



Interurban Transit Partnership

Board Members

Mayor Stephen Kepley, Chair

Charis Austin
Mayor Katie Favale

Rick Baker
Steven Gilbert
Robert Postema

Mayor Rosalynn Bliss
Andy Guy
Terry Schweitzer

David Bilardello, Vice-Chair

Mayor Gary Carey
Jack Hoffman
Paul Troost

Tracie Coffman
Mayor Steve Maas

RAPID BOARD MEETING

Wednesday, April 29, 2020 – 9 a.m.

Electronic Meeting

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. INTRODUCTIONS		
a) Chairman's Introductory Statement	Mayor Kepley	Information
b) Resolution to Temporarily Amend Procedural Rules	Mayor Kepley	Approval
2. PUBLIC COMMENT		
3. APPROVAL OF MINUTES – January 29, 2020 Board Meeting	Mayor Kepley	Approval
4. ACTION ITEMS		
a) FY 2021 Unified Planning Work Program	Kevin Wisselink	Approval
b) Administration Offices Construction Contract	Kevin Wisselink	Approval
5. STAFF REPORTS		
a) Transit Oriented Development (TOD) Update	Nick Monoyios	Presentation
b) Comprehensive Operational Analysis (COA) Update	Max Dillivan	Presentation
c) Laker Line Construction Update	Nick Monoyios	Presentation
d) Financial Report – March 2020 (YTD)	Linda Medina	Presentation
e) Ridership & Productivity		
1) Fixed Route	Max Dillivan	Presentation
a. December, 2019		
b. January, 2020		
c. February, 2020		
d. FY 2020 Report Card (1 st Quarter)		
2) Paratransit Route	Jason Prescott	Presentation
a. December, 2019		
b. January, 2020		
c. February, 2020		
d. FY 2020 Report Card (1 st Quarter)		
e. FY 2020 Report Card (2 nd Quarter)		
6. CEO'S REPORT	Andrew Johnson	Information
7. CHAIR'S REPORT	Mayor Kepley	Information

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

8. **COMMITTEE REPORTS**

- | | | | |
|----|---------------------------------------------------------|------------------|-------------|
| a) | Future Planning & Technology Committee Meeting Minutes | Terry Schweitzer | Information |
| b) | Present Performance & Service Committee Meeting Minutes | David Bilardello | Information |

9. **ADJOURNMENT**

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

Chairman of the Board's Introductory Statement

Welcome to all the participants. Today is Wednesday, April 29, and we are beginning The Rapid's Board of Directors meeting.

This is the first time The Rapid has conducted a Board of Directors meeting using this type of medium. So please have a little grace on us as we attempt to conduct a smooth meeting.

As we begin, we have a few housekeeping items to share.

We have learned from other governing agencies what works and doesn't with this communication software.

1. Audio does not work well with more than one person speaking. I am asking the Board members to raise your hand so we can see you in your video if you want to be recognized.
2. To avoid inappropriate behavior from participants that has been demonstrated in other Zoom Governance meetings, we have purposefully blocked video and audio options from attendees except for the Board members and some of our management team.
3. During the Public Comment portion of the agenda, you may participate in one of two ways.
 1. If you are joining the meeting via computer, you can virtually raise their hand using the "Participants" option on the bottom of your screen. After pressing "Participants", a screen will pop up. The option to raise your hand may be seen. If not push the three dots at the bottom right of the Participant screen to reveal the "raise hand" option.
 2. If you are joining the meeting on a phone, press *9 which will raise your hand to be seen on the participant screen.
4. Our moderator and Board Secretary, Julie Ilbrink, will identify the individual who desires to speak. Andy Prokopy will assist on the IT side to unmute your line. When you are recognized to speak, state your name and organization you are affiliated with, and then proceed with your comments. All public comments will be limited to a maximum of 3 minutes in duration.
5. The Board will vote on Action Items using the verbal roll call method. When making or seconding a motion, Board members will need to identify themselves. I will ask the moderator to do a roll call of participants to record the votes.
6. Lastly, for the Board members, if you mute yourself, you cannot unmute yourself. Please allow our moderator and IT support to manage those functions for you.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 042920

Fiscal Year: 2019-2020

Moved and supported to adopt a resolution to temporarily amend Interurban Transit Partnership's (ITP) procedural rules during the State of Emergency.

RECITALS

- A. The Coronavirus Disease 2019 (COVID-19) is creating unprecedented challenges to all areas of the organization.
- B. Both the President of the United States and the Governor of the State of Michigan have declared states of emergency in response to the COVID-19 pandemic.
- C. ITP must continue to meet its obligations to provide services to those who utilize the public transportation system.
- D. The Board of Directors needs flexibility in responding to this health crisis.
- E. Section 1.3 of the Board of Directors Bylaws states that meetings of the Board shall be held at any place designated from time to time by resolution of the Board.
- F. Consistent with the authority granted by law, ITP's Board of Directors deem it appropriate to temporarily amend its Bylaws to the extent consistent with the provisions of this Resolution.

RESOLUTION

NOW, THEREFORE, IT IS RESOLVED that:

1. ITP's Board of Directors hereby temporarily amends its Bylaws for the duration of the State of Emergency in order to allow the Board of Directors, relative to any regular or special meeting, to hold its meetings electronically as provided for herein and consistent with Executive Order 2020-15. This temporary amendment shall be in effect immediately upon the adoption of this Resolution and shall continue until the State of Emergency in the State of Michigan and the Federal State of Emergency are lifted, whichever occurs last, at which time this amendment shall be rescinded and the Bylaws in effect prior to the adoption of this Resolution shall then be back in effect.

2. Without limiting the foregoing, meetings held electronically during the effective period of this Resolution shall to the extent reasonably possible:
 - a. Comply with the requirements of Executive Order [2020-48](#).
 - b. Meetings shall follow the general agenda format as set forth in the Bylaws. An agenda shall be announced and posted prior to any meetings.
 - c. All votes of the Board of Directors shall be by roll call.
 - d. Members of the public wishing to speak or otherwise communicate with the Board of Directors will be required to act in an appropriate manner given the public setting of the Meetings. Offensive, intolerant or otherwise inappropriate comments or actions will not be permitted. Comments of members or the public and other participants (other than Board Members and Presenters) may be limited in duration to three (3) minutes.
 - e. No person shall address the Board of Directors until recognized and called upon by the Moderator or Chairman of the Board.
 - f. Consistent with Executive Order 2020-15, determination of Board Members present to ensure a quorum will be completed through roll call. Board Members' physical presence shall not be required.
 - g. All meeting participants (other than Board Members and Presenters) shall be muted until called upon by the Moderator or Chairman of the Board.
 - h. Publication and recording requirements of the Open Meetings Act shall apply to all meetings.
3. All resolutions or parts of resolutions are, to the extent of any conflict with this Resolution, rescinded.

