



**Board Members**

	<b>Stephen Kepley, Chair</b>			<b>David Bilardello, Vice-Chair</b>		
Charis Austin	Rosalynn Bliss	Gary Carey	Tracie Coffman	Randy Gelderloos	Andy Guy	
Jack Hoffman	Mark Huizenga	Robert Postema	Terry Schweitzer	Amna Seibold	Paul Troost	
Michael Verhulst						

**RAPID BOARD MEETING**

**December 5, 2018 - 4:00 p.m.**

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

**AGENDA**

	<u>PRESENTER</u>	<u>ACTION</u>
1. <b>PUBLIC COMMENT</b>		
2. <b>MINUTES</b> – September 26, 2018 Board Meeting	Stephen Kepley	Approval
3. <b>AGENDA ITEMS</b>		
a) PA 202 Corrective Action Plans	Dina Reed	Approval
b) FY 2020 Specialized Services Grant Application	Dina Reed	Approval
c) FY 2020 MDOT Grant Application	Dina Reed	Approval
d) FY 2019 FTA Grant Application	Dina Reed	Approval
e) Laker Line Project – Direct Payment Authorization	Nick Monoyios	Approval
f) 2019 Meeting Schedule	Stephen Kepley	Approval
4. <b>STAFF REPORTS - Questions</b>		
a) October 2018 Financial Report		Information
b) Ridership & Productivity – August/September 2018		Information
c) Paratransit Ridership – August/September 2018		Information
d) FY 2018 4 <sup>th</sup> Quarter/Annual Fixed Route Report Cards		Information
e) FY 2018 4 <sup>th</sup> Quarter/Annual Paratransit Report Cards		Information
f) FY 2018 4 <sup>th</sup> Quarter/Annual Rideshare Reports		Information
5. <b>CEO’S REPORT</b>	Andrew Johnson	Information
6. <b>CHAIR’S REPORT</b>	Stephen Kepley	Information
7. <b>COMMITTEE REPORTS</b>	Committee Chairs	Information
8. <b>ADVISORY COMMITTEE REPORT(S)</b>		
a) Consumer Advisory Committee for Seniors & Persons with Disabilities (CAC) (Minutes of 11-20-18 CAC Meeting)	CAC Chair	Information
9. <b>BOARD MEMBER COMMENTS</b>		

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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**

**September 26, 2018**

ATTENDANCE

Committee Members Present: Charis Austin, David Bilardello, Tracie Coffman, Andy Guy, Jack Hoffman, Mark Huizenga, Stephen Kepley (Chair), Robert Postema, Terry Schweitzer, Amna Seibold, Paul Troost, Michael Verhulst

Committee Members Absent: Rosalynn Bliss, Gary Carey, Randy Gelderloos

Rapid Employees Present: Steve Clapp, Robin Crothers, Mark Fedorowicz, Nancy Groendal, Andrew Johnson (CEO), Charles Johnson, Zach Jones, Meegan Joyce, Deron Kippen, Asher Lockwood (intern), Steve Luther, Linda Medina, Jeremy Mlaker, Nick Monoyios, Brian Pouget, Dina Reed, Steve Schipper, Emily Swank, Marie Tubergen, Mike Wieringa

Others Present: Harold Burrell (Lighthouse Insurance Group), Watchdog Miller

Mayor Kepley called the meeting to order at 4:00 p.m.

1. PUBLIC COMMENT

Watchdog Miller commented that The Rapid's ad for employment does not include an address or phone number. Route 14 could run on side streets along the East Grand Rapids line for a while. The new Route 19 has problems. Why is there a Michigan Street route since it is a very affluent area? He supports free passes for seniors. The Board cut back their meetings by 90%. He stated that the Laker Line is a boondoggle. Rapid staff park illegally in the Amtrak lot and this should be addressed.

2. MINUTES – August 29, 2018 Board Meeting

Mayor Kepley asked for corrections to the minutes. None were offered. The minutes of the August 29, 2018 Board meeting stand approved as written.

3. AGENDA ITEMS

a) Ticket Vending Machines & Fare Validators

Mr. Monoyios reported that authorization was requested to purchase and install ticket vending machines and fare validators on 26 Laker Line platforms at a cost of \$2,482,679, plus a contingency of up to 10% to cover unforeseen circumstances. The purchase of this equipment is included in the Laker Line grant. These items are

purchased directly by The Rapid and not by Christman, the construction manager at risk for the project.

The TVMs and fare validators are a necessary component of the Laker Line platforms and will be fully integrated with our Wave smart card system.

Mr. Monoyios explained that this procurement was issued as a Request for Proposal (RFP). Three proposals were received from Scheidt & Bachmann, IniT and Ventek. All three proposers were invited to provide a presentation and demonstration. After scoring the proposal and demonstration phase, it became evident that Ventek was not in the competitive range. IniT and Scheidt & Bachmann were issued requests for Best and Final Offers (BAFO). Based on the final BAFO prices received, IniT was the lowest cost option available. IniT was believed to be the most capable system based on scores of the evaluation team. Considering scores, pricing and references, staff recommended IniT as the most qualified vendor for the project and the best overall value for the organization.

Mr. Monoyios noted that the cost of this fare collection equipment from IniT is under the \$3.3 million line item in the Laker Line grant.

In response to Mayor Kepley, Marie Tubergen, The Rapid's Fare Systems Administrator, explained the use of the Wave cards with the Laker Line ticket vending machines and validators and stated that the Laker Line will have Fare Enforcement Officers like the Silver Line.

Mr. Bilardello asked why Scheidt & Bachmann's BAFO price was higher than the original proposal price. Mr. Monoyios stated that they didn't originally include warranty costs.

Mayor Seibold inquired if the stations will be similar to the Silver Line stations. Mr. Monoyios informed the Board that there is more right-of-way along the Laker Michigan Drive corridor which allows during the TVMs sideways to reduce impacts from rain and snow. He also noted that the branding will be different with a different color, however, the stations themselves will be similar. The shared platforms downtown will combine the brands of the Silver Line and the Laker Line.

A motion was made by Guy, supported by Seibold, to executive an agreement with IniT for the purchase and installation of ticket vending machines and fare validators for 26 Laker Line platforms at a cost of \$2,482,679, plus a contingency of up to 10% (\$248,267) to cover unforeseen circumstances. Motion passed unanimously.

b) Contract for Senior Millage Funds

Ms. Joyce stated that authorization was requested from the Board to complete the continuation of funding process and enter into a contract with the Area Agency on Aging of Western Michigan for Senior Millage funds in the amount of \$274,396 to fund transportation, a RideLink Coordinator position and a part-time call-taker position.

She gave some background information on the RideLink program. RideLink has been successful in providing rides for older adults (60 and older) in Kent County and provided 34,268 trips between January-July 2018.

Staff requested \$274,396 in Senior Millage funds for 2019. This funding includes \$215,250 for providing up to 12,500 trips and \$59,156 for the full time RideLink

Coordinator and a dedicated part-time call-taker to help handle the over 51,000 phone calls received by RideLink annually.

Ms. Coffman inquired about the Area Agency on Aging providing more funding for extended hours and more service. Ms. Joyce responded that discussions have been held on this and they will continue to talk about it.

A motion was made by Austin, supported by Seibold, to authorize submittal of a continuation of funding request and to execute a contract with the Area Agency on Aging of Western Michigan for Senior Millage funds in an amount not to exceed \$274,396 for RideLink trips, the RideLink Coordinator position and a part-time RideLink call-taker. Motion passed unanimously.

#### 4. STAFF REPORTS

##### a) Monthly Financials – August 2018

Ms. Medina reported that the budget is on target as of 8-31-18. We are at 91% with a target of 92%. She stated that we should end the year under budget.

Mayor Kepley asked about the use of preventive maintenance funds. Ms. Medina responded that we will use some preventive maintenance funds. She confirmed that this is due to fuel being over budget.

##### b) Ridership & Productivity – July 2018

Mr. Wisselink reviewed the July 2018 ridership and productivity report. Ridership increased 3.5% in July 2018 with one extra weekday and three Clean Air Action days compared to July 2017. When factoring out Clean Air Action days and the extra weekday, ridership actually decreased by 2.3% overall. Total ridership year-to-date decreased 5.6%.

##### c) Paratransit Ridership Report – July 2018

Ms. Joyce stated that total monthly paratransit ridership for July 2018 increased 3.1% from July 2017. ADA ridership increased 6.7%. There were 893 trips in Cascade Township in July 2018 compared to 824 trips last July. One-time pick-up performance for July 2018 was 96.76%. On-time drop-off performance was 96.31% for trips that had appointment times. The average cost per GO!Bus/PASS trip increased 0.3% from July 2017.

#### 5. CEO'S REPORT

Mr. Johnson reported that there were some challenges in the beginning of the Route 19 service. We have been working with Spectrum Health and the City of Grand Rapids on solutions. A bus was added during the peak time between 3:00-6:00 p.m. We will continue to meet regularly with our partners and continue to improve the Route 19 service.

Mr. Bilardello commented that they had a good meeting today regarding the Route 19 service. The first week was challenging but it has improved. He stated that the partners will continue to work together.

He noted that Route 19 had 54 passengers per day and the latest count is about 1,100 passengers per day.

Mr. Johnson stated that The Rapid is working collaboratively with the City of Grand Rapids on the DASH reconfiguration. We are having problems at peak with traffic and have been talking with the city about solutions. Some stops may need to be relocated.

We have an IT consultant looking into our IT systems determining what we have now and what we need. The results will be shared with the Board upon completion.

He mentioned that he has many meetings set up with various community leaders to get to know the people in the area.

Mr. Johnson commented that the APTA Annual Meeting was held earlier in the week where he met with vendors including Avail. He discussed Rapid's challenges and other issues with the representatives from Avail.

While at the APTA Annual Meeting, Mr. Johnson noted that he met with the Deputy Secretary of the USDOT and with Intergovernmental Affairs. These contacts can assist with the Laker Line project.

Employee Appreciation Day was held on September 14, 2018. Some Board members attended. Transportation Manager Steve Schipper organized the event this year. Managers take on various roles to make this a great day for employees, including grilling and selling 50/50 and raffle tickets among other tasks. It went well this year and we plan to carry on this tradition.

Mr. Hoffman inquired about Route 19 and if Rapid staff were sent out to assist. Mr. Johnson responded that at first there was so much more traffic with construction that staff was out there to redirect buses when necessary. This will not continue once we get a permanent fix.

Mr. Bilardello commented that this was a change for Spectrum employees. They had their own shuttle service and employees didn't want to use the bus. There is more acceptance now. They appreciated seeing The Rapid out there helping to make the service run better. The complaints at Spectrum about Route 19 are down. There is a confidence that The Rapid will do whatever it takes to improve Route 19 service.

Mr. Guy thanked The Rapid for working it out. He felt this was a good partnership. There has been a lot of growth in the Michigan Street corridor and stated it will get worse. He encouraged The Rapid to look for ways to prioritize the bus through the corridor.

## 6. CHAIR'S REPORT

Mayor Kepley stated that three standing committees have been formed and members appointed. Two of the committees have meetings scheduled in October and November. The Finance Committee has one meeting in November. At their meetings, the committees will discuss meeting schedule and frequency going forward.

Mayor Kepley suggested that the November 28, 2018 Board meeting be moved to December 5, 2018. There is an APTA conference for Board members on November 27-19, 2018 which would conflict with a November 28 Board meeting.

He noted that he, Jack Hoffman and another Board member went last year to the APTA Transit Board Member Conference and they felt it was very beneficial. Board members should contact Andrew Johnson or Robin Crothers if they wish to attend the APTA conference in November.

7. ADVISORY COMMITTEE REPORT(S)

a) Consumer Advisory Committee for Seniors & Persons with Disabilities

No report from the committee.

Mr. Johnson mentioned that he attended the Consumer Advisory Committee's September 2018 meeting and felt it was very productive and provided a great forum for issues for senior and disabled riders. He stated he looks forward to future meetings and discussions with this group.

BOARD MEMBER COMMENTS

Mr. Hoffman commented that he was considering the APTA conference in November and encouraged others to do the same.

There were no further comments.

8. ADJOURNMENT

The meeting was adjourned at 4:45 p.m.

Respectfully submitted,



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Robin Crothers, Board Secretary



**Date:** December 5, 2018  
**To:** ITP Board  
**From:** Dina Reed, Deputy CEO of Finance and Administration  
**Subject:** MICHIGAN PUBLIC ACT 202 (PA 202) CORRECTIVE ACTION PLANS

ACTION REQUESTED

Board approval of the PA 202 Corrective Action Plans is requested. The Corrective Action Plans for both defined benefit programs are attached for Board review.

BACKGROUND

The purpose of Board approval of these action plans is to demonstrate to the Municipal Stability Board that the governing body of ITP is aware that the organization is currently in an underfunded status and to demonstrate that the Corrective Action Plans being submitted to the Municipal Stability Board are feasible. Although the ITP pension plans are adequately funded, per the requirements set forth in PA 202, ITP is required to file Corrective Action Plans to get approval by the Municipal Stability Board to become compliant and to be removed from an underfunded status due to lack of timely filing for FY 2017.

**INTERURBAN TRANSIT PARTNERSHIP BOARD**

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

**Fiscal Year 2019**

Moved and supported to adopt the following resolution:

Approval of the Michigan Public Act 202 Corrective Action Plans.

BE IT RESOLVED that the ITP Board hereby approves the PA 202 Corrective Action Plans for the Union and Administrative defined benefit plans for submittal to the Municipal Stability Board to become compliant and to be removed from an underfunded status due to lack of timely filing for FY 2017, in accordance with the information presented to the Board on December 5, 2018.

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

# Protecting Local Government Retirement and Benefits Act Corrective Action Plan: Defined Benefit Pension Retirement Systems

Issued under authority of Public Act 202 of 2017.

## I. MUNICIPALITY INFORMATION

Local Unit Name: Interurban Transit Partnership Six-Digit Muni Code: 417530  
Defined Benefit Pension System Name: Interurban Transit Partnership Pension Plan  
Contact Name (Administrative Officer): Dina Reed  
Title if not Administrative Officer: Deputy CEO of Finance and Administration  
Email: dreed@ridetherapid.org Telephone: (616) 774-1150

## 2. GENERAL INFORMATION

**Corrective Action Plan:** An underfunded local unit of government shall develop and submit for approval a corrective action plan for the local unit of government. The local unit of government shall determine the components of the corrective action plan. This Corrective Action Plan shall be submitted by any local unit of government with at least one defined benefit pension retirement system that has been determined to have an underfunded status. Underfunded status for a defined benefit pension system is defined as being less than 60% funded according to the most recent audited financial statements, and, if the local unit of government is a city, village, township, or county, the annually required contribution (ARC) for all of the defined benefit pension retirement systems of the local unit of government is greater than 10% of the local unit of government's annual governmental fund revenues, based on the most recent fiscal year.

**Due Date:** The local unit of government has **180 days from the date of notification** to submit a corrective action plan to the Municipal Stability Board (the Board). The Board may extend the 180-day deadline by up to an additional 45 days if the local unit of government submits a reasonable draft of a corrective action plan and requests an extension.

**Filing:** Per Sec. 10(1) of PA 202 of 2017 (the Act), this Corrective Action Plan must be approved by the local government's administrative officer and its governing body. **You must provide proof of your governing body approving this Corrective Action Plan and attach the documentation as a separate PDF document.** Per Sec. 10(4) of the Act, failure to provide documentation that demonstrates approval from your governing body will result in a determination of noncompliance by the Board.

The submitted plan must demonstrate through distinct supporting documentation how and when the local unit will reach the 60% funded ratio. Or, if the local unit is a city, village, township, or county, the submitted plan may demonstrate how and when the ARC for all of the defined benefit pension systems will be less than 10% of annual governmental fund revenues, as defined by the Act. Supporting documentation for the funding ratio and/or ARC must include an actuarial projection, an actuarial valuation, or an internally developed analysis. The local unit must project governmental fund revenues using a reasonable forecast based on historical trends and projected rates of inflation.

The completed plan must be submitted via email to Treasury at [LocalRetirementReporting@michigan.gov](mailto:LocalRetirementReporting@michigan.gov) for review by the Board. **If you have multiple underfunded retirement systems, you are required to complete separate plans and send a separate email for each underfunded system.** Please attach each plan as a separate PDF document in addition to all applicable supporting documentation.

The subject line of the email(s) should be in the following format: **Corrective Action Plan-2017, Local Unit Name, Retirement System Name** (e.g. Corrective Action Plan-2017, City of Lansing, Employees' Retirement System)

Pension Plan). Treasury will send an automatic reply acknowledging receipt of the email. Your individual email settings must allow for receipt of Treasury's automatic reply. This will be the only notification confirming receipt of the application(s).

**Municipal Stability Board:** The Municipal Stability Board (the Board) shall review and vote on the approval of a corrective action plan submitted by a local unit of government. If a corrective action plan is approved, the Board will monitor the corrective action plan for the following two years, and the Board will report on the local unit of government's compliance with the Act not less than every two years.

**Review Process:** Following receipt of the email by Treasury, the Board will accept the corrective action plan submission at the next scheduled meeting of the Board. The Board shall then approve or reject the corrective action plan within 45 days from the date of the meeting.

**Considerations for Approval:** A successful corrective action plan will demonstrate the actions for correcting underfunded status as set forth in Sec. 10(7) of the Act (listed below), as well as any additional solutions to address the underfunded status. Please also include steps already taken to address your underfunded status as well as the date prospective actions will be taken. A local unit of government may also include in its corrective action plan, a review of the local unit of government's budget and finances to determine any alternative methods available to address its underfunded status. A corrective action plan under this section may include the development and implementation of corrective options for the local unit of government to address its underfunded status. The corrective options as described in Sec. 10(7) may include, but are not limited to, any of the following:

- (i) Closing the current defined benefit plan.
- (ii) Implementing a multiplier limit.
- (iii) Reducing or eliminating new accrued benefits.
- (iv) Implementing final average compensation standards.

**Implementation:** The local unit of government has up to 180 days after the approval of a corrective action plan to begin to implement the corrective action plan to address its underfunded status. The Board shall monitor each underfunded local unit of government's compliance with this act and any corrective action plan. The Board shall adopt a schedule, not less than every 2 years, to certify that the underfunded local unit of government is in substantial compliance with the Act. If the Board determines that an underfunded local unit of government is not in substantial compliance under this subsection, the Board shall within 15 days provide notification and report to the local unit of government detailing the reasons for the determination of noncompliance with the corrective action plan. The local unit of government has 60 days from the date of the notification to address the determination of noncompliance.

### 3. DESCRIPTIONS OF PRIOR ACTIONS

Prior actions are separated into three categories below: System Design Changes, Additional Funding, and Other Considerations. Please provide a brief description of the prior actions implemented by the local government to address the retirement system's underfunded status within the appropriate category section. Within each category are sample statements that you may choose to use to indicate the changes to your system that will positively affect your funded status. For retirement systems that have multiple divisions, departments, or plans within the same retirement system, please indicate how these changes impact the retirement **system** as a whole.

- **Please Note:** If applicable, prior actions listed within your waiver application(s) may also be included in your corrective action plan.

Please indicate where in the attached supporting documentation these changes are described and the impact of those changes (i.e. what has the local unit of government done to improve its underfunded status, and where can we find the proof of these changes in the supporting documentation?).

**Note:** Please provide the name of the system impacted, the date you made the change, the relevant page number(s) within the supporting documentation, and the resulting change to the system's funded ratio.

**Category of Prior Actions:**

**System Design Changes** - System design changes may include the following: Lower tier of benefits for new hires, final average compensation limitations, freeze future benefit accruals for active employees in the defined benefit system, defined contribution system for new hires, hybrid system for new hires, bridged multiplier for active employees, etc.

**Sample Statement:** *The system's multiplier for current employees was lowered from 2.5X to 2X for the **General Employees' Retirement System** on **January 1, 2017**. On **page 8** of the attached actuarial supplemental valuation, it shows our funded ratio will be **60%** by fiscal year **2020**.*

**Additional Funding** – Additional funding may include the following: Voluntary contributions above the actuarially determined contribution, bonding, millage increases, restricted funds, etc.

**Sample Statement:** *The local unit provided a lump sum payment of **\$1 million** to the **General Employees' Retirement System** on **January 1, 2017**. This lump sum payment was in addition to the actuarially determined contribution (ADC) of the system. The additional contribution will increase the retirement system's funded ratio to **61% by 2025**. Please see **page 10** of the attached enacted budget, which highlights this contribution of **\$1 million**.*

**Other Considerations** – Other considerations may include the following: outdated Form 5572 information, actuarial assumption changes, amortization policy changes, etc.

**Sample Statement:** *The information provided on the Form 5572 from the audit used actuarial data from **2015**. Attached is an updated actuarial valuation for **2017** that shows our funded ratio has improved to **62%** as indicated on **page 13**.*

The Form 5572 unintentionally missed the deadline for submission. Attached is Form 5572 using actuarial information from June 30, 2017 for the fiscal year ended September 30, 2017. The Form shows a funded status of 88.8% and is not considered to be underfunded based on the criteria set by the MDOT.

**4. DESCRIPTION OF PROSPECTIVE ACTIONS**

The corrective action plan allows you to submit a plan of prospective actions which are separated into three categories below: System Design Changes, Additional Funding, and Other Considerations. Please provide a brief description of the additional actions the local government is planning to implement to address the retirement system's underfunded status within the appropriate category section. Within each category are sample statements that you may choose to use to indicate the changes to your system that will positively affect your funded status. For retirement systems that have multiple divisions, departments, or plans within the same retirement system, please indicate how these changes impact the retirement **system** as a whole.

Please indicate where in the attached supporting documentation these changes are described and the impact of those changes (i.e. what will the local unit of government do to improve its underfunded status, and where can we find the proof of these changes in the supporting documentation?).

**Category of Prospective Actions:**

**System Design Changes** - System design changes may include the following: Lower tier of benefits for new hires, final average compensation limitations, freeze future benefit accruals for active employees in the defined benefit system, defined contribution system for new hires, hybrid system for new hires, bridged multiplier for active employees, etc.

**Sample Statement:** Beginning with **summer 2018** contract negotiations, the local unit will seek to lower the system's multiplier for current employees from 2.5X to 2X for the **General Employees' Retirement System**. On page 8 of the attached actuarial supplemental valuation, it shows our funded ratio would be **60% funded by fiscal year 2020** if these changes were adopted and implemented by **fiscal year 2019**.

