
INTERURBAN TRANSIT PARTNERSHIP BOARD**

**October 25, 2017**

ATTENDANCE

Board Members Present: Charis Austin, David Bilardello, Dave Bulkowski, Gary Carey, Tim Cochran, Randy Gelderloos, Jack Hoffman, Barbara Holt (Chair), Mark Huizenga, Stephen Kepley, Terry Schweitzer, Anna Seibold, Paul Troost, Michael Verhulst

Board Members Absent: Rosalynn Bliss

Staff Present: Kathy Anderson, Ali Brown, Michael Bulthuis, Robin Crothers, Ronda Frazer, Nancy Groendal, Meegan Joyce, Linda Medina, Nick Monoyios, Brian Pouget, Brittany Schlacter, Peter Varga (CEO), Conrad Venema, Scott Walsh, Mike Wieringa

Others Present: Matt Bair, Louis DeShane (ATU Labor Activist/Rapid Driver), Heidi DeVries, Brandon Dillon, Officer Brian Grooms (GRPD), Alex Kelley (Socialist Alternative), Max Krueger (Socialist Alternative), Ryan Letts (KICLC), Asher Lockwood, Shelly Lubbinge (CWA), Nick Manes (MiBiz), Watchdog Miller, Grant Pecor (Clark Hill), Jack Prince, Peter Ricketson (Rapid Driver), Captain Scott Rifenberg (GRPD), Kip Smith, Phil Snyder (Socialist Alternative), Officer Mike Soule (GRPD), Chris Swank (GVSU), Scott Urbanowski, Robert VanKirk, John Verzi, Floyd Visser, Ashley Wright, Douglas Wright, Tammy Yeomans, Amanda

Ms. Holt called the meeting to order at 4:00 p.m.

1. PUBLIC COMMENT

John Verzi stated that he has been riding the bus for 15 years. The Rapid wants the millage but they should fix what problems they have. He mentioned problems with connections on Routes 8 and 44.

Douglas Wright commented that The Rapid is selling naming rights for the Silver Line but they should fix the problems they have with it. They should approve a fair contract for drivers and mechanics. He asked that The Rapid fix its problems before they create new problems.

Floyd Visser stated that he rides The Rapid every day. He was at The Rapid Board meeting last month and complained that some Rapid drivers have kicked him off the bus for bringing his cart on the bus. He received an email after the last Rapid Board meeting that explained the rule for bringing carts or other large items on the bus which he read aloud. He stated that some drivers follow the rules and some don't. He feels that he is being singled out because he has been asked to unload his cart or get off the bus because he has a cart and other riders are not. He is a US citizen and should not be discriminated against. All drivers should be enforcing



the rules the same for everyone. Mr. Visser stated that people should not give money to the bus company to help them discriminate against US citizens.

Peter Ricketson mentioned that the union and The Rapid have another negotiation session tomorrow and that today is D-day as far as the millage is concerned. The union wants to support the millage but they also want a fair contract. The Rapid is selling naming rights for the Silver Line because there were financial oversights so they need extra money and it was in the news. You can't balance the budget on the backs of the workers. Public comment went for two hours at the Grand Rapids City Commission meeting last night. A lot of the comments were people stating they would not support the millage unless the workers had a contract. The union is not asking for extra money. They agreed to go to the defined contribution plan for their retirement. Daily overtime does not need to be eliminated to save money. Schedules could be made without daily overtime built in. Loss of seniority and daily overtime are priorities for the union. Management has not provided a number for the what daily overtime is costing. They were warned about the Silver Line and the workers should not have to pay the price. He strongly encouraged that they get a good contract done at tomorrow's session. He stated that the millage will fail.

Ms. Holt asked Mr. Ricketson to encourage his team to work hard and negotiate a good contract at tomorrow's session.

Max Krueger stated he is new to Grand Rapids. He has enjoyed the area and riding The Rapid. He knows people who worked for unions and we need to listen to what workers need and what they want. This would help workers and riders. The workers have been suffering. Their concerns are real and important.

Amanda commented that she moved back to Grand Rapids in 2009. She was told there was a good economy and good transit. This has not always been true regarding transit. She supports the union effort. She depends on the bus every day. The high cost that workers are paying for healthcare is very upsetting. The Rapid needs to work with the union to resolve the issues. She will not vote for the millage.

Louis DeShane told Mr. Visser (previous commenter) that he doesn't worry about someone with a cart on the bus unless he is told that it is in the way and then tries to take care of the problem. He hopes Mr. Visser can enjoy riding The Rapid. Mr. DeShane apologized to Mr. Varga stating that he has treated him unfairly and the union tactics cannot be solely blamed on him. He realizes Mr. Varga is not a lone wolf on the union issues. He then made an inappropriate remark that violates the Board's rules for public comment and at that point Ms. Holt told Mr. DeShane that his opportunity to comment was over and asked him to sit down.

Kip Smith stated he has commented previously about boycotting the Grand Rapids area and The Rapid due to the labor issues between the ATU and The Rapid. He noted that he will be taking his full three minutes today. He said the last time he was at a Rapid Board meeting he asked for an extra two minutes or even just one minute to comment beyond his three minutes based on the Board's rules. He was told to sit down and he believes he was told to shut up by Ms. Holt. He felt this was rude. He asked in an appropriate manner. He appreciated that Mayor Bliss approached him later and wanted to hear his concerns. He wanted to say that he understands the security concerns expressed by the wife of a driver. The Rapid should be concerned about driver safety. He asked Ms. Holt not to be rude. He wants to come back into Grand Rapids. The drivers need a contract.



Ms. Holt stated that she does not speak in that way and she did not tell Mr. Smith to shut up during public comment. She noted that he asked to continue speaking while someone next to him was speaking at the same time. She reiterated that she did not tell him to shut up and apologized if she offended him. She expressed appreciation that Mr. Smith comes to the meetings.

Alex Kelley was concerned about comments on Facebook or at meetings saying that the union has been misrepresenting issues. It's The Rapid's fault since they stopped automatic dues deductions and healthcare costs have increased. This makes it difficult for people to pay union dues. Surveys of the members have shown that they want to keep daily overtime and to resolve the seniority issue. They agreed to compromise on the pension. He will vote no on the millage.

Phil Snyder didn't like Ms. Holt's behavior as Chair when his friend was cut off at a previous meeting after only one minute for no reason. He stated that Mr. Hoffman makes comments online regarding daily overtime saying that it is something that is mostly beneficial for workers with two jobs. Drivers are not being paid enough due to no raises over the past two years so some need two jobs. Workers don't want to work 10-12 hour days. Fatigued driving is dangerous. He mentioned the last vote by the union and The Rapid's concern that a small number voted. It doesn't matter how many voted it is still a legitimate vote. Elections are decided by the number of people who actually vote. This is a disingenuous tactic to delegitimize the union and is unfair of The Rapid. It has been said that daily overtime is something most workers don't have. That's trying to divide the people, trying to say the drivers are threatening the millage because they want something you don't have. That's just wrong. Everyone should have daily overtime. His organization will not support the millage unless a contract is approved.

Robert VanKirk stated that he has been to all six city councils as part of a group of concerned citizens. They spoke about the impact of no contract on families and workers of The Rapid. Board members are public servants and they should be serving the communities they represent, including Rapid workers and citizens who ride The Rapid. He supports public transit but when workers are being stretched to the point of breaking they sometimes adopt tactics we don't agree with. He is sorry about the personal attacks. The Rapid Board should use common decency and humanity. The workers and riders need a fair contract.

Jack Prince commented that he is a retired school teacher. He has a son who rode to the bus to college. He stated he finds it annoying that it appears that the onerous is put on the tactics of the ATU to boycott or protest the millage election. The comments are out of balance. There is concern for people who need the service and also for the workers and their families. The consequences of workers protesting the millage are commensurate with the suffering that the workers are experiencing. They need a fair contract. He felt a win-win situation for workers and riders is possible.

Matt Bair said that The Rapid is engaged in union busting. The Rapid just wants to get rid of the ATU. Unions have played a major part in history. One big thing with unions is that wages go up. People have high rent to pay and they need good wages. Unions push up wages. He is not sure why The Rapid wants to bust the union, but it will backfire.

Debra S. talked about her 15-year-old autistic daughter who will probably ride The Rapid. She would send her out with these drivers and they are good people. If The Rapid busts the union and they use scabs she won't let her daughter ride. She is a progressive activist and a member of the Kent County Dems and she will be canvassing her precinct.

Scott Urbanowski supports public transit. As a business owner, his clients need to be able to afford his services and that means people need to make enough money at their jobs, including Rapid drivers and others. He supports public transportation and rides often. In 2011 he participated in the canvassing effort to get the Rapid millage passed. He doesn't want the community to suffer. The drivers move our community. He asked The Rapid to do what's best for the drivers.

Brandon Dillon stated that he is a former state representative and served on the Transportation Appropriations Subcommittee and knows about public transit funding. He wants to support the millage but it is disappointing that the workers have no contract and that it is being suggested that the drivers are holding it up. The Board has the power to get the contract settled. The drivers don't make as much as the drivers in Lansing or Southeast Michigan. They have sacrificed their pension and now they are expected to give up their daily overtime and on the seniority issue. He asked that the Board settle the contract. The Board has the power to get it done. The drivers have sacrificed. Give them a fair contract because they love what they do. Get the contract settled this week so everyone can get on board for the millage.

Watchdog Miller commented that Brandon Dillon doesn't know what's going on. The CEO and the Board should all be elected by an ungerrymandered district so the people in Grand Rapids get a fair shake. It would be a five or seven seat board. We need somebody who cares about riders. There is not enough bus service on Sundays. The union does not move people, it stalls people. Drivers do not need a contract with that union. We should hire Dean at lower wages. We need wider bus seats. Ridership is down about 7%.

Ashley Wright said that fare enforcement officers don't check passes on the Silver Line. About 40% of riders are not paying. Some buses have no fare enforcement officers. If this millage passes, The Rapid should have more fare enforcement officers on the Silver Line.

2. MINUTES – September 27, 2017 Board Meeting

Ms. Holt asked for changes to the minutes. None were offered. The minutes stand approved as written.

3. AGENDA ITEMS – no action items

4. STAFF REPORTS

a) Monthly Financials – August 2017:

Mr. Walsh reported that it was a good year with a fund balance of approximately \$375,000. The budget includes \$1.5 million in preventive maintenance which has not been needed as yet.

b) August 2017 Ridership and Productivity Report:

Mr. Venema reviewed the August 2017 ridership and productivity report. Total ridership for August 2017 decreased 2.8% compared to August 2016. There were three Clean Air Action Days in August last year and none this year. If those days are factored out, fixed route ridership decreased by only 0.1% in August 2017 instead of 4.5%. Total ridership decreased 3.8% year-to-date compared to last year. We are anticipating approximately 11 million rides for FY 2017.



c) August 2017 Paratransit Ridership Report:

Ms. Joyce reported that total monthly paratransit ridership decreased 3.1% from August 2016. ADA and non-disabled senior ridership increased, and PASS and Network 180 ridership decreased. There were 834 trips in Cascade Township in August 2017 compared to 725 in August 2016. On-time performance for August 2017 was 95.62% and on-time drop-off performance was 98.86%. The average cost per trip increased 4.7%.

In response to a question from Mr. Bilardello, Ms. Joyce stated that decreased ridership for Network 180 has been due somewhat to program changes for the agency but she hasn't checked with them recently on other reasons for the continued drop in ridership.

Mr. Bilardello asked how many of the trips in Cascade Township are actually Cascade residents. Ms. Joyce responded that only a small number are Cascade residents. The majority of trips are from the surrounding cities.

d) Balanced Scorecard:

Mr. Venema reviewed the balanced scorecard. He mentioned that some of the categories only update annually. The September scorecard remained consistent with the previous month with two exceptions. First, there were no lost service hours in September which is a slight improvement over August with 16 lost service hours. Second, the system on-time performance increased to 86.4% which is above the target of 85%.

5. CEO'S REPORT

Mr. Varga reported that he recently attended the APTA Annual Meeting. There was information provided on changes in the federal program which is the result of the new administration. We expect FY 2018 appropriations to be delayed. We hope to receive the Laker Line grant in November. This past year we didn't receive our FY 2017 grant funds until the last month of the fiscal year. Jane Williams has been appointed as the new FTA Deputy Administrator and is also serving as the Acting FTA Administrator. Mr. Varga noted that he invited Ms. Williams to Grand Rapids to see the Silver Line and she was very receptive. There have been few federal appointments to the USDOT at this point. He encouraged Board members to talk with their legislators regarding public transit funding. It is difficult to function when formula funds are received at the end of the fiscal year. Mr. Varga mentioned that he will reach out to congressmen and senators regarding appropriations for the Laker Line. The State of Michigan is fully supportive of our project.

6. CHAIR'S REPORT

a) Committee Charges:

Ms. Holt stated that copies of the proposed committee charges from the governance study were included in the packet. She asked for input and stated this item will be addressed at the next Governance Committee and Board meetings. She noted that according to the study, there would be five Board members on each of the two committees.



In response to a question from Ms. Holt, Ms. Crothers stated that Board members are being polled regarding their availability for a Board retreat and at this point it looks like January 22 will be the date.

7. ADVISORY COMMITTEE REPORTS

a) Consumer Advisory Committee (CAC) for Seniors and Persons with Disabilities:

Ms. Joyce commented that the Consumer Advisory Committee (CAC) did not meet in October so there was no report.

Ms. Holt asked that the issue with carts on GO!Bus vehicles be addressed by the CAC. Ms. Joyce stated that the CAC will address this issue at their next meeting.

8. CLOSED SESSION – Collective Bargaining

A motion was made by Cochran, supported by Huizenga, to enter into Closed Session to discuss collective bargaining issues. A roll call vote was taken.

Yes: Austin, Bilardello, Bulkowski, Carey, Cochran, Gelderloos, Hoffman, Holt, Huizenga, Kempley, Schweitzer, Seibold, Troost, Verhulst

No: None

Motion passed unanimously (5:08 p.m.).

A motion was made by Seibold, supported by Gelderloos, to resume Regular Session. A roll call vote was taken.

Yes: Austin, Bilardello, Bulkowski, Carey, Cochran, Gelderloos, Hoffman, Holt, Huizenga, Kempley, Schweitzer, Seibold, Troost, Verhulst

No: None

Motion passed unanimously (5:40 p.m.).

There was no action to be taken as a result of the Closed Session.

9. ADJOURNMENT

The meeting was adjourned at 5:41 p.m.

Respectfully submitted,

  
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Robin Crothers, Board Secretary

Date: November 8, 2017  
To: ITP Board  
From: Nick Monoyios, Laker Line Project Manager  
Subject: LAKER LINE LAND ACQUISITION – 851 Freeman

### ACTION REQUESTED

Staff is requesting Board authorization to proceed with the acquisition of 851 Freeman Avenue SW for the Laker Line light maintenance and storage facility at a cost of \$350,000.

### BACKGROUND

Upon entry into project development, staff researched potential locations for the light maintenance and storage facility needed to accommodate the new Laker Line vehicles. The location at 851 Freeman Avenue SW was selected due to the adequacy of the parcel size, proximity to the Wealthy Operations Center and it is immediately adjacent to the new compressed natural gas (CNG) fueling facility.

The property at 851 Freeman Avenue SW is currently owned by the City of Grand Rapids and the City of Wyoming who have both agreed to sell the parcel. The parcel was appraised at \$300,000 but the cities requested \$350,000. An FTA regulation required that any property acquisition over \$50,000 of the appraised value must be reviewed and authorized by the FTA. Our Project Management Oversight Consultant (PMOC) and the FTA both reviewed and approved the transaction at the requested sale amount. While all FTA required environmental documentation was compiled, Progressive AE was hired to design the facility and are approaching the 90% design milestone.

ITP staff has been working with the staff from these respective cities to identify, address, and resolve any outstanding property issues. These included property line overlaps and adjacent parcel easements/encroachments. All issues have been resolved and the language of the purchase agreement has been agreed to by all parties. This purchase agreement identifies the terms of the transaction and will be signed by all parties by the end of November 2017.

In anticipation of receiving project funding in December and having a signed purchase agreement, the closing has been scheduled for December 1<sup>st</sup> with a window of sixty (60) days following to reschedule. The closing date will be confirmed only once grant funding has been received.

### FUNDING

The amount for this purchase has been included in the scope of the Laker Line project using federal and state grant funds. The purchase will be executed upon receipt of the grant funding. No local funds will be used.

# INTERURBAN TRANSIT PARTNERSHIP BOARD

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

**Fiscal Year 2018**

Moved and supported to adopt the following resolution:

Approval to purchase property for a Laker Line light maintenance and storage facility.

BE IT RESOLVED that the CEO is hereby authorized to purchase the property at 851 Freeman Avenue SW at a cost of \$350,000 from the Cities of Grand Rapids and Wyoming to construct a Laker Line BRT light maintenance and storage facility, contingent upon receipt of Laker Line grant funds, in accordance with information presented to the ITP Board on November 29, 2017.

## CERTIFICATE

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

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

\_\_\_\_\_  
Date



Date: November 8, 2017  
To: ITP Board  
From: Nick Monoyios, Laker Line Project Manager  
Subject: LAKER LINE CONSTRUCTION MANAGER EXPENSES

### ACTION REQUESTED

Staff is requesting Board approval to authorize the Laker Line BRT's Construction Manager At Risk (CMAR), Christman Co., to proceed with development of bid packages and execute the contracts for the construction of the Laker Line BRT at an amount not to exceed \$44,232,000, upon receipt of the federal and state Laker Line grants.

### BACKGROUND

Staff used the CMAR approach for project delivery for the Silver Line BRT construction, and have also determined that the CMAR approach would be the most effective and efficient process for the Laker Line BRT project. The Christman Co. was selected and approved by the Board in May 2016.

Upon completion of the 60% design milestone, the CMAR developed a 60% cost estimate in May 2016 at the amount of \$33,935,098. This estimate was required by our Project Management Oversight Consultant (PMOC) hired by the FTA to review project scope/cost, identify and mitigate risk factors, and assess funding readiness. The inclusion of additional construction costs anticipated through final design and additional inflationary costs based on year-of-expenditure calculations increased the total construction budget, with contingency, to \$44,232,000. This is the final amount included in the Small Starts Standard Category Cost sheet (SCC) approved by the PMOC and FTA, and is illustrated in the FY2017 Congressional Capital Investment Grant (CIG) authorization.

Figure 1 illustrates the approved budget of itemized costs associated with the construction of the Laker Line (SCC 10-50).

### FUNDING

Funds for this expenditure are included in the Laker Line federal and state capital grants and no local funds will be used.