RESOLUTION NO. 042920 ADOPTED

Motion to adopt Resolution made by: _____

Motion seconded by: _____

Yeas: _____

Nays: _____

Absent: _____

CERTIFICATE

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

Julie Ilbrink, Board Secretary

Date

Board Members**Mayor Stephen Kepley, Chair**

Charis Austin
Mayor Katie Favale

Rick Baker
Steven Gilbert
Robert Postema

Mayor Rosalynn Bliss
Andy Guy
Terry Schweitzer

David Bilardello, Vice-Chair

Mayor Gary Carey
Jack Hoffman
Paul Troost

Tracie Coffman
Mayor Steve Maas

RAPID BOARD MEETING

Wednesday, January 29, 2020 – 4 p.m.

Rapid Central Station Conference Room, 250 Grandville SW

ATTENDANCE:**Board Members Present:**

Charis Austin, Rick Baker, David Bilardello, Mayor Gary Carey, Tracie Coffman, Mayor Katie Favale, Steven Gilbert, Andy Guy, Jack Hoffman, Mayor Stephen Kepley, Mayor Steven Maas, Robert Postema, Terry Schweitzer

Board Members Absent:

Mayor Rosalynn Bliss, Paul Troost

Staff Attendees:

Michael Bulthuis, Steve Clapp, Max Dillivan, Mark Fedorowicz, Peggy Galt, Bree Girard, Nancy Groendal, Julie Ilbrink, Andrew Johnson, Deron Kippen, Bill Kirk, Laura Madison, Linda Medina, Nick Monoyios, Dina Reed, Steve Schipper, Brittany Schlacter, Mike Wieringa, Kevin Wisselink, Lisa Young

Other Attendees:

Devery Krupchak (MV Transit), Stuart Kutsche (retired), Chris Swank (GVSU), Doug Wright (Bus rider)

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

1. PUBLIC COMMENT

Mayor Kepley welcomed two new board members: Mayor Katie Favale from East Grand Rapids and Mayor Steve Maas from Grandville.

Douglas Wright, a frequent bus rider, expressed concerns regarding Route 28. He stated there are four (4) spots that are not handicapped accessible near Sam's Club, across from Steak and Shake. There is no concrete from the sidewalk to the curb. He also expressed concern about the four (4) routes that cross Division. These routes provide transfer to Route 1, but not to Route 90. He requested that the Board research these concerns.

2. BOARD ELECTIONS

Mayor Kepley shared that we needed to nominate board members to the leadership positions. The motion made by Mr. Hoffman to nominate Mayor Kepley to continue as Chair was supported by Mayor Carey. The motion passed unanimously. The motion made by Mayor Kepley to nominate Mr. Bilardello to continue as Co-Chair was supported by Ms. Austin. The motion passed unanimously.

3. MINUTES – December 4, 2019 Board of Directors Meeting

Minutes from December 4, 2019 were distributed and reviewed. Mr. Guy requested that the word “Emerging” on page 3, fifth bullet point, second sentence be changed to “Mobility”. The motion made by Ms. Austin to approve the minutes with this change was supported by Ms. Coffman. The motion passed unanimously.

4. ACTION ITEMS

a. FY 2019 Audit Approval

Ms. Medina presented the FY 2019 audit completed by BDO USA in accordance with standards contained in Government Auditing Standards. BDO USA has issued an unmodified opinion on the report. This opinion confirms that the financial statements are fairly and appropriately presented and in compliance with GAAP. Ms. Medina shared highlights of the report:

- Total revenues increased from FY 2018 to FY 2019 by 6%.
- Labor costs increased from FY 2018 to FY 2019 due to operators and maintenance staffing.
- Fringe benefits increased because in FY 2018 there were significant plan changes to the defined benefit programs resulting in a significant decrease in pension liability.
- The materials and supplies expenses increased from FY 2018 to FY 2019 due to the non-capital enhancements for the Laker Line project.
- Capital costs increased dramatically from FY 2018 to FY 2019 with the start of the Laker Line project in FY 2019.

Mr. Johnson thanked the finance team for doing a great job with the audit, the report preparation, and transparency.

The motion made by Mayor Carey to approve the audit report was supported by Ms. Austin. The motion passed unanimously.

b. Purchase of up to 14 remanufactured bus engines

Mr. Clapp presented the request to purchase the remanufactured bus engines. It is anticipated that over the course of FY 2020, the ITP will need to replace up to 14 engines that are at the end of their useful life, prior to the bus itself reaching the end of its useful life. Using ICE (Independent Cost Estimate), we anticipate a cost of \$420,000 if all 14 engines are replaced. In order to expedite the procurement processes and enable cost savings due to economies of scale, the Rapid Purchasing Department issued a bid for these replacement engines for a 1 year period. An Invitation for Bid (IFB) was issued on November 27 and advertised on the Rapid website. Direct solicitations were sent to five local firms that were determined to be previously responsive and able to complete the work. Two bids were received from Cummins Engine and West Michigan International. Cummins Engine proved to be the low, responsive and responsible bidder.

Prior to the meeting, Mr. Schweitzer questioned why we are purchasing remanufactured versus new engines. Mr. Clapp stated that new engine manufacturers have begun limiting the number of new engines they are making due to the increased regulations on emission standards. Mr. Johnson added that the average life of an engine is 6 years. At this time, Cummins is the only engine manufacturer. Additionally, we do not have the in-house personnel available to rebuild the engines, therefore it is more financially feasible to outsource it.

Mr. Guy questioned how emission standards vary from year to year. Mr. Johnson stated he will put together a timeline of what the changes were for the past decade, and report this information back to the board. Mr. Guy encouraged the board to remain attentive to air quality, especially since we have children around the buses.