**Additional Funding** – Additional funding may include the following: voluntary contributions above the actuarially determined contribution, bonding, millage increases, restricted funds, etc.

**Sample Statement:** Beginning in **fiscal year 2019**, the local unit will provide a lump sum payment of **\$1 million** to the **General Employees' Retirement System**. This lump sum payment will be in addition to the actuarially determined contribution (ADC) of the system. The additional contribution will increase the retirement system's funded ratio to **61% by 2025**. Please see page 10 of the attached enacted budget, which highlights this contribution of **\$1 million**. Please see page 12 of the attached supplemental actuarial valuation showing the projected change to the system's funded ratio with this additional contribution.

**Other Considerations** – Other considerations may include the following: outdated Form 5572 information, actuarial assumption changes, amortization policy changes, etc.

**Sample Statement:** Beginning in **fiscal year 2019**, the local unit will begin amortizing the unfunded portion of the pension liability using a **level-dollar amortization method over a closed period of 10 years**. This will allow the retirement system to reach a funded status of **62% by 2022** as shown in the attached actuarial analysis on page 13.

After completing Form 5572 the funded status is 88.8% and not considered underfunded.

## 5. CONFIRMATION OF FUNDING

Please check the applicable answer:

Do the corrective actions listed in this plan allow for (insert local unit name) Interurban Transit Partnership to make, at a minimum, the annual required contribution payment for the defined benefit pension system according to your long-term budget forecast?

Yes

No

If No, Explain

## 6. DOCUMENTATION ATTACHED TO THIS CORRECTIVE ACTION PLAN

Documentation should be attached as a .pdf to this Corrective Action Plan. The documentation should detail the corrective action plan that would be implemented to adequately address the local unit of government's underfunded status. Please check all documents that are included as part of this plan and attach in successive order as provided below:

**Naming convention:** when attaching documents please use the naming convention shown below. If there is more than one document in a specific category that needs to be submitted, include a, b, or c for each document. For example, if you are submitting two supplemental valuations, you would name the first document "Attachment 2a" and the second document "Attachment 2b".

### Naming Convention

### Type of Document

Attachment – 1

**This Corrective Action Plan Form (Required)**

Attachment – 1a

**Documentation from the governing body approving this Corrective Action Plan (Required)**

Attachment – 2a

**An actuarial projection, an actuarial valuation, or an internally developed analysis, which illustrates how and when the local unit will reach the 60% funded ratio. Or, if the local unit is a city, village, township, or county, ARC will be less than 10% of governmental fund revenues, as defined by the Act. (Required)**

Attachment – 3a

Documentation of additional payments in past years that is not reflected in your audited financial statements (e.g. enacted budget, system provided information).

Attachment – 4a

Documentation of commitment to additional payments in future years (e.g. resolution, ordinance)

Attachment – 5a

A separate corrective action plan that the local unit has approved to address its underfunded status, which includes documentation of prior actions, prospective actions, and the positive impact on the system's funded ratio

Attachment –6a

Other documentation not categorized above

## 7. CORRECTIVE ACTION PLAN CRITERIA

Please confirm that each of the four corrective action plan criteria listed below have been satisfied when submitting this document. Specific detail on corrective action plan criteria can be found in the [Corrective Action Plan Development: Best Practices and Strategies](#) document.

### Corrective Action Plan Criteria

### Description

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Underfunded Status   | Is there a description and adequate supporting documentation of how and when the retirement system will reach the 60% funded ratio? Or, if your local unit is a city, village, township, or county, how and when the ARC of all pension systems will be less than 10 percent of governmental fund revenues? |
| <input checked="" type="checkbox"/> Reasonable Timeframe | Do the corrective actions address the underfunded status in a reasonable timeframe ( <a href="#">see CAP criteria issued by the Board</a> )?  |
| <input checked="" type="checkbox"/> Legal and Feasible   | Does the corrective action plan follow all applicable laws? Are all required administrative certifications and governing body approvals included? Are the actions listed feasible?  |
| <input checked="" type="checkbox"/> Affordability        | Do the corrective action(s) listed allow the local unit to make the annual required contribution payment for the pension system now and into the future without additional changes to this corrective action plan?  |

## 8. LOCAL UNIT OF GOVERNMENT'S ADMINISTRATIVE OFFICER APPROVAL OF CORRECTIVE ACTION PLAN

I Dina Reed, as the government's administrative officer (*enter title*) Deputy CEO of Finance & Admin. (Ex: City/Township Manager, Executive director, and Chief Executive Officer, etc.) approve this Corrective Action Plan and will implement the prospective actions contained in this Corrective Action Plan.

I confirm to the best of my knowledge that because of the changes listed above, one of the following statements will occur:

- The \_\_\_\_\_ (**Insert Retirement Pension System Name**) will achieve a funded status of at least 60% by Fiscal Year \_\_\_\_\_ as demonstrated by required supporting documentation listed in section 6.

**OR, if the local unit is a city, village, township, or county:**

- The ARC for all of the defined benefit pension retirement systems of \_\_\_\_\_ (**Insert local unit name**) will be less than 10% of the local unit of government's annual governmental fund revenues by Fiscal Year \_\_\_\_\_ as demonstrated by required supporting documentation listed in section 6.

Signature \_\_\_\_\_ Date \_\_\_\_\_

# Protecting Local Government Retirement and Benefits Act

## Corrective Action Plan:

### Defined Benefit Pension Retirement Systems

Issued under authority of Public Act 202 of 2017.

#### I. MUNICIPALITY INFORMATION

Local Unit Name: Interurban Transit Partnership Six-Digit Muni Code: 417530  
Defined Benefit Pension System Name: Interurban Transit Partnership and Amalgamated Trust Union Pension Plan  
Contact Name (Administrative Officer): Dina Reed  
Title if not Administrative Officer: Deputy CEO of Finance and Administration  
Email: dreed@ridetherapid.org Telephone: (616) 774-1150

#### 2. GENERAL INFORMATION

**Corrective Action Plan:** An underfunded local unit of government shall develop and submit for approval a corrective action plan for the local unit of government. The local unit of government shall determine the components of the corrective action plan. This Corrective Action Plan shall be submitted by any local unit of government with at least one defined benefit pension retirement system that has been determined to have an underfunded status. Underfunded status for a defined benefit pension system is defined as being less than 60% funded according to the most recent audited financial statements, and, if the local unit of government is a city, village, township, or county, the annually required contribution (ARC) for all of the defined benefit pension retirement systems of the local unit of government is greater than 10% of the local unit of government's annual governmental fund revenues, based on the most recent fiscal year.

**Due Date:** The local unit of government has **180 days from the date of notification** to submit a corrective action plan to the Municipal Stability Board (the Board). The Board may extend the 180-day deadline by up to an additional 45 days if the local unit of government submits a reasonable draft of a corrective action plan and requests an extension.

**Filing:** Per Sec. 10(1) of PA 202 of 2017 (the Act), this Corrective Action Plan must be approved by the local government's administrative officer and its governing body. **You must provide proof of your governing body approving this Corrective Action Plan and attach the documentation as a separate PDF document.** Per Sec. 10(4) of the Act, failure to provide documentation that demonstrates approval from your governing body will result in a determination of noncompliance by the Board.

The submitted plan must demonstrate through distinct supporting documentation how and when the local unit will reach the 60% funded ratio. Or, if the local unit is a city, village, township, or county, the submitted plan may demonstrate how and when the ARC for all of the defined benefit pension systems will be less than 10% of annual governmental fund revenues, as defined by the Act. Supporting documentation for the funding ratio and/or ARC must include an actuarial projection, an actuarial valuation, or an internally developed analysis. The local unit must project governmental fund revenues using a reasonable forecast based on historical trends and projected rates of inflation.

The completed plan must be submitted via email to Treasury at [LocalRetirementReporting@michigan.gov](mailto:LocalRetirementReporting@michigan.gov) for review by the Board. **If you have multiple underfunded retirement systems, you are required to complete separate plans and send a separate email for each underfunded system.** Please attach each plan as a separate PDF document in addition to all applicable supporting documentation.

The subject line of the email(s) should be in the following format: **Corrective Action Plan-2017, Local Unit Name, Retirement System Name** (e.g. Corrective Action Plan-2017, City of Lansing, Employees' Retirement System)

Pension Plan). Treasury will send an automatic reply acknowledging receipt of the email. Your individual email settings must allow for receipt of Treasury's automatic reply. This will be the only notification confirming receipt of the application(s).

**Municipal Stability Board:** The Municipal Stability Board (the Board) shall review and vote on the approval of a corrective action plan submitted by a local unit of government. If a corrective action plan is approved, the Board will monitor the corrective action plan for the following two years, and the Board will report on the local unit of government's compliance with the Act not less than every two years.

**Review Process:** Following receipt of the email by Treasury, the Board will accept the corrective action plan submission at the next scheduled meeting of the Board. The Board shall then approve or reject the corrective action plan within 45 days from the date of the meeting.

**Considerations for Approval:** A successful corrective action plan will demonstrate the actions for correcting underfunded status as set forth in Sec. 10(7) of the Act (listed below), as well as any additional solutions to address the underfunded status. Please also include steps already taken to address your underfunded status as well as the date prospective actions will be taken. A local unit of government may also include in its corrective action plan, a review of the local unit of government's budget and finances to determine any alternative methods available to address its underfunded status. A corrective action plan under this section may include the development and implementation of corrective options for the local unit of government to address its underfunded status. The corrective options as described in Sec. 10(7) may include, but are not limited to, any of the following:

- (i) Closing the current defined benefit plan.
- (ii) Implementing a multiplier limit.
- (iii) Reducing or eliminating new accrued benefits.
- (iv) Implementing final average compensation standards.

**Implementation:** The local unit of government has up to 180 days after the approval of a corrective action plan to begin to implement the corrective action plan to address its underfunded status. The Board shall monitor each underfunded local unit of government's compliance with this act and any corrective action plan. The Board shall adopt a schedule, not less than every 2 years, to certify that the underfunded local unit of government is in substantial compliance with the Act. If the Board determines that an underfunded local unit of government is not in substantial compliance under this subsection, the Board shall within 15 days provide notification and report to the local unit of government detailing the reasons for the determination of noncompliance with the corrective action plan. The local unit of government has 60 days from the date of the notification to address the determination of noncompliance.

### 3. DESCRIPTIONS OF PRIOR ACTIONS

Prior actions are separated into three categories below: System Design Changes, Additional Funding, and Other Considerations. Please provide a brief description of the prior actions implemented by the local government to address the retirement system's underfunded status within the appropriate category section. Within each category are sample statements that you may choose to use to indicate the changes to your system that will positively affect your funded status. For retirement systems that have multiple divisions, departments, or plans within the same retirement system, please indicate how these changes impact the retirement **system** as a whole.

- **Please Note:** If applicable, prior actions listed within your waiver application(s) may also be included in your corrective action plan.

Please indicate where in the attached supporting documentation these changes are described and the impact of those changes (i.e. what has the local unit of government done to improve its underfunded status, and where can we find the proof of these changes in the supporting documentation?).

**Note:** Please provide the name of the system impacted, the date you made the change, the relevant page number(s) within the supporting documentation, and the resulting change to the system's funded ratio.

**Category of Prior Actions:**

**System Design Changes** - System design changes may include the following: Lower tier of benefits for new hires, final average compensation limitations, freeze future benefit accruals for active employees in the defined benefit system, defined contribution system for new hires, hybrid system for new hires, bridged multiplier for active employees, etc.

**Sample Statement:** *The system's multiplier for current employees was lowered from 2.5X to 2X for the **General Employees' Retirement System** on **January 1, 2017**. On page **8** of the attached actuarial supplemental valuation, it shows our funded ratio will be **60%** by fiscal year **2020**.*

**Additional Funding** – Additional funding may include the following: Voluntary contributions above the actuarially determined contribution, bonding, millage increases, restricted funds, etc.

**Sample Statement:** *The local unit provided a lump sum payment of **\$1 million** to the **General Employees' Retirement System** on **January 1, 2017**. This lump sum payment was in addition to the actuarially determined contribution (ADC) of the system. The additional contribution will increase the retirement system's funded ratio to **61% by 2025**. Please see page **10** of the attached enacted budget, which highlights this contribution of **\$1 million**.*

**Other Considerations** – Other considerations may include the following: outdated Form 5572 information, actuarial assumption changes, amortization policy changes, etc.

**Sample Statement:** *The information provided on the Form 5572 from the audit used actuarial data from **2015**. Attached is an updated actuarial valuation for **2017** that shows our funded ratio has improved to **62%** as indicated on page **13**.*

The Form 5572 unintentionally missed the deadline for submission. Attached is Form 5572 using actuarial information from June 30, 2017 for the fiscal year ended September 30, 2017. The Form shows a funded status of 70.7% and is not considered to be underfunded based on the criteria set by the MDOT.

**4. DESCRIPTION OF PROSPECTIVE ACTIONS**

The corrective action plan allows you to submit a plan of prospective actions which are separated into three categories below: System Design Changes, Additional Funding, and Other Considerations. Please provide a brief description of the additional actions the local government is planning to implement to address the retirement system's underfunded status within the appropriate category section. Within each category are sample statements that you may choose to use to indicate the changes to your system that will positively affect your funded status. For retirement systems that have multiple divisions, departments, or plans within the same retirement system, please indicate how these changes impact the retirement **system** as a whole.

Please indicate where in the attached supporting documentation these changes are described and the impact of those changes (i.e. what will the local unit of government do to improve its underfunded status, and where can we find the proof of these changes in the supporting documentation?).

**Category of Prospective Actions:**

**System Design Changes** - System design changes may include the following: Lower tier of benefits for new hires, final average compensation limitations, freeze future benefit accruals for active employees in the defined benefit system, defined contribution system for new hires, hybrid system for new hires, bridged multiplier for active employees, etc.

**Sample Statement:** Beginning with **summer 2018** contract negotiations, the local unit will seek to lower the system's multiplier for current employees from 2.5X to 2X for the **General Employees' Retirement System**. On page 8 of the attached actuarial supplemental valuation, it shows our funded ratio would be **60% funded by fiscal year 2020** if these changes were adopted and implemented by **fiscal year 2019**.

**Additional Funding** – Additional funding may include the following: voluntary contributions above the actuarially determined contribution, bonding, millage increases, restricted funds, etc.

**Sample Statement:** Beginning in **fiscal year 2019**, the local unit will provide a lump sum payment of **\$1 million** to the **General Employees' Retirement System**. This lump sum payment will be in addition to the actuarially determined contribution (ADC) of the system. The additional contribution will increase the retirement system's funded ratio to **61% by 2025**. Please see page 10 of the attached enacted budget, which highlights this contribution of **\$1 million**. Please see page 12 of the attached supplemental actuarial valuation showing the projected change to the system's funded ratio with this additional contribution.

**Other Considerations** – Other considerations may include the following: outdated Form 5572 information, actuarial assumption changes, amortization policy changes, etc.

**Sample Statement:** Beginning in **fiscal year 2019**, the local unit will begin amortizing the unfunded portion of the pension liability using a **level-dollar amortization method over a closed period of 10 years**. This will allow the retirement system to reach a funded status of **62% by 2022** as shown in the attached actuarial analysis on page 13.

After completing Form 5572 the funded status is 70.7% and not considered underfunded.

## 5. CONFIRMATION OF FUNDING

Please check the applicable answer:

Do the corrective actions listed in this plan allow for (insert local unit name) Interurban Transit Partnership to make, at a minimum, the annual required contribution payment for the defined benefit pension system according to your long-term budget forecast?

- Yes  
 No  
If No, Explain

## 6. DOCUMENTATION ATTACHED TO THIS CORRECTIVE ACTION PLAN

Documentation should be attached as a .pdf to this Corrective Action Plan. The documentation should detail the corrective action plan that would be implemented to adequately address the local unit of government's underfunded status. Please check all documents that are included as part of this plan and attach in successive order as provided below:

**Naming convention:** when attaching documents please use the naming convention shown below. If there is more than one document in a specific category that needs to be submitted, include a, b, or c for each document. For example, if you are submitting two supplemental valuations, you would name the first document "Attachment 2a" and the second document "Attachment 2b".

### Naming Convention

- Attachment – 1  
 Attachment – 1a  
 Attachment – 2a  
 Attachment – 3a  
 Attachment – 4a  
 Attachment – 5a  
 Attachment – 6a

### Type of Document

**This Corrective Action Plan Form (Required)**

**Documentation from the governing body approving this Corrective Action Plan (Required)**

**An actuarial projection, an actuarial valuation, or an internally developed analysis, which illustrates how and when the local unit will reach the 60% funded ratio. Or, if the local unit is a city, village, township, or county, ARC will be less than 10% of governmental fund revenues, as defined by the Act. (Required)**

Documentation of additional payments in past years that is not reflected in your audited financial statements (e.g. enacted budget, system provided information).

Documentation of commitment to additional payments in future years (e.g. resolution, ordinance)

A separate corrective action plan that the local unit has approved to address its underfunded status, which includes documentation of prior actions, prospective actions, and the positive impact on the system's funded ratio

Other documentation not categorized above

## 7. CORRECTIVE ACTION PLAN CRITERIA

Please confirm that each of the four corrective action plan criteria listed below have been satisfied when submitting this document. Specific detail on corrective action plan criteria can be found in the [Corrective Action Plan Development: Best Practices and Strategies](#) document.

### Corrective Action Plan Criteria

### Description

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Underfunded Status   | Is there a description and adequate supporting documentation of how and when the retirement system will reach the 60% funded ratio? Or, if your local unit is a city, village, township, or county, how and when the ARC of all pension systems will be less than 10 percent of governmental fund revenues? |
| <input checked="" type="checkbox"/> Reasonable Timeframe | Do the corrective actions address the underfunded status in a reasonable timeframe ( <a href="#">see CAP criteria issued by the Board</a> )?  |
| <input checked="" type="checkbox"/> Legal and Feasible   | Does the corrective action plan follow all applicable laws? Are all required administrative certifications and governing body approvals included? Are the actions listed feasible?  |
| <input checked="" type="checkbox"/> Affordability        | Do the corrective action(s) listed allow the local unit to make the annual required contribution payment for the pension system now and into the future without additional changes to this corrective action plan?  |

## 8. LOCAL UNIT OF GOVERNMENT'S ADMINISTRATIVE OFFICER APPROVAL OF CORRECTIVE ACTION PLAN

I Dina Reed, as the government's administrative officer (*enter title*) Deputy CEO of Finance & Admin. (Ex: City/Township Manager, Executive director, and Chief Executive Officer, etc.) approve this Corrective Action Plan and will implement the prospective actions contained in this Corrective Action Plan.

I confirm to the best of my knowledge that because of the changes listed above, one of the following statements will occur:

- The \_\_\_\_\_ (**Insert Retirement Pension System Name**) will achieve a funded status of at least 60% by Fiscal Year \_\_\_\_\_ as demonstrated by required supporting documentation listed in section 6.

**OR, if the local unit is a city, village, township, or county:**

- The ARC for all of the defined benefit pension retirement systems of \_\_\_\_\_ (**Insert local unit name**) will be less than 10% of the local unit of government's annual governmental fund revenues by Fiscal Year \_\_\_\_\_ as demonstrated by required supporting documentation listed in section 6.

Signature \_\_\_\_\_ Date \_\_\_\_\_



Date: November 29, 2018  
To: ITP Board  
From: Dina Reed, Deputy CEO of Finance and Administration  
Subject: FY 2020 SPECIALIZED SERVICES GRANT APPLICATION

ACTION REQUESTED

Board approval is requested authorizing submittal of the FY 2020 Specialized Services operating assistance grant application to MDOT and to authorize the CEO to execute subsequent contracts with MDOT for third party operating assistance with the four recipient agencies; Kent County Community Action of the County of Kent, Network 180, Hope Network and Senior Neighbors.

BACKGROUND

Each year The Rapid applies for Specialized Services operating assistance from the Michigan Department of Transportation (MDOT) for senior/disabled transportation in Kent County, which is beyond The Rapid's service area and/or hours of operation. The annual "Specialized Service" program is prepared by The Rapid in cooperation with the service provider agencies. The Rapid's role in this program is to provide coordination for the various providers to prevent any duplication of services. In FY 2018, The Rapid received a total of \$463,289 in Specialized Services operating funds as a pass-through grant. This funding level is determined by MDOT. In FY 2019, funding remained the same. It is anticipated that a total of \$463,289 will be reinstated and awarded to The Rapid for the Specialized Services Operating Assistance Program for FY 2020.

The Rapid has a Specialized Services Coordination Committee which meets to determine funding level distribution recommendations to the ITP Board. This committee also assists in coordination of service to prevent duplication of service and to share information. All agencies listed in Attachment A are represented on the Coordination Committee.

The Rapid staff will present the FY 2020 Specialized Services Operating Assistance Grant Application to the Consumer Advisory Committee (CAC) at their January 22, 2019 meeting.

**INTERURBAN TRANSIT PARTNERSHIP BOARD**

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

**Fiscal Year 2019**

WHEREAS, the Interurban Transit Partnership Board is designated by the Michigan Department of Transportation as the applicant for the Specialized Services assistance program for fiscal year 2020; and

WHEREAS, the Interurban Transit Partnership Board does hereby make its intentions known to apply for state financial assistance for specialized transportation services during 2020; and,

HEREBY authorizes the CEO or his designee to execute grant agreements and amendments on behalf of the Interurban Transit Partnership Board with the Michigan Department of Transportation to aid in the provision of specialized transportation services for fiscal year 2020; and

HEREBY authorizes the CEO or his designee to execute third party agreements with Kent County Community Action of the County of Kent, Hope Network, Network 180 and Senior Neighbors for 2020 Specialized Services Operating Assistance.