Figure 1 – Laker Line SCC

MAIN WORKSHEET - BUILD ALTERNATIVE								(Rev.19, June 2017)
Interurban Transit Partnership - The Rapid								Today's Date 7/20/17
Laker Line BRT, Grand Rapids, MI								Yr of Base Year \$ 2017
Construction Grant Agreement								Yr of Revenue Ops 2020
	Quantity	Base Year Dollars w/o Contingency (X000)	Base Year Dollars Allocated Contingency (X000)	Base Year Dollars TOTAL (X000)	Base Year Dollars Unit Cost (X000)	Base Year Dollars Percentage of Construction Cost	Base Year Dollars Percentage of Total Project Cost	YOE Dollars Total (X000)
<b>10 GUIDEWAY &amp; TRACK ELEMENTS (route miles)</b>	<b>13.30</b>	<b>1,774</b>	<b>177</b>	<b>1,951</b>	<b>\$147</b>	<b>5%</b>	<b>3%</b>	<b>2,067</b>
10.01 Guideway: At-grade exclusive right-of-way	0.80	620	62	682	\$852			722
10.02 Guideway: At-grade semi-exclusive (allows cross-traffic)			0	0				0
10.03 Guideway: At-grade in mixed traffic	12.50	1,154	115	1,269	\$102			1,345
10.04 Guideway: Aerial structure			0	0				0
10.05 Guideway: Built-up fill			0	0				0
10.06 Guideway: Underground cut & cover			0	0				0
10.07 Guideway: Underground tunnel			0	0				0
10.08 Guideway: Retained cut or fill			0	0				0
10.09 Track: Direct fixation				0				0
10.10 Track: Embedded				0				0
10.11 Track: Ballasted				0				0
10.12 Track: Special (switches, turnouts)				0				0
10.13 Track: Vibration and noise dampening				0				0
<b>20 STATIONS, STOPS, TERMINALS, INTERMODAL (number)</b>	<b>11</b>	<b>10,226</b>	<b>1,023</b>	<b>11,249</b>	<b>\$1,023</b>	<b>27%</b>	<b>16%</b>	<b>11,914</b>
20.01 At-grade station, stop, shelter, mall, terminal, platform	11	10,226	1,023	11,249	\$1,023			11,914
20.02 Aerial station, stop, shelter, mall, terminal, platform			0	0				0
20.03 Underground station, stop, shelter, mall, terminal, platform			0	0				0
20.04 Other stations, landings, terminals: Intermodal, ferry, trolley, etc.			0	0				0
20.05 Joint development			0	0				0
20.06 Automobile parking multi-story structure			0	0				0
20.07 Elevators, escalators			0	0				0
<b>30 SUPPORT FACILITIES: YARDS, SHOPS, ADMIN. BLDGS</b>	<b>12.30</b>	<b>17,000</b>	<b>1,700</b>	<b>18,700</b>	<b>\$1,406</b>	<b>44%</b>	<b>27%</b>	<b>19,451</b>
30.01 Administration Building: Office, sales, storage, revenue counting			0	0				0
30.02 Light Maintenance Facility		17,000	1,700	18,700				19,451
30.03 Heavy Maintenance Facility			0	0				0
30.04 Storage or Maintenance of Way Building			0	0				0
30.05 Yard and Yard Track			0	0				0
<b>40 SITEWORK &amp; SPECIAL CONDITIONS</b>	<b>12.30</b>	<b>2,055</b>	<b>254</b>	<b>2,309</b>	<b>\$174</b>	<b>5%</b>	<b>3%</b>	<b>2,434</b>
40.01 Demolition, Clearing, Earthwork		486	49	535				564
40.02 Site Utilities, Utility Relocation		483	97	579				611
40.03 Haz. mat'l, contam'd soil removal/mitigation, ground water treatments		52	5	57				60
40.04 Environmental mitigation, e.g. wetlands, historic/archeologic, parks			0	0				0
40.05 Site structures including retaining walls, sound walls			0	0				0
40.06 Pedestrian / bike access and accommodation, landscaping		433	43	476				502
40.07 Automobile, bus, van accessways including roads, parking lots		450	45	495				522
40.08 Temporary Facilities and other indirect costs during construction		151	15	166				175
<b>50 SYSTEMS</b>	<b>10.80</b>	<b>7,181</b>	<b>718</b>	<b>7,899</b>	<b>\$694</b>	<b>19%</b>	<b>11%</b>	<b>8,366</b>
50.01 Train control and signals			0	0				0
50.02 Traffic signals and crossing protection		2,455	246	2,701				2,861
50.03 Traction power supply: substations			0	0				0
50.04 Traction power distribution: catenary and third rail			0	0				0
50.05 Communications		1,834	183	2,018				2,137
50.06 Fare collection system and equipment		2,891	289	3,180				3,368
50.07 Central Control			0	0				0
<b>Construction Subtotal (10 - 50)</b>	<b>33.30</b>	<b>38,236</b>	<b>3,872</b>	<b>42,107</b>	<b>\$3,166</b>	<b>100%</b>	<b>61%</b>	<b>44,232</b>
<b>60 ROW, LAND, EXISTING IMPROVEMENTS</b>	<b>3.30</b>	<b>650</b>	<b>300</b>	<b>950</b>	<b>\$71</b>		<b>1%</b>	<b>952</b>
60.01 Purchase or lease of real estate		650	300	950				952
60.02 Relocation of existing households and businesses				0				0
<b>70 VEHICLES (number)</b>	<b>16</b>	<b>14,811</b>	<b>741</b>	<b>15,552</b>	<b>\$972</b>		<b>23%</b>	<b>16,821</b>
70.01 Light Rail				0				0
70.02 Heavy Rail				0				0
70.03 Commuter Rail				0				0
70.04 Bus	16	14,811	741	15,552	\$972			16,821
70.05 Other				0				0
70.06 Non-revenue vehicles				0				0
70.07 Spare parts			0	0				0
<b>80 PROFESSIONAL SERVICES (applies to Cats. 10-50)</b>	<b>12.30</b>	<b>9,191</b>	<b>0</b>	<b>9,191</b>	<b>\$691</b>	<b>22%</b>	<b>13%</b>	<b>9,619</b>
80.01 Project Development		2,437		2,437				2,550
80.02 Engineering (not applicable to Small Starts)								2,817
80.03 Project Management for Design and Construction		2,692		2,692				2,366
80.04 Construction Administration & Management		2,261		2,261				441
80.05 Professional Liability and other Non-Construction Insurance		421		421				441
80.06 Legal, Permits, Review Fees by other agencies, cities, etc.		421		421				441
80.07 Surveys, Testing, Investigation, Inspection		538		538				563
80.08 Start up								
<b>Subtotal (10 - 80)</b>	<b>45.60</b>	<b>62,688</b>	<b>4,912</b>	<b>67,600</b>	<b>\$5,098</b>		<b>98%</b>	<b>71,624</b>
<b>90 UNALLOCATED CONTINGENCY</b>				<b>1,076</b>			<b>2%</b>	<b>1,138</b>
<b>Subtotal (10 - 90)</b>	<b>45.60</b>			<b>68,677</b>	<b>\$5,179</b>		<b>100%</b>	<b>72,762</b>
<b>100 FINANCE CHARGES</b>				<b>0</b>			<b>0%</b>	<b>0</b>
<b>Total Project Cost (10 - 100)</b>	<b>45.60</b>			<b>68,677</b>	<b>\$5,179</b>		<b>100%</b>	<b>72,762</b>
Allocated Contingency as % of Base Yr Dollars w/o Contingency				7.81%				
Unallocated Contingency as % of Base Yr Dollars w/o Contingency				1.71%				
Total Contingency as % of Base Yr Dollars w/o Contingency				9.52%				
Unallocated Contingency as % of Subtotal (10 - 80)				1.59%				
YOE Construction Cost per Mile (X000)								53,326
YOE Total Project Cost per Mile Not Including Vehicles (X000)								54,206
YOE Total Project Cost per Mile (X000)								55,471

# INTERURBAN TRANSIT PARTNERSHIP BOARD

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

**Fiscal Year 2018**

Moved and supported to adopt the following resolution:

Approval to authorize the expenditure of Laker Line grant funds.

BE IT RESOLVED that the Christman Co. is hereby authorized, upon receipt of grant funds, to proceed with the development of bid packages and execute contracts necessary for construction of the Laker Line BRT in an amount not to exceed \$44,232,00, in accordance with the information presented to the ITP Board on November 29, 2017.

## CERTIFICATE

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

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

\_\_\_\_\_  
Date



Date: November 7, 2017

To: ITP Board

From: Mark Fedorowicz, Purchasing Manager  
Nick Monoyios, Laker Line Project Manager

Subject: LAKER LINE BUS PROCUREMENT

### ACTION REQUESTED

Staff is requesting Board approval to enter into an agreement with the New Flyer Corporation in an amount not to exceed \$15,552,000 for the purchase of 16 CNG-fueled, articulated, low-floor buses. An additional contingency of 6.25% (\$972,000) will be available for this project. This purchase is subject to receipt of Laker Line grant funds.

### BACKGROUND

These buses are replacements for buses that will have exceeded their useful lifespan according to FTA regulations. More importantly, they are procured specifically to accommodate the heavy passenger volumes for the Laker Line service to Grand Valley State University in Allendale.

### METHOD OF PROCUREMENT

Staff has researched the availability of manufacturers who can provide CNG-powered articulated buses. Using various methods to determine potential bidders, it was found that New Flyer was the only bus manufacturer that could provide CNG-powered articulated buses by our required due date (April 2019). As a result, we will be pursuing a sole source procurement for the buses. The ITP has documented evidence showing that a sole source procurement is our only course of action.

ITP Procurement staff conducted an Independent Cost Estimate (ICE) prior to receiving the proposals to determine whether the price that will be negotiated with New Flyer is fair and reasonable. The ICE was based on buses purchased by the San Diego Metropolitan Transit District (SCMTD) last July and inflated to match current construction costs. Based on this analysis, the bus we are buying today is significantly less expensive than the CNG bus quoted to SCMTD just last July.

### FUNDING

Funds are contained in available federal and state capital matching grants for the Laker Line project. No local money is required.

# INTERURBAN TRANSIT PARTNERSHIP BOARD

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

**Fiscal Year 2018**

Moved and supported to adopt the following resolution:

Approval to purchase buses for the Laker Line BRT.

BE IT RESOLVED that the CEO is hereby authorized to award and execute an agreement with New Flyer Corporation on behalf of the ITP Board to purchase sixteen (16) 60-foot CNG-fueled, low-floor, articulated buses in an amount not to exceed \$15,552,000 plus a contingency of \$972,000, upon receipt of Laker Line grant funds, in accordance with information presented to the ITP Board on November 29, 2017.

## CERTIFICATE

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

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

\_\_\_\_\_  
Date

**Date:** November 6, 2017  
**To:** ITP Board  
**From:** Brian Pouget , Deputy CEO for Operations  
Mark Fedorowicz, Procurement Manager  
**Subject:** SELECTION OF INVESTMENT ADVISOR

### ACTION REQUESTED

Staff is requesting authorization to enter into a five-year agreement with AndCo Consulting in the amount of \$150,000 (\$30,000 annually) for providing investment advisor services.

### BACKGROUND

The ITP issued a Request for Proposal (RFP) to obtain proposals for investment advisor services from experienced and qualified companies. The principal source of revenue to the ITP is property taxes and, as a result, there is a large variation in the amount of cash reserves that are invested ranging from approximately \$13,000,000 in August as tax receipts are received and dropping to around \$5 million at the end of June. It is the ITP's practice to invest monies from these funds not currently needed for payment of obligations.

The ITP also maintains two single employer defined benefit pension plans: Interurban Transit Partnership and Amalgamated Transit Union plan with approximately \$9.5 million in plan assets, and the Interurban Transit Partnership plan with approximately \$4.5 million in plan assets.

The investments of these three pools of funds must not be co-mingled, however, the investment strategies and investments could be similar for the two pension plans. The ITP is committed to the following investment objectives

1. Protect the invested funds
2. Meet the daily cash flow needs of the ITP
3. Provide the highest possible investment return
4. Protect investment gains
5. Minimize administrative costs and fees
6. Conform to all statutes governing the investment of public funds
7. Develop a new The ITP Investment policy including asset allocation strategies
8. Evaluate and assist the ITP in selecting money managers for actively traded portfolios

It is the ITP's desire to improve overall long-term investment results. The ITP believes that yield can be improved and overall risk can be reduced with the appropriate asset allocation strategy.

### PROCUREMENT

A total of four bid packages were sent out for this procurement including And Co, Abakan Financial, Huntington Bank and Raymond James. Huntington stated that they don't typically act as a financial



advisor but would be interested in being a money manager and Raymond James said they were unable to provide trustee services for pension payments. Proposals were received from both Abakan and AndCo. A scoring of the two proposals is as follows:

<b>Evaluator</b>		<b>Abakan</b>	<b>AndCo</b>
#1		43	88
#2		45	87
#3		30	88
#4		70	92
Total		188	355

The scores showed that the proposal produced by AndCo was the best overall. AndCo was also the least expensive with a five-year contract costing \$150,000 versus Abakan which had a contract price of nearly \$500,000 for the five-year period. AndCo was the most responsive and responsible proposal received.

As part of the services to be provided by the investment advisor, AndCo Consulting would perform the following functions:

- Provide investment management
- Develop an investment policy
- Develop an asset allocation plan
- Screen prospective money managers and recommend them to staff
- Establish benchmarks for monitoring money managers' performance.

#### FUNDING SOURCE

Funding would come from local operating funds or from investment returns as a result of better investment decisions.

# INTERURBAN TRANSIT PARTNERSHIP BOARD

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

**Fiscal Year 2018**

Moved and supported to adopt the following resolution:

Approval to execute an agreement for investment advisor services.

BE IT RESOLVED that the CEO is hereby authorized to execute a five-year agreement with AndCo Consulting in the amount of \$150,000 for the provision of investment advisor services, in accordance with information presented to the ITP Board on November 29, 2017.

## CERTIFICATE

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

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

\_\_\_\_\_  
Date



Date: November 21, 2017  
To: ITP Board  
From: Barb Holt, Board Chair  
Subject: 2018 MEETING SCHEDULE

ACTION REQUESTED

Approval of the 2018 meeting schedule for the ITP Board and committees.

BACKGROUND

The attached meeting schedule for 2018 was developed based on the Governance Study conducted by Schilling Consulting. The Board Development Committee and Planning & Innovation Committee are the "standing committees" of the Board. The Consumer Advisory Committee requested that their meetings be scheduled during the same months that the Board meets.



## 2018 MEETING SCHEDULE

### **RAPID BOARD**

#### **Wednesday, 4:00pm**

January 24  
March 28  
May 23  
August 22 (Annual Meeting)  
September 26  
November 28

### **RAPID BOARD SPECIAL MEETINGS**

**Board Retreat**, Monday, January 22  
8:30am-4:30pm, Location TBD

**Board Planning Meeting**, Wednesday,  
May 23, 1:30pm

**Board Budget Meeting**, Wednesday,  
August 1, 3:00pm

### **BOARD DEVELOPMENT COMMITTEE**

#### **Wednesday, 8:00am**

February 14  
April 11  
July 11  
November 14

### **PLANNING & INNOVATION COMMITTEE**

#### **Wednesday, 4:00pm**

February 14  
April 11  
September 12  
November 14

### **Consumer Advisory Committee for Seniors & Persons with Disabilities**

#### **Tuesday, 3:00pm**

January 16  
March 20  
May 15  
August 14  
September 18  
November 20

**MEETING LOCATIONS:** Meetings in this schedule will be held in the Board Room at The Rapid's Administrative Office, 300 Ellsworth Ave SW, except as specifically noted above. An alternate location for meetings is Rapid Central Station Conference Room, 250 Grandville Ave SW, if an alternate location is deemed to be necessary.



Date: October 27, 2017  
To: ITP Board  
From: Scott Walsh  
Subject: MONTHLY FINANCIAL STATEMENTS

Attached for your review are the September 2017 Combined Operating Statement and Grant Revenues & Expenditures Statement.



Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 09/30/17

Page 1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target=100%
<b>Revenue &amp; Operating Assistance</b>						
<b><u>Passenger Fares</u></b>						
1. Passenger Fares - Linehaul	6,594,208	6,594,208	556,127	6,116,088	478,120	93%
2. Passenger Fares - Paratransit	905,429	905,429	68,206	802,355	103,074	89%
3. Passenger Fares - Other	30,730	30,730	2,384	29,285	1,445	95%
<b>4. Total Passenger Fares</b>	<b>7,530,367</b>	<b>7,530,367</b>	<b>626,717</b>	<b>6,947,728</b>	<b>582,639</b>	<b>92%</b>
<b><u>Sale Of Transportation Services</u></b>						
5. CMH Contribution	1,179,000	1,179,000	93,294	992,913	186,087	84%
6. Dash Contract	1,615,007	1,615,007	122,302	1,620,946	5,939+	100%
7. Grand Valley State University	2,626,329	2,626,329	290,089	2,646,878	20,549+	101%
8. Employment Transportation (Van Pool)	199,200	199,200	10,018	135,188	64,012	68%
9. Township Services	598,230	598,230	50,172	598,553	323+	100%
10. Other	746,873	746,873	40,928	531,778	215,095	71%
<b>11. Total Sale Of Transportation Services</b>	<b>6,964,639</b>	<b>6,964,639</b>	<b>606,803</b>	<b>6,526,256</b>	<b>438,383</b>	<b>94%</b>
<b><u>Other Revenue &amp; Support</u></b>						
12. State Operating	13,753,190	13,753,190	1,093,156	13,335,325	417,865	97%
13. Property Taxes	14,863,947	14,863,947	1,238,662	14,863,947	0	100%
14. Advertising	150,000	150,000	12,500	156,270	6,270+	104%
15. Interest & Miscellaneous	398,778	398,778	19,662	347,815	50,963	87%
<b>16. Total Other Revenue &amp; Support</b>	<b>29,165,915</b>	<b>29,165,915</b>	<b>2,363,980</b>	<b>28,703,357</b>	<b>462,558</b>	<b>98%</b>
<b>17. TOTAL REVENUE &amp; OPERATING ASSISTANCE</b>	<b>43,660,921</b>	<b>43,660,921</b>	<b>3,597,500</b>	<b>42,177,341</b>	<b>1,483,580</b>	<b>98%</b>
<b><u>Expenditures Route Service &amp; Demand Response Labor</u></b>						
18. Administrative Salaries	3,734,244	3,734,244	268,925	3,674,669	59,575	98%
19. Driver Wages	11,585,881	11,585,881	861,196	11,304,094	281,787	98%
20. Maintenance Wages	1,711,985	1,711,985	104,589	1,567,953	144,032	92%
<b>21. Total Labor</b>	<b>17,032,110</b>	<b>17,032,110</b>	<b>1,234,710</b>	<b>16,546,716</b>	<b>485,394</b>	<b>97%</b>
<b><u>Fringe Benefits</u></b>						
22. FICA/Medicare Tax	1,379,600	1,379,600	100,194	1,334,951	44,649	97%
23. Pension	1,388,872	1,388,872	299,362	1,480,709	91,837-	107%
24. Group Medical	4,463,441	4,464,798	26,094-	3,156,496	1,308,302	71%
25. Unemployment Taxes	80,000	80,000	0	46,599	33,401	58%
26. Worker's Compensation	512,000	518,243	0	447,111	71,132	86%
27. Sick Leave	154,913	154,913	10,005	152,650	2,263	99%
28. Holiday	386,273	386,273	58,721	368,100	18,173	95%
29. Vacation	1,056,235	1,056,235	88,762	1,084,510	28,275-	103%

Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 09/30/17

Page 2

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target=100%
30. Bereavement	18,450	18,450	2,473	21,790	3,340-	118%
31. Uniforms	111,086	111,086	13,240	101,359	9,727	91%
32. Personal Days	312,402	312,402	91,493	301,758	10,644	97%
33. Fringe Benefits Distributed to Grants	22,726-	22,726-	1,787-	17,841-	4,885-	79%
<b>34. Total Fringe Benefits</b>	<b>9,840,546</b>	<b>9,848,146</b>	<b>636,369</b>	<b>8,478,192</b>	<b>1,369,954</b>	<b>86%</b>
<u>Services</u>						
35. Audit, Legal, and Consultant	447,750	468,444	39,459	316,717	151,727	68%
36. Contract Service: Janitor & Bus Cleaning	1,354,645	1,384,587	195,667	1,164,340	220,247	84%
37. Contract Service: Other	922,418	944,976	70,875	859,508	85,468	91%
<b>38. Total Services</b>	<b>2,724,813</b>	<b>2,798,007</b>	<b>306,001</b>	<b>2,340,565</b>	<b>457,442</b>	<b>84%</b>
<u>Materials &amp; Supplies</u>						
39. Fuel & Lubricants	3,146,819	3,022,763	291,751	2,495,932	526,831	83%
40. Tires & Tubes	35,405	35,405	7,379	22,322	13,083	63%
41. Office Supplies	59,913	55,263	3,297	37,421	17,842	68%
42. Printing	50,332	113,755	19,068	122,021	8,266-	107%
43. Repair Parts	1,518,165	1,542,957	168,884	1,364,941	178,016	88%
44. Other Supplies	111,798	118,881	10,498	67,563	51,318	57%
<b>45. Total Materials &amp; Supplies</b>	<b>4,922,432</b>	<b>4,889,024</b>	<b>500,877</b>	<b>4,110,200</b>	<b>778,824</b>	<b>84%</b>
<u>Utilities</u>						
46. Electronic Communications	113,699	111,304	14,889	101,623	9,681	91%
47. Gas Heat	323,523	272,103	933	166,424	105,679	61%
48. Electric	514,260	496,571	68,189	456,394	40,177	92%
49. Other	66,685	82,768	13,202	76,410	6,358	92%
<b>50. Total Utilities</b>	<b>1,018,167</b>	<b>962,746</b>	<b>97,213</b>	<b>800,851</b>	<b>161,895</b>	<b>83%</b>
<u>Casualty &amp; Liability</u>						
51. PL & PD Insurance	1,019,600	1,019,600	2,701	1,137,539	117,939-	112%
52. Building & Other Insurance	299,058	309,784	620	297,031	12,753	96%
<b>53. Total Casualty &amp; Liability</b>	<b>1,318,658</b>	<b>1,329,384</b>	<b>3,321</b>	<b>1,434,570</b>	<b>105,186-</b>	<b>108%</b>

Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 09/30/17

Page 3

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target=100%
<b>Other</b>						
54. Dues & Subscriptions	74,679	75,167	609	70,386	4,781	94%
55. Professional Development	97,095	94,221	8,030	61,211	33,010	65%
56. Marketing & Promotion	200,000	203,550	35,232	199,757	3,793	98%
57. Community Outreach	350,000	350,000	30,000	379,757	29,757-	109%
58. Office Equipment	22,000	22,000	2,185	18,757	3,243	85%
59. Shop Tools	44,851	44,851	6,653	39,385	5,466	88%
60. Miscellaneous	67,000	67,645	7,394	47,798	19,847	71%
<b>61. Total Other</b>	<b>855,625</b>	<b>857,434</b>	<b>90,103</b>	<b>817,051</b>	<b>40,383</b>	<b>95%</b>
62. Purchased Transportation	5,237,918	5,482,908	446,057	5,404,269	78,639	99%
63. Purchase Transp. - CMH	1,646,000	1,430,572	130,082	1,381,471	49,101	97%
64. Purchase Transp. - Other	346,047	346,047	132,553	323,545	22,502	93%
65. Purchase Transp. - Suburban Paratransit	204,925	170,863	11,022	153,229	17,634	90%
66. Transfer Out - Grant Budget	0	0	0	0	0	100%
67. Operating Expenses - Capitalized	1,486,320-	1,486,320-	0	0	1,486,320-	0%
<b>68. TOTAL OPERATING EXPENDITURES</b>	<b>43,660,921</b>	<b>43,660,921</b>	<b>3,588,308</b>	<b>41,790,659</b>	<b>1,870,262</b>	<b>96%</b>
69. Net Surplus	0	0	9,192	386,682	386,682	100%
	43,660,921	43,660,921	3,597,500	42,177,341	1,483,580	97%



**Interurban Transit Partnership  
Grant Revenues & Expenditures  
Month Ended 09/30/17**

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 100%
<u>Grant Revenue</u>						
1. Federal Grant Assistance	35,038,869	35,038,869	1,511,355	18,163,142	16,875,727	52%
2. State Grant Assistance	9,199,311	9,199,311	396,800	4,768,658	4,430,653	52%
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	44,238,180	44,238,180	1,908,155	22,931,800	21,306,380	52%
<u>Labor</u>						
7. Administrative Salaries	44,554	44,554	3,491	41,039	3,515	92%
8. Driver Wages	0	0	0	0	0	100%
9. Temporary Wages	0	0	0	0	0	100%
10. Fringe Benefit Distribution	22,726	22,726	1,787	17,841	4,885	79%
11. Total Labor	67,280	67,280	5,278	58,880	8,400	88%
<u>Material &amp; Supplies</u>						
12. Tires & Tubes	350,000	350,000	64,478	285,771	64,229	82%
13. Office Supplies	500	500	0	0	500	0%
14. Printing	7,500	0	0	0	0	100%
15. Total Material & Supplies	358,000	350,500	64,478	285,771	64,729	82%
<u>Purchased Transportation</u>						
16. Purchased Transportation	800,000	800,000	66,667	800,000	0	100%
17. Specialized Services	463,289	463,289	222,058	333,350	129,939	72%
18. Total Purchased Transportation	1,263,289	1,263,289	288,725	1,133,350	129,939	90%
<u>Other Expenses</u>						
19. Dues & Subscriptions	4,500	4,500	0	575	3,925	13%
20. Professional Development	25,000	42,500	2,277	46,157	3,657-	109%
21. Miscellaneous	10,000	0	0	0	0	100%
22. Total Other Expenses	39,500	47,000	2,277	46,732	268	99%
<u>Leases</u>						
23. Office Lease	0	0	0	0	0	100%
24. Transit Center Lease	0	0	0	0	0	100%
25. Storage Space Lease	0	0	0	0	0	100%
26. Total Leases	0	0	0	0	0	100%
<u>Capital</u>						
27. Rolling Stock	14,111,880	14,111,880	33,904	13,100,347	1,011,533	93%
28. Facilities	18,918,417	18,918,417	857,891	4,424,848	14,493,569	23%
29. Equipment	1,450,000	1,450,000	13,766	60,073	1,389,927	4%
30. Other	5,955,268	5,955,268	599,486	3,565,944	2,389,324	60%
31. Total Capital	40,435,565	40,435,565	1,505,047	21,151,212	19,284,353	52%
32. Planning Services	588,226	588,226	42,350	255,855	332,371	43%
33. Capitalized Operating	1,486,320	1,486,320	0	0	1,486,320	0%
34. Total Expenditures	44,238,180	44,238,180	1,908,155	22,931,800	21,306,380	52%

PROFESSIONAL DEVELOPMENT REPORT  
ALL EMPLOYEES (EXCLUDING VARGA)  
SEPTEMBER 2017

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$336.96	MPTA Annual Meeting	Pouget	Crystal Mountain
\$2,128.06	Vista User Conference	Brophy and Lee	Palm Springs, CA
\$540.00	Various online courses for Maintenance Mechanics	Various	Grand Rapids, MI
\$228.56	Hosted the meeting for the Align Study	Venema	Grand Rapids, MI
\$3,233.58			

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

9/25/2017  
1:00:09AM

Interurban Transit Partnership  
Personnel Authorization

ITP\_HR\_PersonnelAuth.rpt

<u>Positions</u>	<u>Authorized</u>	<u>Actual</u>
<b>Senior Managers</b>	15	12
<b>Supervisors &amp; Admins.</b>		
Administration	3	3
Operations	16	16
<b>Professionals</b>		
Administration	4	4
External Relations	2	2
Operations	6	6
Planning & Grants	2	2
Special Services	1	1
<b>Call Takers/Schedulers</b>		
Special Services - Full Time	6	7
Special Services - Part Time	3	3
<b>Administrative Support</b>		
Administration - Full Time	3	5
Administration - Part Time	2	1
Customer Service/Marketing	1	1
External Relations	3	3
Operations	3	3
Operations - Full Time	1	1
Security	4	4
Special Services	2	1
<b>Total Admin. Personnel</b>	<u>77</u>	<u>75</u>
Mechanics - Facilities	7	7
Mechanics - Fleet	30	25
Bus Operators - Full time	261	261
Bus Operators - Part Time	39	22
<b>Total Union Personnel:</b>	<u>337</u>	<u>315</u>
<b>TOTAL PERSONNEL</b>	<u>414</u>	<u>390</u>



**Date:** November 8, 2017  
**To:** ITP Board  
**From:** Kevin Wisselink / Planning Department  
**Subject:** SEPTEMBER 2017 RIDERSHIP AND PRODUCTIVITY REPORT

### BACKGROUND

Ridership was impacted this quarter by there being one less weekday in September 2017, resulting in a larger overall ridership decrease for the month. The year ridership total for FY 2017 is 10,972,730, just below 11 million rides for the year.

### RIDERSHIP SUMMARY

#### **September 2017 compared to September 2016**

##### Total Ridership by Category:

- Routes 1 – 44 ridership (664,953) decreased **5.6%** (-39,157)
- Contracted/Specialized Service ridership (387,162) decreased **10.4%** (-44,723)
- Demand-Response ridership (28,644) decreased **4.5%** (-1,365)
- **Total Ridership (1,080,759) decreased 7.3% (-85,245)**

##### Daily Averages:

- Average Weekday total ridership (47,131) decreased **5.1%** (-2,527)
- Average Weekday evening ridership (6,183) decreased **11.1%** (-769)
- Average Saturday ridership (16,482) increased **1.4%** (232)
- Average Sunday ridership (6,770) decreased **3.9%** (-272)

#### **Fiscal Year 2017 compared to Fiscal Year 2016**

##### Total Ridership by Category:

- Routes 1 – 44 ridership (7,652,425) decreased **3.3%** (-264,059)
- Contracted/Specialized Service ridership (2,965,107) decreased **6.3%** (-198,254)
- Demand-Response ridership (355,198) decreased **3.0%** (-11,101)
- **Total Ridership (10,972,730) decreased 4.1% (-473,414)**

##### Daily Averages:

- Average Weekday total ridership (37,479) decreased **4.4%** (-1,740)
- Average Weekday evening ridership (5,159) decreased **6.5%** (-356)
- Average Saturday ridership (13,657) decreased **2.8%** (-480)
- Average Sunday ridership (5,984) increased **0.7%** (43)

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

September 2017 fixed-route system performance increased compared to September 2016 (contracted services not included). The fixed-route summary is as follows:

- Average passengers per hour (**23.4**) decreased **3.5%** (-0.4 points)
- Average passengers per mile (**1.88**) decreased **3.5%** (-0.5 points)
- Average farebox recovery percent (**26.2%**) decreased 8.8% (-1.3 points)
- Average daily passengers (**22,405**) decreased **5.8%** (-3.1 points)
- **Monthly system performance (90.2 points) decreased 5.6% (-5.3 points)**
- **FY 2017 system performance (84.6 points) decreased 3.8% (-3.3 points) compared to FY 2016**

#### Monthly Fixed-Route Point Summary

	FY 17	FY 16	FY 17	FY 16		%
	<u>Avg</u>	<u>Avg</u>	<u>Points</u>	<u>Points</u>	<u>Change</u>	<u>Change</u>
Avg Passengers per Hour per Route:	23.4	24.2	11.7	12.1	-0.4	-3.5%
Avg Passengers per Mile per Route:	1.88	1.95	14.5	15.0	-0.5	-3.5%
Avg Fare-box Recovery % per Route:	26.2%	28.7%	13.1	14.4	-1.3	-8.8%
Avg Daily Fixed-Route Passengers:	22,405	23,775	50.9	54.0	-3.1	-5.8%
<b>September Total:</b>			<b>90.2</b>	<b>95.5</b>	<b>-5.3</b>	<b>-5.6%</b>
<b>Year Average:</b>			<b>84.6</b>	<b>88.0</b>	<b>-3.3</b>	<b>-3.8%</b>

- **18 of 23 (78.3%) fixed-routes performed within the average range (within one standard deviation of the system mean)**
- **The Silver Line performed above standard (greater than 66.7% above the system mean)**
- Route 2 – Kalamazoo and Route 9 – Alpine performed one standard deviation above the system mean
- Route 17 – Woodland/Airport performed one standard deviation below the system mean
- **Route 19—Michigan Crosstown performed below standard (less than 66.7% below the system mean)**

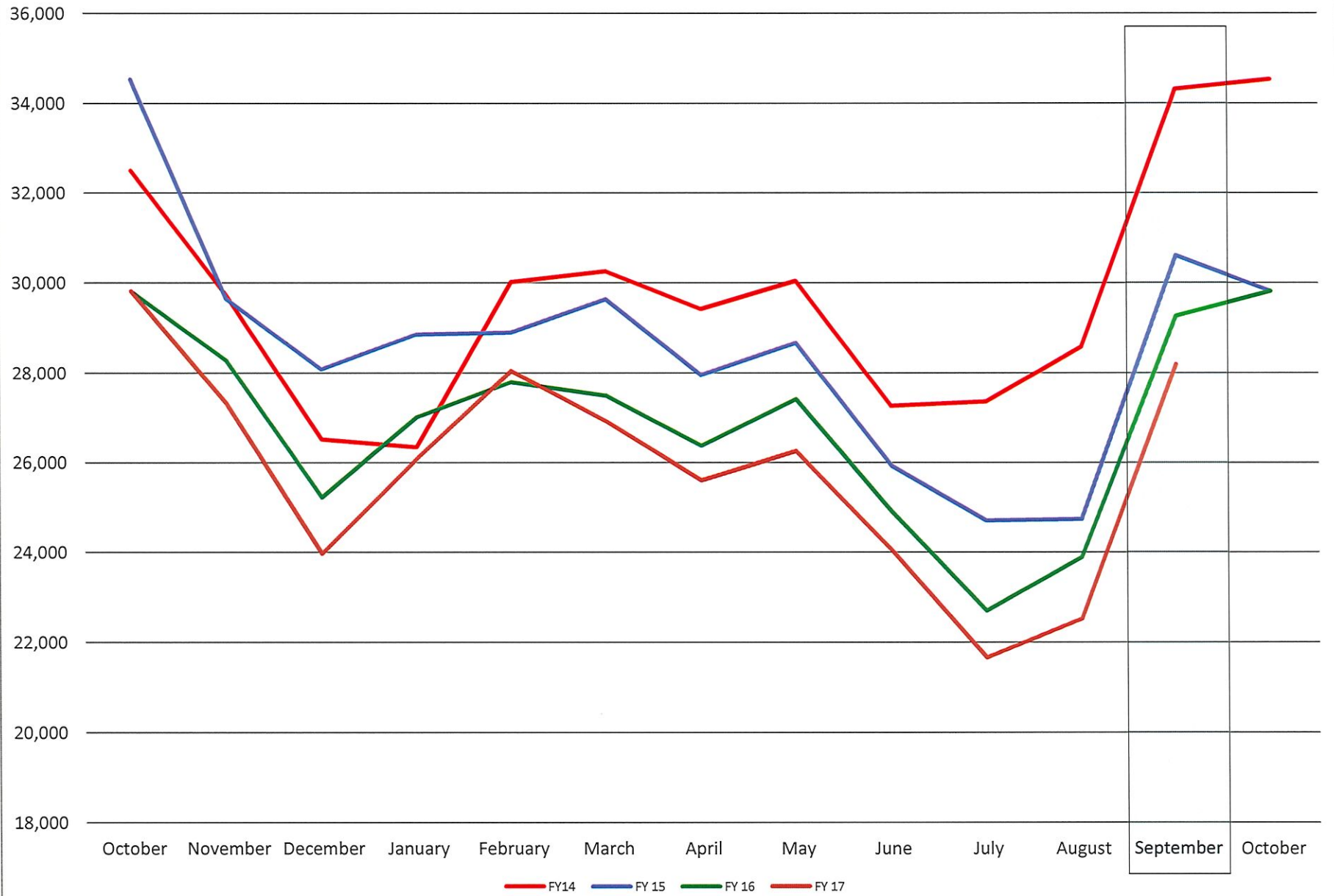
September 2017 Fixed Route Ridership Change: **-4.1%**  
September 2017 Total Ridership Change: **-5.6%**

#### Change in service days from September 2017 to September 2016

	FY 2017	FY 2016	Change
Total Service Weekdays	20	21	-1
Total Service Saturdays	5	4	+1
Total Service Sundays	4	4	0

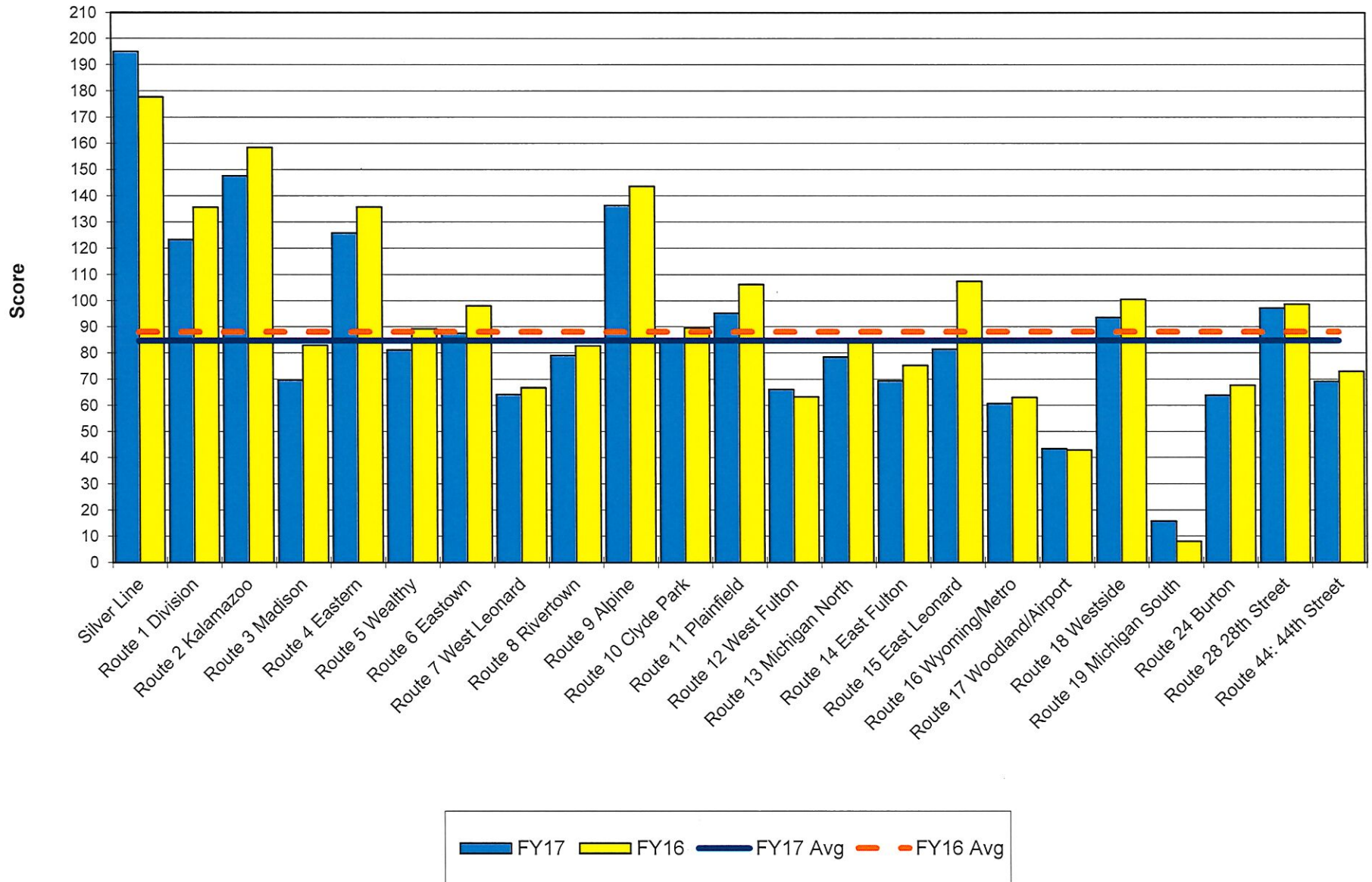
Attached is a graphical summary of the system and individual fixed-route performance.