The motion made by Mr. Gilbert to approve the purchase of up to 14 remanufactured bus engines was supported by Mr. Schweitzer. The motion passed unanimously.

5. STAFF REPORTS

a. Financial Report – October and November 2019

Ms. Medina shared an overview on the financial reports for October and November, 2019. She shared there are a few detailed line items in the report that have notable variances that are due to timing issues being compared to a straight line budget. This issue will be addressed with the addition of new reports comparing expenses to a projected budget rather than a straight line budget. The reports will be presented to the Finance Committee to get concurrence in February and to the full Board at the next board meeting.

b. Ridership & Productivity – October and November 2019

1) Fixed Route Report

Mr. Dillivan provided the Fixed Route Report. October 2019 total ridership fell 5.1% compared to October 2018. This was primarily attributed to a decline in GVSU ridership due to a newly-implemented Fall Break in the university's academic calendar. This break accounted for an estimated 22,000 lost rides on the four GVSU routes. Several fixed routes experienced increases compared to the same month the previous year, including Silver Line and Route 19.

Mr. Dillivan shared that November 2019 total ridership declined 5.1% compared to November 2018. Top performing routes for the month were Silver Line, Route 19 – Michigan Crosstown, and Route 1 – Division.

2) Fixed Route FY 2020 Report Card Standards

Mr. Dillivan presented the Report Card Standards. He shared the productivity measurement standards that will be used for fixed-route service. Staff will maintain the same standards as the previous year with the exception of incorporating quarterly adjustments for Fixed Route productivity measures to reflect seasonal ridership trends.

3) Paratransit Route Report

Ms. Madison provided the Paratransit Route Report. The total paratransit ridership is trending lower than the year previous for both October and November. This is in part due to an overwhelming of the system. Currently, Ridelink programs and Network 180 are dropping in ridership. Ridelink is struggling to keep up with the demand as Network 180 ridership is dropping due to a lack of client programs. Most clients are seeking home treatment and assistance in place of community programming. We are however seeing an increase in on-time performance both in

drop-off and pick-up. The Special Services department has continued its efforts to provide customer service by adjusting Ridelink reservations to later in the afternoon which allows for more booked trips. The department has continued its efforts in improvement by participating in extensive customer skill training.

c. Silver Line Schedule Revisions

Mr. Dillivan provided the proposed schedule revisions to the Silver Line. Despite Silver Line being The Rapid's flagship route and most productive service, it struggles significantly with reliability and on-time performance issues. These issues have become even more apparent during the data collection phase of Mobility For All. Consultants' initial findings were providing false positives due to the high level of leapfrogging between buses, particularly during the afternoon peak. For quite some time now and even prior to the start of the COA, Planning staff has been evaluating potential solutions to improve Silver Line's on-time performance. Due to the fixed nature of the route and FTA-required minimum operating hours, revenue-neutral options are limited. The new schedule is slated to take effect in May, 2020.

Mr. Dillivan shared the Planning Department is working with the Communications Department to get the information to the public prior to implementation.

Ms. Coffman asked if there would be correlation between bus lanes and traffic signals as it relates to the current posted traffic signs. Mr. Dillivan shared they have had conversations with the city of Grand Rapids to determine the continued need. Mr. Johnson shared conversations have taken place with Mobility GR regarding this. He also shared there has been discussion about painting the lanes red. The city applied for a waiver so that we can use funding to use more dedicated lanes.

Mr. Schweitzer expressed mid-day ridership is at an all-time high for Silver Line. Provision of service will better match that demand.

Mr. Hoffman asked about the difference in service between fixed rate buses and Silver Line. Mr. Dillivan shared some issues have arisen on Michigan, Monroe, and Ransom, especially with the Spectrum Health employees trying to get into the parking ramp. Mr. Johnson expressed that they are working with the City of Grand Rapids to discuss parking rules around the hospital area, along with researching other possible options. Mr. Guy commended the team for being proactive with these issues and concerns. Mr. Bilardello shared he is very encouraged by this as on-time performance is a big issue and is important to have for reliable service. Mr. Dillivan shared he will continue reporting progress updates to the Board.

d. Planning Project Updates for the Laker Line, COA and TOD

Mr. Monoyios shared a presentation about the Laker Line, COA and TOD. This presentation will be included with the minutes.

6. CEO's REPORT

Mr. Johnson shared that when he began at The Rapid, he found there were barriers with getting shelters installed at various bus stops. As part of his work with APTA's Mid-Size Operations Committee, he discovered that other operations were having similar issues. The combined concerns were escalated to the Federal level, and an exemption is being devised for public transportation to be allowed to have shelters put in. Currently, this issue is now moving on to the DOD for their approval.

Mr. Johnson shared information on his involvement with the APTA Mid-Size Operations Committee. He started off as Secretary, then with leadership changes on the committee, assumed the Vice Chair role. Recently, the Chairperson of the committee stepped down, resulting in Mr. Johnson becoming the Chair of the committee. He shared that he looks forward to working with the committee in the future.

Mr. Johnson provided an update on the COO search. He shared the recruiter is actively searching for candidates, and has submitted a few resumes for consideration. The hope is to have a new COO in place by May, 2020.

Congress is starting to bring out their recommendations for transportation funding. The likelihood of getting a bill confirmed in the next 245 days is slim, however, we are hopeful there will be extensions issued that will keep the funding going. Funding of opportunity for buses and buildings has become available. We are looking to replace some of our buses with this grant money if our application is approved.

7. CHAIR'S REPORT

Mayor Kepley shared that the two previous board members (Mayor Seibold and Mr. Gelderloos) were not involved in a committee. Mayor Kepley shared that there are opportunities to be on a committee, and encouraged the two new members (Mayor Favale and Mayor Maas) to participate. This is also an opportunity for current committee members to change committees. Mayor Kepley distributed the governance document for the board to review. Please communicate all change requests to Mayor Kepley and Ms. Ilbrink.

Mayor Kepley shared that he emailed the board with the CEO goals which were established for Andrew's yearly evaluation. He requested that Board members connect with him directly with any questions or concerns about the document.