CERTIFICATE

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

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

\_\_\_\_\_  
Date

SPECIALIZED SERVICES OPERATING ASSISTANCE  
Fiscal Year 2020

Agency	Description of Service	MDOT Funds
Kent County Community Action of the County of Kent	Service is provided Monday through Friday 8:30 am until 5:00 pm from northern Kent County to the North Kent Senior Center and to the Grand Rapids area.	\$20,256
Network 180	Service is provided seven days a week, 24 hours a day for employment trips for persons with disabilities throughout Kent County.	\$212,743
Hope Network	Service is provided seven days a week 24 hours a day for employment trips for persons with disabilities throughout Kent County. Service is also provided Monday through Friday from 8:00 am until 4:30 pm for seniors/disabled and general public for trips within the North Kent Transit service area.	\$170,534
Senior Neighbors	Service is provided Monday through Friday from 8:30 am until 4:30 pm for seniors to and from the Lowell and Sparta Senior Centers.	\$59,756
<b>TOTAL</b>		<b>\$463,289</b>

DATE: December 5, 2018  
TO: ITP Board  
FROM: Dina Reed, Deputy CEO of Finance & Administration  
SUBJECT: FY 2020 MDOT GRANT APPLICATION

#### ACTION REQUESTED

Staff is requesting that the ITP Board approve the FY 2020 Michigan Department of Transportation (MDOT) grant application and authorize the CEO or his designee to execute a grant contract on behalf of the Board.

#### BACKGROUND

Each February, MDOT requires that transit agencies file a grant application for capital, operating and planning assistance for the upcoming fiscal year. The MDOT application is the first grant application in the annual cycle. This draft application is for MDOT use in estimating funding for state budgeting purposes. A final application with project descriptions will be brought to the Board in late FY 2019 when applying for the federal grant application.

#### OPERATING ASSISTANCE

The Rapid is requesting \$24,100,000 in State operating assistance based on projected eligible expenses of \$48,200,000. Requested operating assistance is based on 50% of eligible operating expenses, the maximum amount eligible under Act 51, however, actual state match is anticipated to be around 32.0%. Actual expenditures for FY 2020 will be determined through service and budget decisions made by the Board prior to October 1, 2019.

#### CAPITAL ASSISTANCE – FTA Section 5307

Total capital assistance of \$12,793,079, with a state capital share of \$2,558,616, is requested based on a 20 percent match of the \$10,234,463 estimated federal apportionment of Section 5307 funds. The 20 percent match applies to all capital projects unless otherwise specified. All individual projects and splits are between Federal Transit Administration (FTA) and MDOT as listed in Attachment A. The Board can review and modify all capital and operating programs again in late fall when the federal grant application is filed. There is no local share required for the capital portion of this application.

#### PLANNING ASSISTANCE – FTA Section 5307

Total planning assistance of \$500,000, with a state share of \$100,000, is requested based on a 20 percent match of the \$400,000 federal planning funds listed in Attachment A. This amount is an estimate; specific planning activities and a final budget will be developed and brought to the Board as a part of the annual Unified Planning Work Program (UPWP) prepared in the spring of 2019, at which time the application amounts can be amended.

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

CMAQ funds are used to assist with operating and capital costs associated with programs that reduce carbon monoxide, nitrates, and particulate emissions in the region. The Rapid is requesting a total of \$1,727,954, with a federal share of \$1,415,454, and a state share of \$312,500 in the following projects; \$1,337,500 for up to 3 replacement 40' low floor linehaul CNG buses, \$100,000 for Clean Air Action days, \$125,000 for replacement vanpool vans and \$165,454 (100% federal funding) for the Rideshare program. This amount is an estimate; specific CMAQ activities can be amended with a final budget when a call for projects is requested from the MPO in the spring of 2019.

### CAPITAL ASSISTANCE – FTA Section 5339

Section 5339 is formula funds and may be used for bus and bus facility projects. A total of \$1,208,024, with an 80% federal share of \$966,419 and a 20% state share of \$241,605, is requested.

Attachment A  
The Rapid  
FY 2020 Capital Plan

Project Name	Total Federal	Federal Source	State Match	Funding Source	Total Cost
<b>Section 5307</b>					
A&E	\$81,600	5307	\$20,400	CTF	\$102,000
Associated Capital Maintenance	680,000	5307	170,000	CTF	850,000
Bus Tire Lease	339,587	5307	84,897	CTF	424,483
Capital Costs of Contracting	720,000	5307	180,000	CTF	900,000
Computer Hardware	562,000	5307	140,500	CTF	702,500
Computer Software	502,744	5307	125,686	CTF	628,430
EAM Software	200,000	5307	50,000	CTF	250,000
Facility Equipment	60,000	5307	15,000	CTF	75,000
Intelligent Transportation System	382,035	5307	95,509	CTF	477,544
Misc Support Equipment	16,000	5307	4,000	CTF	20,000
Misc Contingencies	81,600	5307	20,400	CTF	102,000
Office Furniture/Equipment	40,800	5307	10,200	CTF	51,000
Paratransit Replacement Buses (6)	389,524	5307	97,381	CTF	486,905
Passenger Shelters-New	8,160	5307	2,040	CTF	10,200
Preventive Maintenance	960,000	5307	240,000	CTF	1,200,000
Rehab Admin/Maintenance Facility	1,309,998	5307	327,500	CTF	1,637,498
Replacement 40' Buses (8)	2,983,186	5307	745,797	CTF	3,728,983
Service Vehicles	61,200	5307	15,300	CTF	76,500
Shop Equipment	16,000	5307	4,000	CTF	20,000
Surveillance/Security Equipment	139,830	5307	34,957	CTF	174,787
Transit Enhancements	41,052	5307	10,263	CTF	51,315
Transit Signal Prioritization Project	259,147	5307	64,787	CTF	323,934
<b>Total Capital</b>	<b>\$9,834,463</b>		<b>\$2,458,616</b>		<b>\$12,293,079</b>
Planning Funds	400,000	5307	100,000	CTF	500,000
<b>TOTAL (5307)</b>	<b>\$10,234,463</b>		<b>\$2,558,616</b>		<b>\$12,793,079</b>
<b>CMAQ/STP CAPITAL/OPERATING</b>					
Replacement 40' Buses (3)	1,070,000	CMAQ	267,500	CTF	1,337,500
Rideshare	165,454	CMAQ	0		165,454
Vanpool Replacement Vans (5)	100,000	CMAQ	25,000	CTF	125,000
Clean Air Action Days	80,000	CMAQ	20,000	CTF	100,000
<b>TOTAL (CMAQ)</b>	<b>\$1,415,454</b>		<b>\$312,500</b>		<b>\$1,727,954</b>
<b>SECTION 5339 Bus/ Bus Facility</b>					
Replacement 40' Buses (3)	966,419	5339	241,605	CTF	1,208,024
<b>TOTAL (5339)</b>	<b>\$966,419</b>		<b>\$241,605</b>		<b>\$1,208,024</b>

# INTERURBAN TRANSIT PARTNERSHIP BOARD

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

**Fiscal Year 2019**

## RESOLUTION OF INTENT

THE APPROVED RESOLUTION OF INTENT TO APPLY FOR FINANCIAL ASSISTANCE FOR FISCAL YEAR 2020 UNDER ACT NO, 51 OF THE PUBLIC ACTS OF 1951, AS AMENDED.

WHEREAS, pursuant to Act No. 51 of the Public Act of 1951, as amended (Act 51), it is necessary for the Interurban Transit Partnership Board, established under Act 196, to provide a local transportation program for the state fiscal year 2020, therefore, apply for state financial assistance under provisions of Act 51; and

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

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

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

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

WHEREAS, the Interurban Transit Partnership Board will review and approve a balanced budget for fiscal year 2020; and

WHEREAS, the Interurban Transit Partnership Board has reviewed and approved the proposed balanced estimated budget for Section 5307 of \$10,234,463 in federal funds, matched with \$2,558,616 estimated state funds. Estimated Section 5339 budget of \$966,419 in federal funds, matched with \$241,605 estimated state funds. Estimated CMAQ budget of \$1,415,454 in federal funds, matched with \$312,500 estimated state funds.

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

HEREBY, appoints the CEO or his designee, as the Transportation Coordinator for all public transportation matters and is authorized to provide such information as deemed necessary by the commission of department for its administration of Act 51 of 2020; and

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

CERTIFICATE

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

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Robin Crothers, ITP Board Secretary

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Date



Date: December 5, 2018  
To: ITP Board  
From: Dina Reed, Deputy CEO of Finance & Administration  
Subject: FY 2019 FTA GRANT APPLICATION

ACTION REQUESTED

Staff is requesting that the ITP Board approve the FY 2019 Federal Transit Administration (FTA) grant application and to authorize the CEO or his designee to execute a grant contract on behalf of the Board.

BACKGROUND

Each year The Rapid presents an annual grant application for federal Section 5307 capital and planning assistance, Section 5339 formula capital funding and Congestion Mitigation and Air Quality (CMAQ) funds to the ITP Board for approval. With Board approval, staff will start the submission process for these FY 2019 grants.

APPORTIONMENTS

The FY 2019 apportionments have not been released and are an estimate only. The following chart compares FY 2019 with the previous two years' apportionments:

Apportionment	FY 2017	FY 2018	FY 2019
Section 5307	\$9,725,617	\$9,695,674	\$9,841,109
Section 5339	\$906,148	\$1,196,802	\$1,200,000
CMAQ	\$959,000	\$1,670,000	\$1,037,575

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

Section 5307 Federal Formula Funds:

Section 5307 program provides formula funding to urbanized areas with population greater than 50,000. In areas with population greater than 200,000, funds are used to support transit capital projects only. Staff recommends a capital program totaling \$12,301,386, with an 80% federal share of \$ 9,841,109 a 20% state share of \$ 2,460,277 in matched funds.

United Planning Work Program (UPWP):

Planning funds total \$821,950 with an 80% federal share totaling \$657,560. A 20% state share of \$164,390 is requested for planning assistance. These funds are for the planning projects in the UPWP approved by the ITP Board. The FY 2019 UPWP projects are as follows: ADA Planning/Compliance \$66,950, Administrative Program Support \$60,000 Comprehensive Operational Analysis \$500,000, Human Resource Planning \$100,000, and Short Range Planning \$95,000.

Section 5339 Bus and Bus Facility Funds:

Section 5339 is a federal formula grant program to replace, rehabilitate and purchase buses, bus related equipment and to construct bus-related facilities. Staff recommends \$1,500,000, with an 80% federal share of \$1,200,000, a 20% state share of \$300,000 in matched funds.

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

CMAQ funds are used to assist with operating and capital costs associated with programs that reduce carbon monoxide (CO), nitrates (NOx) and particulate emissions in the region. FY 2019 CMAQ requests include a federal share of \$1,037,575 in capital funds and a state match of \$220,000 totaling \$1,257,575. Operating funds for the Rideshare program is 100% federally funded at \$157,575.

Attachment A  
The Rapid  
FY 2019 Capital Plan

Project Name	Total Federal	Federal Source	Total State	Total Cost
<b>Section 5307</b>				
A&E	\$80,000	5307	\$20,000	\$100,000
ADA Vehicle Equipment	17,600	5307	4,400	22,000
Associated Capital Maintenance	922,677	5307	230,669	1,153,346
Bus Tire Lease	332,928	5307	83,232	416,160
Capital Costs of Contracting	560,000	5307	140,000	700,000
Computer Hardware	451,817	5307	112,954	564,771
Computer Software	346,233	5307	86,558	432,791
EAM Software	200,000	5307	50,000	250,000
Facility Equipment	60,000	5307	15,000	75,000
Intelligent Transportation System	374,544	5307	93,636	468,180
Misc. Contingencies	80,000	5307	20,000	100,000
Misc. Support Equipment	16,000	5307	4,000	20,000
Office Furniture/Equipment	40,800	5307	10,200	51,000
Paratransit Replacement Buses (7)	443,615	5307	110,904	554,519
Passenger Shelters-New	8,000	5307	2,000	10,000
Preventive Maintenance	1,200,000	5307	300,000	1,500,000
Rehab Admin/Maintenance Facility	800,000	5307	200,000	1,000,000
Replacement 40' Buses (7)	2,896,000	5307	724,000	3,620,000
Service Vehicles	60,000	5307	15,000	75,000
Shop Equipment	16,000	5307	4,000	20,000
Surveillance/Security Equipment	137,088	5307	34,272	171,360
Transit Enhancements	40,247	5307	10,062	50,309
Traffic Signal Prioritization Project	100,000	5307	25,000	125,000
<b>TOTAL Capital</b>	<b>\$9,183,549</b>	5307	<b>\$2,295,887</b>	<b>\$11,479,436</b>
Planning Funds	657,560	5307	164,390	821,950
<b>TOTAL (5307)</b>	<b>\$9,841,109</b>		<b>\$2,460,277</b>	<b>\$12,301,386</b>
<b>CMAQ CAPITAL/OPERATING</b>				
Replacement 40' Buses (2)	720,000	CMAQ	180,000	900,000
Paratransit Replacement Buses (1)	80,000	CMAQ	20,000	100,000
Rideshare	157,575	CMAQ	0	157,575
Clean Air Action Days	80,000	CMAQ	20,000	100,000
<b>TOTAL (CMAQ)</b>	<b>\$1,037,575</b>		<b>\$220,000</b>	<b>\$1,257,575</b>
<b>Section 5339 BUS AND BUS FACILITY</b>				
Replacement 40' Buses (3)	1,200,000	5339	300,000	1,500,000
<b>TOTAL (5339)</b>	<b>\$1,200,000</b>		<b>\$300,000</b>	<b>\$1,500,000</b>

# INTERURBAN TRANSIT PARTNERSHIP BOARD

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

**Fiscal Year 2019**

Moved and supported to adopt the following resolution:

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

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

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

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

WHEREAS, it is the goal of the applicant that disadvantaged business enterprises be utilized to the fullest extent possible in connection with these projects, and that

disadvantaged businesses shall have the maximum construction contracts, supplies, equipment contracts, or consultant and other services.

NOW, THEREFORE, BE IT RESOLVED by the Interurban Transit Partnership Board;

1. That the CEO or his designee is authorized to execute and file an application on behalf of the Interurban Transit Partnership Board with the Department of Transportation.
2. That the CEO or his designee is authorized to execute and file assurances or any other document required by the Department of Transportation effectuating the purpose of Title VI of the Civil Rights Act of 1964.
3. That the CEO or his designee is authorized to furnish additional information as the Department of Transportation may require in connection with the grant application.
4. That the CEO or his designee is authorized to set forth and execute a Disadvantaged Business Enterprise Program in connection with this grant application.
5. That the CEO or his designee is authorized to execute grant agreements on behalf of the Interurban Transit Partnership Board and the Michigan Department of Transportation for aid in the financing of transit assistance.

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

CERTIFICATE

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

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

\_\_\_\_\_  
Date

Date: November 15, 2018  
To: Rapid Board  
From: Nick Monoyios, Laker Line Project Manager  
Subject: LAKER LINE PROJECT – DIRECT PAYMENT AUTHORIZATION

### ACTION REQUESTED

Staff is requesting Board approval for the direct payment to Consumers Energy for the initial platform electrical installation and setup fees for an amount not to exceed \$250,000. These funds are included in the existing authorized project construction budget of \$44,232,000, and no local funds will be used.

### BACKGROUND

In November 2017, the Board authorized the expenditure of project construction funds in an amount not to exceed \$44,232,000. Most of these funds are being expended by the project's Construction Manager at Risk (CMAR) within their construction bid packages.

Per construction industry standard, any utility installation and setup fee is typically administered by the project owner (The Rapid), and not the construction manager. The owner has the ability to directly pay the utility, whereas the construction firm (per policy) would need to enter into a negotiable contract which would delay the project schedule. This was also our approach for the Silver Line construction.

Typically, these setup costs for right-of-way BRT platform applications are usually nominal and do not surpass an expenditure threshold needed for Board authorization. For example, to-date The Rapid has received \$1,844 from the construction budget for the setup of 11 of the 20 platforms.

As determined through Final Design in 2018 with Consumers Energy evaluations, there are specifically two of the remaining platform locations that will require significant utility work to accommodate setting up for the platforms' electrical needs.

Per Rapid Board policy, directives of the Laker Line's Project Management Plan, and staff commitment to budget transparency, any owner direct purchase order that exceeds \$100,000 will be brought forth for Board authorization regardless of whether the amount is already absorbed within a Board authorized budget.

**INTERURBAN TRANSIT PARTNERSHIP BOARD**

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

**Fiscal Year 2019**

Moved and supported to adopt the following resolution:

Approval to authorize the direct payment to Consumers Energy for the initial platform electrical set-up fees.

BE IT RESOLVED that the CEO is hereby authorized to execute a purchase order with Consumers Energy for electrical installation and setup for connection with the platform construction for the Laker Line BRT in an amount not to exceed \$250,000 using existing project funds, in accordance with information presented to the ITP Board on December 5, 2018.

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

## 2019 MEETING SCHEDULE

### **RAPID BOARD**

**Wednesday, 4:00pm**

**Rapid Central Station Conference Room**

January 30 – Annual Meeting  
March 27  
May 15  
June 26  
August 28  
September 25  
October 30  
December 4

### **RAPID BOARD SPECIAL MEETINGS**

#### **Board Retreat**

Monday, January 21, 8:30am-4:30pm  
Location to be determined

#### **Board Planning Meeting**

Wednesday, May 15, 1:30pm  
Rapid Central Station Conference Room

#### **Board Budget Meeting**

Wednesday, July 31, 3:00pm  
Rapid Central Station Conference Room

### **PRESENT PERFORMANCE & SERVICE COMMITTEE, Tuesday, 4:00pm** **Rapid Ellsworth Conference Room**

January 8  
March 5  
May 7  
July 9  
September 10  
November 5

### **FUTURE PLANNING & TECHNOLOGY COMMITTEE, Monday, 8:00am** **Rapid Ellsworth Conference Room**

January 7  
March 4  
May 6  
July 8  
September 9  
November 4

### **FINANCE COMMITTEE** **Wednesday, 4:00pm** **Rapid Ellsworth Conference Room**

February 20  
May 8  
July 17  
November 20

### **Consumer Advisory Committee for Seniors & Persons with Disabilities** **Tuesday, 3:00pm** **Rapid Ellsworth Conference Room**

January 22	August 20
March 19	September 17
May 7	October 22
June 18	November 26

### **MEETING LOCATIONS:**

Rapid Central Station Conference Room, 250 Grandville Ave SW, Grand Rapids MI 49503  
Rapid Ellsworth Conference Room, 300 Ellsworth Ave SW, Grand Rapids MI 49503

The Rapid reserves the right to move the location of the meetings above between these two locations if that is deemed to be necessary.



**Date:** December 5, 2018  
**To:** ITP Board  
**From:** Linda Medina, Finance Manager  
**Subject:** OCTOBER 2018 FINANCIAL REPORT

Please find attached the financial report for October 2018. For the first month of the fiscal year revenues and expenses are on budget.

There are a few detailed line items in the report that notable variances to budget, however in all of these cases the variances are due to timing of payments compared to a straight line budget. As a result, the actual expenses are disproportionate to the budget allocated for one month of the year. Analysis of the report indicates that these variances will diminish as we move through the fiscal year.

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

Interurban Transit Partnership  
 Combined Operating Statement  
 Month Ended 10/31/18

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 8%
<b>Revenue &amp; Operating Assistance</b>						
<b>Passenger Fares</b>						
1. Passenger Fares - Linehaul	5,613,189	5,613,189	415,833	415,833	5,197,356	7%
2. Passenger Fares - Paratransit	797,316	797,316	117,215	117,215	680,101	15%
3. Passenger Fares - Other	21,350	21,350	3,467	3,467	17,883	16%
<b>4. Total Passenger Fares</b>	<b>6,431,855</b>	<b>6,431,855</b>	<b>536,515</b>	<b>536,515</b>	<b>5,895,340</b>	<b>8%</b>
<b>Sale Of Transportation Services</b>						
5. CMH Contribution	909,370	909,370	64,518	64,518	844,852	7%
6. Dash Contract	2,165,936	2,165,936	196,283	196,283	1,969,653	9%
7. Grand Valley State University	2,446,547	2,446,547	338,843	338,843	2,107,704	14%
8. Employment Transportation (Van Pool)	150,000	150,000	25-	25-	150,025	0%
9. Township Services	548,036	548,036	45,670	45,670	502,366	8%
10. Route 19	468,547	468,547	42,261	42,261	426,286	9%
11. Other	718,021	718,021	10,554	10,554	707,467	1%
<b>12. Total Sale Of Transportation Services</b>	<b>7,406,457</b>	<b>7,406,457</b>	<b>698,104</b>	<b>698,104</b>	<b>6,708,353</b>	<b>9%</b>
<b>Other Revenue &amp; Support</b>						
13. State Operating	15,415,231	15,415,231	1,491,632	1,491,632	13,923,599	10%
14. Property Taxes	16,815,000	16,815,000	1,401,250	1,401,250	15,413,750	8%
15. Advertising	150,000	150,000	12,500	12,500	137,500	8%
16. Interest & Miscellaneous	595,031	595,031	8,832	8,832	586,199	1%
<b>17. Total Other Revenue &amp; Support</b>	<b>32,975,262</b>	<b>32,975,262</b>	<b>2,914,214</b>	<b>2,914,214</b>	<b>30,061,048</b>	<b>9%</b>
<b>18. TOTAL REVENUE &amp; OPERATING ASSISTANCE</b>	<b>46,813,574</b>	<b>46,813,574</b>	<b>4,148,833</b>	<b>4,148,833</b>	<b>42,664,741</b>	<b>9%</b>
<b>Expenditures Route Service &amp; Demand Response</b>						
<b>Labor</b>						
19. Administrative Salaries	4,347,030	4,347,030	349,066	349,066	3,997,964	8%
20. Driver Wages	12,220,039	12,220,039	1,068,641	1,068,641	11,151,398	9%
21. Maintenance Wages	1,739,706	1,739,706	160,885	160,885	1,578,821	9%
<b>22. Total Labor</b>	<b>18,306,775</b>	<b>18,306,775</b>	<b>1,578,592</b>	<b>1,578,592</b>	<b>16,728,183</b>	<b>9%</b>
<b>Fringe Benefits</b>						
23. FICA/Medicare Tax	1,508,241	1,508,241	122,284	122,284	1,385,957	8%
24. Pension	1,770,353	1,770,353	102,445	102,445	1,667,908	6%
25. Group Medical	4,028,068	4,028,068	946,604	946,604	3,081,464	24%
26. Unemployment Taxes	70,000	70,000	0	0	70,000	0%
27. Worker's Compensation	450,000	450,000	54,246	54,246	395,754	12%
28. Sick Leave	169,974	169,974	23,947	23,947	146,027	14%
29. Holiday	469,784	469,784	95	95	469,689	0%

**Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 10/31/18**

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 8%
30. Vacation	1,149,252	1,149,252	85,020	85,020	1,064,232	7%
31. Bereavement	26,250	26,250	858	858	25,392	3%
32. Uniforms	138,277	138,277	2,493	2,493	135,784	2%
33. Personal Days	393,846	393,846	71,924	71,924	321,922	18%
34. Fringe Benefits Distributed to Grants	10,000-	10,000-	2,397-	2,397-	7,603-	24%
<b>35. Total Fringe Benefits</b>	<b>10,164,045</b>	<b>10,164,045</b>	<b>1,407,519</b>	<b>1,407,519</b>	<b>8,756,526</b>	<b>14%</b>
<u>Services</u>						
36. Audit, Legal, and Consultant	273,500	273,500	4,373	4,373	269,127	2%
37. Contract Service: Janitor & Bus Cleaning	1,412,544	1,412,544	25,806	25,806	1,386,738	2%
38. Contract Service: Other	1,304,564	1,299,484	49,976	49,976	1,249,508	4%
<b>39. Total Services</b>	<b>2,990,608</b>	<b>2,985,528</b>	<b>80,155</b>	<b>80,155</b>	<b>2,905,373</b>	<b>3%</b>
<u>Materials &amp; Supplies</u>						
40. Fuel & Lubricants	3,117,945	3,117,945	196,954	196,954	2,920,991	6%
41. Tires & Tubes	44,218	44,218	46	46	44,172	0%
42. Office Supplies	60,821	60,821	1,216	1,216	59,605	2%
43. Printing	339,475	339,475	43,215	43,215	296,260	13%
44. Repair Parts	1,566,579	1,566,579	128,654	128,654	1,437,925	8%
45. Other Supplies	118,259	118,259	3,636	3,636	114,623	3%
<b>46. Total Materials &amp; Supplies</b>	<b>5,247,297</b>	<b>5,247,297</b>	<b>373,721</b>	<b>373,721</b>	<b>4,873,576</b>	<b>7%</b>
<u>Utilities</u>						
47. Electronic Communications	125,721	125,721	4,839	4,839	120,882	4%
48. Gas Heat	210,000	210,000	0	0	210,000	0%
49. Electric	598,400	598,400	0	0	598,400	0%
50. Other	120,300	120,300	1,641	1,641	118,659	1%
<b>51. Total Utilities</b>	<b>1,054,421</b>	<b>1,054,421</b>	<b>6,480</b>	<b>6,480</b>	<b>1,047,941</b>	<b>1%</b>
<u>Casualty &amp; Liability</u>						
52. PL & PD Insurance	1,039,600	1,039,600	261,557	261,557	778,043	25%
53. Building & Other Insurance	285,614	292,614	235,920	235,920	56,694	81%
<b>54. Total Casualty &amp; Liability</b>	<b>1,325,214</b>	<b>1,332,214</b>	<b>497,477</b>	<b>497,477</b>	<b>834,737</b>	<b>37%</b>

**Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 10/31/18**

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 8%
<b>Other</b>						
55. Dues & Subscriptions	79,188	79,188	20,825	20,825	58,363	26%
56. Professional Development	124,480	124,480	1,105	1,105	123,375	1%
57. Marketing & Promotion	200,000	198,080	6,575	6,575	191,505	3%
58. Community Outreach	300,000	300,000	3,756	3,756	296,244	1%
59. Office Equipment	23,000	23,000	0	0	23,000	0%
60. Shop Tools	45,523	45,523	1,706	1,706	43,817	4%
61. Miscellaneous	108,355	108,355	14,276	14,276	94,079	13%
<b>62. Total Other</b>	<b>880,546</b>	<b>878,626</b>	<b>48,243</b>	<b>48,243</b>	<b>830,383</b>	<b>5%</b>
63. Purchased Transportation	6,018,527	6,018,527	528,109	528,109	5,490,418	9%
64. Purchase Transp. - CMH	1,337,226	1,337,226	92,650	92,650	1,244,576	7%
65. Purchase Transp. - Other	333,853	333,853	29,107	29,107	304,746	9%
66. Purchase Transp. - Suburban Paratransit	155,062	155,062	13,825	13,825	141,237	9%
67. Transfer Out - Grant Budget	0	0	0	0	0	100%
68. Operating Expenses - Capitalized	1,250,000-	1,250,000-	0	0	1,250,000-	0%
69. Designated Board Reserve	250,000	250,000	0	0	250,000	0%
<b>70. TOTAL OPERATING EXPENDITURES</b>	<b>46,813,574</b>	<b>46,813,574</b>	<b>4,655,878</b>	<b>4,655,878</b>	<b>42,157,696</b>	<b>10%</b>
71. Net Surplus	0	0	507,045-	507,045-	507,045	100%
	46,813,574	46,813,574	4,148,833	4,148,833	42,664,741	9%

Interurban Transit Partnership  
Grant Revenues & Expenditures  
Month Ended 10/31/18

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target	8%
<u>Grant Revenue</u>							
1. Federal Grant Assistance	45,823,710	45,823,710	201,928	201,928	45,621,782	0%	
2. State Grant Assistance	11,455,928	11,455,928	50,483	50,483	11,405,445	0%	
3. Transfer In - Operating Budget	0	0	0	0	0	100%	
4. Use of Restricted Net Assets	0	0	0	0	0	100%	
5. Other Local	0	0	0	0	0	100%	
6. Total Grant Revenue	57,279,638	57,279,638	252,411	252,411	57,027,227	0%	
<u>Labor</u>							
7. Administrative Salaries	20,000	20,000	2,647	2,647	17,353	13%	
8. Driver Wages	0	0	0	0	0	100%	
9. Temporary Wages	0	0	0	0	0	100%	
10. Fringe Benefit Distribution	10,000	10,000	2,397	2,397	7,603	24%	
11. Total Labor	30,000	30,000	5,044	5,044	24,956	17%	
<u>Material &amp; Supplies</u>							
12. Tires & Tubes	416,160	416,160	1,159	1,159	415,001	0%	
13. Office Supplies	0	0	0	0	0	100%	
14. Printing	0	0	0	0	0	100%	
15. Total Material & Supplies	416,160	416,160	1,159	1,159	415,001	0%	
<u>Purchased Transportation</u>							
16. Purchased Transportation	700,000	700,000	58,333	58,333	641,667	8%	
17. Specialized Services	463,289	463,289	0	0	463,289	0%	
18. Total Purchased Transportation	1,163,289	1,163,289	58,333	58,333	1,104,956	5%	
<u>Other Expenses</u>							
19. Dues & Subscriptions	4,000	4,000	0	0	4,000	0%	
20. Professional Development	12,000	12,000	5-	5-	12,005	0%	
21. Miscellaneous	0	0	0	0	0	100%	
22. Total Other Expenses	16,000	16,000	5-	5-	16,005	0%	
<u>Leases</u>							
23. Office Lease	0	0	0	0	0	100%	
24. Transit Center Lease	0	0	0	0	0	100%	
25. Storage Space Lease	0	0	0	0	0	100%	
26. Total Leases	0	0	0	0	0	100%	
<u>Capital</u>							
27. Rolling Stock	11,527,392	11,527,392	0	0	11,527,392	0%	
28. Facilities	32,272,495	32,272,495	4,804	4,804	32,267,691	0%	
29. Equipment	4,468,180	4,468,180	0	0	4,468,180	0%	
30. Other	5,823,461	5,823,461	162,159	162,159	5,661,302	3%	
31. Total Capital	54,091,528	54,091,528	166,963	166,963	53,924,565	0%	
32. Planning Services	312,661	312,661	20,917	20,917	291,744	7%	
33. Capitalized Operating	1,250,000	1,250,000	0	0	1,250,000	0%	
34. Total Expenditures	57,279,638	57,279,638	252,411	252,411	57,027,227	0%	

PROFESSIONAL DEVELOPMENT REPORT  
ALL EMPLOYEES  
OCTOBER 2018

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$189.98	MPTA Board meeting	B. Pouget	Manistee, MI
\$3,713.24	APTA Annual Meeting	A. Johnson, D. Reed and P. Varga	Nashville, TN

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\$3,903.22

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

**Interurban Transit Partnership  
Personnel Authorization**

<u>Positions</u>	<u>Authorized</u>	<u>Actual</u>
<b>Senior Managers</b>	16	13
<b>Supervisors &amp; Admins.</b>		
Administration	3	3
Operations	16	16
<b>Professionals</b>		
Administration	5	4
External Relations	2	2
Operations	5	5
Planning & Grants	3	3
Special Services	1	1
<b>Call Takers/Schedulers</b>		
Special Services - Full Time	6	7
Special Services - Part Time	3	3
<b>Administrative Support</b>		
Administration - Full Time	3	3
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>79</u>	<u>74</u>
Mechanics - Facilities	7	8
Mechanics - Fleet	30	28
Bus Operators - Full time	261	259
Bus Operators - Part Time	39	36
<b>Total Union Personnel:</b>	<u>337</u>	<u>331</u>
<b>TOTAL PERSONNEL</b>	<u>416</u>	<u>405</u>

**Date:** November 14, 2018  
**To:** ITP Board  
**From:** Kevin Wisselink / Planning Department  
**Subject:** AUGUST 2018 RIDERSHIP AND PRODUCTIVITY REPORT

### BACKGROUND

Ridership increased for the second month in a row, which has not occurred in nearly four years, and weekday average ridership was up 4.6%. However, ridership was helped by GRPS being in session one week earlier in 2018 and two weekend Clean Air Actions days in 2018. When comparing like days of service, fixed route ridership was up 0.1% for the month.

### RIDERSHIP SUMMARY

#### **August 2018 compared to August 2017**

##### Total Ridership by Category:

- Routes 1 – 44 ridership (613,679) increased **4.3%** (25,309)
- Contracted/Specialized Service ridership (140,598) increased **4.6%** (6,122)
- Demand-Response ridership (29,352) decreased **1.7%** (-503)
- **Total Ridership (783,629) increased 4.1% (30,928)**

##### Daily Averages:

- Average Weekday total ridership (29,568) increased **4.6%** (1,308)
- Average Weekday evening ridership (4,469) increased **0.4%** (17)
- Average Saturday ridership (12,476) decreased **0.3%** (-41)
- Average Sunday ridership (6,078) increased **6.6%** (376)

#### **Fiscal Year 2018 compared to Fiscal Year 2017**

##### Total Ridership by Category:

- Routes 1 – 44 ridership (6,678,783) decreased **4.4%** (-308,009)
- Contracted/Specialized Service ridership (2,401,326) decreased **6.8%** (-175,903)
- Demand-Response ridership (323,341) decreased **1.0%** (-3,213)
- **Total Ridership (9,403,450) decreased 4.9 (-484,125)**

##### Daily Averages:

- Average Weekday total ridership (35,003) decreased **5.0%** (-1,860)
- Average Weekday evening ridership (4,693) decreased **8.0%** (-406)
- Average Saturday ridership (12,265) decreased **7.9%** (-1,045)
- Average Sunday ridership (5,792) decreased **1.5%** (-88)

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

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

Queue

- Average passengers per hour (**19.2**) increased **2.8%** (0.3 points)
- Average passengers per mile (**1.56**) increased **3.5%** (0.4 points)
- Average farebox recovery percent (**24.9%**) increased 1.1% (0.1 points)
- Average daily passengers (**19,412**) increased **2.8%** 1.2 points)
- **Monthly system performance (78.1 points) increased 2.6% (2.0 points)**
- **FY 2018 system performance (80.6 points) decreased 4.3% (-3.6 points) compared to FY 2017**

Monthly Summary	Fixed-Route	Point	FY 18	FY 17	FY 18	FY 17	% Change	
			Avg	Avg	Points	Points		
Avg Passengers per Hour per Route:			19.2	18.7	9.6	9.3	0.3	2.8%
Avg Passengers per Mile per Route:			1.56	1.50	12.0	11.6	0.4	3.5%
Avg Fare-box Recovery % per Route:			24.9%	24.6%	11.5	12.3	0.1	1.1%
Avg Daily Fixed-Route Passengers:			19,412	18,880	44.1	42.9	1.2	2.8%
<b>August Total:</b>					<b>78.1</b>	<b>76.1</b>	<b>2.0</b>	<b>2.6%</b>
<b>Year Average:</b>					<b>80.6</b>	<b>84.2</b>	<b>-3.6</b>	<b>-4.3%</b>

- **17 of 23 (73.9 %) fixed-routes performed within the average range (within one standard deviation of the system mean)**
- **The Silver Line above standard (greater than 66.7% above the system mean)**
- Route 1 – Division, Route 2 – Kalamazoo and Route 9 – Alpine performed one standard deviation above the system mean
- Route 17 – Woodland/Airport and Route 19 – Michigan Crosstown performed one standard deviation below the system mean
- **No routes performed below standard (less than 66.7% below the system mean)**

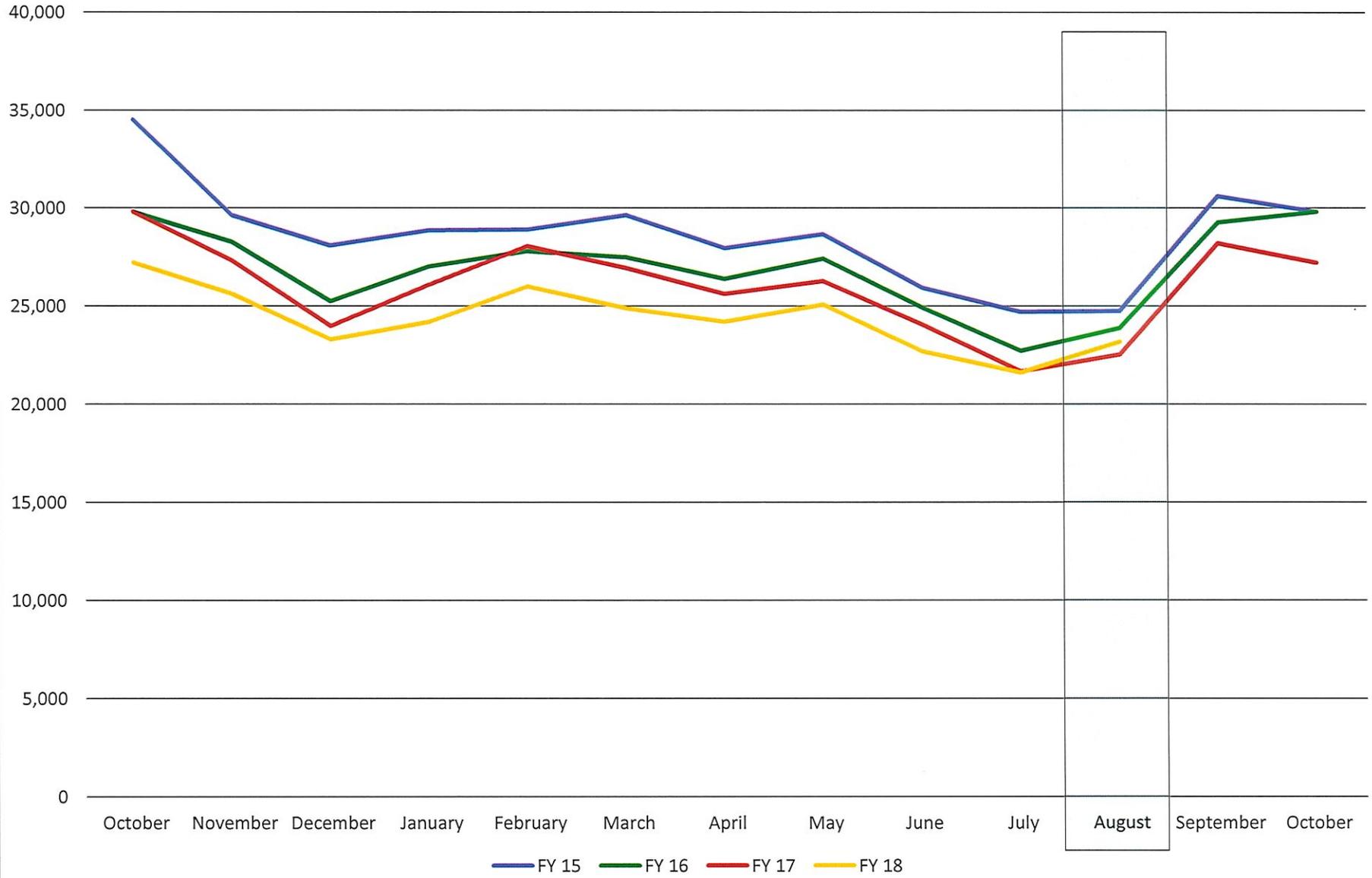
August 2018 Fixed Route Ridership Change: **0.1%**  
 August 2018 Total Ridership Change: **-0.6%**

**Change in service days from August 2018 to August 2017**

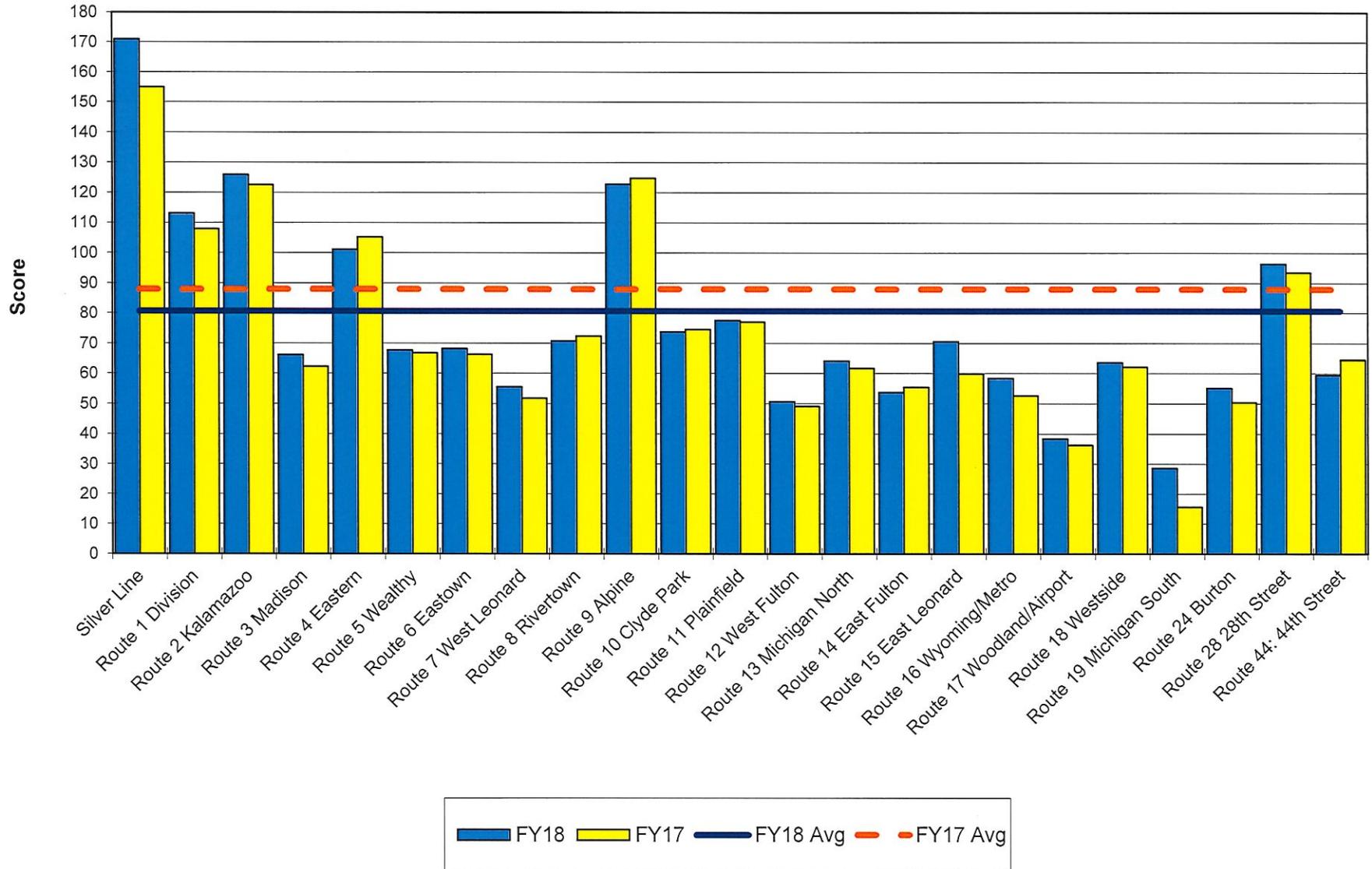
	FY 2018	FY 2017	Change
Total Service Weekdays	23	23	0
Total Service Saturdays	4	4	0
Total Service Sundays	4	4	0