## Monthly Weekday Average Ridership History

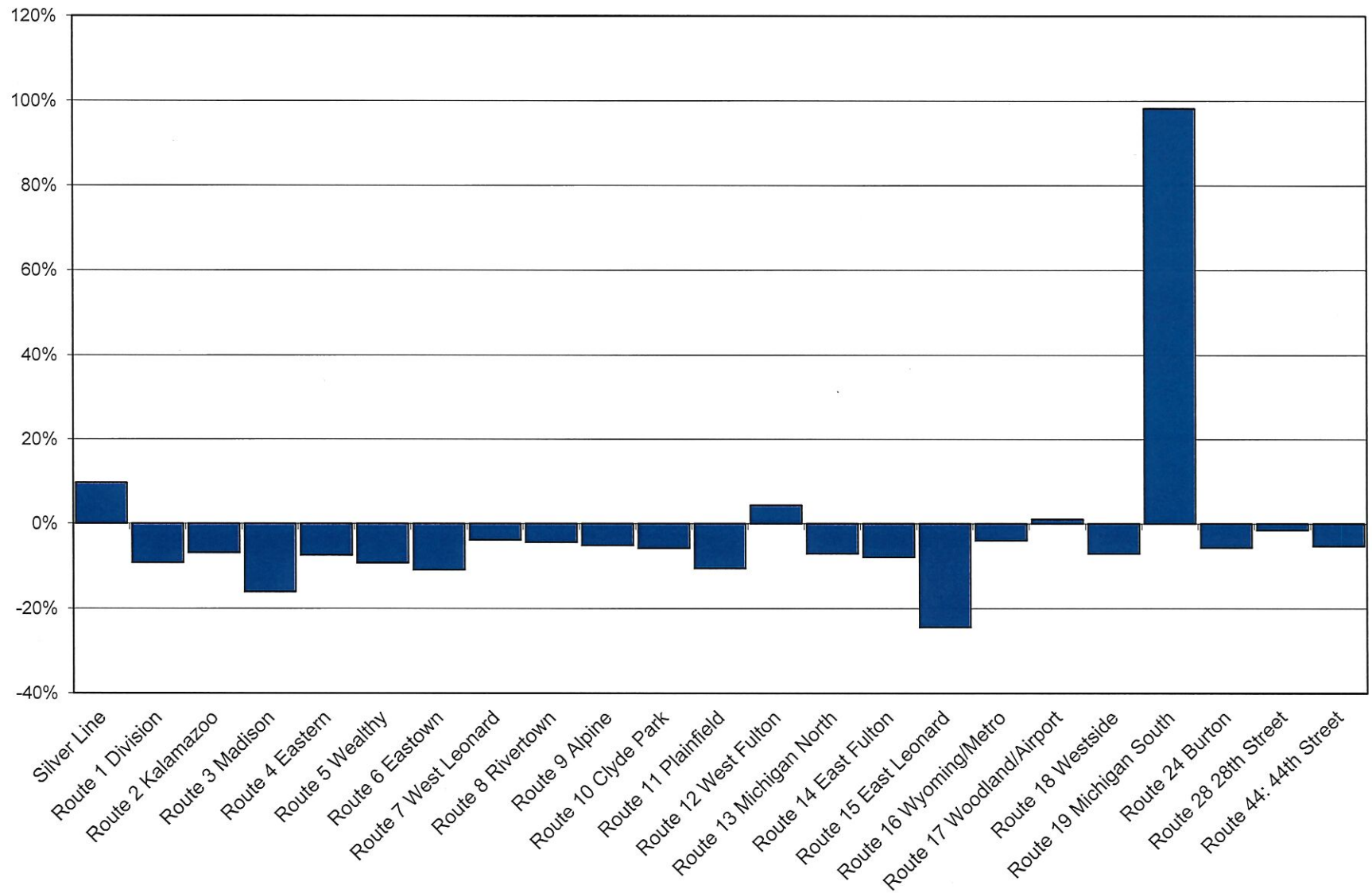




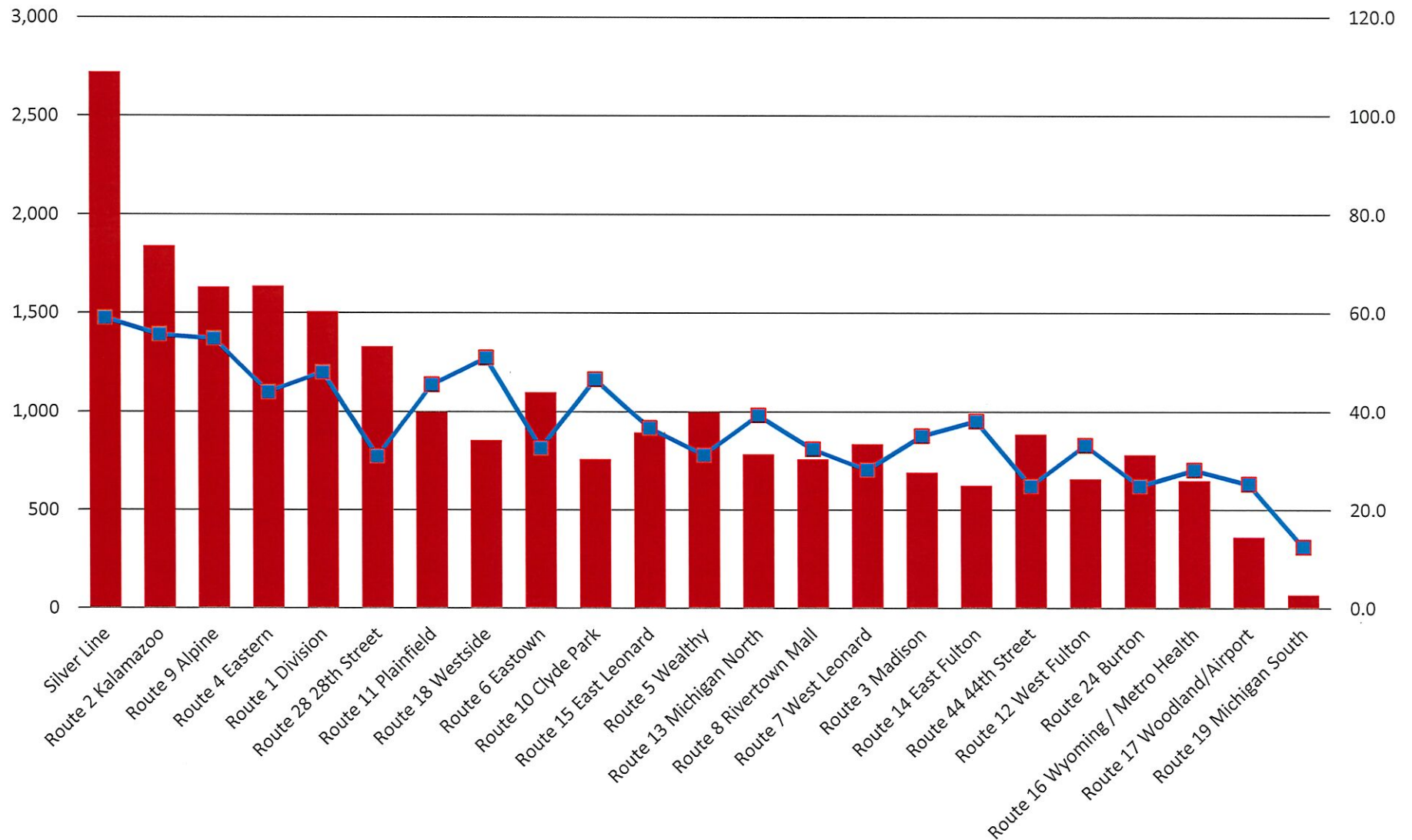
## Fixed-Route Scoring Summary: September 2017 Compared to September 2016



Percent Change by Route: September 2017 Compared to Compared September 2016



## Fixed Route Efficiency Score and Ridership Levels - September 2017

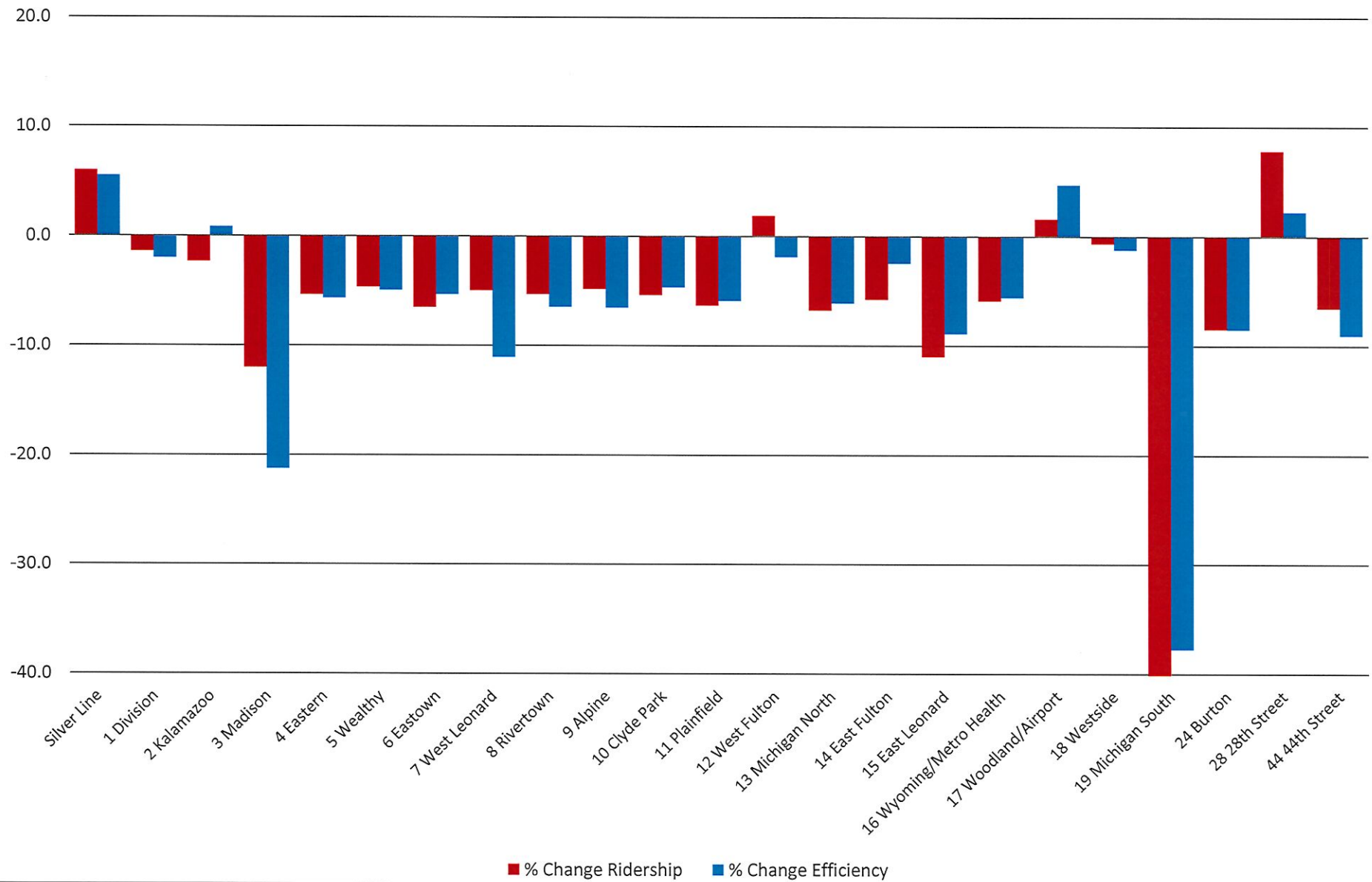


The Efficiency Score is an average of Farebox Recovery Rate, Passengers/Mile and Passengers/Hour.

Effectiveness Score Efficiency Score



## Change in Ridership and Efficiency: FY 2017 to FY 2016



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

September 2017 Ridership Report  
Ridership by Fare Category

Regular Route Summary	September 2017	September 2016	Actual Change	% Change
\$1.75 Cash Fare	74,840	85,121	-10,281	-12.1%
\$1.75 Adult One-Ride Ticket	9,162	8,176	986	12.1%
\$1.35 Adult Ticket	32,671	34,827	-2,156	-6.2%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	93,931	98,119	-4,188	-4.3%
\$0.85 Senior / Disabled Ticket and Cash	23,840	26,084	-2,244	-8.6%
\$47 Regular and \$30 Reduced 31-Day Month Pass	119,607	133,197	-13,590	-10.2%
\$3.50 One-Day Pass	28,273	30,531	-2,258	-7.4%
\$16.00 Seven-Day Pass	14,919	13,847	1,072	7.7%
Spectrum Health Employee Pass	4,210	3,600	610	16.9%
Free ADA	12,280	10,445	1,835	17.6%
GVSU Students on Routes 1-44	13,971	15,864	-1,893	-11.9%
Miscellaneous Fare	57,178	53,783	3,395	6.3%
Transfers	101,193	118,579	-17,386	-14.7%
Silver Line	78,878	71,937	6,941	9.6%
<b>Total Regular Route Ridership</b>	<b>664,953</b>	<b>704,110</b>	<b>-39,157</b>	<b>-5.6%</b>

Contracted/Specialized Services Summary

DASH	34,456	23,401	11,055	47.2%
GRCC Shuttle	24,377	25,272	-895	-3.5%
GVSU Campus Connector	154,394	180,332	-25,938	-14.4%
GVSU Off-Campus Shuttle	75,010	68,651	6,359	9.3%
GVSU South Campus Express	95,031	129,771	-34,740	-26.8%
FSU	842	842	0	0.0%
Vanpools	3,052	3,616	-564	-15.6%
<b>Total Contracted Ridership</b>	<b>387,162</b>	<b>431,885</b>	<b>-44,723</b>	<b>-10.4%</b>

Demand Response Summary

<b>GO!Bus (does not include PASS)</b>	<b>28,195</b>	<b>29,425</b>	<b>-1230</b>	<b>-0.041801189</b>
PASS North Ridership (Including Transfers)	199	231	-32	-13.9%
PASS SE Ridership (Including Transfers)	180	279	-99	-35.5%
PASS SW Ridership (Including Transfers)	70	74	-4	-5.4%
<b>Total Demand Response Ridership</b>	<b>28,644</b>	<b>30,009</b>	<b>-1,365</b>	<b>-4.5%</b>

	2,017	2,016	Change	YTD Change
<b>Total Service Weekdays</b>	<b>20</b>	<b>21</b>	<b>-1</b>	<b>0</b>
Total Service Saturdays	5	4	1	1
Total Service Sundays	4	4	0	-2
Total Holidays	1	1	0	0
Total Service Days	29	29	0	-1
<b>Total Days</b>	<b>30</b>	<b>30</b>	<b>0</b>	<b>-1</b>

<b>Total Weekday Fixed-Route Ridership</b>	<b>818977</b>	<b>896854</b>	<b>-77877</b>	<b>-0.086833531</b>
Total Weekday Evening Fixed-Route Ridership	123,651	145,976	-22,325	-15.3%
Total Weekday and Weekday Evening Fixed-Route Ridership	942,628	1,042,830	-100,202	-9.6%
<b>Total Saturday Fixed-Route Ridership</b>	<b>82,409</b>	<b>65,000</b>	<b>17,409</b>	<b>26.8%</b>
Total Sunday Fixed-Route Ridership	27,078	28,165	-1,087	-3.9%
Avg Weekday Daytime Fixed-Route Ridership	40,949	42,707	-1,758	-4.1%
Avg Weekday Evening Fixed-Route Ridership	6,183	6,951	-769	-11.1%
Avg Weekday and Weekday Evening Fixed-Route Ridership	47,131	49,659	-2,527	-5.1%
Avg Saturday Fixed-Route Ridership	16,482	16,250	232	1.4%
Avg Sunday Fixed-Route Ridership	6,770	7,041	-272	-3.9%
	<b>2,017</b>	<b>2,016</b>	<b>Change</b>	<b>% Change</b>