8. COMMITTEE REPORTS

No reports this month

9. ADDITIONAL COMMENTS

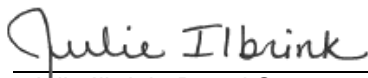
Mr. Baker shared information about participating in a poverty simulation, and inquired if the board members might find it helpful to also participate to help gain a better understanding as to the systemic nature of how poverty ties into transportation. Mr. Baker asked if we were too far into the COA to look into a poverty simulation. Mr. Monoyios agreed that the experiment is a great experience, but was unsure if it would tie into the COA. Mayor Kepley shared that he is interested, and requested that this event be considered for the board members and possibly others within the community.

10. ADJOURNMENT

The meeting was adjourned at 5:19 p.m.

The next meeting is scheduled for March 25, 2020.

Respectfully submitted,


Julie Ilbrink, Board Secretary

Date: March 12, 2020
To: ITP Board
From: Kevin Wisselink, Grants and Capital Planning Manager
Subject: FY 2021 UNIFIED PLANNING WORK PROGRAM

ACTION REQUESTED

Staff is seeking board approval of the FY 2021 Unified Planning Work Program (UPWP).

BACKGROUND

The Unified Planning Work Program (UPWP) is prepared and submitted annually in accordance with federal regulations and describes the major transportation planning activities that will take place in the upcoming fiscal year in the Grand Rapids area. Any transportation related planning projects must be contained in an approved UPWP in order to be eligible for federal and/or state funding. The UPWP is developed jointly by The Rapid staff and the Grand Valley Metropolitan Council (GVMC).

The following federally funded programs are contained in the UPWP:

Federal Transit Administration - Section 5307

The Urbanized Area Formula Apportionment Section 5307 program provides federal financial assistance to transit operators each year to support capital and planning activities. The apportionment provides flexibility allowing the transit operator to determine the amount to be spent on capital and the amount to be spent on planning. Total project costs for Section 5307 planning projects are funded on an 80/20 matching basis (80% federal, 20% state).

Congestion Mitigation and Air Quality - CMAQ

The CMAQ program provides competitive funding for transportation projects that provide air quality improvements. The CMAQ program is primarily a capital program, however CMAQ funds can also be used to support carpooling, vanpooling and other rideshare activities. The CMAQ program is funded at 80% federal and 20% local match for capital projects, and 100% federal match for rideshare activities.

FUNDING

The proposed Unified Planning Work Program (UPWP) totals are \$196,950 in Section 5307, and \$206,207 in CMAQ funds. Attachment A provides a summary of all planning activities. Attachment B provides a brief description of each planning task in the format requested by the

Grand Valley Metropolitan Council. The proposed program, in its current form, will require the state to provide a total contribution match of \$39,390 for Section 5307.

Attachment A

Proposed FY 2021 Unified Planning Work Program Projects

Description	Total Costs
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Section 5307

ADA Compliance	\$66,950
Program Support Administration	\$30,000
Transportation Planning	\$100,000
Total	\$196,950

CMAQ

Ridesharing	\$206,207
Total	\$206,207



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 042920-1

Fiscal Year: 2019-2020

Moved and supported to adopt the following resolution:

Approval of the FY 2021 Unified Planning Work Program (UPWP).

BE IT RESOLVED that the ITP CEO is hereby authorized to approve the FY 2021 Unified Planning Work Program (UPWP).

CERTIFICATE

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

Julie Ilbrink, Board Secretary

Date

Date: April 27, 2020
To: ITP Board
From: Kevin Wisselink, Grants and Capital Planning Manager
Judy DeVries-Eppinga, Senior Procurement Specialist
Subject: ADMINISTRATION OFFICES CONSTRUCTION CONTRACT

ACTION REQUESTED

Staff is seeking board approval to enter into a contract with Dan Vos Construction (DVC) in the amount of \$1,444,198 plus a 10% contingency of \$144,420 for a total project cost not to exceed \$1,588,618 to rehabilitate a portion of the Rapid Central Station (RCS) into administration office space.

BACKGROUND

The second and third floors of RCS will be rehabilitated to accommodate a majority of Rapid administrative staff and will become the primary Administration Offices for The Rapid upon completion. The new space is an open concept environment that includes work spaces, collaborative spaces and conference rooms for administrative functions and significant technological improvements. While improving functionality, it increases efficiency by reducing square footage while using a newer facility.

There are many key advantages incorporated into the design of this project. The open work environment will foster collaboration and transparency among Rapid administrative staff. It enables a more flexible workforce through the use of space, furniture and technological infrastructure. The design provides opportunities to work in multiple locations depending on the functionality needed to accomplish the tasks at hand. Employees can choose to work in individual spaces, collaborative spaces or community areas. Technological connectivity will be available throughout the workspaces and will support on-site or off-site communication. Another key advantage to utilizing the RCS facility is that our administrative staff will be housed in our primary transfer hub where will be immersed in its operation, providing more opportunity to engage and improve our customer experience.

Finally, moving out the Ellsworth facility provides an opportunity to eventually lease space for additional revenue.

PROCUREMENT

Progressive AE prepared a bid packet for this project. The Procurement was planned as an Invitation for Bids (IFB) since the specification was well defined and (2) two or more bidders were willing to compete. Therefore the selection of the successful bidder can be made principally on the basis of price to the low responsive and responsible bidder. The IFB was advertised on the Grand Rapids Builder's Exchange website.

Six (6) bids were received as follows:

D&D Building	\$1,708,000.00
Dan Vos Construction	\$1,411,514.00
JKB Construction	\$1,618,000.00
McGraw Construction	\$1,172,778.00
Paragon Construction	\$1,587,552.65
Triangle Associates	\$1,677,500.00

Although McGraw Construction submitted the low bid, it was non-responsive as they had many exclusions in their submittal.

Staff recommends the contract award goes to DVC as the low responsive, responsible bidder for the amount of \$1,411,514. In addition, The Rapid asked for an Alternate for two additional spaces, including a Mother's Room and stairway finishes, which adds \$32,684 to the project. The result is a not to exceed amount to DVC of \$1,444,198 plus a 10% contingency of 144,420 for a total project cost of 1,588,618. The contingency will provide for unforeseen issues that may arise during the rehabilitation process. DVC is a reputable long-standing firm and has committed to completing all the work identified in the bidding documents covered within their bid.

Work is slated to begin as soon as possible upon Rapid Board approval and in compliance with state law. Project completion is anticipated to be the end of calendar year.