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

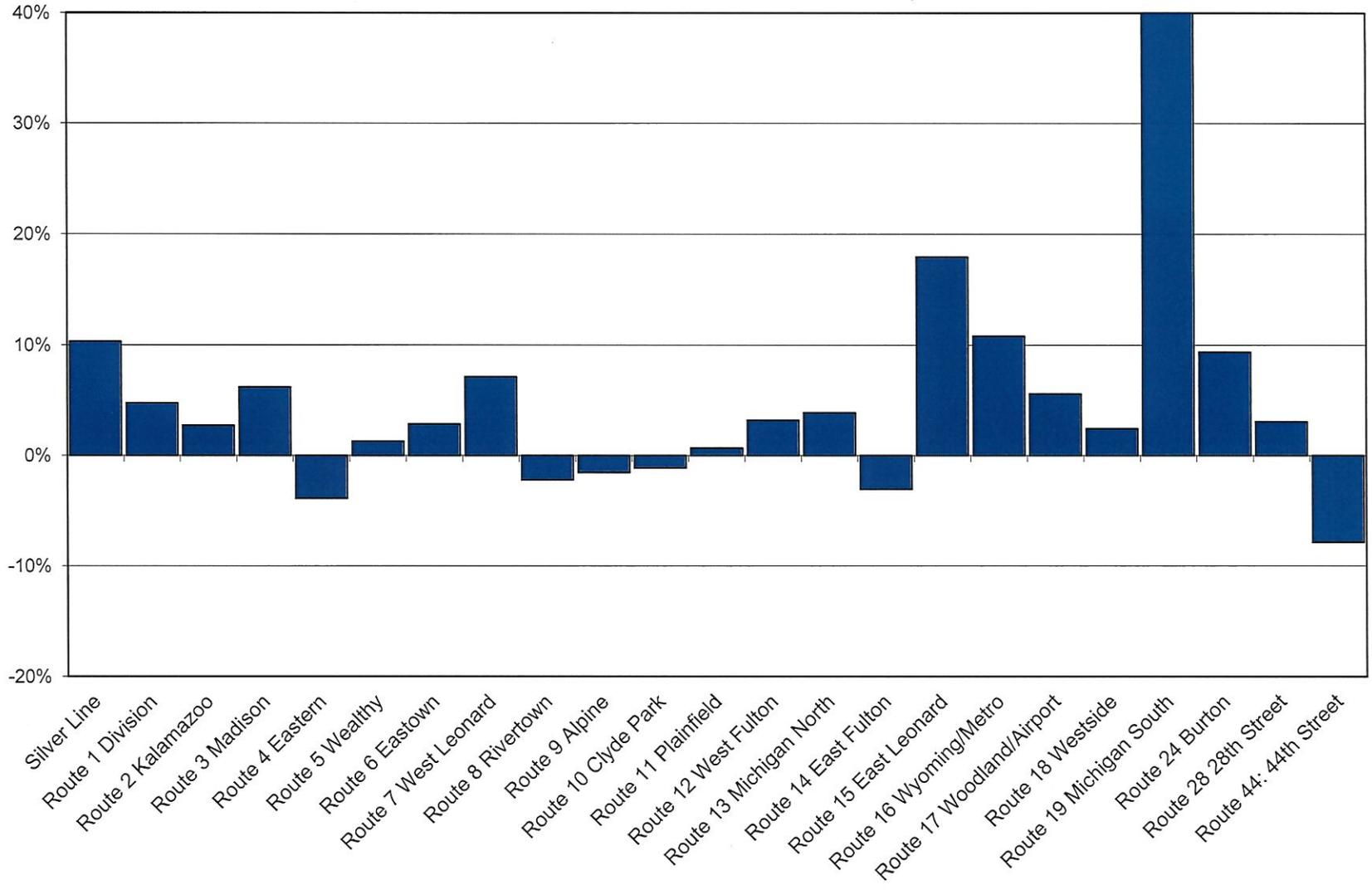
# Monthly Weekday Average Ridership History



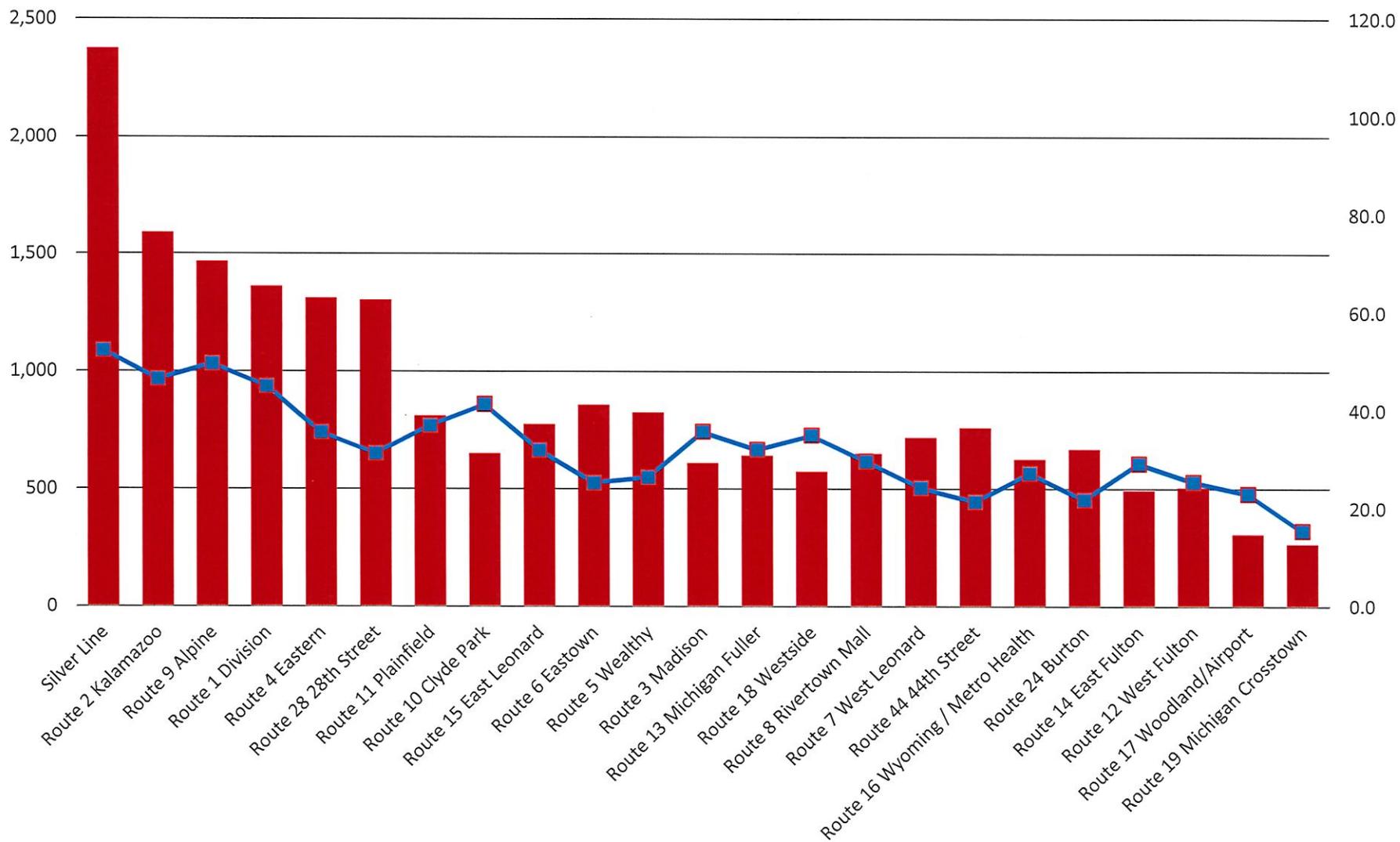
## Fixed-Route Scoring Summary: August 2018 Compared to August 2017



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



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



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

■ Effectiveness Score    ■ Efficiency Score

August 2018 Ridership Report

Ridership by Fare Category

	August 2018	August 2017	Actual Change	% Change
<b>Regular Route Summary</b>				
\$1.75 Cash Fare	79,101	80,844	-1,743	-2.2%
\$1.75 Adult One-Ride Ticket	8,446	9,355	-909	-9.7%
\$1.35 Adult Ticket	31,234	36,389	-5,155	-14.2%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	46,659	40,714	5,945	14.6%
\$0.85 Senior / Disabled Ticket and Cash	24,368	25,036	-668	-2.7%
\$47 Regular and \$30 Reduced 31-Day Month Pass	105,349	127,038	-21,689	-17.1%
\$3.50 One-Day Pass	30,951	31,848	-897	-2.8%
\$16.00 Seven-Day Pass	13,893	16,868	-2,975	-17.6%
Spectrum Health Employee Pass	9,558	4,423	5,135	116.1%
Free ADA	15,112	13,439	1,673	12.4%
GVSU Students on Routes 1-44	10,878	11,722	-844	-7.2%
Miscellaneous Fare	60,980	33,862	27,118	80.1%
Wave Card	17,457	0	17,457	n/a
Transfers	86,090	89,627	-3,537	-3.9%
Silver Line	73,603	67,205	6,398	9.5%
<b>Total Regular Route Ridership</b>	<b>613,679</b>	<b>588,370</b>	<b>25,309</b>	<b>4.3%</b>

**Contracted/Specialized Services Summary**

DASH	29,919	28,992	927	3.2%
GRCC Shuttle	6,606	6,773	-167	n/a
GVSU Campus Connector	52,237	51,799	438	0.8%
GVSU Off-Campus Shuttle	22,866	20,629	2,237	n/a
GVSU South Campus Express	25,707	22,802	2,905	n/a
FSU	177	152	25	n/a
Vanpools	3,087	3,329	-242	-7.3%
<b>Total Contracted Ridership</b>	<b>140,598</b>	<b>134,476</b>	<b>6,122</b>	<b>4.6%</b>

**Demand Response Summary**

n	28,841	29,325	-484	-1.7%
PASS North Ridership (Including Transfers)	244	245	-1	-0.4%
PASS SE Ridership (Including Transfers)	168	213	-45	-21.1%
PASS SW Ridership (Including Transfers)	99	72	27	37.5%
<b>Total Demand Response Ridership</b>	<b>29,352</b>	<b>29,855</b>	<b>-503</b>	<b>-1.7%</b>

	2018	2017	Change	YTD Change
Total Service Weekdays	23	23	0	-1
Total Service Saturdays	4	4	0	-1
Total Service Sundays	4	4	0	2
Total Holidays	0	0	0	0
<b>Total Service Days</b>	<b>31</b>	<b>31</b>	<b>0</b>	<b>0</b>
<b>Total Days</b>	<b>31</b>	<b>31</b>	<b>0</b>	<b>0</b>

Total Weekday Fixed-Route Ridership	577,268	547,572	29,696	5.4%
Total Weekday Evening Fixed-Route Ridership	102,793	102,400	393	0.4%
<b>Total Weekday and Weekday Evening Fixed-Route Ridership</b>	<b>680,061</b>	<b>649,972</b>	<b>30,089</b>	<b>4.6%</b>
Total Saturday Fixed-Route Ridership	49,905	50,068	-163	-0.3%
Total Sunday Fixed-Route Ridership	24,311	22,806	1,505	6.6%
Avg Weekday Daytime Fixed-Route Ridership	25,099	23,807	1,291	5.4%
Avg Weekday Evening Fixed-Route Ridership	4,469	4,452	17	0.4%
<b>Avg Weekday and Weekday Evening Fixed-Route Ridership</b>	<b>29,568</b>	<b>28,260</b>	<b>1,308</b>	<b>4.6%</b>
Avg Saturday Fixed-Route Ridership	12,476	12,517	-41	-0.3%
<b>Avg Sunday Fixed-Route Ridership</b>	<b>6,078</b>	<b>5,702</b>	<b>376</b>	<b>6.6%</b>

	2018	2017	Change	% Change
Fixed-Route Ridership Month to Date	613,679	588,370	25,309	4.3%
Contracted/Specialized Service Ridership Month to Date	140,598	134,476	6,122	4.6%
Demand Response Ridership Month to Date	29,352	29,855	-503	-1.7%
<b>Total Monthly Ridership</b>	<b>783,629</b>	<b>752,701</b>	<b>30,928</b>	<b>4.1%</b>
	2018	2017	Change	% Change
Fixed-Route Ridership Year to Date	6,681,783	6,986,792	-305,009	-4.4%
Contracted/Specialized Service Ridership Year to Date	2,401,326	2,577,229	-175,903	-6.8%
Demand Response Ridership Year to Date	323,341	326,554	-3,213	-1.0%
<b>Total Ridership Year to Date</b>	<b>9,406,450</b>	<b>9,890,575</b>	<b>-484,125</b>	<b>-4.9%</b>

## August 2018 Productivity Report

Fixed-Route Services	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean	Current Rank	FY 2017 Rank	Change	Total Passengers	Peak Frequency
Silver Line	30.2	2.25	40.0%	52.4	2,374	118.7	171.1	118.8%	1	1	0	73,603	10
Route 2 Kalamazoo	26.1	2.20	33.0%	46.5	1,589	79.5	125.9	61.0%	2	2	0	49,266	15
Route 9 Alpine	25.0	2.60	34.1%	49.6	1,466	73.3	122.9	57.0%	3	3	0	45,442	15
Route 1 Division	25.0	1.97	34.7%	45.0	1,361	68.0	113.0	44.5%	4	4	0	42,185	15
Route 4 Eastern	19.1	1.61	27.4%	35.6	1,310	65.5	101.1	29.2%	5	5	0	40,616	15
Route 28 28th Street	17.7	1.24	25.7%	31.2	1,303	65.1	96.4	23.2%	6	6	0	40,382	15
Route 11 Plainfield	20.5	1.73	27.0%	37.0	811	40.6	77.6	-0.8%	7	8	1	25,156	15
Route 10 Clyde Park	23.8	1.71	32.5%	41.3	649	32.4	73.8	-5.7%	8	11	3	20,118	30
Route 15 East Leonard	17.0	1.56	22.7%	31.9	775	38.7	70.6	-9.7%	9	9	0	24,019	15
Route 6 Eastown	13.9	1.33	16.1%	25.2	858	42.9	68.2	-12.9%	10	10	0	26,601	15
Route 5 Wealthy	14.4	1.24	19.2%	26.3	827	41.3	67.7	-13.5%	11	12	1	22,317	15
Route 3 Madison	20.4	1.70	25.0%	35.7	609	30.4	66.1	-15.5%	12	14	2	16,432	30
Route 13 Michigan Fuller	18.0	1.58	21.6%	32.0	641	32.0	64.0	-18.1%	13	15	2	17,306	15
Route 18 Westside	19.1	1.75	23.9%	34.9	572	28.6	63.6	-18.7%	14	7	-7	15,457	30
Route 8 Rivertown Mall	17.3	1.22	23.2%	29.6	649	32.4	62.0	-20.7%	15	13	-2	20,118	30
Route 7 West Leonard	14.7	0.97	18.9%	24.2	718	35.9	60.1	-23.1%	16	16	0	19,382	15
Route 44 44th Street	11.7	0.87	17.8%	21.4	761	38.0	59.4	-24.0%	17	17	0	20,535	30
Route 16 Wyoming / Metro Health	15.8	1.17	20.5%	27.1	625	31.2	58.4	-25.4%	18	21	3	19,361	30
Route 24 Burton	11.6	0.90	18.2%	21.8	667	33.4	55.2	-29.5%	19	19	0	18,012	30
Route 14 East Fulton	16.4	1.38	20.6%	29.1	493	24.6	53.7	-31.3%	18	18	0	13,300	30
Route 12 West Fulton	14.3	1.33	16.0%	25.4	505	25.2	50.6	-35.3%	21	20	-1	13,630	30
Route 17 Woodland/Airport	13.8	0.97	17.4%	23.0	306	15.3	38.3	-51.0%	22	22	0	7,038	30
Route 19 Michigan Crosstown	9.5	1.25	13.5%	21.1	265	13.2	34.3	-56.2%	23	23	0	6,085	30
<b>System Summary</b>	<b>19.2</b>	<b>1.56</b>	<b>25.1%</b>		<b>882</b>		<b>78.2</b>	<b>n/a</b>				<b>596,361</b>	

	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean
System Average (mean)	19.2	1.56	25.1%	34.1	882	44.1	78.2	n/a
Standard deviation	4.6	0.43	6.2%	8.7	367	18.3	32.0	n/a
Routes above standard (equal or greater than 66.7% of mean)	32.0	2.59	41.9%	56.9	1,471	73.5	130.4	66.7%
Routes above one standard deviation of mean	31.9	2.58	41.8%	56.7	1,470	73.5	130.3	66.6%
Above average routes within one standard deviation of mean	23.8	1.99	31.3%	42.8	1,249	62.5	110.2	40.9%
Average routes	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean
Below average routes within one standard deviation of mean	14.6	1.12	18.9%	25.4	516	25.8	46.3	-40.9%
Routes below one standard deviation of mean	6.5	0.53	8.5%	11.5	295	14.7	26.2	-66.6%
Routes below standard (equal or less than 66.7% of mean)	6.4	0.52	8.4%	11.4	294	14.7	26.1	-66.7%

Contracted/Specialized Services	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean	Current Rank	FY 2014 Rank	Change	Total Passengers	Peak Frequency
GVSU Campus Connector	23.7	1.33	n/a	34.2	2,009	100.5	134.7	n/a	n/a	n/a	n/a	52,237	7
GVSU South Campus Express	64.9	7.43	n/a	136.8	1,118	55.9	192.7	n/a	n/a	n/a	n/a	25,707	10
GVSU Off-Campus	76.3	9.64	n/a	171.0	994	49.7	220.7	n/a	n/a	n/a	n/a	22,866	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	98.4	24.88	n/a	362.1	1,652	82.6	444.7	n/a	n/a	n/a	n/a	6,606	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	45.4	5.95	n/a	104.2	1,020	51.0	155.2	n/a	n/a	n/a	n/a	23,454	5
DASH North	25.5	3.21	n/a	57.1	281	14.1	71.1	n/a	n/a	n/a	n/a	6,465	20
FSU	2.9	0.07	n/a	3.1	8	0.4	3.5	n/a	n/a	n/a	n/a	177	120
	<b>36.31</b>	<b>2.56</b>	<b>n/a</b>									<b>137,511</b>	

**Total System Summary**      **21.15**      **1.69**      **25.37%**      Farebox includes GRPS services

The range of values comprising approximately 68% of the samples above and below the mean  
 Routes with scores greater than 66.7% above than the mean  
 Routes with scores between 1 standard deviation above the mean and 66.7% above the mean  
 Routes with scores within 1 standard deviation above the mean  
 Routes with scores with +/- 12.5% of the mean  
 Routes with scores within 1 standard deviation below the mean  
 Routes with scores between 1 standard deviation below the mean and 66.7% below the mean  
 Routes with scores greater than 66.7% below the mean

**Date:** November 14, 2018  
**To:** ITP Board  
**From:** Kevin Wisselink / Planning Department  
**Subject:** SEPTEMBER 2018 RIDERSHIP AND PRODUCTIVITY REPORT

### BACKGROUND

September showed a slight decrease in overall ridership, but an increase in weekday average ridership as there was one less weekday of service in 2018. This increase is largely because of ridership increases on Route 19 and the DASH service. Route 19 has gone from being our lowest performing route since its inception to our sixth highest scoring route in September.

As of March 2018 ridership was trending towards a 7.2% drop and a year-end total of less than 10.2 million rides. However, ridership numbers improved over the second half of the fiscal year, and year-end FY 2018 sees The Rapid with a 4.6% drop in ridership and a year-end total of 10,468,545 rides.

### RIDERSHIP SUMMARY

#### **September 2018 compared to September 2017**

##### Total Ridership by Category:

- Routes 1 – 44 ridership (666,516) increased **0.2%** (1,563)
- Contracted/Specialized Service ridership (369,157) decreased **4.9%** (-18,904)
- Demand-Response ridership (27,341) decreased **4.5%** (-1,303)
- **Total Ridership (1,063,014) decreased 1.7% (-18,644)**

##### Daily Averages:

- Average Weekday total ridership (48,225) increased **2.2%** (47,225)
- Average Weekday evening ridership (6,721) increased **8.7%** (539)
- Average Saturday ridership (16,453) decreased **0.2%** (-28)
- Average Sunday ridership (7,425) increased **9.7%** (656)

#### **Fiscal Year 2018 compared to Fiscal Year 2017**

##### Total Ridership by Category:

- Routes 1 – 44 ridership (7,345,299) decreased **4.0%** (-306,921)
- Contracted/Specialized Service ridership (2,770,483) decreased **6.6%** (-194,807)
- Demand-Response ridership (350,682) decreased **1.3%** (-4,516)
- **Total Ridership (10,466,464) decreased 4.6% (-506,244)**

##### Daily Averages:

- Average Weekday total ridership (25,993) decreased **4.4%** (-1,676)
- Average Weekday evening ridership (4,844) decreased **6.6%** (-340)
- Average Saturday ridership (12,668) decreased **6.9%** (-942)
- Average Sunday ridership (5,946) decreased **0.1%** (-5)

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

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

Queue

- Average passengers per hour (**23.5**) increased **0.6%** (0.1 points)
- Average passengers per mile (**1.91**) increased **1.4%** (0.2 points)
- Average farebox recovery percent (**27.0%**) increased **1.0%** (0.1 points)
- Average daily passengers (**21,696**) decreased **3.2%** (-1.6 points)
- **Monthly system performance (89.2 points) decreased 1.3% (-1.2 points)**
- **FY 2018 system performance (81.3 points) decreased 4.0% (-3.4 points) compared to FY 2017**

Monthly Summary	Fixed-Route	Point	FY 18	FY 17	FY 18	FY 17	% Change	
			<u>Avg</u>	<u>Avg</u>	<u>Points</u>	<u>Points</u>		
Avg Passengers per Hour per Route:			23.5	23.4	11.7	11.7	0.1	0.6%
Avg Passengers per Mile per Route:			1.91	1.88	14.7	14.5	0.2	1.4%
Avg Fare-box Recovery % per Route:			27.0%	26.7%	13.5	13.4	0.1	1.0%
Avg Daily Fixed-Route Passengers:			21,696	22,405	49.3	50.9	-1.6	-3.2%
<b>September Total:</b>					<b>89.2</b>	<b>90.4</b>	<b>-1.2</b>	<b>-1.3%</b>
<b>Year Average:</b>					<b>81.3</b>	<b>84.7</b>	<b>-3.4</b>	<b>-4.0%</b>

- **20 of 23 (73.9 %) fixed-routes performed within the average range (within one standard deviation of the system mean)**
- **The Silver Line above standard (greater than 66.7% above the system mean)**
- Route 2 – Kalamazoo performed one standard deviation above the system mean
- Route 17 – Woodland/Airport performed one standard deviation below the system mean
- **No routes performed below standard (less than 66.7% below the system mean)**