<b>Fixed-Route Ridership Month to Date</b>	<b>664953</b>	<b>704110</b>	<b>-39157</b>	<b>-0.055612049</b>
Contracted/Specialized Service Ridership Month to Date	387,162	431,885	-44,723	-10.4%
Demand Response Ridership Month to Date	28,644	30,009	-1,365	-4.5%
<b>Total Monthly Ridership</b>	<b>1,080,759</b>	<b>1,166,004</b>	<b>-85,245</b>	<b>-7.3%</b>
	<b>2,017</b>	<b>2,016</b>	<b>Change</b>	<b>% Change</b>
<b>Fixed-Route Ridership Year to Date</b>	<b>7652425</b>	<b>7916484</b>	<b>-264059</b>	<b>-0.033355591</b>
Contracted/Specialized Service Ridership Year to Date	2,965,107	3,163,361	-198,254	-6.3%
Demand Response Ridership Year to Date	355,198	366,299	-11,101	-3.0%
<b>Total Ridership Year to Date</b>	<b>10,972,730</b>	<b>11,446,144</b>	<b>-473,414</b>	<b>-4.1%</b>
Projected Annual Ridership	10972730	11446144	-473414	-0.04136013
<b>Projected Annual Ridership</b>	<b>11,013,948</b>	<b>11,446,144</b>	<b>-432,196</b>	<b>-3.8%</b>



## September 2017 Productivity Report

Fixed-Route Services	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean	Current Rank	FY 2016 Rank	Change	Total Passengers	Peak Frequency
Silver Line	35.8	2.67	41.1%	58.9	2,720	136.0	194.9	116.2%	1	1	0	78,878	10
Route 2 Kalamazoo	31.1	3.01	33.8%	55.6	1,839	92.0	147.6	63.7%	2	2	0	53,336	15
Route 9 Alpine	28.7	2.99	34.9%	54.8	1,630	81.5	136.3	51.2%	3	3	0	47,257	15
Route 4 Eastern	24.9	2.08	31.1%	44.0	1,635	81.8	125.7	39.5%	4	4	0	47,420	15
Route 1 Division	27.9	2.20	34.0%	47.9	1,505	75.3	123.2	36.7%	5	5	0	43,647	15
Route 28 28th Street	18.6	1.30	23.2%	30.9	1,327	66.4	97.3	7.9%	6	11	5	38,488	15
Route 11 Plainfield	26.3	2.21	30.6%	45.4	995	49.8	95.2	5.6%	7	7	0	28,863	15
Route 18 Westside	29.3	2.68	31.3%	50.9	854	42.7	93.6	3.8%	8	8	0	21,340	30
Route 6 Eastown	18.5	1.76	19.7%	32.6	1,097	54.8	87.4	-3.0%	9	9	0	31,810	15
Route 10 Clyde Park	28.7	2.06	32.7%	46.5	758	37.9	84.4	-6.4%	10	12	2	21,983	30
Route 15 East Leonard	20.8	1.97	22.3%	36.7	893	44.7	81.4	-9.8%	11	6	-5	25,907	15
Route 5 Wealthy	18.0	1.55	20.4%	31.2	997	49.9	81.1	-10.1%	12	13	1	24,930	15
Route 13 Michigan North	22.7	1.98	25.2%	39.2	782	39.1	78.4	-13.1%	13	15	2	19,558	15
Route 8 Rivertown Mall	20.4	1.43	22.4%	32.4	758	37.9	70.3	-22.0%	14	14	0	21,983	30
Route 7 West Leonard	17.7	1.16	20.7%	28.2	835	41.8	69.9	-22.4%	15	16	1	20,885	15
Route 3 Madison	23.8	1.42	24.5%	35.1	690	34.5	69.6	-22.8%	16	10	-6	17,261	30
Route 14 East Fulton	21.4	2.04	23.4%	38.1	625	31.3	69.4	-23.1%	17	18	1	15,637	30
Route 44 44th Street	14.0	1.04	19.7%	24.9	884	44.2	69.1	-23.3%	18	17	-1	22,110	30
Route 12 West Fulton	19.3	1.80	19.2%	33.1	658	32.9	66.1	-26.7%	19	21	2	16,460	30
Route 24 Burton	13.9	1.08	19.2%	24.8	780	39.0	63.9	-29.2%	20	19	-1	19,509	30
Route 16 Wyoming / Metro Health	16.9	1.26	20.0%	28.1	649	32.5	60.6	-32.8%	21	20	-1	18,825	30
Route 17 Woodland/Airport	16.2	1.14	16.8%	25.3	361	18.0	43.3	-51.9%	22	22	0	7,215	30
Route 19 Michigan South	6.5	0.54	10.1%	12.5	57	3.4	15.8	-82.5%	23	23	0	1,844	30
<b>System Summary</b>	<b>23.4</b>	<b>1.88</b>	<b>26.1%</b>		<b>1,018</b>		<b>90.1</b>	<b>n/a</b>				<b>644,646</b>	

	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean
System Average (mean)	23.4	1.88	26.1%	39.2	1,018	50.9	90.1	n/a
Standard deviation	6.1	0.64	6.6%	11.3	427	21.4	37.6	n/a
Routes above standard (equal or greater than 66.7% of mean)	38.9	3.14	43.5%	65.4	1,698	84.9	150.2	66.7%
Routes above one standard deviation of mean	38.8	3.13	43.4%	65.2	1,697	84.8	150.1	66.7%
Above average routes within one standard deviation of mean	29.4	2.52	32.7%	50.5	1,445	72.3	127.7	41.7%
Average routes	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean
Below average routes within one standard deviation of mean	17.3	1.24	19.5%	28.0	591	29.6	52.6	-41.7%
Routes below one standard deviation of mean	7.9	0.64	8.8%	13.2	340	17.0	30.1	-66.7%
Routes below standard (equal or less than 66.7% of mean)	7.8	0.63	8.7%	13.1	339	17.0	30.0	-66.7%

Contracted/Specialized Services	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean	Current Rank	FY 2014 Rank	Change	Total Passengers	Peak Frequency
GVSU Campus Connector	41.2	2.23	n/a	58.5	5,324	266.2	324.7	n/a	n/a	n/a	n/a	154,394	7
GVSU South Campus Express	62.2	6.79	n/a	127.4	4,752	237.6	365.0	n/a	n/a	n/a	n/a	95,031	10
GVSU Off-Campus	64.6	8.14	n/a	144.6	3,751	187.5	332.1	n/a	n/a	n/a	n/a	75,010	10
GVSU CHS Express	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5
GRCC Shuttle	97.5	24.63	n/a	358.6	4,875	243.8	602.4	n/a	n/a	n/a	n/a	24,377	10
DASH South	n/a	n/a	n/a	n/a	0	0.0	n/a	n/a	n/a	n/a	n/a	0	5
DASH West	24.4	3.28	n/a	57.0	1,437	71.8	128.8	n/a	n/a	n/a	n/a	28,731	5
DASH North	6.2	0.80	n/a	14.1	286	14.3	28.4	n/a	n/a	n/a	n/a	5,725	20
FSU	4.0	0.11	n/a	4.4	42	2.1	6.6	n/a	n/a	n/a	n/a	842	120
	<b>43.10</b>	<b>3.29</b>	<b>n/a</b>									<b>384,110</b>	

<b>Total System Summary</b>	<b>28.36</b>	<b>2.26</b>	<b>26.70%</b>	Farebox includes GRPS services									
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The range of values comprising approximately 68% of the samples above and below the mean  
 Routes with scores greater than 66.7% above the mean  
 Routes with scores between 1 standard deviation above the mean and 66.7% above the mean  
 Routes with scores within 1 standard deviation above the mean  
 Routes with scores with +/- 12.5% of the mean  
 Routes with scores within 1 standard deviation below the mean  
 Routes with scores between 1 standard deviation below the mean and 66.7% below the mean  
 Routes with scores greater than 66.7% below the mean





DATE: October 13, 2017  
TO: ITP Board  
FROM: Meegan Joyce  
SUBJECT: SEPTEMBER 2017 PARATRANSIT RIDERSHIP REPORT

Total monthly paratransit ridership for September 2017 (**28,644**) decreased **4.5%** (**1,359**) from September 2016 (**30,003**).

ADA ridership (20,295) decreased **2.4%** (**490**), NDS ridership (108) increased **52.1%** (37) from 2016, and PASS ridership (447) decreased **23.5%** (**137**) from September 2016. Network 180 ridership decreased **11.0%** (**819**).

There were 779 trips in Cascade Township in September 2017 compared to 637 in September 2016.

Average weekday ridership for GO!Bus/PASS service decreased **0.4%** (**4**), average Saturday ridership increased **5.7%** (**20**), and average Sunday ridership was the same as Sunday ridership in September 2016.

Average on-time performance for GO!Bus/PASS during the month was 93.89% compared to 95.30% last year. On-time drop-off performance for September 2017 was 93.94% compared to 92.53% last year.

Average cost per GO!Bus/PASS trip increased **1.9%** (**\$0.46**) from September 2016.

# SEPTEMBER 2017 Paratransit Ridership and Operating Statistics

ADA	2017	2016	Change	% Change
Clients	1,533	1,509	24	1.6%
Passenger Trips	20,295	20,785	(490)	-2.4%

NDS				
Clients	22	21	1	4.8%
Passenger Trips	108	71	37	52.1%

PASS				
Clients	36	42	(6)	-14.3%
Passenger Trips	447	584	(137)	-23.5%

CONTRACTED				
Clients	3	4	(1)	-25.0%
Passenger Trips	66	65	1	1.5%

includes ACSET and Goodwill Special

RIDELINK				
Clients	357	372	(15)	-4.0%
Passenger Trips	1,112	1,063	49	4.6%
Phone Calls	4,168	4,409	(241)	-5.5%
Total Trips Sched. Thru Rapid Call Center	3,959	5,502	(1,543)	-28.0%

TOTALS				
Clients	1,951	1,948	3	0.2%
Passenger Trips	22,028	22,568	(540)	-2.4%
Average Weekday Ridership	903	907	(4)	-0.4%
Average Saturday Ridership	370	350	20	5.7%
Average Sunday Ridership	305	305	0	0.0%
All Ambulatory Passengers	15,099	15,443	(344)	-2.2%
All Wheelchair Passengers	6,929	7,125	(196)	-2.8%
No - Shows	515	454	61	13.4%
Cancellations	5,039	5,153	(114)	-2.2%
MV				
Average Cost per Trip	\$24.37	\$23.91	\$0.46	1.9%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per 100,000 Miles	2.0	2.0	0	0.0%

Trip Denials	0	0	0	0.0%
NTD Travel Time (minutes)	29	29	0	0.0%

NETWORK 180				
Passenger Trips	6,616	7,435	(819)	-11.0%
Average Weekday Ridership	315	354	(39)	-11.0%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	28,644	30,003	(1,359)	-4.5%
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## Paratransit Service Quality Statistics: network 180 Excluded

	2017 Actual Number	2016 Actual Number	2017 % of Trips	% Change
Complaints				
MV Complaints	17	22	0.1%	-22.7%

## On-Time Performance by customer call

MV Late Trips (Less than 45 Minutes Late)	10	63	0.0%	-84.1%
MV Missed Trips (Greater than 45 Minutes Late)	2	16	0.0%	-87.5%
On-Time Compliance	93.89%	95.30%		
Om-Time ADA drop off performance	93.94%	92.53%		



**Date:** November 8, 2017  
**To:** ITP Board  
**From:** Kevin Wisselink / Planning Department  
**Subject:** FY 2017 FOURTH QUARTER FIXED ROUTE REPORT CARD


### **BACKGROUND**



In keeping with the commitment of reporting system performance to the community, attached is the FY 2017 Fourth Quarter Report Card (July 2017 through August 2017).

Ridership was slightly down again for the quarter but so were overall costs, so Cost per Passenger fared well while Passengers per Mile showed lower scores.

### **FIXED ROUTE SERVICE PERFORMANCE**




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

**Productivity** – Fixed route ridership in this quarter (1,769,662) decreased 4.9% (-92,067) compared to the same quarter of FY 2016. This is below the standard of > 0.0% and therefore receives a .

**Cost Effectiveness** – Cost per passenger was \$3.67 in this quarter. This is \$0.13 above the standard of \$3.54 and receives a . In addition, there were 1.61 passengers per revenue mile in this quarter. This is 0.19 below the standard of 1.80 passengers per revenue mile and therefore receives a .



### ***FY 2017 Fourth Quarter Report Card – Fixed Route***

	<u>4th Quarter Jan-Mar 2017</u>	<u>4th Quarter Jan-Mar 2016</u>	<u>Change</u>	<u>Standard</u>	<u>Difference From Standard</u>	
<b><u>Productivity</u></b>						
Total Fixed-Route Ridership	<b>1,769,662</b>	1,861,729	-92,067	≥ 0.0%	-4.9%	
<b><u>Cost Effectiveness</u></b>						
Cost per Passenger (fixed route only)	<b>\$3.67</b>	\$4.11	-\$0.44	≤ \$3.54	\$0.13	
Passengers per Revenue Mile	<b>1.61</b>	1.68	-0.08	≥ 1.80	-0.19	

### **CONTRACTED SERVICE REPORT**

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


### ***FY 2017 Fourth Quarter Report Card – Contracted***


	<u>4th Quarter Jan-Mar 2017</u>	<u>4th Quarter Jan-Mar 2016</u>	<u>Change</u>
Total Fixed-Route Ridership	<b>548,179</b>	583,423	-35,244
Cost per Passenger	<b>\$2.34</b>	\$2.51	-\$0.17
Passengers per Revenue Mile	<b>2.52</b>	2.76	-0.24


Note: There are no specific standards attached to Contracted Services


### **TOTAL SERVICE PERFORMANCE**



(Total ridership for the quarter, not including GO!Bus and RapidVan)

**Productivity** – Total ridership in this quarter (2,317,841) decreased 5.2% (-127,311) compared to the same quarter of FY 2016. This is 5.2% below the standard of 0.0% and therefore receives a .

**Preventable Accidents** – There were 0.98 preventable accidents per 100,000 revenue miles in this quarter. This is 0.52 below the standard of 1.5 preventable accidents per 100,000 revenue miles and therefore receives a .

**Customer Service** – There were 5.26 complaints per 100,000 passengers in this quarter. This is 1.26 above the standard of 3.50 and receives a . In addition there were 0.26 commendations per 100,000 passengers. There is no standard for this category.







**On-Time Performance** – Routes operated on-time 82.1% of the time in this quarter. This is 0.9% below the on-time performance standard of 83.0%. As a result, this category receives a .

**Cost Effectiveness** – Cost per passenger was \$3.36 in this quarter. This is \$0.20 below the standard of \$3.38 and therefore receives a . In addition, there were 1.76 passengers per revenue mile in this quarter. This is 0.29 below the standard of 2.05 passengers per revenue mile and therefore receives a .




FY 2017 Quarterly Cost Effectiveness Standards

	1st Quarter	4th Quarter	3rd Quarter	4th Quarter	Average
Cost per Passenger	\$2.74	\$2.88	\$3.38	\$3.56	\$3.14
Passengers per Mile	2.38	2.28	1.93	2.05	2.02

***FY 2017 Fourth Quarter Report Card – Contracted and Fixed Route***

	4th Quarter <u>Jan-Mar 2017</u>	4th Quarter <u>Jan-Mar 2016</u>	<u>Change</u>	<u>Standard</u>	<u>Difference From Standard</u>	
<b><u>Productivity</u></b>						
Total Fixed-Route Ridership	<b>2,317,841</b>	2,445,152	-127,311	≥ 0.0%	-452%	
<b><u>Preventable Accidents</u></b>						
Accidents per 100,000 Revenue Miles	<b>0.98</b>	1.74	-0.76	≤ 1.50	-0.98	
<b><u>Customer Service</u></b>						
Complaints per 100,000 Passengers	<b>5.26</b>	4.78	0.48	≤ 3.50	1.76	
Commendations per 100,000 Passengers	<b>0.26</b>	0.25	0.01	none	n/a	
<b><u>On Time Performance</u></b>						
Percentage of On-Time Buses	<b>82.1%</b>	80.8%	1.28%	≥ 83.0%	-0.9%	
<b><u>Cost Effectiveness</u></b>						
Cost per Passenger (fixed route only)	<b>\$3.36</b>	\$3.56	-\$0.37	≤ \$3.14	-\$0.20	
Passengers per Revenue Mile	<b>1.76</b>	2.05	-0.29	≥ 2.02	-0.29	

## FY 2017 Report Card Standards

Category	Measurement Standard			
<b><u>Productivity</u></b>				
<sup>1</sup> Total Ridership	Trending over past years	> 0.0%	≤ 0.0% and > -10.0%	≤ -10.0%
		> 0.0%	≤ 0.0% and > -10.0%	≤ -10.0%
<b><u>Preventable Accidents</u></b>				
<sup>2</sup> Preventable Accidents per 100,000 Miles	Trending over past years	-	-	-
		≤ 1.5	>1.50 and < 1.75	≥ 1.75
<b><u>Customer Service</u></b>				
<sup>3</sup> Complaints per 100,000 Passengers	Trending over past years	-	-	-
		≤ 3.50	> 3.50 and < 5.00	≥ 5.00
<sup>4</sup> Commendations per 100,000 Passengers	None	n/a	n/a	n/a
<b><u>On Time Performance</u></b>				
<sup>5</sup> Percentage of On-Time Buses	Fixed standard	-	-	-
		≥ 83.0%	< 83.0% and > 80.0%	≤ 80.0%
<b><u>Cost Effectiveness</u></b>				
<sup>6</sup> Cost per Passenger (fixed route only)	Projected fixed-route operating expenses divided by ridership projection	≤ \$3.54	> \$3.54 and < \$3.86	≥ 3.86
		≤ \$3.14	> \$3.14 and < \$3.44	≥ \$3.44
<sup>7</sup> Passengers per Mile	Projected ridership/route growth	≥ 1.80	< 1.80 and > 1.60	≤ 1.60
		≥ 2.02	< 2.02 and > 1.82	≤ 1.82

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

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

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

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

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

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

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

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



**Date:** November 9, 2017  
**To:** ITP Board  
**From:** Kevin Wisselink/Planning Department  
**Subject:** FY 2017 ANNUAL FIXED ROUTE REPORT CARD


### BACKGROUND


In keeping with the commitment of reporting system performance to the community, attached is the FY 2017 annual report card. As directed by the Board, the report includes separate Fixed Route, Contracted and Total Service sections.

Overall the report card is very similar to last year, with green lights for on time performance and preventable accidents and yellow ridership related measures and customer service. The one exception was cost per passenger which was a green light this year. This is a result of a relatively small ridership decrease and operating costs that came in under what we had projected.

### FIXED ROUTE SERVICE PERFORMANCE

(Fixed Route service, including Routes 1-28, 44 and Silver Line)

**Productivity** – Fixed route ridership (**7,652,425**) **decreased 3.3%** (-264,059) compared to FY 2016. This is **3.3%** below the standard of 0.0% and receives a .