FUNDING

The project is being funded using Federal Transit Administration funds and matching Michigan Department of Transportation funds. There are no local funds involved in this project.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 042920-2

Fiscal Year: 2019-2020

Moved and supported to adopt the following resolution:

Approval to execute an Agreement with Dan Vos Construction (DVC) in the amount of \$1,444,198 plus a 10% contingency of \$144,420 for a total project cost not to exceed \$1,588,618 to rehabilitate a portion of the Rapid Central Station (RCS) into administration office space.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute an Agreement with Dan Vos Construction on behalf of the Interurban Transit Partnership Board to perform the rehabilitation of Rapid Central Station, in accordance with the information presented to the Board of Directors on March 26, 2020.

CERTIFICATE

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

Julie Ilbrink, Board Secretary

Date

Date: April 24, 2020
To: ITP Board
From: Nick Monoyios, Planning Department
Subject: SILVER LINE TRANSIT ORIENTED DEVELOPMENT (TOD) PLANNING STUDY STATUS UPDATE

STUDY PROGRESS

Public Engagement – Phase 1 – February 2020

- Walkability Assessment activity
- Pop-up events at four (4) locations along Division Ave. – 182 public surveys completed
- Phase 1 Public Engagement Summary Report completed

Existing Conditions Report

- A draft Existing Conditions report is being assembled and discussed with each partner jurisdiction and will be available for distribution upon completion

Equity Analysis & Planning Goals

- The consultant team coordinated with each municipality to understand their respective definition and metrics related to equity, accessibility, and infrastructure to support economic development and small business.

STEERING COMMITTEE

On March 3, 2020, the Steering Committee was presented the study area's existing conditions related to mobility, land-use & zoning, housing & real estate, and quality of life measures. This was followed by a break-out session where the Steering Committee members participated in an activity for identifying critical strengths, weaknesses, opportunities, and threats related to the existing conditions. The exercise will act as an incubator for seeding a unified vision for the corridor.



March 3, 2020 – Steering Committee meeting

COVID-19 SHELTER-IN-PLACE PROJECT STATUS

The project team has been reassessing the project approach to ensure that the study outcome is fully calibrated and aligned toward maximizing the socioeconomic impacts of the shelter-in-place shutdown within the corridor. Active evaluations will determine the appropriate course corrections.

The following study approach items have been identified for reassessment:

Public Engagement

- All public engagement has been suspended until further notice – the team is developing alternative methods with appropriate timelines

‘Division United’

- The project team has named this study *Division United* and is currently developing our communications framework around the theme of resilience, recovery, and unity (and omitting the technical TOD terminologies)

Engaging Developers

- Conversations with developers are being scheduled to gather valuable private sector opportunities and insight

Website

- The Communications staff for each partner jurisdiction has been coordinating the development of website architecture, branding, and content framework.

UPCOMING PROJECT TASKS

While we’re trying to ascertain the “new normal” as it relates to optimizing the value of our study’s process, our upcoming Spring 2020 tasks will include:

- Finalizing the Existing Conditions Report while identifying and monitoring the data elements that will, or potentially be, impacted by the shelter-in-place shutdown
- Recalibrate the public outreach strategy and approach
- Develop guiding principles for establishing a unified corridor vision and identify detailed planning goals
- Steering Committee to meet in June/July (revised date TBD) for a Vision Workshop
 - Steering Committee members will be actively engaged in May to gather insight and perspective on the shelter-in-place related impacts to the communities within the study area.
- Examine potential alternative scope orientations and revise project schedule to incorporate the adjustments required for the most effective outcome.

Date: April 27, 2020
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Nick Monoyios – Planning Manager
Subject: COMPREHENSIVE OPERATIONAL ANALYSIS (COA) UPDATE

PROGRESS TO-DATE

Since the Board last convened in late January earlier this year, the COA had been progressing on schedule through the project scope until mid-March when COVID-19 pandemic mitigation efforts began.

In February 2020, Board members participated and provided key input on the three (3) proposed service alternatives during the Present Performance & Service Committee meeting and the Future Planning & Technology Committee meeting.

The first of many public open house meetings was conducted on February 25th at Rapid Central Station. The event gathered comments and feedback from roughly 60 attendees. Additionally, an online survey was created in order to reach a wider audience. As of mid-March, the survey had been completed by 160 individuals.

During this phase, Planning staff and project consultants also conducted a series of stakeholder meetings to present these service alternatives to representatives of the following stakeholder groups:

- Grand Rapids Public Schools
- Godwin Heights and Kelloggsville Public Schools
- Grand Rapids Area Chamber of Commerce
- Municipal representatives from six-city partnership
- Disability Advocates of Kent County
- Kent County Essential Needs Task Force Transportation Subcommittee and Workforce Development Subcommittee

Planning staff and the consultant team have continued weekly calls to stay abreast of the potential impacts to the COA that could recalibrate the remaining process to optimize the eventual recommendation.

NEXT STEPS

Staff and the consultant team will continue to develop a thorough assessment of the COA process and identify the necessary course corrections required to ensure the outcome of the COA incorporates all post-COVID-19 shelter-in-place ridership impacts.

As the future financial implications of The Rapid stemming from the COVID-19 shelter-in-place become clearer in the coming months, staff is anticipating a detailed analysis to determine what level of service will set the baseline for a cost-neutral analysis. The cost-neutral service plan will be based on the future financial status of the agency.

Public open house events which were scheduled to be held in mid to late March in Wyoming, Kentwood, Walker, and Grandville will be rescheduled after shelter-in-place orders are lifted. The project team will aim to create innovative techniques to gather public feedback post-COVID.

While long-term financial and ridership effects on the fixed route system from COVID-19 will become clearer in coming months, staff and the consultant team have concluded most of the project's work to-date remains valid; however, a few elements will require revisiting and further analysis:

- Ridership trends will be re-assessed later this summer and into fall to compare and contrast with findings from the State of the System report, and real-time regional travel data, StreetLight, will be regathered and compared to the pre-COVID-19 shelter-in-place regional travel patterns
- A thorough evaluation of potentially recommended service levels that defines 'cost-neutral'.
- In addition to upcoming public outreach, the project team will re-engage with key project stakeholders partners (e.g., Grand Rapids Area Chamber of Commerce, GRPS, GVSU, The Right Place, etc.) in the future to better understand shifting mobility patterns.