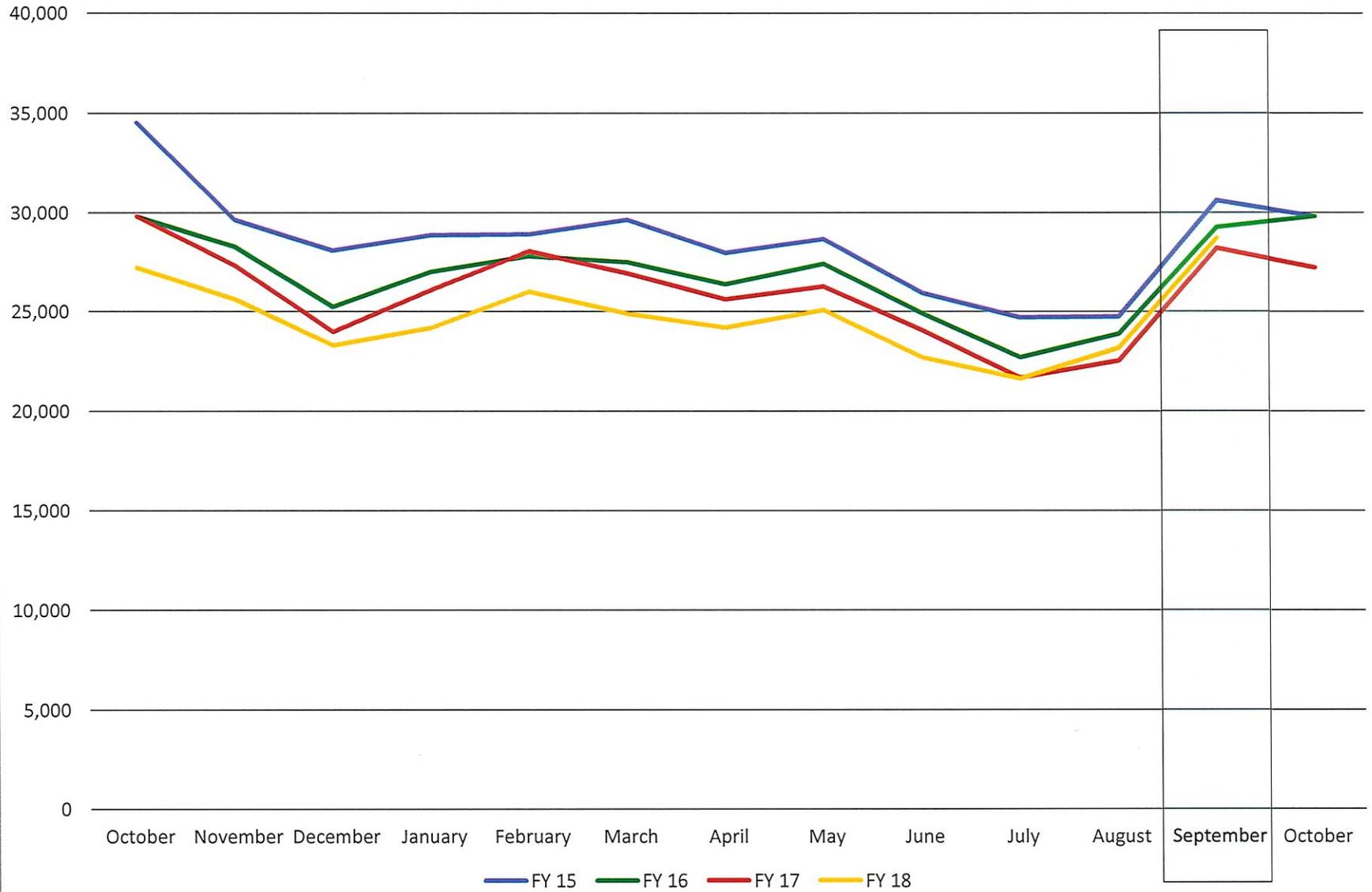
September 2018 Fixed Route Ridership Change: **-0.3%**  
 September 2018 Total Ridership Change: **-1.3%**

**Change in service days from September 2018 to September 2017**

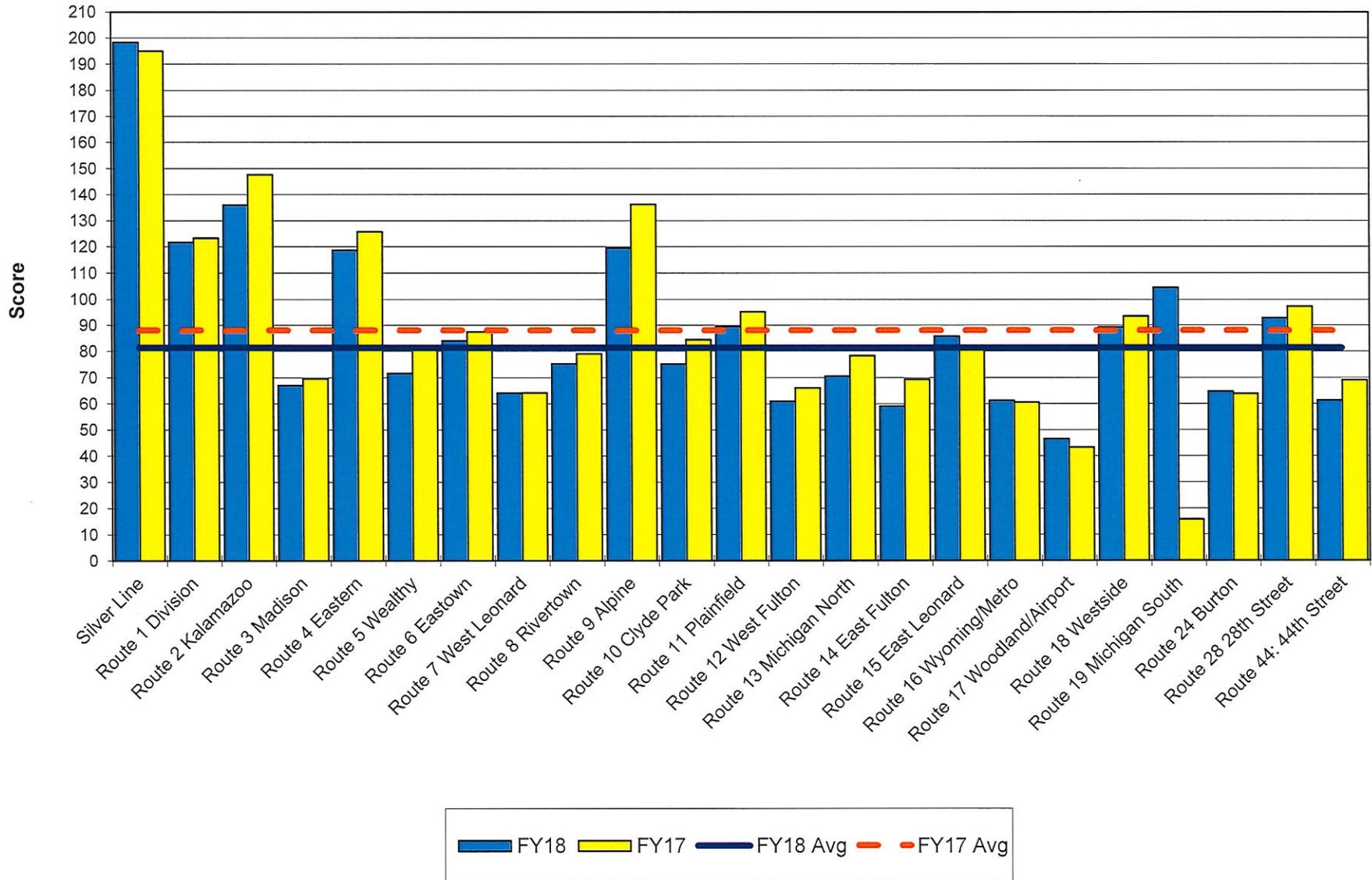
	FY 2018	FY 2017	Change
Total Service Weekdays	19	20	-1
Total Service Saturdays	5	5	0
Total Service Sundays	5	4	+1

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

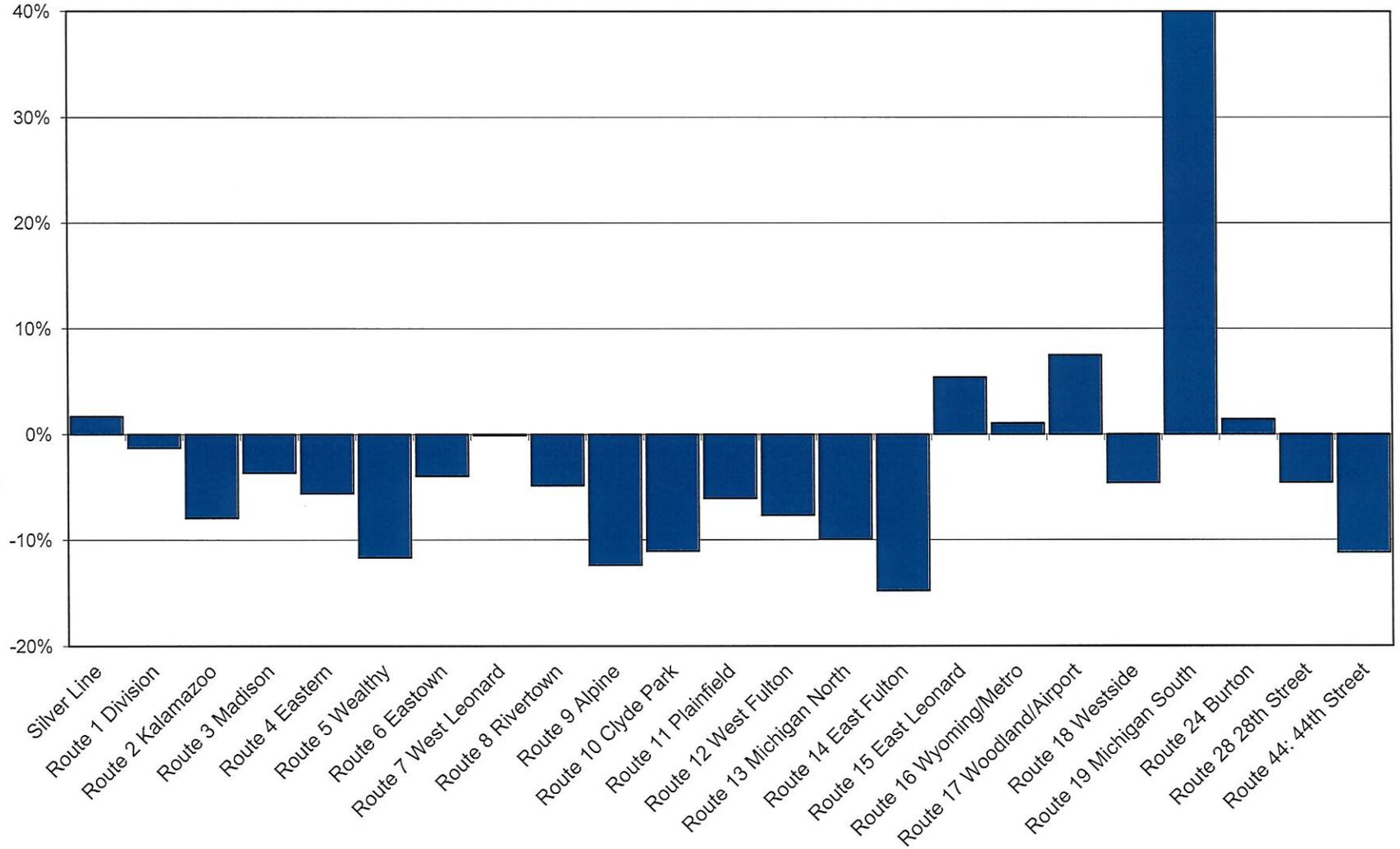
# Monthly Weekday Average Ridership History



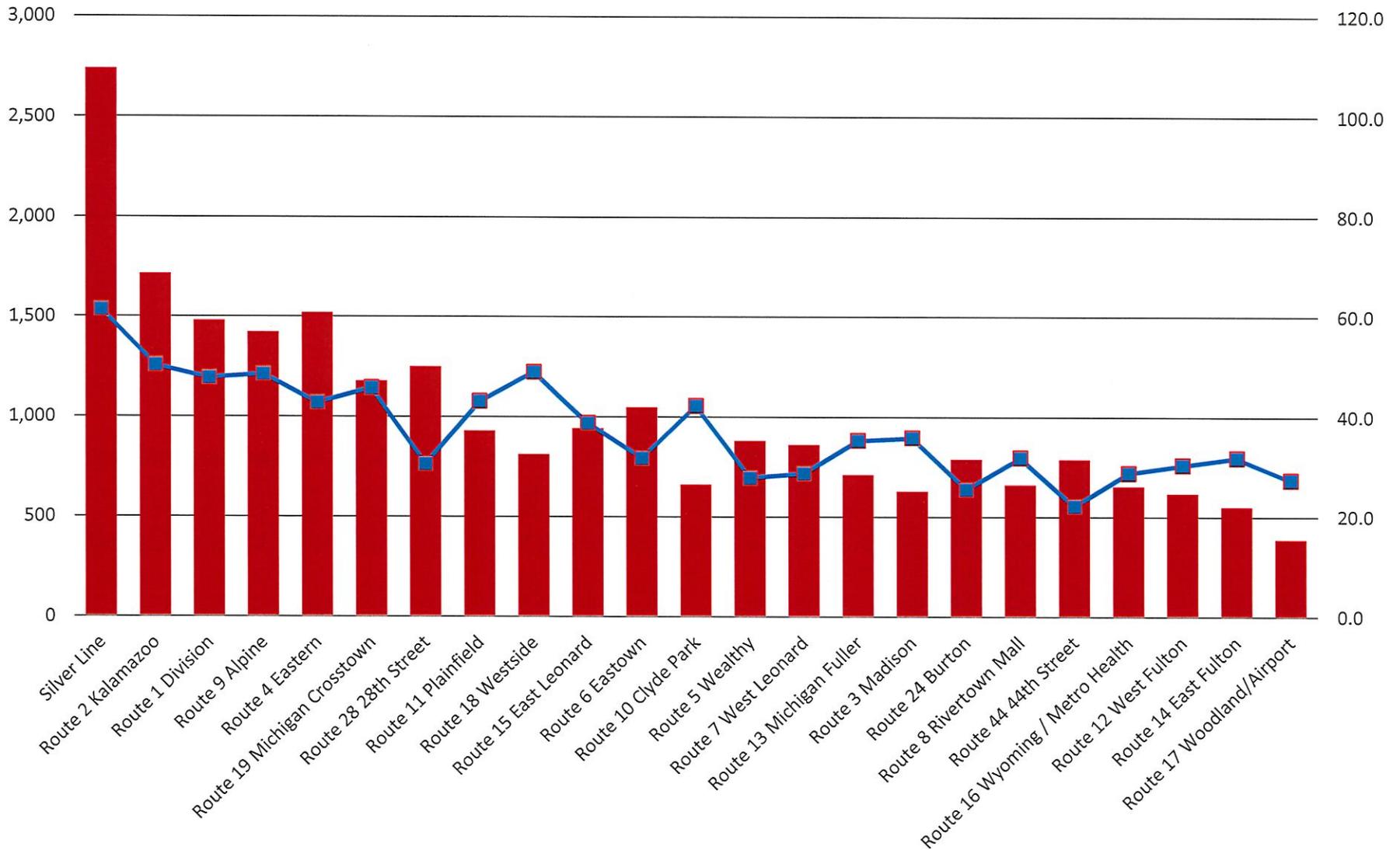
## Fixed-Route Scoring Summary: September 2018 Compared to September 2017



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



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



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

Effectiveness Score      Efficiency Score

September 2018 Ridership Report  
Ridership by Fare Category

	September 2018	September 2017	Actual Change	% Change
<b>Regular Route Summary</b>				
\$1.75 Cash Fare	68,911	74,840	-5,929	-7.9%
\$1.75 Adult One-Ride Ticket	7,412	9,162	-1,750	-19.1%
\$1.35 Adult Ticket	24,919	32,671	-7,752	-23.7%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	81,055	93,931	-12,876	-13.7%
\$0.85 Senior / Disabled Ticket and Cash	20,532	23,840	-3,308	-13.9%
\$47 Regular and \$30 Reduced 31-Day Month Pass	84,403	119,607	-35,204	-29.4%
\$3.50 One-Day Pass	23,635	28,273	-4,638	-16.4%
\$16.00 Seven-Day Pass	10,599	14,919	-4,320	-29.0%
Spectrum Health Employee Pass and Route 19	24,960	4,210	20,750	492.9%
Free ADA	13,569	12,280	1,289	10.5%
GVSU Students on Routes 1-44	12,909	13,971	-1,062	-7.6%
Miscellaneous Fare	64,301	57,178	7,123	12.5%
Wave Card	62,354	0	62,354	n/a
Transfers	87,583	101,193	-13,610	-13.4%
Silver Line	79,374	78,878	496	0.6%
<b>Total Regular Route Ridership</b>	<b>666,516</b>	<b>664,953</b>	<b>1,563</b>	<b>0.2%</b>

**Contracted/Specialized Services Summary**

DASH	49,601	35,361	14,240	40.3%
GRCC Shuttle	23,925	24,377	-452	-1.9%
GVSU Campus Connector	135,852	154,394	-18,542	-12.0%
GVSU Off-Campus Shuttle	70,009	75,010	-5,002	-6.7%
GVSU South Campus Express	86,089	95,031	-8,943	-9.4%
FSU	980	842	138	16.4%
Vanpools	2,702	3,046	-344	-11.3%
<b>Total Contracted Ridership</b>	<b>369,157</b>	<b>388,061</b>	<b>-18,904</b>	<b>-4.9%</b>

**Demand Response Summary**

GO!Bus	26,883	28,197	-1,314	-4.7%
PASS North Ridership (Including Transfers)	215	197	18	9.1%
PASS SE Ridership (Including Transfers)	160	180	-20	-11.1%
PASS SW Ridership (Including Transfers)	83	70	13	18.6%
<b>Total Demand Response Ridership</b>	<b>27,341</b>	<b>28,644</b>	<b>-1,303</b>	<b>-4.5%</b>

	2018	2017	Change	YTD Change
Total Service Weekdays	19	20	-1	-2
Total Service Saturdays	5	5	0	-1
Total Service Sundays	5	4	1	3
Total Holidays	1	1	0	0
<b>Total Service Days</b>	<b>29</b>	<b>29</b>	<b>0</b>	<b>0</b>
<b>Total Days</b>	<b>30</b>	<b>30</b>	<b>0</b>	<b>0</b>

Total Weekday Fixed-Route Ridership	788,575	819,876	-31,301	-3.8%
Total Weekday Evening Fixed-Route Ridership	127,705	123,651	4,054	3.3%
<b>Total Weekday and Weekday Evening Fixed-Route Ridership</b>	<b>916,280</b>	<b>943,527</b>	<b>-27,247</b>	<b>-2.9%</b>
Total Saturday Fixed-Route Ridership	82,267	82,409	-142	-0.2%
Total Sunday Fixed-Route Ridership	37,126	27,078	10,048	37.1%
Avg Weekday Daytime Fixed-Route Ridership	41,504	40,994	510	1.2%
Avg Weekday Evening Fixed-Route Ridership	6,721	6,183	539	8.7%
<b>Avg Weekday and Weekday Evening Fixed-Route Ridership</b>	<b>48,225</b>	<b>47,176</b>	<b>1,049</b>	<b>2.2%</b>
Avg Saturday Fixed-Route Ridership	16,453	16,482	-28	-0.2%
<b>Avg Sunday Fixed-Route Ridership</b>	<b>7,425</b>	<b>6,770</b>	<b>656</b>	<b>9.7%</b>

	2018	2017	Change	% Change
Fixed-Route Ridership Month to Date	666,516	664,953	1,563	0.2%
Contracted/Specialized Service Ridership Month to Date	369,157	388,061	-18,904	-4.9%
Demand Response Ridership Month to Date	27,341	28,644	-1,303	-4.5%
<b>Total Monthly Ridership</b>	<b>1,063,014</b>	<b>1,081,658</b>	<b>-18,644</b>	<b>-1.7%</b>
	2018	2017	Change	% Change
Fixed-Route Ridership Year to Date	7,348,299	7,652,220	-303,921	-4.0%
Contracted/Specialized Service Ridership Year to Date	2,770,483	2,965,290	-194,807	-6.6%
Demand Response Ridership Year to Date	350,682	355,198	-4,516	-1.3%
<b>Total Ridership Year to Date</b>	<b>10,469,464</b>	<b>10,972,708</b>	<b>-503,244</b>	<b>-4.6%</b>

# September 2018 Productivity Report

Fixed-Route Services	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean	Current Rank	FY 2017 Rank	Change	Total Passengers	Peak Frequency
Silver Line	36.9	2.76	43.4%	61.4	2,737	136.9	198.2	122.2%	1	1	0	79,374	10
Route 2 Kalamazoo	29.5	2.48	32.8%	50.3	1,712	85.6	135.9	52.3%	2	2	0	49,656	15
Route 1 Division	27.8	2.20	33.8%	47.7	1,478	73.9	121.6	36.3%	3	4	1	42,875	15
Route 9 Alpine	25.8	2.68	29.8%	48.5	1,419	71.0	119.4	33.9%	4	3	-1	41,157	15
Route 4 Eastern	23.7	1.99	31.4%	42.8	1,517	75.9	118.7	33.0%	5	5	0	43,994	15
Route 19 Michigan Crosstown	22.3	2.44	31.7%	45.7	1,176	58.8	104.5	17.1%	6	23	17	22,337	15
Route 28 28th Street	18.1	1.26	23.4%	30.4	1,248	62.4	92.8	4.0%	7	6	-1	36,179	15
Route 11 Plainfield	25.3	2.13	28.0%	43.0	927	46.4	89.4	0.2%	8	8	0	26,885	15
Route 18 Westside	27.8	2.55	30.7%	48.9	808	40.4	89.3	0.1%	9	7	-2	19,385	30
Route 15 East Leonard	22.0	2.04	24.1%	38.7	940	47.0	85.7	-3.9%	10	9	-1	27,249	15
Route 6 Eastown	18.2	1.74	18.4%	31.6	1,047	52.3	84.0	-5.9%	11	10	-1	30,362	15
Route 10 Clyde Park	25.6	1.83	30.6%	42.2	658	32.9	75.1	-15.8%	12	11	-1	19,081	30
Route 5 Wealthy	16.0	1.38	18.4%	27.8	877	43.9	71.6	-19.7%	13	12	-1	21,048	15
Route 7 West Leonard	18.1	1.18	20.9%	28.6	858	42.9	71.5	-19.9%	14	16	2	20,581	15
Route 13 Michigan Fuller	20.7	1.80	22.0%	35.2	707	35.4	70.6	-20.9%	15	15	0	16,976	15
Route 3 Madison	21.7	1.80	22.1%	35.7	626	31.3	67.1	-24.8%	16	14	-2	15,035	30
Route 24 Burton	14.1	1.09	20.0%	25.5	786	39.3	64.8	-27.4%	17	19	2	18,866	30
Route 8 Rivertown Mall	19.5	1.37	22.8%	31.7	658	32.9	64.6	-27.5%	18	13	-5	19,081	30
Route 44 44th Street	12.5	0.92	17.5%	22.1	785	39.2	61.4	-31.2%	19	17	-2	18,837	30
Route 16 Wyoming / Metro Health	17.4	1.29	20.1%	28.7	650	32.5	61.2	-31.4%	20	21	1	18,863	30
Route 12 West Fulton	18.1	1.67	16.6%	30.2	615	30.7	61.0	-31.6%	21	20	-1	14,753	30
Route 14 East Fulton	18.9	1.58	20.2%	31.7	548	27.4	59.1	-33.8%	22	18	-4	13,149	30
Route 17 Woodland/Airport	17.3	1.22	18.5%	27.3	385	19.3	46.6	-47.8%	23	22	-1	7,322	30
<b>System Summary</b>	<b>23.5</b>	<b>1.91</b>	<b>27.0%</b>		<b>986</b>		<b>89.2</b>	<b>n/a</b>				<b>623,045</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)	23.5	1.91	27.0%	39.9	986	49.3	89.2	n/a
Standard deviation	4.6	0.51	5.7%	9.1	355	17.7	33.7	n/a
Routes above standard (equal or greater than 66.7% of mean)	39.2	3.18	44.9%	66.5	1,644	82.2	148.7	66.7%
Routes above one standard deviation of mean	39.1	3.17	44.8%	66.3	1,643	82.1	148.6	66.7%
Above average routes within one standard deviation of mean	28.1	2.42	32.6%	49.0	1,341	67.1	123.0	37.8%
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	18.9	1.40	21.3%	30.8	631	31.6	55.5	-37.8%
Routes below one standard deviation of mean	7.9	0.65	9.1%	13.5	329	16.5	29.8	-66.7%
Routes below standard (equal or less than 66.7% of mean)	7.6	0.64	9.0%	13.3	328	16.4	29.7	-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	36.2	2.04	n/a	52.4	4,685	234.2	286.6	n/a	n/a	n/a	n/a	135,852	7
GVSU South Campus Express	71.4	7.06	n/a	137.9	4,531	226.5	364.4	n/a	n/a	n/a	n/a	86,089	10
GVSU Off-Campus	76.1	8.29	n/a	155.5	3,685	184.2	339.7	n/a	n/a	n/a	n/a	70,009	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	95.1	24.03	n/a	349.7	4,785	239.3	589.0	n/a	n/a	n/a	n/a	23,925	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	23.0	2.94	n/a	51.9	1,666	83.3	135.2	n/a	n/a	n/a	n/a	31,648	5
DASH North	10.0	1.05	n/a	20.0	945	47.2	67.2	n/a	n/a	n/a	n/a	17,953	20
FSU	4.9	0.13	n/a	5.4	52	2.6	8.0	n/a	n/a	n/a	n/a	980	120
	<b>38.50</b>	<b>2.96</b>	<b>n/a</b>									<b>366,455</b>	

<b>Total System Summary</b>	<b>27.52</b>	<b>2.21</b>	<b>27.53%</b>
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Farebox includes GRPS services

- The range of values comprising approximately 68% of the samples above and below the mean
- Routes with scores greater than 66.7% above the mean
- Routes with scores between 1 standard deviation above the mean and 66.7% above the mean
- Routes with scores within 1 standard deviation above the mean
- Routes with scores with +/- 12.5% of the mean
- Routes with scores within 1 standard deviation below the mean
- Routes with scores between 1 standard deviation below the mean and 66.7% below the mean
- Routes with scores greater than 66.7% below the mean

**DATE:** September 22, 2018  
**TO:** ITP Board  
**FROM:** Meegan Joyce  
**SUBJECT:** AUGUST 2018 PARATRANSIT RIDERSHIP REPORT

BACKGROUND

Total monthly paratransit ridership for August 2018 (**29,329**) decreased **1.8%** (**526**) from August 2017 (**29,855**).