**Cost Effectiveness** – The cost per passenger was **\$3.47** in FY 2017. This is \$0.07 below the standard of \$3.54 and receives a .

In addition, there were **1.72** passengers per revenue mile in FY 2017. This is 0.08 below the standard of 1.80 passengers per revenue mile and receives a .

A summary of the report card and the report card standard is attached.



## ***FY 2017 Annual Report Card – Fixed Route***

	<u>2017 Annual</u>	<u>2016 Annual</u>	<u>Change</u>	<u>Standard</u>	<u>Difference From Standard</u>	
<b><u>Productivity</u></b>						
Total Fixed-Route Ridership	<b>7,652,425</b>	7,916,484	-264,059	≥ 0.0%	-3.3%	
<b><u>Cost Effectiveness</u></b>						
Cost per Passenger (fixed route only)	<b>\$3.47</b>	\$354.00	-\$350.53	≤ \$3.54	-\$0.07	
Passengers per Revenue Mile	<b>1.72</b>	1.80	-0.08	≥ 1.80	-0.08	

### CONTRACTED SERVICE REPORT

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


## ***FY 2017 Annual Report Card – Contracted***


	<u>Year-End 2017</u>	<u>Year-End 2016</u>	<u>Change</u>
Total Fixed-Route Ridership	<b>2,925,274</b>	3,118,001	-192,727
Cost per Passenger	<b>\$2.16</b>	\$2.07	\$0.09
Passengers per Revenue Mile	<b>2.76</b>	2.96	-0.20


Note: There are no specific standards attached to Contracted Services


## TOTAL SERVICE PERFORMANCE


(Total ridership for the quarter, not including GO!Bus and RapidVan)

**Productivity** – Fixed route ridership (**10,577,699**) **decreased 4.1%** (-456,786) compared to FY 2016. This is **4.1%** below the standard of 0.0% and receives a .

**Preventable Accidents** – There were **1.12** preventable accidents per 100,000 revenue miles in FY 2016. This is 0.38 below the standard of 1.00 preventable accidents per 100,000 revenue miles and receives a .

**Customer Service** – There were **4.55** complaints per 100,000 passengers in FY 2016. This is 1.05 above the standard of 3.50 complaints per 100,000 passengers and receives a . In addition, there were 0.29 commendations per 100,000 passengers. There is no standard for this category.





**On Time Performance** – Fixed-route buses were **83.9%** on-time in FY 2016. This is 0.9% above the minimum on-time performance standard of 83.00% and receives a .

**Cost Effectiveness** – The cost per passenger was **\$3.10** in FY 2017. This is \$0.04 below the standard of \$3.14 and receives a .

In addition, there were **1.92** passengers per revenue mile in FY 2017. This is 0.10 below the standard of 2.02 passengers per revenue mile and receives a .




A summary of the report card and the report card standard is attached.

## ***FY 2017 Annual Report Card – Total Service***

	<u>2017 Annual</u>	<u>2016 Annual</u>	<u>Change</u>	<u>Standard</u>	<u>Difference</u>	
<b><u>Productivity</u></b>						
<sup>1</sup> Total Fixed-Route Ridership	<b>10,577,699</b>	<b>11,034,485</b>	-456,786	≥ 0.0%	-4.1%	
<b><u>Safety</u></b>						
<sup>2</sup> Accidents per 100,000 Revenue Miles	<b>1.12</b>	<b>1.34</b>	-0.22	≤ 1.50	-0.38	
<b><u>Customer Service</u></b>						
<sup>3</sup> Complaints per 100,000 Passengers	<b>4.55</b>	<b>4.00</b>	0.55	≤ 3.50	1.05	
<sup>4</sup> Commendations per 100,000 Passengers	<b>0.29</b>	<b>0.33</b>	-0.03	none	n/a	
<b><u>On Time Performance</u></b>						
<sup>5</sup> Percentage of On-Time Buses	<b>83.90%</b>	<b>84.29%</b>	-0.38%	≥ 83.0%	0.90	
<b><u>Cost Effectiveness</u></b>						
<sup>6</sup> Cost per Passenger (fixed route only)	<b>\$3.10</b>	<b>\$3.06</b>	\$0.05	≤ \$3.14	-\$0.04	
<sup>7</sup> Passengers per Revenue Mile	<b>1.92</b>	<b>2.02</b>	-0.11	≥ 2.02	-0.10	



## FY 2017 Report Card Standards

Category	Measurement Standard			
<b><u>Productivity</u></b>				
<sup>1</sup> Total Ridership	Trending over past years	> 0.0%	≤ 0.0% and > -10.0%	≤ -10.0%
		> 0.0%	≤ 0.0% and > -10.0%	≤ -10.0%
<b><u>Preventable Accidents</u></b>				
<sup>2</sup> Preventable Accidents per 100,000 Miles	Trending over past years	-		-
		≤ 1.5	>1.50 and < 1.75	≥ 1.75
<b><u>Customer Service</u></b>				
<sup>3</sup> Complaints per 100,000 Passengers	Trending over past years	-		-
		≤ 3.50	> 3.50 and < 5.00	≥ 5.00
<sup>4</sup> Commendations per 100,000 Passengers	None	n/a	n/a	n/a
<b><u>On Time Performance</u></b>				
<sup>5</sup> Percentage of On-Time Buses	Fixed standard	-		-
		≥ 83.0%	< 83.0% and > 80.0%	≤ 80.0%
<b><u>Cost Effectiveness</u></b>				
<sup>6</sup> Cost per Passenger (fixed route only)	Projected fixed-route operating expenses divided by ridership projection	-		-
		≤ \$3.54	> \$3.54 and < \$3.86	≥ 3.86
		≤ \$3.14	> \$3.14 and < \$3.44	≥ \$3.44
<sup>7</sup> Passengers per Mile	Projected ridership/route growth	-		-
		≥ 1.80	< 1.80 and > 1.60	≤ 1.60
		> 2.02	< 2.02 and > 1.82	< 1.82

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

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

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

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

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

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


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


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


Date: November 22, 2017  
To: ITP Board  
From: Meegan Joyce  
Subject: FY 2017 FOURTH QUARTER PARATRANSIT REPORT CARD


In keeping with the commitment of reporting system performance to the community, attached is the FY 2017 Fourth Quarter Paratransit Report Card.


**Productivity:** Paratransit ridership for the quarter (61,282) decreased by 1.91% (1,196) compared to the same quarter of FY 2016.


**Preventable Accidents:**  There were 1.25 preventable accidents per 100,000 revenue miles. This is 0.25 above the maximum acceptable average of 1.0 preventable accident per 100,000 revenue miles.

**Customer Service:**  There were 0.55 complaints per 1,000 passengers. This is 0.45 below the maximum acceptable average of 1.0 complaint per 1,000 passengers.


**Travel Time:**  Average trip length was 30 minutes. This is equal to the maximum acceptable average trip length of 30 minutes.

**Passengers per Hour:**  Service was provided to 1.8 passengers per hour. This is 0.2 less than the acceptable average.

**On-Time Performance:**  The paratransit vehicles were on-time for 95.01% of the trips. This is 0.1% better than the minimum acceptable on-time performance of 95%.

**On-Time Appointment Drop-Off:**  – The paratransit vehicles dropped passengers off on time for appointments 95.69% of the time which is 0.69% better than the acceptable appointment time drop-off standard of 95% of the time.

**Cost Per Trip** – Cost per paratransit trip is \$25.33 for this quarter, an increase of 3.39% (\$0.83) compared to the same quarter of 2016.

**Ratio to Fixed-Route Bus:**  For every one passenger who boarded a paratransit vehicle, 29 passengers boarded the fixed-route bus system.






## ***FY 2017 Fourth Quarter Report Card***

	<u>4th Quarter Jul-Sept 2017</u>	<u>4th Quarter Jul-Sept 2016</u>	<u>Change From Same Quarter</u>	<u>Standard</u>	<u>Difference</u>	
<b><u>Productivity</u></b>						
<sup>1</sup> Total Paratransit ridership	<b>61,282</b>	62,478	-1,196	n/a	-1.91%	n/a
Passengers per Hour	<b>1.8</b>	1.9	0.1	<b>≥ 2.0</b>	2.93%	
Ratio of Paratransit to Fixed route ridership	<b>1:29</b>	1:30	-1.0	<b>1:30</b>	--3.3%	
<b><u>Preventable Accidents</u></b>						
<sup>2</sup> Accidents per 100,000 Miles	<b>1.25</b>	1.87	-0.62	<b>≤ 1.0</b>	-33.20%	
<b><u>Customer Service</u></b>						
<sup>3</sup> Complaints per 1,000 Passengers	<b>0.55</b>	0.80	-0.25	<b>≤ 1.0</b>	-30.67%	
<sup>4</sup> Travel time(minutes)	<b>30</b>	30	0	<b>≤ 30</b>	0.00%	
<b><u>On Time Performance</u></b>						
<sup>5</sup> Percentage of On-Time Trip	<b>95.01%</b>	96.16%	-1.4%	<b>≥ 95%</b>	-1.20%	
<b><u>Cost Effectiveness</u></b>						
<sup>6</sup> Cost per Passenger	<b>\$25.33</b>	\$24.50	\$0.83	<b>n/a</b>	3.39%	n/a



# FY 2017 Report Card Standards

Category	Measurement Standard			
<b><u>Productivity</u></b>		-		-
<sup>1</sup> Total Ridership Passengers per hour	n/a fixed standard	≥ n/a 2.0	n/a <2.0 and ≥ 1.7	≤ n/a 1.7
<b><u>Preventable Accidents</u></b>		-		-
<sup>2</sup> Accidents per 100,000 Miles	Fixed standard	≤ 1.0	>1.0 and < 2.0	≥ 2.0
<b><u>Customer Service</u></b>		-		-
<sup>3</sup> Complaints per 1,000 Passengers	Fixed standard	≤ 1.0	> 1.0 < 2.5	≥ 2.5
<sup>4</sup> Travel Time	Fixed standard	≤ 30	>30 and <33	> 33
<b><u>On Time Performance</u></b>				-
<sup>5</sup> Percentage of On-Time Trips	Fixed standard	≥ 95%	< 95% and > 93%	≤ 93%
<b><u>Cost Effectiveness</u></b>				-
<sup>6</sup> Cost per Passenger	n/a	n/a	n/a	n/a
<sup>7</sup> Ratio of Paratransit to Fixed Route Ridership	Fixed Standard	≥ 30	<30 and >27	≤ 27

<sup>1</sup> Total ridership on Paratransit system excluding network 180, RideLink and County Connection.

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

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

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

<sup>5</sup> Percentage of on-time trips. On-time is defined as pickup between 10 minutes before to 15 minutes after the scheduled pickup time and dropping before scheduled drop off time.


<sup>6</sup> Cost per passenger is defined as total amount paid to service providers plus cost of administration divided by total number of passengers.


<sup>7</sup> Total number of paratransit passengers compared to total number of fixed-route passengers.


Date: November 22, 2017  
To: ITP Board  
From: Meegan Joyce  
Subject: FY 2017 ANNUAL PARATRANSIT REPORT CARD


In keeping with the commitment of reporting system performance to the community, attached is the FY 2017 Annual Paratransit Report Card.


**Productivity:** Paratransit ridership for the year (258,659) decreased by 1.03% (2,683) compared to the same year of FY 2016.


**Preventable Accidents:**  There was less than one (0.97) preventable accident per 100,000 revenue miles. This is 0.03 less than the maximum acceptable average of 1.0 preventable accident per 100,000 revenue miles.

**Customer Service:**  There was less than one (0.89) complaint per 1,000 passengers. This is 0.11 less than the maximum acceptable average of 1.0 complaint per 1,000 passengers.


**Passengers Per Hour:**  There were 1.9 passengers per hour. This is 0.1 less than the acceptable average of 2.0 passengers per hour.

**Travel Time:**  Average trip length was 30 minutes. This is equal to the maximum acceptable average trip length of 30 minutes.

**On-Time Performance:**  The paratransit vehicles were on-time for 95.85% of the trips. This is 0.85% better than the minimum acceptable on-time performance of 95%.

**On-Time Appointment Drop-Off:**  The paratransit vehicles dropped passengers off on time for appointments 94.97% of the time which is 0.03% worse than the appointment time standard of 95%.

**Cost Per Trip:** Cost per paratransit trip is \$24.50 for this year, an increase of 3.16% (\$0.75) compared to the same year cost in 2016.

**Ratio to Fixed-Route Bus:**  For every one passenger who boarded a paratransit vehicle, 30 passengers boarded the fixed-route bus system.

A summary of the report card is attached.






## ***FY 2017 Annual Report Card***

	<u>FY 2017</u>	<u>FY 2016</u>	<u>Change From Same Year</u>	<u>Standard</u>	<u>Difference</u>	
<b><u>Productivity</u></b>						
<sup>1</sup> Total Paratransit ridership	<b>258,659</b>	261,342	-2,683	n/a	-1.03%	n/a
Passengers per Hour	<b>1.9</b>	2.0	-0.1	<b>≥ 2.0</b>	-3.53%	
Ratio of Paratransit to Fixed route ridership	<b>1:30</b>	1:30	0	<b>1:30</b>	0%	
<b><u>Preventable Accidents</u></b>						
<sup>2</sup> Accidents per 100,000 Miles	<b>0.97</b>	1.32	-0.35	<b>≤ 1.0</b>	-26.40%	
<b><u>Customer Service</u></b>						
<sup>3</sup> Complaints per 1,000 Passengers	<b>0.89</b>	0.90	-0.01	<b>≤ 1.0</b>	-1.11%	
<sup>4</sup> Travel time(minutes)	<b>30</b>	29	.02	<b>≤ 30</b>	1.71%	
<b><u>On Time Performance</u></b>						
<sup>5</sup> Percentage of On-Time Trip	<b>95.85%</b>	94.79%	1.06%	<b>≥ 95%</b>	1.12%	
<sup>5</sup> Percentage of On-Time Drop off	<b>94.97%</b>	94.63%	0.34%	<b>≥ 95%</b>	0.03%	
<sup>6</sup> Cost per Passenger	<b>\$24.50</b>	\$23.75	\$0.75	<b>n/a</b>	3.16%	n/a



# Report Card FY 2017 Report Card Standards

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

<sup>1</sup> Total ridership on Paratransit system excluding network 180, CCT, RideLink and ACSET contracted service.

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

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

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

<sup>5</sup> Percentage of on-time trips. On-time is defined as pickups within 15 minutes of the scheduled pickup time and dropping before scheduled drop off time.

<sup>6</sup> Cost per passenger is defined as total amount paid to service providers plus cost of administration divided by total number of passengers.

<sup>7</sup> Total number of paratransit passengers compared to total number of fixed-route passengers.

**Date:** November 8, 2017  
**To:** ITP Board  
**From:** Michael Bulthuis  
**Subject:** FY 2017 FOURTH QUARTER RIDESHARE REPORT

### RapidVan Program Report

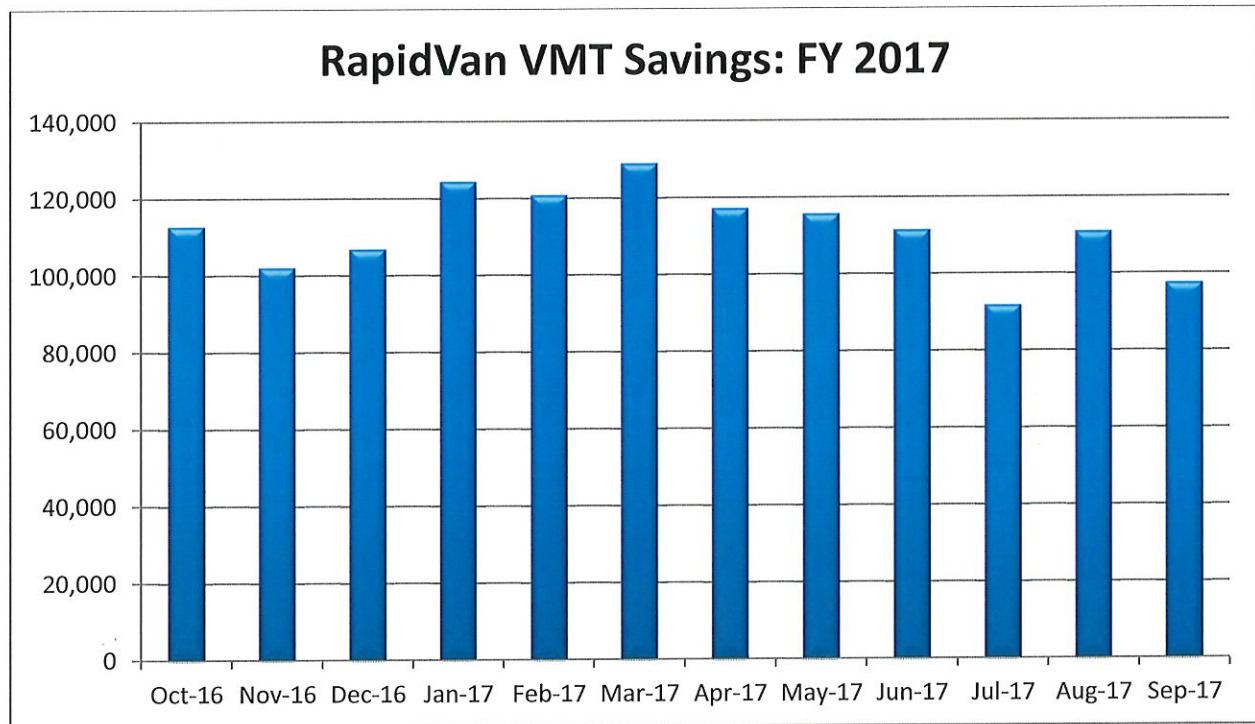
#### RapidVan: 4<sup>th</sup> Quarter 2017 Statistics

	July	August	September	Total
Number of Vans	24	24	24	
Rides	2,935	3,329	3,046	9,310
Vehicle Miles Traveled (VMT)	45,319	54,761	47,962	148,042
Passenger Miles Traveled (PMT)	137,125	165,727	145,510	448,362
VMT Savings (= PMT – VMT)	91,806	110,966	97,548	300,320
Volatile Organic Compounds (g) saved	130,734	158,018	138,911	427,663
Nitrogen Oxides [NO <sub>x</sub> ] (g) saved	73,446	88,774	78,040	240,260
Carbon Monoxide [CO] (pounds) saved	2,145	2,593	2,280	7,018
Particulate Matter [PM] (g) saved	1,010	1,221	1,073	3,304
Carbon Dioxide [CO <sub>2</sub> e] (pounds) saved	86,424	104,460	91,829	282,713

#### Comparison of 4<sup>th</sup> Quarter 2017 to 4<sup>th</sup> Quarter 2016

	Number of Vans	Number of Rides	Vehicle Miles	Passenger Miles	Vehicle Miles Saved
4 <sup>th</sup> Quarter FY 2016	27	10,962	171,515	541,504	369,989
4 <sup>th</sup> Quarter FY 2017	24	9,310	148,042	448,362	300,320
Change	(11.1%)	(15%)	(13.7%)	(17.2%)	(18.8%)

At the beginning of the 4<sup>th</sup> quarter, the Vanpool program had 118 riders. During the quarter, 7 riders were added and 2 riders dropped out of the program, ending the 4<sup>th</sup> quarter with 123 riders.