Date: April 24, 2020
To: ITP Board
From: Nick Monoyios – Planning Manager
Subject: LAKER LINE – CONSTRUCTION UPDATE

All CMAR and subcontractors have suspended construction activities as mandated by the shelter-in-place order effective March 24th, 2020

- BRT is 85% complete
- Facility is 68% complete

The CMAR is actively preparing for the subcontractors to return to work after the expiration of the latest Executive Order – resuming Monday, May 18th, 2020

Additional project items:

- Progress on all independently contracted platform components (i.e. real-time arrival signs, ticket vending machines & validators, facility equipment, etc.) are being evaluated to ascertain the COVID-19 impacts to schedule.
- Seven (7) vehicles have been delivered and are stored at the Wealthy Operations Center. Nine (9) remaining vehicles are currently on schedule for production and delivery.

COVID-19 SHELTER-IN-PLACE – CURRENT OVERALL IMPACT

Based on the most recent Executive Order, the CMAR has indicated that construction is scheduled to resume Monday, May 18, 2020.

The CMAR has stated that all construction activities with the exception of the turnaround loop at Prospect Ave. (eastern terminus) can be completed by the originally planned operations start date of August 24, 2020 as long as the shelter-in-place is not extended past May 18, 2020.

The turnaround loop construction is dependent on the completion of the GVSU construction (delayed by the shutdown) at 333 Michigan Street. Operations could commence and operate on detour until the turnaround loop is completed.

Staff will continue to monitor and report schedule implications in the upcoming weeks.

Date: April 29, 2020
To: ITP Board
From: Linda Medina, Finance Manager
Subject: MARCH 31, 2020 OPERATING STATEMENT

Attached are the financial reports through March 31, 2020. The reports include the Combined Operating Statement that has been provided in the past and a new FY 2020 Year To Date (YTD) Operating Statement for the operating budget.

The FY 2020 YTD Operating Statement format is a simplified version of the Combined Operating Statement. The YTD budget, which has been straight-lined in the past, is replaced with a seasonally adjusted budget that provides more accuracy in reporting the variance to budget. This new format provides improved reporting through additional transparency in revenue and expense trends and also improves budgetary controls. The FY 2020 Operating Statement format will be provided going forward.

FY 2020 YTD Operating Statement Analysis

Total revenue is trending slightly under budget. State operating assistance was budgeted at 32%, but the actual is 31% creating a potential decrease of \$475,000 in revenue. The amount of the decrease is dependent on actual expenses. FY 2019 State operating assistance is not currently affected by the CARES Act grant.

Expenses are trending slightly under budget. Insurance, Utilities, and Other expenses in FY 2020 are higher than what was budgeted by approximately 19%. The increase is due mainly to insurance expenses. We anticipate that the overall costs will be higher than budgeted, but will be offset by a reduction in our premium because of the reduction in our operating service due to COVID-19.

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

The Rapid
FY 2020 Operating Statement
Year to Date as of March 31, 2020

	YTD as of March 31		Variance		FY 2019	Note - Annual
	Budget	Actual	\$	%	YTD Actual	FY 2020 Budget
Revenues and Operating Assistance						
Passenger Fares	\$ 3,110,958	\$ 2,911,958	\$ (199,001)	-6.4%	\$ 3,067,339	\$ 6,525,871
Sale of Transportation Services	4,395,259	4,161,132	(234,127)	-5.3%	3,967,677	8,047,228
State Operating	7,843,633	7,635,933	(207,699)	-2.6%	7,639,833	14,978,651
Property Taxes	8,294,492	8,294,492	-	0.0%	8,082,703	16,588,984
Advertising & Miscellaneous	168,077	206,510	38,433	22.9%	270,399	667,549
Total Revenues and Operating Assistance	23,812,419	23,210,025	(602,394)	-2.5%	23,027,950	46,808,283
Expenses						
Salaries and Wages	10,748,326	10,930,524	182,198	1.7%	10,583,929	21,362,189
Benefits	4,380,995	4,369,984	(11,012)	-0.3%	4,224,706	8,764,330
Contractual Services	1,300,871	1,102,926	(197,945)	-15.2%	1,183,638	2,885,077
Materials and Supplies	2,327,525	2,053,648	(273,877)	-11.8%	2,338,176	4,758,075
Utilities, Insurance, and Miscellaneous	1,757,796	2,099,990	342,194	19.5%	1,734,799	3,127,878
Purchased Transportation	3,995,839	3,850,531	(145,308)	-3.6%	3,781,213	7,910,734
Expenses Before Capitalized Operating	24,511,352	24,407,603	(103,749)	-0.4%	23,846,461	48,808,283
Capitalized Operating Expenses	-	-	-	0.0%	-	(2,000,000)
Total Operating Expenses	\$ 24,511,352	\$ 24,407,603	\$ (103,749)	-0.4%	\$ 23,846,461	\$ 46,808,283
Net Surplus/(Deficit)	\$ (698,933)	\$ (1,197,578)	\$ (498,645)		\$ (818,511)	\$ -