ADA ridership (21,320) increased **1.7%** (**351**), NDS ridership (77) decreased **16.3%** (**15**), and PASS ridership (511) decreased **3.0%** (**19**) from August 2017. Network 180 ridership (6,216) decreased **11.9%** (**843**).

There were 862 trips in Cascade Township in August 2018 compared to 834 in August 2017.

Average weekday ridership for GO!Bus/PASS service increased **2.2%** (**19**), average Saturday ridership decreased **10.1%** (**34**), and average Sunday ridership increased **2.5%** (**8**) from August 2017.

On-time performance for August 2018 was 94.91% compared to 95.62% in 2017. On-time drop-off performance for August 2018 was 95.53% compared to 96.86% last year.

Average cost per GO!Bus/PASS trip decreased **0.2%** (**\$0.06**) from August 2017.

# AUGUST 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,535	1,522	13	0.9%
Passenger Trips	21,320	20,969	351	1.7%

NDS	2018	2017	Change	% Change
Clients	16	21	(5)	-23.8%
Passenger Trips	77	92	(15)	-16.3%

PASS	2018	2017	Change	% Change
Clients	31	35	(4)	-11.4%
Passenger Trips	511	530	(19)	-3.6%

CONTRACTED	2018	2017	Change	% Change
Clients	2	4	(2)	-50.0%
Passenger Trips includes ACSET	19	70	(51)	-72.9%

RIDELINK	2018	2017	Change	% Change
Clients	349	377	(28)	-7.4%
Passenger Trips	1,186	1,135	51	4.5%
Phone Calls	4,471	4,648	(177)	-3.8%
<b>Total Trips Sched. Thru Rapid Call Center</b>	<b>5,271</b>	<b>5,594</b>	<b>(323)</b>	<b>-5.8%</b>

TOTALS	2018	2017	Change	% Change
Clients	1,933	1,959	(26)	-1.3%
Passenger Trips	23,113	22,796	317	1.4%
Average Weekday Ridership	895	876	19	2.2%
Average Saturday Ridership	303	337	(34)	-10.1%
Average Sunday Ridership	334	326	8	2.5%
All Ambulatory Passengers	15,709	15,673	36	0.2%
All Wheelchair Passengers	7,404	7,123	281	3.9%
No - Shows	528	548	(20)	-3.6%
Cancellations	5,296	5,377	(81)	-1.5%
<b>MV</b>				
Average Cost per Trip	\$25.55	\$25.61	(\$0.06)	-0.2%
Riders per Hour	1.90	1.95	(0.1)	-2.6%
Accidents per 100,000 Miles	2	1	1	100.0%

<b>Trip Denials</b>	0	0	0	0.0%
<b>NTD Travel Time (minutes)</b>	31	31	0	0%

NETWORK 180	2018	2017	Change	% Change
Passenger Trips	6,216	7,059	(843)	-11.9%
Average Weekday Ridership	270	336	(66)	-19.6%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

<b>TOTAL PASSENGER TRIPS</b>	<b>29,329</b>	<b>29,855</b>	<b>(526)</b>	<b>-1.8%</b>
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## Paratransit Service Quality Statistics: network 180 Excluded

	2018 Actual Number	2017 Actual Number	2018 % of Trips	% Change
<b>Complaints</b>				
MV Complaints	22	15	0.1%	46.7%

Actual On-Time Compliance	94.91%	95.62%		
Actual ADA on-time drop-off for appointments	95.53%	96.86%	0.10%	-0.80%

DATE: October 12, 2018

TO: ITP Board

FROM: Meegan Joyce

SUBJECT: SEPTEMBER 2018 PARATRANSIT RIDERSHIP REPORT

#### BACKGROUND

Total monthly paratransit ridership for September 2018 (**27,341**) decreased **4.5%** (**1,303**) from September 2017 (**28,644**).

ADA ridership (20,334) increased **0.2%** (**39**), NDS ridership (83) decreased **23.1%** (**25**) from 2017, and PASS ridership (458) increased **2.5%** (**11**) from September 2017. Network 180 ridership decreased **17.4%** (**1,153**).

There were 748 trips in Cascade Township in September 2018 compared to 637 in September 2017.

Average weekday ridership for GO!Bus/PASS service increased **3.3%** (**30**), average Saturday ridership decreased **13.2%** (**49**), and average Sunday ridership increased **6.6%** (**20**) over Sunday ridership in September 2017.

Average on-time performance for GO!Bus/PASS during the month was 92.60% compared to 93.89% last year. On-time drop-off performance for September 2018 was 92.59% compared to 93.94% last year.

Average cost per GO!Bus/PASS trip increased **0.3%** (**\$0.07**) from September 2017.

## SEPTEMBER 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,510	1,533	(23)	-1.5%
Passenger Trips	20,334	20,295	39	0.2%

NDS	2018	2017	Change	% Change
Clients	18	22	(4)	-18.2%
Passenger Trips	83	108	(25)	-23.1%

PASS	2018	2017	Change	% Change
Clients	32	36	(4)	-11.1%
Passenger Trips	458	447	11	2.5%

CONTRACTED	2018	2017	Change	% Change
Clients	1	3	(2)	-66.7%
Passenger Trips includes ACSET	14	66	(52)	-78.8%

RIDELINK	2018	2017	Change	% Change
Clients	346	357	(11)	-3.1%
Passenger Trips	989	1,112	(123)	-11.1%
Phone Calls	3,905	4,168	(263)	-6.3%
<b>Total Trips Sched. Thru Rapid Call Center</b>	<b>4,624</b>	<b>5,035</b>	<b>(411)</b>	<b>-8.2%</b>

TOTALS	2018	2017	Change	% Change
Clients	1,907	1,951	(44)	-2.3%
Passenger Trips	21,878	22,028	(150)	-0.7%
Average Weekday Ridership	933	903	30	3.3%
Average Saturday Ridership	321	370	(49)	-13.2%
Average Sunday Ridership	325	305	20	6.6%
All Ambulatory Passengers	14,963	15,099	(136)	-0.9%
All Wheelchair Passengers	6,915	6,929	(14)	-0.2%
No - Shows	457	515	(58)	-11.3%
Cancellations	4,862	5,039	(177)	-3.5%
<b>MV</b>				
Average Cost per Trip	\$24.44	\$24.37	\$0.07	0.3%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per 100,000 Miles	1.1	2.0	(1)	-45.0%

Trip Denials	1	0	1	100.0%
NTD Travel Time (minutes)	30	29	1	3.4%

NETWORK 180	2018	2017	Change	% Change
Passenger Trips	5,463	6,616	(1,153)	-17.4%
Average Weekday Ridership	287	315	(28)	-8.9%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

<b>TOTAL PASSENGER TRIPS</b>	<b>27,341</b>	<b>28,644</b>	<b>(1,303)</b>	<b>-4.5%</b>
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### Paratransit Service Quality Statistics: network 180 Excluded

	2018 Actual Number	2017 Actual Number	2018 % of Trips	% Change
Complaints				
MV Complaints	15	17	0.1%	-11.8%

On-Time Performance	2018	2017
On-Time Compliance	92.60%	93.89%
Om-Time ADA drop off performance	92.59%	93.94%

**Date:** November 14, 2018  
**To:** ITP Board  
**From:** Kevin Wisselink / Planning Department  
**Subject:** FY 2018 FOURTH QUARTER REPORT CARD

**BACKGROUND**

In keeping with the commitment of reporting system performance to the community, attached is the FY 2018 Fourth Quarter Report Card (July 2018 through September 2018).

Ridership was up for the quarter for the first time since the second quarter of FY 2015, we are not where we want to be but it is a set in the right direction. Preventable accidents also were much better than the standard for the quarter. On time performance and customer complaints did not score well for the quarter, due primarily to new services being run (DASH and Route 19) as well as significant delays from road construction projects.

**FIXED ROUTE SERVICE PERFORMANCE**

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

**Productivity** – Fixed route ridership in this quarter (1,806,348) increased 2.1% (35,381) compared to the same quarter of FY 2018. This is 2.1% above the standard of > 0.0% and therefore receives a 🟢.

**Cost Effectiveness** – Cost per passenger was \$4.09 in this quarter. This is \$0.62 above the standard of \$3.47 and receives a 🟡. In addition, there were 1.63 passengers per revenue mile in this quarter. This is 0.09 below the standard of 1.72 passengers per revenue mile and therefore receives a 🟡.

***FY 2018 Fourth Quarter Report Card – Fixed Route***

	<u>4th Quarter Jul-Sep 2018</u>	<u>4th Quarter Jul-Sep 2017</u>	<u>Change</u>	-	<u>Difference From Standard</u>	
<b><u>Productivity</u></b>						
Total Fixed-Route Ridership	<b>1,806,348</b>	1,769,662	36,686	≥	<b>0.0%</b>	2.1% 
<b><u>Cost Effectiveness</u></b>						
Cost per Passenger (fixed route only)	<b>\$4.09</b>	\$3.67	\$0.42	≤	<b>\$3.47</b>	\$0.62 
Passengers per Revenue Mile	<b>1.63</b>	1.61	0.02	≥	<b>1.72</b>	-0.09 

**CONTRACTED SERVICE REPORT**

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

***FY 2018 Fourth Quarter Report Card – Contracted***

	<u>4th Quarter Jul-Sep 2018</u>	<u>4th Quarter Jul-Sep 2017</u>	<u>Change</u>
Total Fixed-Route Ridership	<b>545,148</b>	548,179	-3,031
Cost per Passenger	<b>\$2.66</b>	\$2.34	\$0.32
Passengers per Revenue Mile	<b>2.51</b>	2.52	-0.01

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 (2,351,496) increased 1.5% (33,655) compared to the same quarter of FY 2017. This is 1.5% above 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 7.06 complaints per 100,000 passengers in this quarter. This is 3.56 above the standard of 3.50 and receives a . In addition there were 0.30 commendations per 100,000 passengers. There is no standard for this category.

**On-Time Performance** – Routes operated on-time 80.3% of the time in this quarter. This is 2.7% below the on-time performance standard of 83.0%. As a result, this category receives a .

**Cost Effectiveness** – Cost per passenger was \$3.76 in this quarter. This is \$0.24 above the standard of \$3.54 and therefore receives a . In addition, there were 1.77 passengers per revenue mile in this quarter. This meets the standard of 1.77 passengers per revenue mile and therefore receives a .

FY 2018 Quarterly Cost Effectiveness Standards

	1st Quarter	2nd Quarter	4th Quarter	4th Quarter	Average
Cost per Passenger	\$2.82	\$2.66	\$3.38	\$3.54	\$3.10
Passengers per Mile	2.17	2.04	1.70	1.77	1.92

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

	4th Quarter Jul-Sep 2018	4th Quarter Jul-Sep 2017	Change	Standard	Difference From Standard	
<b><u>Productivity</u></b>						
Total Fixed-Route Ridership	<b>2,351,496</b>	2,317,841	33,655	≥ 0.0%	1.5%	
<b><u>Preventable Accidents</u></b>						
Accidents per 100,000 Revenue Miles	<b>0.98</b>	0.98	-0.01	≤ 1.50	-0.52	
<b><u>Customer Service</u></b>						
Complaints per 100,000 Passengers	<b>7.06</b>	5.26	1.80	≤ 3.50	3.56	
Commendations per 100,000 Passengers	<b>0.30</b>	0.26	0.04	none	n/a	
<b><u>On Time Performance</u></b>						
Percentage of On-Time Buses	<b>80.3%</b>	82.1%	-1.83%	≥ 83.0%	-2.7%	
<b><u>Cost Effectiveness</u></b>						
Cost per Passenger (fixed route only)	<b>\$3.76</b>	\$3.36	\$0.40	≤ \$3.54	\$0.24	
Passengers per Revenue Mile	<b>1.77</b>	1.76	0.01	≥ 1.70	-0.06	

# FY 2018 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	≤ \$3.47	> \$3.47 and < \$3.79	≥ 3.79
		≤ \$3.10	> \$3.10 and < \$3.40	≥ \$3.40
<sup>7</sup> Passengers per Mile	Projected ridership/route growth	≥ 1.72	< 1.72 and > 1.53	≤ 1.53
		≥ 1.92	< 1.92 and > 1.72	≤ 1.72

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 14, 2018  
**To:** ITP Board  
**From:** Kevin Wisselink/Planning Department  
**Subject:** FY 2018 ANNUAL FIXED ROUTE REPORT CARD

### BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2018 Year-End. As directed by the Board, the report includes separate Fixed Route, Contracted and Total Service sections.

Ridership decreased by 4.7% overall for the year, although the second half of the year did see improvement, especially in the fourth quarter. Preventable accidents were well below the standard and have shown improvement, while customer complaints continue to rise, probably because of the ever increasing communication options for filing these complaints.

### FIXED ROUTE SERVICE PERFORMANCE

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

**Productivity** – Fixed route ridership (**7,345,299**) **decreased 4.0%** (-314,445) compared to FY 2017. This is **4.1%** below the standard of 0.0% and receives a .

**Cost Effectiveness** – The cost per passenger was **\$3.95** in FY 2018. This is \$0.85 above the standard of \$3.10 and receives a .

In addition, there were **1.65** passengers per revenue mile in FY 2018. This is 0.07 below the standard of 1.72 passengers per revenue mile and receives a .

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



## FY 2018 Annual Report Card – Fixed Route

	2018 <u>Annual</u>	2017 <u>Annual</u>	<u>Change</u>	<u>Standard</u>	<u>Difference From Standard</u>	
<b><u>Productivity</u></b>						
Total Fixed-Route Ridership	7,345,299	7,652,425	-307,126	≥ 0.0%	-4.0%	
<b><u>Cost Effectiveness</u></b>						
Cost per Passenger (fixed route only)	\$3.95	\$3.47	\$0.48	≤ \$3.10	\$0.85	
Passengers per Revenue Mile	1.65	1.72	-0.07	≥ 1.72	-0.07	

### CONTRACTED SERVICE REPORT

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

## FY 2018 Annual Report Card – Contracted

	Year-End <u>2018</u>	Year-End <u>2017</u>	<u>Change</u>
Total Fixed-Route Ridership	2,731,835	2,925,274	-193,439
Cost per Passenger	\$2.51	\$2.16	\$0.35
Passengers per Revenue Mile	2.58	2.76	-0.18

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 (**10,077,134**) **decreased 4.7%** (-500,565) compared to FY 2017. This is **4.7%** below the standard of 0.0% and receives a .

**Preventable Accidents** – There were **1.22** preventable accidents per 100,000 revenue miles in FY 2017. This is 0.28 below the standard of 1.00 preventable accidents per 100,000 revenue miles and receives a .

**Customer Service** – There were **5.53** complaints per 100,000 passengers in FY 2018. This is 2.03 above the standard of 3.50 complaints per 100,000 passengers and receives a . In addition, there were 0.31 commendations per 100,000 passengers. There is no standard for this category.

**On Time Performance** – Fixed-route buses were **84.25%** on-time in FY 2017. This is 1.25% above the minimum on-time performance standard of 83.00% and receives a .

**Cost Effectiveness** – The cost per passenger was **\$3.56** in FY 2018. This is \$0.46 above the standard of \$3.10 and receives a .

In addition, there were **1.83** passengers per revenue mile in FY 2018. This is 0.09 below the standard of 1.92 passengers per revenue mile and receives a .

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

***FY 2018 Annual Report Card – Total Service***

	2018 <u>Annual</u>	2017 <u>Annual</u>	<u>Change</u>	<u>Standard</u>	<u>Difference</u>	
<b><u>Productivity</u></b>						
<sup>1</sup> Total Fixed-Route Ridership	<b>10,077,134</b>	<b>10,577,699</b>	-500,565	≥ 0.0%	-4.7%	
<b><u>Safety</u></b>						
<sup>2</sup> Accidents per 100,000 Revenue Miles	<b>1.22</b>	<b>1.12</b>	0.10	≤ 1.50	-0.28	
<b><u>Customer Service</u></b>						
<sup>3</sup> Complaints per 100,000 Passengers	<b>5.53</b>	<b>4.55</b>	0.98	≤ 3.50	2.03	
<sup>4</sup> Commendations per 100,000 Passengers	<b>0.31</b>	<b>0.29</b>	0.02	none	n/a	
<b><u>On Time Performance</u></b>						
<sup>5</sup> Percentage of On-Time Buses	<b>84.25%</b>	<b>83.90%</b>	0.35%	≥ 83.0%	1.25%	
<b><u>Cost Effectiveness</u></b>						
<sup>6</sup> Cost per Passenger (fixed route only)	<b>\$3.56</b>	<b>\$3.10</b>	\$0.46	≤ \$3.10	\$0.46	
<sup>7</sup> Passengers per Revenue Mile	<b>1.83</b>	<b>1.92</b>	-0.09	≥ 1.92	0.09	

# FY 2018 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	≤ \$3.47	> \$3.47 and < \$3.79	≥ 3.79
		≤ \$3.10	> \$3.10 and < \$3.40	≥ \$3.40
<sup>7</sup> Passengers per Mile	Projected ridership/route growth	≥ 1.72	< 1.72 and > 1.53	≤ 1.53
		≥ 1.92	< 1.92 and > 1.72	≤ 1.72

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 29, 2018  
To: ITP Board  
From: Meegan Joyce  
Subject: FY 2018 FOURTH QUARTER PARATRANSIT REPORT CARD

BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2018 Fourth Quarter Paratransit Report Card.

**Productivity:** Paratransit ridership for the quarter (62,825) increased by 2.52% (1,543) compared to the same quarter of FY 2017.

**Preventable Accidents:**  There were 0.83 preventable accidents per 100,000 revenue miles. This is 0.17 below the maximum acceptable average of 1.0 preventable accident per 100,000 revenue miles.

**Customer Service:**  There were 0.70 complaints per 1,000 passengers. This is 0.30 below the maximum acceptable average of 1.0 complaint per 1,000 passengers.

**Travel Time:**  Average trip length was 31 minutes. This is one minute longer than 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% of the trips. This is equal to the minimum acceptable on-time performance of 95%.

**On-Time Appointment Drop-Off:**  – The paratransit vehicles dropped passengers off on time for appointments 95 % of the time which is equal to 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, no increase compared to the same quarter of 2017.

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

A summary of the report card is attached.