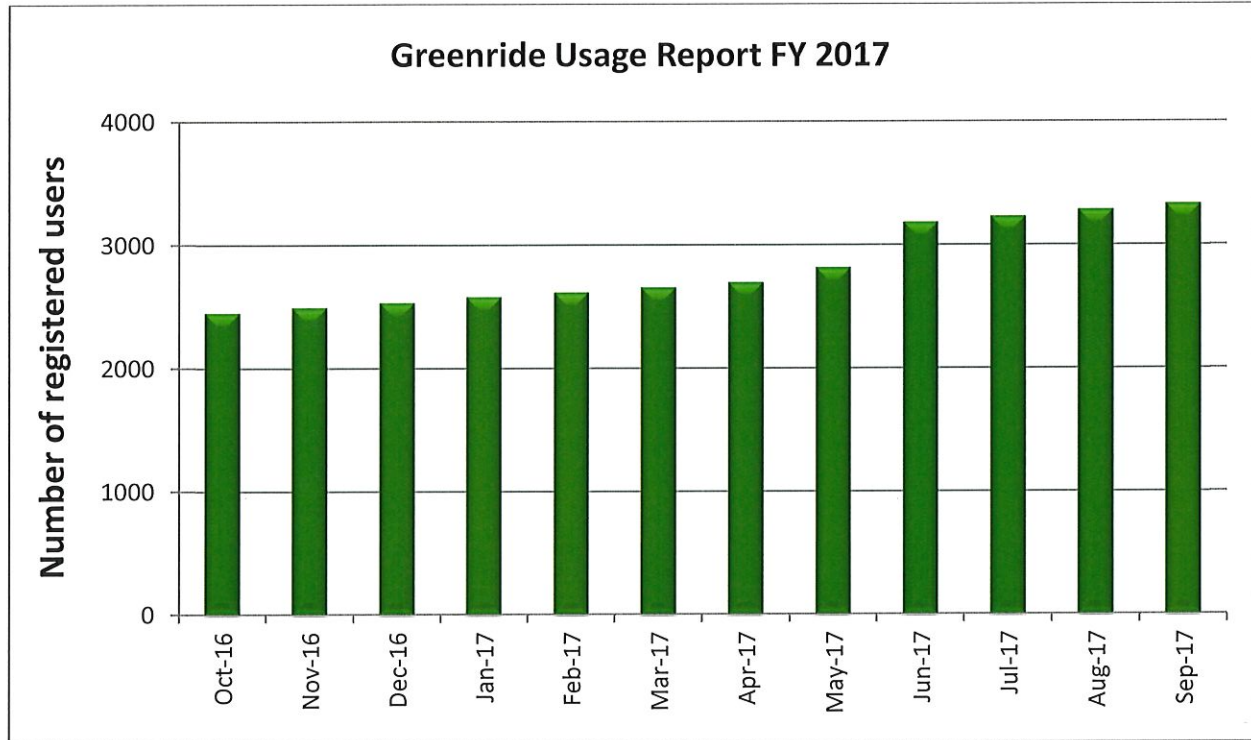
Following are the vanpool routes and number of vans per route during the 4<sup>th</sup> quarter:

Muskegon to Grand Rapids	7
Lansing to Grand Rapids	3
Kalamazoo to Grand Rapids	3
Grand Rapids to Muskegon	1
Big Rapids to Grand Rapids	1
Howard City to Grand Rapids	1
Allegan to Grand Rapids	1
Holland to Benton Harbor	1
Zeeland to Benton Harbor	1
Muskegon to Holland	1
Gowen to Hudsonville	1
Rockford to Grand Rapids	1
Greenville to Grand Rapids	1
Big Rapids to Holland	1



## GreenRide Program Report

In the 4<sup>th</sup> quarter, 155 new accounts were created on the GreenRide carpool matching website, increasing the database by 4.8%. The drop between June and July indicates a purge of inactive users from the system.



## Additional 4<sup>th</sup> Quarter GreenRide Statistics

Individual commutes logged	597
Miles saved as a result of not driving alone	8,825
Individual users conducting searches	99
Total number of searches	243
Average matches per search	0.63
Average # email messages sent per sender	1.58
Current average commute distance	27.04
Current average search radius	9.81

## Marketing Activities

West Michigan Rideshare developed new outreach materials to help build awareness of the program. Mainly, we produced a new fold-out brochure that took a more unconventional, fun approach to carpooling and vanpooling:



We've also undertaken a more robust outreach plan to:

- 1) Build awareness using broad reaching, high level messaging with outdoor boards
- 2) Increase interest/engagement using grassroots efforts including coasters in downtown restaurants and bars, print/digital ads in local publications, and networking events
- 3) Increase conversion rate using paid social and employer participation

**Date:** November 9, 2017  
**To:** ITP Board  
**From:** Michael Bulthuis  
**Subject:** FY 2017 ANNUAL RIDESHARE REPORT

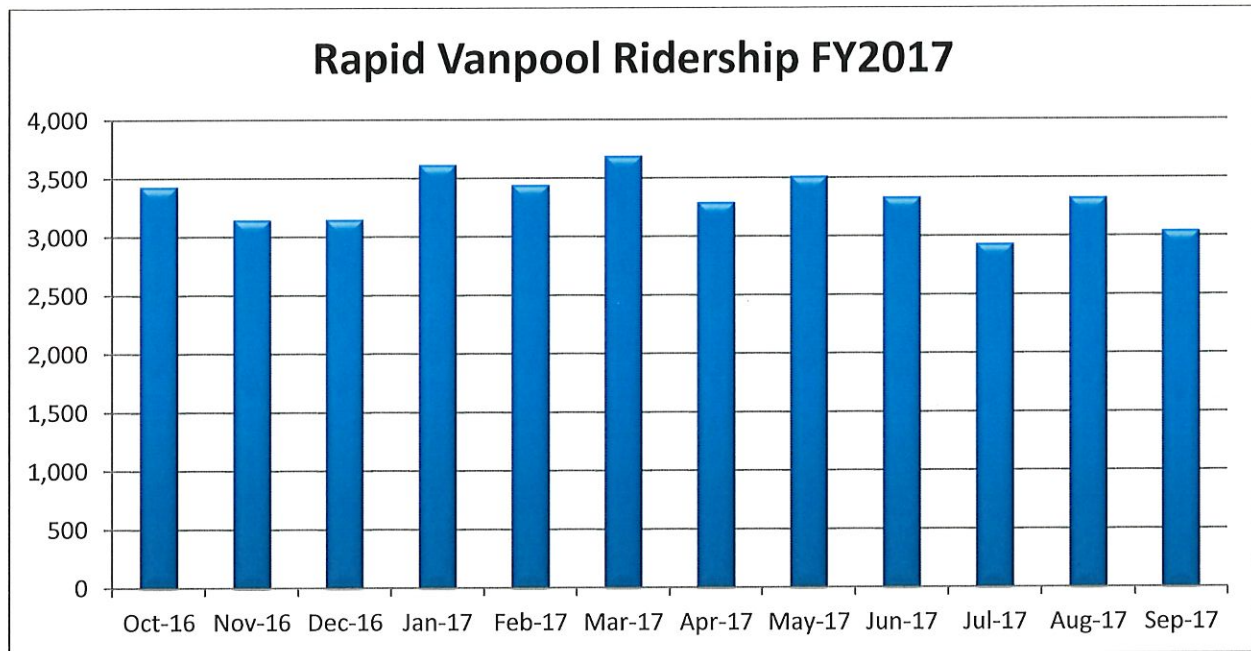
RapidVan Program Report

- The RapidVan Program provided 39,932 rides and saved 1,340,753 Vehicle Miles Traveled in FY 2017.
- During the year, two vanpool groups dropped out of the program due to job relocation and attrition, ending the year with 24 vanpools running.

RapidVan: FY 2017 Statistics

Month	Number of RapidVans	Number of Trips	Vehicle Miles Travelled (VMT)	Passenger Miles Travelled	VMT Savings
Oct-16	26	3,431	58,982	171,789	112,807
Nov-16	26	3,148	51,833	153,934	102,101
Dec-16	26	3,150	51,345	158,255	106,910
Jan-17	26	3,616	56,690	181,087	124,397
Feb-17	25	3,444	50,900	171,694	120,794
Mar-17	24	3,691	55,748	184,709	128,961
Apr-17	24	3,294	51,695	168,932	117,237
May-17	24	3,514	54,282	170,039	115,757
Jun-17	24	3,334	53,118	164,587	111,469
Jul-17	24	2,935	45,319	137,125	91,806
Aug-17	24	3,329	54,761	165,727	110,966
Sep-17	24	3,046	47,962	145,510	97,548
	Total	39,932	632,635	1,973,388	1,340,753

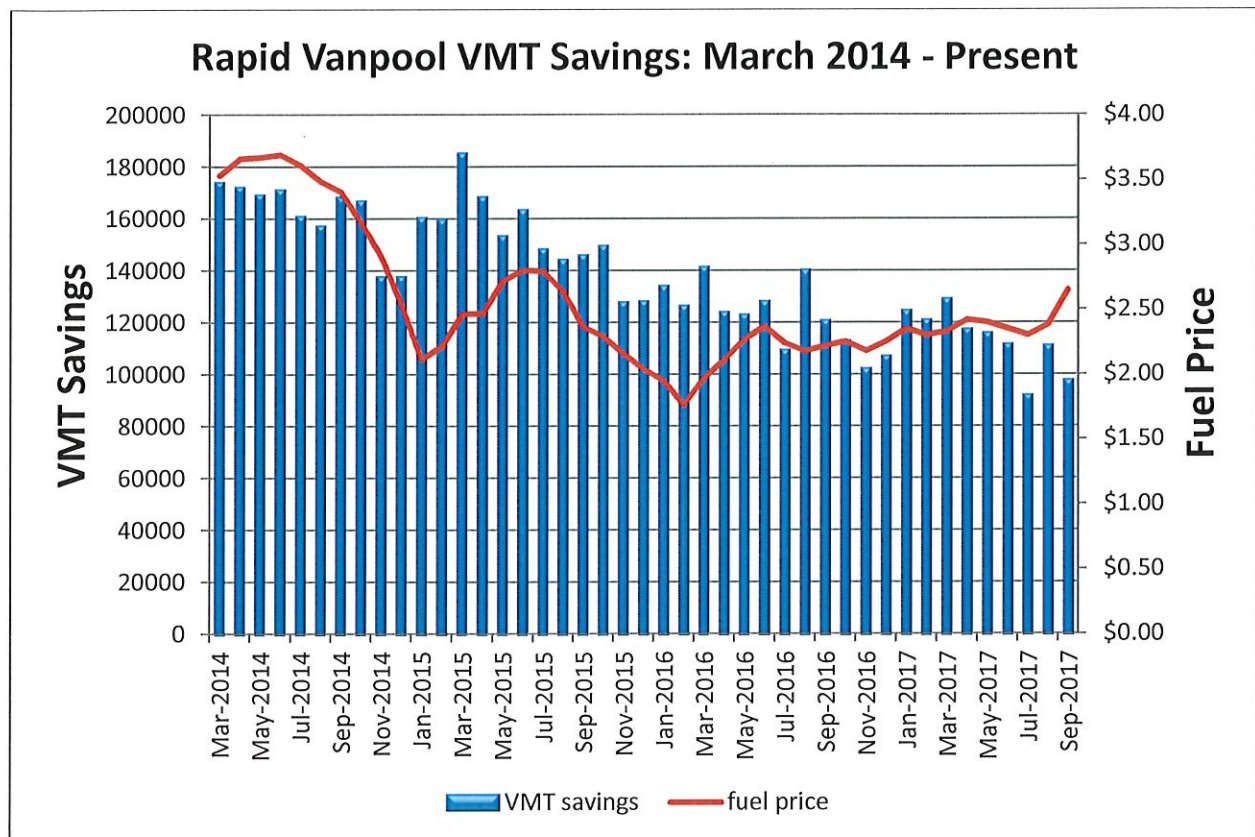




FY2017 began with 134 riders in the Vanpool program. During the year, 27 riders were added and 38 riders dropped out of the program, ending the year with 123 riders.

#### Comparison of FY 2017 to FY 2016

Year	Passenger Trips	Vehicle Miles Traveled	Passenger Miles Traveled	VMT Savings
FY 2016	45,065	668,070	2,219,118	1,551,048
FY 2017	39,932	632,635	1,973,388	1,340,753
Change	(11.3%)	(5.3%)	(11%)	(13.5%)



Correlation = .61

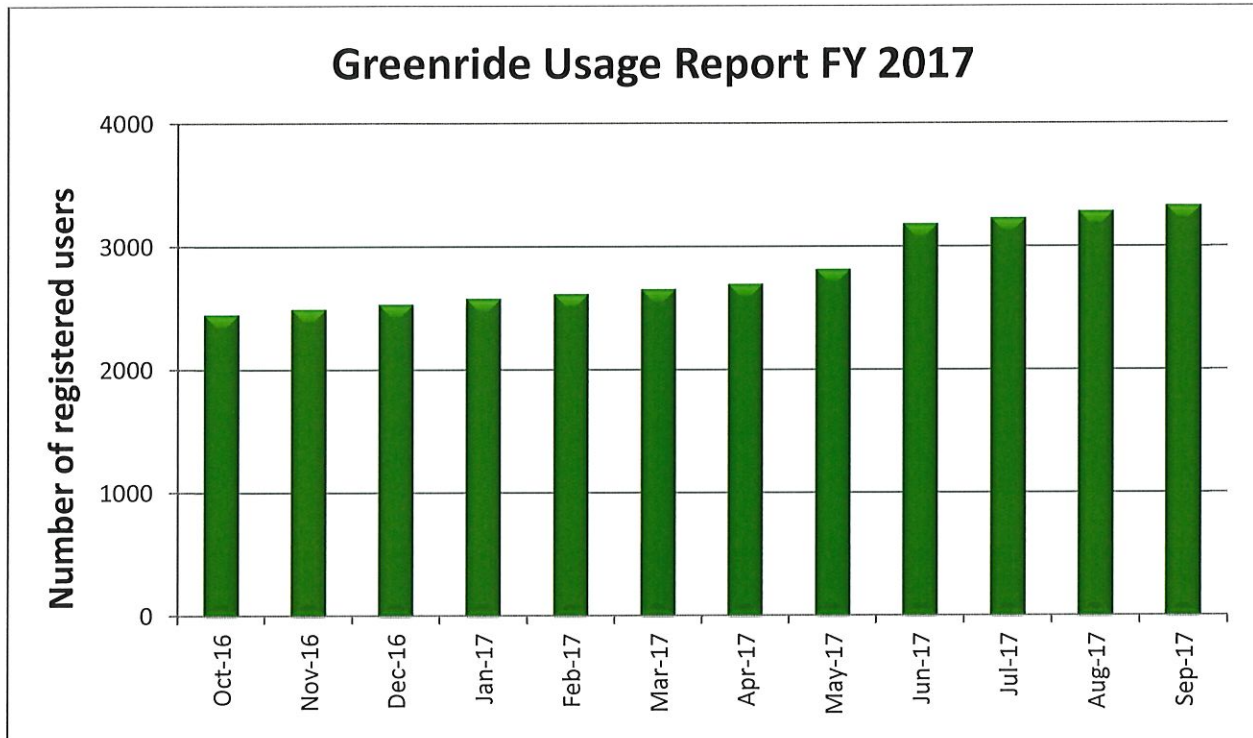
Following are the vanpool routes and number of vans per route during FY 2017:

Muskegon to Grand Rapids	7
Lansing to Grand Rapids	4
Kalamazoo to Grand Rapids	3
Grand Rapids to Muskegon	2
Big Rapids to Grand Rapids	1
Howard City to Grand Rapids	1
Allegan to Grand Rapids	1
Holland to Benton Harbor	1
Grandville to Benton Harbor	1
Muskegon to Holland	1
Gowen to Hudsonville	1
Rockford to Grand Rapids	1
Greenville to Grand Rapids	1
Big Rapids to Holland	1

### GreenRide Program Report

In FY 2017, a total of 943 users created a new account on the West Michigan Rideshare carpool matching website.

As mentioned in the FY 2017 Third Quarter report, a majority of the new accounts were created by Active Commute Week participants, shown by the increase from May to June, who then use the website to log their trips throughout the week. From June 12-16, a total of 400 participants logged 3,000 commutes, saving over 17,000 vehicle miles.



### Additional FY 2017 GreenRide Statistics

Individual commutes logged	5,902
Miles saved as a result of not driving alone	86,707
Individual users conducting searches	376
Total number of searches	923
Average matches per search	3.75
Average # email messages sent per sender	2.96
Current average commute distance	27.04
Current average search radius	9.81



**Date:** November 9, 2017  
**To:** ITP Board  
**From:** Conrad Venema – Planning Department  
**Subject:** OCTOBER 2017 BALANCED SCORECARD

#### BACKGROUND

As a recommendation coming out of the recent governance study, a Balanced Score Card has been developed for the Board to use to measure a variety of organizational attributes of The Rapid. The objective is to use the Balanced Scorecard as a tool to help guide the Board with the governance of The Rapid and to help drive Board policies and procedures.