**Interurban Transit Partnership
Combined Operating Statement
Month Ended 03/31/20**

Page 1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 50%
Revenue & Operating Assistance						
<u>Passenger Fares</u>						
1. Passenger Fares - Linehaul	5,718,144	5,718,144	318,832	2,535,798	3,182,346	44%
2. Passenger Fares - Paratransit	1,013,095	1,013,095	62,043	471,782	541,313	47%
3. Passenger Fares - Other	22,873	22,873	3,352	19,866	3,007	87%
4. Total Passenger Fares	6,754,112	6,754,112	384,227	3,027,446	3,726,666	45%
<u>Sale Of Transportation Services</u>						
5. CMH Contribution	794,950	794,950	61,969	345,092	449,858	43%
6. Dash Contract	2,637,194	2,637,194	188,621	1,283,894	1,353,300	49%
7. Grand Valley State University	2,710,385	2,710,385	139,326	1,645,950	1,064,435	61%
8. Employment Transportation (Van Pool)	150,000	150,000	8,241	45,129	104,871	30%
9. Township Services	607,990	607,990	50,168	301,005	306,985	50%
10. Route 19	525,014	525,014	32,792	248,366	276,648	47%
11. Other	393,454	393,454	32,253	176,206	217,248	45%
12. Total Sale Of Transportation Services	7,818,987	7,818,987	513,370	4,045,642	3,773,345	52%
<u>Other Revenue & Support</u>						
13. State Operating	14,978,651	14,978,651	1,208,621	7,635,934	7,342,717	51%
14. Property Taxes	16,588,984	16,588,984	1,382,415	8,294,492	8,294,492	50%
15. Advertising	165,000	165,000	0	7,250	157,750	4%
16. Interest & Miscellaneous	502,549	502,549	51,931	199,260	303,289	40%
17. Total Other Revenue & Support	32,235,184	32,235,184	2,642,967	16,136,936	16,098,248	50%
18. TOTAL REVENUE & OPERATING ASSISTANCE	46,808,283	46,808,283	3,540,564	23,210,024	23,598,259	50%
<u>Expenditures Route Service & Demand Response Labor</u>						
19. Administrative Salaries and Wages	5,186,064	5,186,064	417,285	2,575,348	2,610,716	50%
20. Operators Wages	14,092,303	12,811,184	907,904	6,095,635	6,715,549	48%
21. Maintenance Wages	2,083,822	2,020,576	175,807	1,036,159	984,417	51%
22. Overtime Wages	0	1,344,365	208,530	1,223,382	120,983	91%
23. Total Labor	21,362,189	21,362,189	1,709,526	10,930,524	10,431,665	51%
<u>Fringe Benefits</u>						
24. FICA/Medicare Tax	1,634,208	1,634,208	124,407	790,571	843,637	48%
25. Pension	2,361,046	2,361,046	76,208	674,070	1,686,976	29%
26. Group Medical	4,246,500	4,246,500	425,584	2,653,051	1,593,449	62%
27. Unemployment Taxes	60,000	60,000	0	29,650	30,350	49%
28. Worker's Compensation	342,940	342,940	0	177,097	165,843	52%
29. Uniforms	134,876	134,976	4,781	50,165	84,811	37%

**Interurban Transit Partnership
Combined Operating Statement
Month Ended 03/31/20**

Page 2

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 50%
30. Fringe Benefits Distributed to Grants	15,240-	15,240-	698-	4,619-	10,621-	30%
31. Total Fringe Benefits	8,764,330	8,764,430	630,282	4,369,985	4,394,445	50%
<u>Services</u>						
32. Audit, Legal, and Consultant	337,000	325,500	43,509	119,568	205,932	37%
33. Contract Service: Janitor & Bus Cleaning	1,495,459	1,496,075	107,008	568,447	927,628	38%
34. Contract Service: Other	1,052,618	1,067,316	55,757	414,911	652,405	39%
35. Total Services	2,885,077	2,888,891	206,274	1,102,926	1,785,965	38%
<u>Materials & Supplies</u>						
36. Fuel & Lubricants	2,774,173	2,759,173	98,558	1,105,889	1,653,284	40%
37. Tires & Tubes	45,130	50,130	326	27,207	22,923	54%
38. Office Supplies	62,402	65,439	4,564	22,208	43,231	34%
39. Printing	166,825	166,825	100	9,226	157,599	6%
40. Repair Parts	1,602,527	1,627,527	94,845	842,724	784,803	52%
41. Other Supplies	106,918	108,302	5,176	46,393	61,909	43%
42. Total Materials & Supplies	4,757,975	4,777,396	203,569	2,053,647	2,723,749	43%
<u>Utilities</u>						
43. Electronic Communications	110,993	110,993	3,924	183,951	72,958-	166%
44. Gas Heat	180,000	160,000	17,222	79,038	80,962	49%
45. Electric	637,100	637,100	74,193	307,222	329,878	48%
46. Other	64,680	64,680	1,957	20,597	44,083	32%
47. Total Utilities	992,773	972,773	97,296	590,808	381,965	61%
<u>Casualty & Liability</u>						
48. PL & PD Insurance	1,359,000	1,359,000	157,355	1,060,652	298,348	78%
49. Building & Other Insurance	299,908	299,908	13,791	281,427	18,481	94%
50. Total Casualty & Liability	1,658,908	1,658,908	171,146	1,342,079	316,829	81%

**Interurban Transit Partnership
Combined Operating Statement
Month Ended 03/31/20**

Page 3

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 50%
Other						
51. Dues & Subscriptions	102,259	104,113	5,344	51,648	52,465	50%
52. Professional Development	144,313	144,611	20,326	49,489	95,122	34%
53. Marketing & Promotion	40,700	35,413	650	9,265	26,148	26%
54. Community Outreach	40,100	40,000	0	14,076	25,924	35%
55. Office Equipment	7,475	7,475	0	886	6,589	12%
56. Shop Tools	45,200	45,200	1,445	9,118	36,082	20%
57. Miscellaneous	96,250	96,150	974	32,621	63,529	34%
58. Total Other	476,297	472,962	28,739	167,103	305,859	35%
59. Purchased Transportation	6,253,866	6,253,866	489,947	3,095,288	3,158,578	49%
60. Purchase Transp. - CMH	1,169,350	1,169,350	88,351	510,632	658,718	44%
61. Purchase Transp. - Other	318,000	318,000	24,658	152,148	165,852	48%
62. Purchase Transp. - Suburban Paratransit	169,518	169,518	14,380	92,464	77,054	55%
63. Transfer Out - Grant Budget	0	0	0	0	0	100%
64. Operating Expenses - Capitalized	2,000,000-	2,000,000-	0	0	2,000,000-	0%
65. TOTAL OPERATING EXPENDITURES	46,808,283	46,808,283	3,664,168	24,407,604	22,400,679	52%
66. Net Surplus	0	0	123,604-	1,197,580-	1,197,580	100%
	46,808,283	46,808,283	3,540,564	23,210,024	23,598,259	50%



Date: April 23, 2020
To: ITP Board
From: Nick Monoyois – Planning Manager
Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT - DECEMBER 2019

OVERVIEW

Total monthly ridership increased marginally in the month of December 2019 compared to December 2018. Route 19 and DASH experienced the greatest increases year-over-year. Top performing routes for the month include Silver Line, Route 1 – Division, and Route 2 – Kalamazoo.