### *FY 2018 Fourth Quarter Report Card*

	<u>4th Quarter Jul-Sept 2018</u>	<u>4th Quarter Jul-Sept 2017</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>	61,282	1,543	n/a	2.52%	n/a
Passengers per Hour	<b>1.8</b>	1.8	0.0	≥ 2.0	0.00%	
Ratio of Paratransit to Fixed route ridership	<b>1:29</b>	1:29	0	<b>1:30</b>	0%	
<b><u>Preventable Accidents</u></b>						
<sup>2</sup> Accidents per 100,000 Miles	<b>0.83</b>	1.25	-0.42	≤ 1.0	-33.72%	
<b><u>Customer Service</u></b>						
<sup>3</sup> Complaints per 1,000 Passengers	<b>0.70</b>	0.55	0.15	≤ 1.0	26.23%	
<sup>4</sup> Travel time(minutes)	<b>31</b>	30	1	≤ 30	2.20%	
<b><u>On Time Performance</u></b>						
<sup>5</sup> Percentage of On-Time Trip	<b>95%</b>	95%	0%	≥ 95%	0%	
<sup>6</sup> Percentage of On-Time DO	<b>95%</b>	95%	0%	≥95%	0%	
<b><u>Cost Effectiveness</u></b>						
<sup>6</sup> Cost per Passenger	<b>\$25.33</b>	\$25.33	\$0.00	n/a	0.00%	n/a

# FY 2018 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 and ≥ 1.7	-
<b><u>Preventable Accidents</u></b>				
<sup>2</sup> Accidents per 100,000 Miles	Fixed standard	-	>1.0 and < 2.0	-
<b><u>Customer Service</u></b>				
<sup>3</sup> Complaints per 1,000 Passengers	Fixed standard	-	> 1.0 < 2.5	-
<sup>4</sup> Travel Time	Fixed standard	-	>30 and <33	-
<b><u>On Time Performance</u></b>				
<sup>5</sup> Percentage of On-Time Trips	Fixed standard	-	< 95% and > 93%	-
<b><u>Cost Effectiveness</u></b>				
<sup>6</sup> Cost per Passenger	n/a	-	n/a	-
<sup>7</sup> Ratio of Paratransit to Fixed Route Ridership	Fixed Standard	-	<30 and >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 29, 2018  
To: ITP Board  
From: Meegan Joyce  
Subject: FY 2018 ANNUAL PARATRANSIT REPORT CARD

BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2018 Annual Paratransit Report Card.

**Productivity:** Paratransit ridership for the year (276,357) increased by 6.84% (17,698) compared to the same year of FY 2017.

**Preventable Accidents:**  There were 1.33 preventable accidents per 100,000 revenue miles. This is 0.33 more than the maximum acceptable average of 1.0 preventable accident per 100,000 revenue miles.

**Customer Service:**  There was less than one (0.86) complaint per 1,000 passengers. This is 0.14 less than the maximum acceptable average of 1.0 complaint per 1,000 passengers.

**Passengers Per Hour:**  There were 2.0 passengers per hour. This is equal to 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 94.23% of the trips. This is 0.77% less than the minimum acceptable on-time performance of 95%.

**On-Time Appointment Drop-Off:**  The paratransit vehicles dropped passengers off on time for appointments 93.77% of the time which is 1.23% worse than the appointment time standard of 95%.

**Cost Per Trip:** Cost per paratransit trip is \$24.50 for this year, which is equal to last year's cost per trip,

**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 2018 Annual Report Card

	<u>FY 2018</u>	<u>FY 2017</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>	258,659	17,698	n/a	6.84%	n/a
Passengers per Hour	<b>2.0</b>	1.9	0.1	≥ 2.0	6.59%	
Ratio of Paratransit to Fixed route ridership	<b>1:27</b>	1:30	-3.0	<b>1:30</b>	-10%	
<b><u>Preventable Accidents</u></b>						
<sup>2</sup> Accidents per 100,000 Miles	<b>1.33</b>	0.97	0.35	≤ 1.0	36.44%	
<b><u>Customer Service</u></b>						
<sup>3</sup> Complaints per 1,000 Passengers	<b>0.86</b>	0.89	-0.03	≤ 1.0	-3.56%	
<sup>4</sup> Travel time(minutes)	<b>30</b>	30	.00	≤ 30	0%	
<b><u>On Time Performance</u></b>						
<sup>5</sup> Percentage of On-Time Trip	<b>94.23%</b>	95.85%	-1.62%	≥ 95%	-1.692%	
<sup>5</sup> Percentage of On-Time Drop off	<b>93.77%</b>	94.97%	-1.2%	≥ 95%	-12.6%	
<sup>6</sup> Cost per Passenger	<b>\$24.50</b>	\$24.50	\$0.00	n/a	0%	n/a

# Report Card FY 2018 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 14, 2018  
**To:** ITP Board  
**From:** Whitney Ehresman  
**Subject:** FY 2018 FOURTH QUARTER RIDESHARE REPORT

***RapidVan Program Report***

The RapidVan Program provided 8,979 rides and saved 302,067 Vehicle Miles Traveled in the fourth quarter.

**RapidVan: Fourth Quarter 2018 Statistics**

	July	August	September	Total
Number of Vans	22	22	20	
Rides	3,190	3,087	2,702	8,979
Vehicle Miles Traveled (VMT)	44,467	45,362	38,811	128,640
Passenger Miles Traveled (PMT)	151,873	147,092	131,742	430,707
VMT Savings (= PMT – VMT)	107,406	101,730	92,931	302,067
Volatile Organic Compounds (g) saved	152,949	144,866	132,336	430,151
Nitrogen Oxides [NOx] (g) saved	85,926	81,385	74,346	241,658
Carbon Monoxide [CO] (pounds) saved	2,510	2,377	2,172	7,059
Particulate Matter [PM] (g) saved	1,181	1,119	1,022	3,323
Carbon Dioxide [CO2e] (pounds) saved	101,109	95,766	87,483	284,358

**Comparison of 4th Quarter 2017 to 4th Quarter 2018**

	Number of Vans	Number of Rides	Vehicle Miles	Passenger Miles	Vehicle Miles Saved
4th Quarter FY 2017	24	9,310	148,042	448,362	300,320
4th Quarter FY 2018	20-22	8,979	128,640	430,707	302,067
<b>Change</b>	<b>(16%)</b>	<b>(3.5%)</b>	<b>(13%)</b>	<b>(3.9%)</b>	<b>.5%</b>

### Rapid Van Two-Year Overview – FY 2017 & FY 2018

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
Oct-17	24	3,523	52,767	170,862	118,095
Nov-17	24	3,337	48,892	162,179	113,287
Dec-17	23	2,732	42,601	131,361	88,760
Jan-18	23	3,375	47,456	164,778	117,322
Feb-18	22	3,066	41,578	146,864	105,286
Mar-18	23	3,268	47,636	158,851	111,215
Apr-18	23	3,453	47,843	168,918	121,075
May-18	23	3,584	50,153	174,852	124,699
Jun-18	23	3,331	47,983	162,927	114,944
Jul-18	22	3,190	44,467	151,873	107,406
Aug-18	22	3,087	45,362	147,092	101,730
Sep-18	20	2,702	38,811	131,742	92,931
	<b>Two-year total</b>	<b>78,580</b>	<b>1,188,184</b>	<b>3,845,687</b>	<b>2,657,503</b>

#### *Ridership Summary*

At the beginning of the 3rd Quarter, the Vanpool program had 118 riders. During the quarter, 7 riders were added and 17 riders dropped out of the program, ending the 3<sup>rd</sup> Quarter with 108 riders. The large number of riders exiting the program was a result of two vanpools ending service, due to low ridership (a minimum of four people are required to operate a vanpool). Furthermore, several vanpool program participants had an employment change, so no longer needed to utilize vanpool for their daily commute.

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

Muskegon to Grand Rapids	6*
Lansing to Grand Rapids	1*
Kalamazoo to Grand Rapids	2
Grand Rapids to Muskegon	1
Big Rapids to Grand Rapids	1
Howard City to Grand Rapids	1
Allegan to Grand Rapids	1
Holland to Benton Harbor	1
Zeeland to Benton Harbor	2
Muskegon to Holland	1
Gowen to Hudsonville	1
Rockford to Grand Rapids	1
Greenville to Grand Rapids	1

*One of the vanpools in operation between Muskegon and Grand Rapids went out of service; two of the passengers in this vanpool were relocated to another vanpool and remain in the program. The vanpool between Lansing and East Grand Rapids is no longer in service effective Aug 15, 2018.*

### ***GreenRide Program Report***

During the fourth quarter, 246 new users were added to the GreenRide carpool matching website. As of 9/30/2018, there were a total of 2,273 users listed as active in the database.

During the fourth quarter, there were 1.1K users and 2.1K sessions with average session durations of 4.5 minutes. The largest spike in site visits occurred in September, which coincided with the second half of the West Michigan Rideshare marketing campaign.

### **Additional 4th Quarter GreenRide Statistics**

Individual commutes logged	682
Miles saved as a result of not driving alone	12,111
Individual users conducting searches	145
Total number of searches	340
Average matches per search	3.56
Average # email messages sent per sender	2.74
Current average commute distance	25.87
Current average search radius	9.82

## *Marketing Activities*

The month of July began with a presentation at Steelcase Headquarters to speak with interested employees about rideshare services through West Michigan Rideshare. Between July 30<sup>th</sup> through August 1<sup>st</sup>, West Michigan Rideshare was represented at the Association for Commuter Transportation (ACT) conference in Anaheim, CA.

West Michigan Rideshare, in conjunction with The Rapid, made an appearance at the Kendall Collage Art and Design student open house, Orchard Apartments Summer Carnival, and Saint Stock at Aquinas College during the latter half of the fourth quarter.

In September, the second half of the rideshare and vanpool campaign launched, which included radio sponsorship and featured content on MLive. In addition, the MLive article was the focal point for a social media campaign on LinkedIn and Facebook. The social media portion of this campaign targeted area employers, utilizing geofencing as a tactic to increase interest among employees working in targeted areas. The “Just Pool It” campaign continued as part of this campaign, with outdoor billboards displayed throughout the Grand Rapids metro area. The completion report will be available soon for board review.

West Michigan Rideshare remained a sponsor of the Grand Rapids Area Professionals for Excellence (GRAPE) through the end of the fourth quarter, and had an expo table at the August and October events. During these luncheons, a short presentation was given providing participants with a brief overview of West Michigan Rideshare services.

Additional meetings took place during the fourth quarter with area employers such as Steelcase, Spectrum Health, and Embassy & Suites to discuss business transportation services. Program staff also met with the City of Grand Rapids to discuss collaborating on rideshare matching technology in light of Trapeze Software Group’s recent push to migrate data from Greenride to RidePro.

**Date:** November 15, 2018  
**To:** ITP Board  
**From:** Whitney D. Ehresman  
**Subject:** FY 2018 ANNUAL RIDESHARE REPORT

***Rapid Van Program Report***

The Rapid Van Program provided 38,648 rides and saved 1,316,750 Vehicle Miles Traveled in FY 2018.

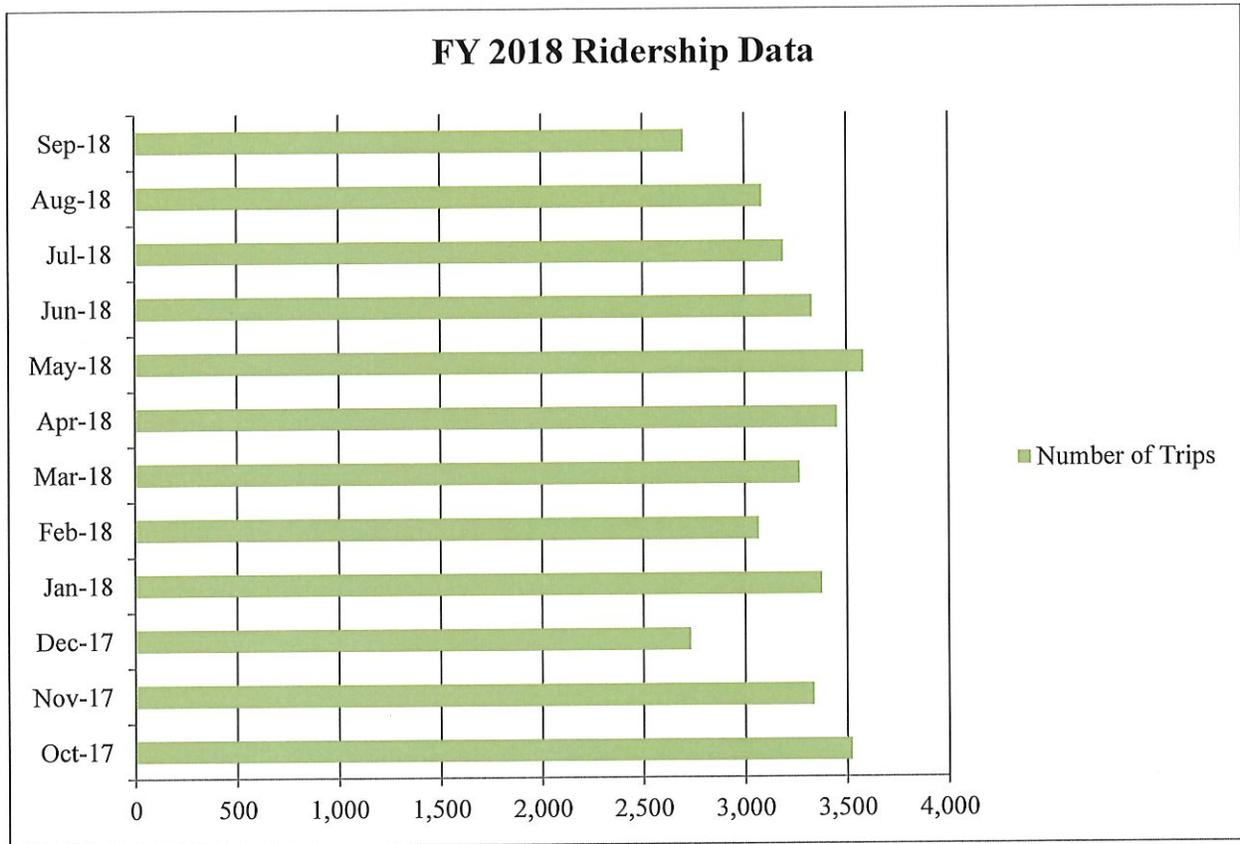
During the year, four vanpool groups dropped out of the program due to job relocation, individual inability to pay monthly fare, or attrition, ending the year with 20 vanpools running.

**RapidVan: FY 2018 Statistics**

Month	Number of Rapid Vans	Number of Trips	Vehicle Miles Traveled (VMT)	Passenger Miles Traveled	VMT Savings
Oct-17	24	3,523	52,767	170,862	118,095
Nov-17	24	3,337	48,892	162,179	113,287
Dec-17	23	2,732	42,601	131,361	88,760
Jan-18	23	3,375	47,456	164,778	117,322
Feb-18	22	3,066	41,578	146,864	105,286
Mar-18	23	3,268	47,636	158,851	111,215
Apr-18	23	3,453	47,843	168,918	121,075
May-18	23	3,584	50,153	174,852	124,699
Jun-18	23	3,331	47,983	162,927	114,944
Jul-18	22	3,190	44,467	151,873	107,406
Aug-18	22	3,087	45,362	147,092	101,730
Sep-18	20	2,702	38,811	131,742	92,931
	<b>Total</b>	<b>38,648</b>	<b>555,549</b>	<b>1,872,299</b>	<b>1,316,750</b>

FY2017 began with 123 riders in the Vanpool program. During the year, 31 riders were added and 46 riders dropped out of the program, ending the year with 108 riders. At the beginning of 2018, program administrators began to work together to ensure stronger accountability among vanpool participants to ensure they were paying their monthly fare. Consequently, vanpool participants either exited the program or were terminated due to lack of payment.

*(Please note – two of the riders added to this final count were riders who had joined the vanpool group previously but the coordinator handles their monthly fare; therefore, they were not on the invoice sheet and may not have been accounted for in the previous reports).*



### Comparison of FY 2017 to FY 2018

Year	Passenger Trips	Vehicle Miles Traveled	Passenger Miles Traveled	VMT Savings
<b>FY 2017</b>	39,932	632,635	1,973,388	1,340,753
<b>FY 2018</b>	38,648	555,549	1,872,299	1,316,750
<b>Change</b>	<b>(3.21%)</b>	<b>(12%)</b>	<b>(5.1%)</b>	<b>(1.8%)</b>

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

Muskegon to Grand Rapids	7*
Lansing to Grand Rapids	3*
Kalamazoo/Portage 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
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*

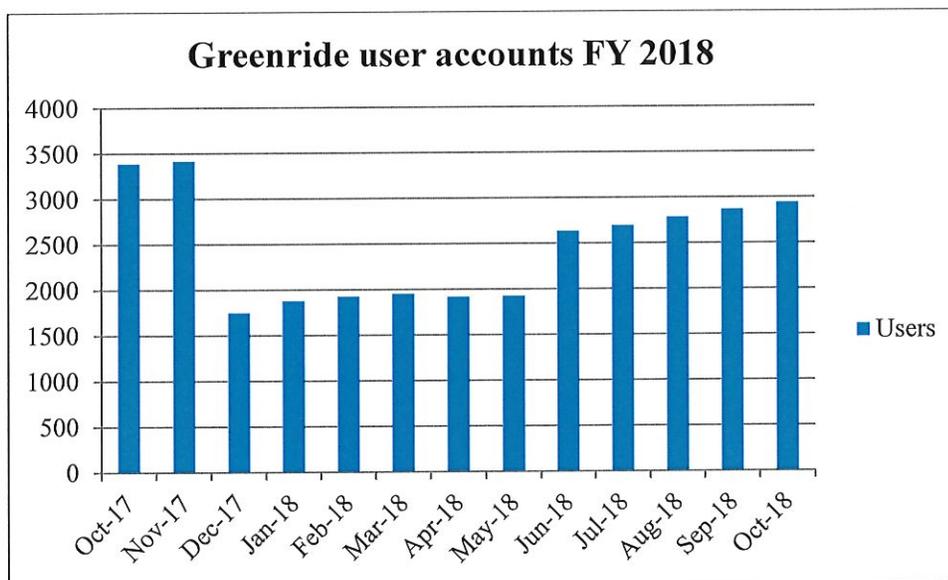
\*Represents vanpool routes experiencing attrition FY 2018

## GreenRide Program Report

In FY 2018, a total of 974 user accounts were created on the West Michigan Rideshare carpool matching website (Greenride). During the year, 96 user accounts were deleted, mainly during a purge of inactive users at the end of the calendar year.

As mentioned in the FY 2018 Third Quarter report, a majority of the new accounts were created by Active Commute Week participants, shown by the increase from May to June; during that time, participants logged more than 4,000 commutes during the week-long competition.

Although site activity spiked between May and June, this growth remained steady as a result of the spring/summer and fall marketing campaign, which included outdoor billboards, radio ads, featured content on MLive, and sponsored posts on Facebook and LinkedIn.



### Additional FY 2017 GreenRide Statistics

Individual commutes logged	7,157
Miles saved as a result of not driving alone	587,189
Individual users conducting searches	440
Total number of searches	919
Average matches per search	3.17
Average # email messages sent per sender	2.26
Current average commute distance	25.87
Current average search radius	9.82

## *Summary of FY 2019 Marketing Activities*

West Michigan Rideshare had a large marketing campaign between October and November of 2017, which represented the majority of marketing dollars for the 2017 calendar year. In December, Whitney Ehresman joined The Rapid as a public outreach coordinator and West Michigan Rideshare program administrator. In Spring of 2018, she met with Gud Marketing to come up with a new marketing approach which included radio sponsorship, outdoor billboards (a previous tactic), and new content to be featured on MLive. The new plan also included targeting specific employers through geofencing in order to increase the level of interest among employees commuting to work throughout West Michigan; the latter half of this campaign incorporated digital marketing on LinkedIn and Facebook. The result of this marketing approach was a steady increase to site activity during the third and fourth quarters, even after the large increase attributed to Active Commute Week. Further, some of the more traditional Outreach strategies were modified in order to reach new audiences. While West Michigan Rideshare continued to be represented at Grand Rapids Area Professionals for Excellence (GRAPE) events, there was increased involvement with other organizations, such as the Grand Rapids Chamber of Commerce and West Michigan Sustainable Business Forum. Previously, the core marketing approach was Business to Consumer. At the beginning of the fourth quarter, more efforts were made to provide outreach to area employers in an effort to gain their support for promoting rideshare as an option for employees. In the new fiscal year, more efforts are being made to continue advocating for stronger public-private partnerships in order to increase mobility options throughout West Michigan. The level of involvement with local networking and business-member organizations will increase, in addition to overall outreach to larger employers throughout the Grand Rapids metropolitan area and beyond.

Consumer Advisory Committee Meeting Minutes  
November 20, 2018

Attendance

Committee Members Present

David Covey  
Kendrick Heinlein  
Tim Steinmeier  
Kristen Kelling  
Tom Behler  
Mary Kinnane  
Anne Larson

Rapid Staff

Meegan Joyce  
Kevin Wisselink  
Laura Madison

MV

Susan Harig  
Al Klepadlo  
Bianca Nunn

Absent

Toni Moore

Public

Charis Austin

Meeting was called to order at 2:59 PM

1) Introductions

Introductions were made.

ACTION ITEMS

2) Minutes of September 18, 2018 meetings (attached)

A motion to accept the September 18, 2018 was made by Mary, seconded by Tom.  
Motion passed.

INFORMATION ITEMS

3) August and September 2018 Paratransit Ridership & Productivity Reports (attached)

There were no questions.

4) August and September 2018 Fixed Route Productivity Reports (attached)

There were no questions.

5) 4<sup>th</sup> Quarter and Annual Paratransit report cards

There were no questions.

6) 4<sup>th</sup> Quarter and Annual Fixed-Route report cards

Ridership was up for the first time in years, comparing the 4<sup>th</sup> Quarter 2018 to 2017.

There were no questions.

7) New Business

A. Rapid Board Agenda

There were no questions.

B. WAVE card update

Kevin reported the WAVE card has been working very well even though the bar code readers cannot be considered successful yet as they fail more than they should. Currently only Spectrum Health employees use the bar codes and before rolling those types of cards out for other, that part of the system will be worked on. The Rapid is working with the vender to get the issue resolved. Work continues with card kiosk vendors to get WAVE cards into more retail stores for easier access to the public.

C. Disability Advocates Invest in Ability Award

Disability Advocates gave the annual Invest in Ability Award to the City of Grand Rapids.

8) Old Business

D. MV

Al said MV currently has 100 drivers and the new goal is 103 available drivers. All drivers continue to receive ongoing training to help remind them of safety and service issues they face daily. On-time performance and appointment drop-off time need constant attention and MV is working to bring the percentages up to meet the acceptable standard.

E. Ripple

It was reported that the imminent arrival notification system is working well for members on this committee who are signed up for getting calls or text. Other GO!Bus passengers are being offered the service and several have been signed up. Passengers are welcome to sign up at this time although staff asks for patience in making sure it works correctly for each person.

9) Public Comments

There were no comments.

Meeting adjourned at 4:18 PM

Next Board Meeting: December 5, 2018

Next CAC Meeting: TBD