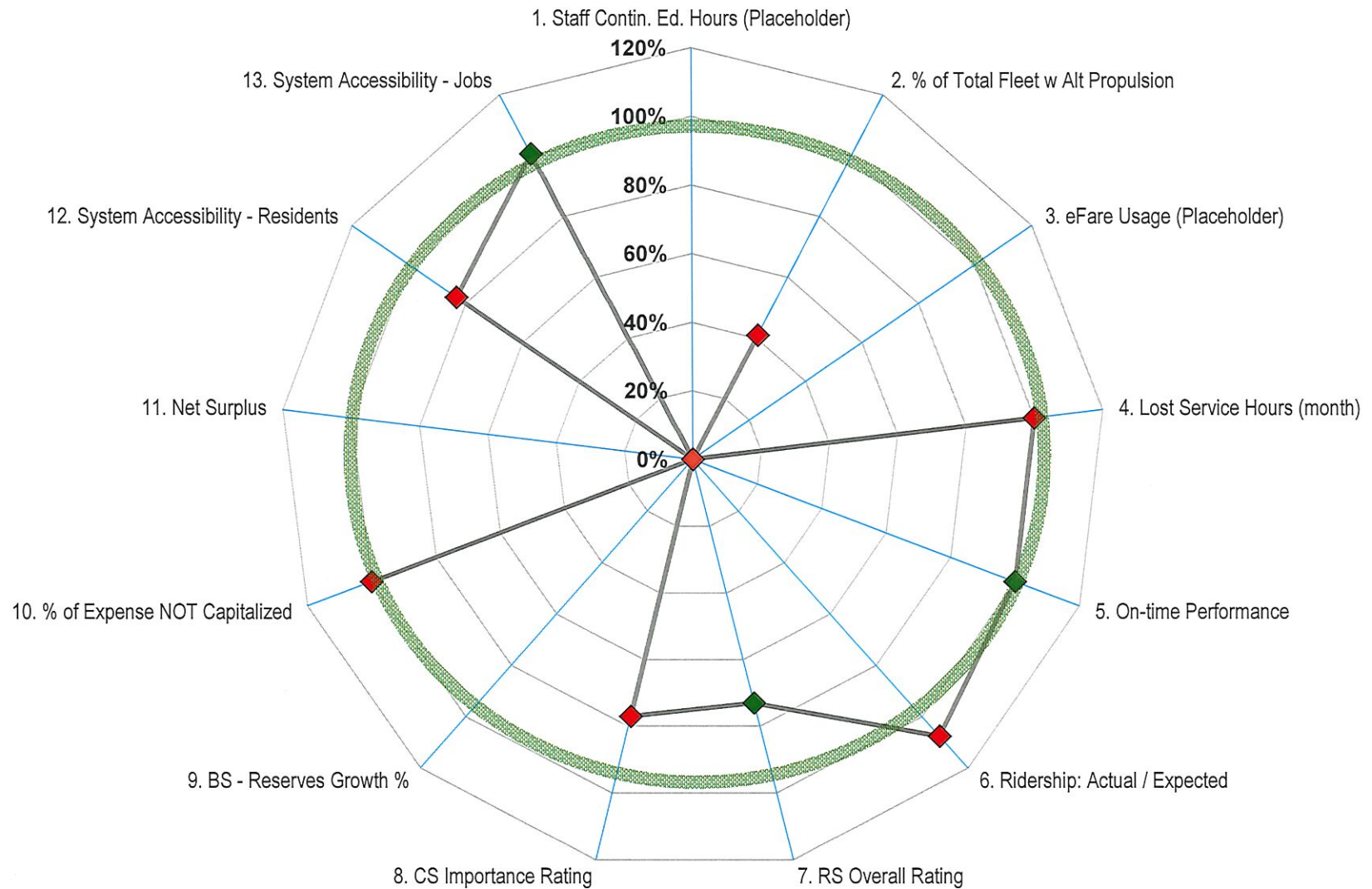
The Balanced Scorecard measures five (5) general categories of The Rapid that collectively provide the Board with a barometer of overall organizational performance. These are as follows:

- Innovation and Learning
- Internal Process
- Customer and Community Satisfaction
- Financial
- Strategic

Overall, the October Balanced Score Card remains consistent with the previous month with a few exceptions. First, there were five (5) lost service hours for the month of September. Second, the system on-time performance was 80% which meets the target of 80%. Third, actual ridership is above target. The other categories remained the same as the previous month.

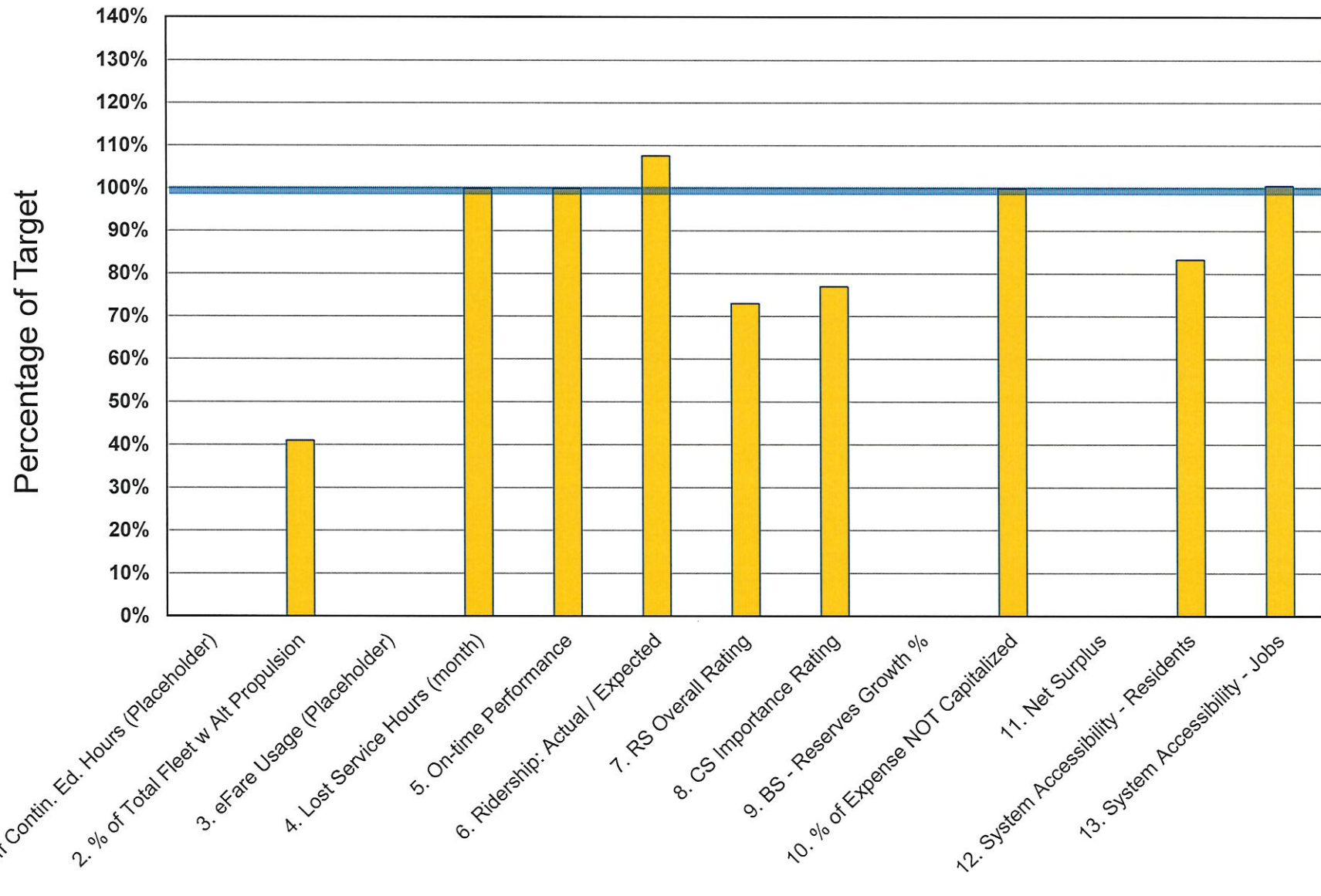
# The Rapid - Governance Scorecard

## October 2017



# The Rapid - Governance Scorecard

October 2017





**The Rapid Governance Scorecard - Month of October 2017**

	Metric	% Current / Target <i>(this is the plotted value)</i>	Current Value	Target Value	NOTES	Operational Definition	
Innovation / Learning	1. Staff Contin. Ed. Hours (Placeholder)	0	0	n/a	Goal is to be above target	Continuing Education is tracked for the balance of the workforce using an application of the HRIS and provided there is an amount of staff time to enter information into a Data Base.	Not yet available.
	2. % of Total Fleet w Alt Propulsion	0.41	41.00%	100%	Goal is to reach 100%	The percentage of fleet vehicles that use a propulsion system other than a diesel engine or unleaded gasoline. Measured quarterly by the Fleet Maintenance Manager. This will include all Fixed-Route and Demand-Response vehicles.	Done
	3. eFare Usage (Placeholder)	0	0	n/a	eFare not fully implemented.	This is measured based on the actual usage of the efare system versus use of alternate payment methods (i.e. cash fare, magnetic tickets, other).	Not yet available.
Internal Process	4. Lost Service Hours (month)	0.999996171	1.000047619	1	measured by a percent of total revenue hours (i.e. 43 lost hours/105K revenue hours = 99.99%).	Total Revenue Service Hours scheduled but not fulfilled (cut in service) for any reason. To be tracked by staff of the Transportation Department as part of the daily report. Measured Monthly	Done
	5. On-time Performance	1	80.00%	80%	Goal is to be above target	Any buss that's 0-5 min late is on time. All fixed routes - not counting contractual. This is measured monthly.	Done
Customer / Community	6. Ridership: Actual / Expected	1.076	1.076	1	Goal is to be above target	Expected is (fare change, service levels and gas prices, indexed), compared to indexed ridership level. This is measured monthly.	Done
	7. RS Overall Rating	0.73	73%	100%	Goal is to be as close to 100% as possible. Measured annually	The % of Ridership Survey respondents indicating a positive response (very good and good) to "All things considered, how do you rate the job The Rapid does in providing you with service?"	Done
	8. CS Importance Rating	0.77	77%	100%	Goal is to be as close to 100% as possible. Measured annually	The % of Community Attitude Survey respondents indicating a positive response (Essential to people in your community or very important) to "Overall, do you think that the public transportation services offered by The Rapid, which is the public transportation authority that serves your area, are...?"	Done
Financial	9. BS - Reserves Growth %	0	0.00%	2.00%	Currently this is not a budgeted number	The % increase in Financial Reserves as indicated on the current Balance Sheet. Measured quarterly by the Finance Manager. Note that this is not a budgeted number.	Not yet available.
	10. % of Expense NOT Capitalized	1	96.50%	96.50%	This number reflects the annual target of \$1.5 million capital divided by a budget of \$43.7 million. Target should therefore be 96.5%	The percentage of operating expenses used by revenue sources other than capitalized preventive maintenance. Measured bi-monthly by the Finance Manager.	Done
	11. Net Surplus	0	\$0	\$850,000	Currently this is not a budgeted number	The amount of revenue recognized after certain operating expenses have been deducted. The operating expenses include operating expenses, tax payments, interest, and insurance. Measured quarterly by the Finance Manager.	Not yet available.
Strategic	12. System Accessibility - Residents	0.8325	67%	80%	Goal is to be above target. Measured annually	The estimated % of 6 City residents residing within 1/4 mile of any fixed route. Source: Planning Team using Remix. This is measured annually.	Done
	13. System Accessibility - Jobs	1.00625	81%	80%	Goal is to be above target. Measured annually	The estimated % of 6 City jobs residing within 1/4 mile of any fixed route. Source: Planning Team using Remix. This is measured annually.	Done



**MINUTES OF  
GOVERNANCE COMMITTEE**

**November 15, 2017**

ATTENDANCE

Committee Members Present: Jack Hoffman, Barbara Holt (Chair), Stephen Kepley, Terry Schweitzer, Anna Seibold

Committee Members Absent: None

Staff Present: Robin Crothers, Peter Varga (CEO)

Others Present: Watchdog Miller

Ms. Holt called the meeting to order at 4:05 p.m.

PUBLIC COMMENT - No comments.

1. Minutes of 10-11-17 Governance Committee Meeting:

Ms. Holt asked for changes to the minutes. None were offered. The minutes of the 10-11-17 Governance Committee meeting stand approved as written.

2. CEO Professional Development Report for October 2017:

A motion was made by Seibold, supported by Schweitzer, to accept the CEO Professional Development Report for October 2017. Motion passed unanimously.

At the beginning of the meeting, Mr. Miller was out of the room. When he returned he asked to comment. Ms. Holt noted that he was not present when she asked for public comment, however, she agreed to allow Mr. Miller to comment at this point in the agenda.

Watchdog Miller stated that the meeting held before this meeting should have been open to the public. The Rapid should have double-decker buses. The Laker Line is a waste and The Rapid should be making other changes or buy double-decker buses instead. The Gillig buses are dangerous. A national search for a CEO is ridiculous. The new CEO should be a six-city guy. The CEO and the Board members should be elected. The buses in Grand Rapids are the worst of anywhere. The seats are hard and the windows don't open. The drivers' seats are no good. School buses have better seats. The aisles in the Rapid buses are too narrow. He turned in a report two years ago on problems with The Rapid's buses and has had no response.



### 3. DISCUSSION

- a) New Committees – Ms. Holt commented that the new committees are described in the Governance Study done by Jeff Schilling. We need to agree on the names of the two committees and develop the charge for each of them. She expected that the study recommendations would be fully implemented in January 2018. The study included the committee names of Board Development Committee and Planning and Innovation Committee. Task forces would be formed for special topics. She also mentioned that Board members need to be appointed to each committee along with who would be the chair. There would be five members on each of the committees.

Mayor Seibold suggested that the Board go ahead with the study recommendations and get committees appointed and dates for Board and committee meetings on the calendar. Any issues that arise can be dealt with as we go.

Mayor Kepley stated that the point of making changes in the Board structure was to assure that the Board is doing meaningful work. He agreed that the Board should go ahead with the study recommendations and refine the process over time if necessary.

In response to an inquiry from Mr. Hoffman, Mayor Kepley explained what he meant by meaningful work. He felt that the former Board process could be improved upon. The new committees would have new responsibilities and be more effective.

Ms. Holt noted that she will work with staff to get the meeting schedule completed.

Mr. Varga commented that there may be new Board members appointed by the cities to start on the Rapid Board in January.

- b) Post Millage Contingencies – Mr. Varga stated that the transit millage election passed by 60%. Mr. Hoffman noted that he was uncertain about the results of the election. He felt we were doing the right thing and the voters agreed.

Mr. Varga indicated that we used social media to assist in gauging the impact of various issues on the election. Opposition was limited to small groups and did not seem to attract a large audience.

Ms. Holt mentioned that Friends of Transit continuously distributed literature on the vote yes side. She was pleased that five of the six cities passed the millage.

Ms. Holt stated that the Board can now discuss the impacts of the 12-year millage renewal going forward.

- c) Fare Enforcement Report – Ms. Holt stated that this item is on the agenda based on comments made at the last Board meeting about people riding for free on the Silver Line.

Mr. Varga mentioned that we keep track of fare payment and there has been a very consistent pattern that shows there is not as much fare evasion as people seem to think. He suggested that staff do an in-depth analysis on fare payment by conducting a survey that will dig deeper into this issue.

Mayor Kepley asked how many Fare Enforcement Officers there are and if smart cards will be used on all buses. Mr. Varga responded that we have four Fare Enforcement



Officers. We will not be using smart cards in the same way on the Silver Line. Riders will validate their fare at the station with smart cards as they do now with tickets. If riders validate fares on the bus it will slow down the boarding process.

Mayor Kepley highly recommended that riders validate on the bus for the Silver Line to get rid of the public perception of free rides. This means that Fare Enforcement Officers would eventually not be needed. Mayor Seibold agreed with this recommendation.

Mr. Hoffman stated that he is not ready to agree with Mayor Kepley's recommendation at this time. He asked why the honor system was instituted with the Silver Line. Mr. Varga responded that it speeds up the boarding process.

Ms. Holt asked what other agencies with BRT do regarding fares for BRT. Mr. Varga commented that he will initiate a study regarding honor system vs. smart card with tapping onboard the bus.

Comments at Board Meetings – Ms. Holt stated that Floyd Visser talked about problems bringing his cart on the bus at the last two Board meetings. After the first time he mentioned this, staff emailed him The Rapid's policy on bringing carts and larger objects on the bus. She was concerned that it is left up to the driver's discretion whether or not something can be safely taken on the bus.

Mr. Varga noted that there are some drivers that are more likely to accommodate carts. He indicated that he will talk with Operations about this issue.

Mayor Seibold felt that the drivers shouldn't be put in the middle of these situations.

- d) Calendar for 2018 – Ms. Holt noted that the meeting calendar was discussed under item 3(a). Board and committee meetings will be recommended according to the Governance Study recommendations.
- e) Board Retreat – January 22, 2018 – A draft Board retreat agenda prepared by Mr. Varga was distributed. Ms. Holt asked about any other topics that needed to be discussed at the retreat.

Mr. Varga suggested that the consultant who conducted the Compensation Study provide a full presentation at the Board retreat. He noted that he can implement the consultant's recommendation right away and, in fact, has been using the program for positions that have recently been filled. There is money in the budget for this purpose. He felt it was a good study with a good recommendation overall, with only a couple issues that he had concerns about. Mayor Kepley concurred with Mr. Varga's suggestion to have the Compensation Study presentation at the Board retreat.

Mr. Varga also noted that the Board needs to fully review the Short Range Plan.

Mr. Hoffman asked for clarification on whether the Short Range Plan can be implemented without additional funding. Mr. Varga confirmed that additional funding would be necessary. The Board needs to review the Plan and confirm the appropriate priority ranking of services.

Ms. Holt commented that there may be some "no cost" changes that could be made.

In response to a question from Mr. Schweitzer, Mr. Varga stated that the Align Study will be completed in May. Anything coming out of the Align Study that could be incorporated into the Short Range Plan can be done at that time.

- f) Board Member Orientation – Mayor Kepley stated that the information provided in the Committee’s packet on Board member orientation was from a session he attended at the 2017 APTA Transit Board Member and Board Support Conference held this past July. This information can be used to develop a new Board orientation program for the Rapid Board.

Ms. Holt commented that staff will work on this for new Board members coming in January.

#### 4. INFORMATION ITEMS

- a) Pension Rate of Return Update – Mr. Varga reported that there is an item on this month’s Board agenda that authorizes a contract with AndCo to provide investment advisor services. This is a 5-year contract at a cost of \$30,000 annually.

Deputy CEO for Finance and Administration – Ms. Holt asked about progress with the Deputy CEO position. Mr. Varga informed the Committee that four candidates were interviewed initially. Second interviews with the finalists are being scheduled. We hope to have someone in the position sometime in January 2018.

#### 5. SPECIAL COMMITTEE REPORTS

- a) Compensation Committee – Ms. Holt noted that the compensation study will be presented at the Board retreat in January 2018.
- b) CEO Search Committee – Ms. Holt stated that interviews will be scheduled with four firms for late November or early December. It is hoped that a new CEO will be selected by April 2018.

#### 6. CEO REPORT

- a) November 29, 2017 Board Agenda – A summary of action items was provided in the packet. There was no further discussion.

#### 7. FUTURE

- a) Board Development: Primer on Preventive Maintenance – No discussion.
- b) CEO Evaluation Process with Consultant – No discussion.

#### 8. OTHER

Ms. Holt mentioned that dates have been presented to the union for possible negotiation sessions and no response has been received from them as yet.

Mayor Kepley asked about the Laker Line grant in light of several Board items relating to the project. Mr. Varga stated that the Board items are all contingent upon receipt of the grant. He talked with Senator Peters’ office and Congressman Huizenga’s office about their assistance

with information on timing for receipt of the Laker Line grant. We received information from both offices that we could expect the grant in November or December 2017.

The meeting was adjourned at 5:10 p.m.



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Robin Crothers, Board Secretary