BACKGROUND INFORMATION

Monthly Ridership

	December 2019	December 2018	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes, incl. 19</i>)	567,012	568,485	↓ 0.3%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	168,521	164,067	↑ 2.7%
Demand-Response (<i>Go!Bus, PASS</i>)	27,538	27,288	↑ 0.9%
Total Monthly Ridership	763,071	759,840	↑ 0.4%

Daily Average Ridership

	December 2019	December 2018	% Change
Weekday Total	31,191	31,983	↓ 2.5%
Weekday Evening	4,211	4,273	↓ 1.5%
Saturday	12,594	12,512	↑ 0.7%
Sunday	6,027	6,067	↓ 0.7%

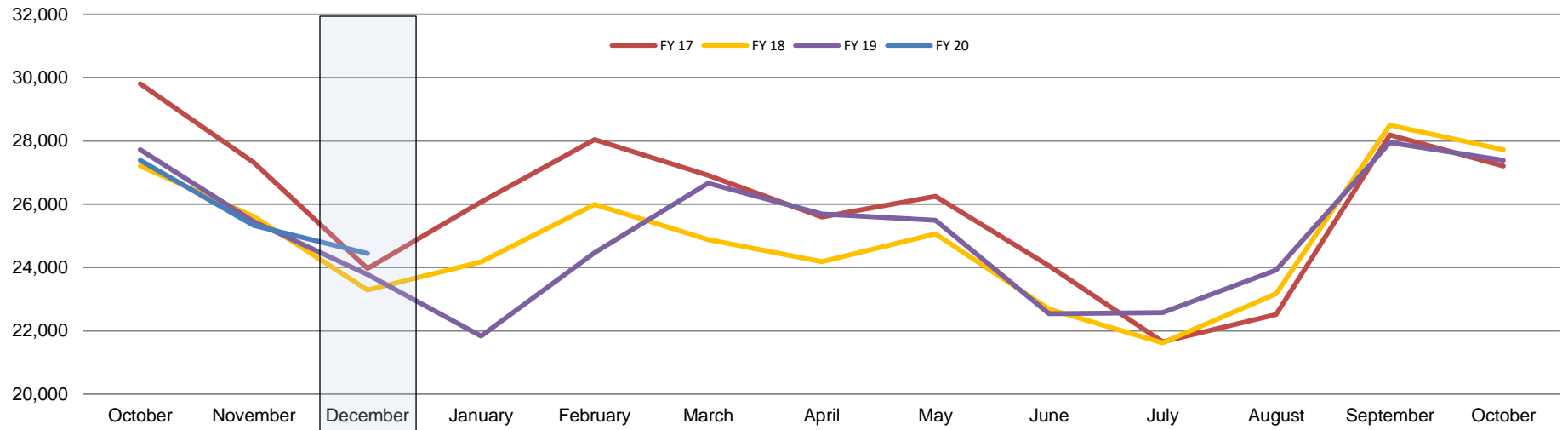
Fiscal Year Ridership

	Fiscal Year 2020	Fiscal Year 2019	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes, incl. 19</i>)	1,872,459	1,899,365	↓ 1.4%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	851,743	928,682	↓ 8.3%
Demand-Response (<i>Go!Bus, PASS</i>)	86,559	88,644	↓ 2.4%
Total Monthly Ridership YTD	2,810,761	2,916,691	↓ 3.6%

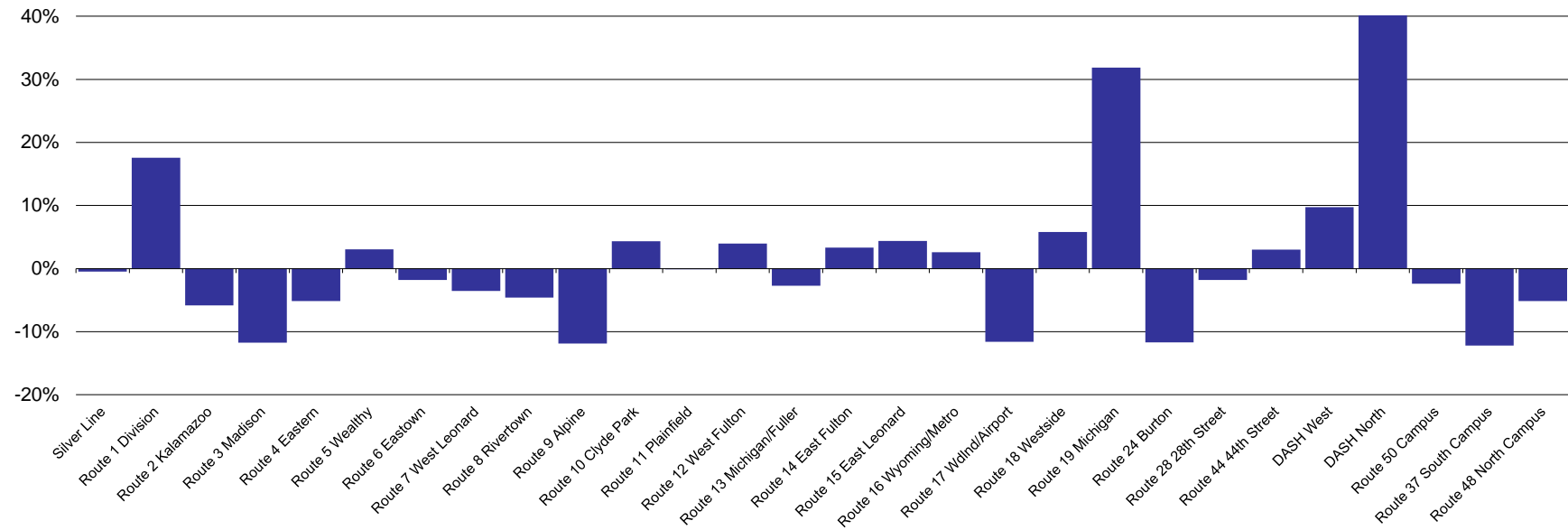
Productivity Summary

	December 2019	December 2018	% Change
Average passengers per hour per route	18.7	19.2	↓ 2.7%
Average passengers per mile per route	1.43	1.56	↓ 8.3%
Average farebox recovery percent per route	19.6%	26.2%	↓ 25.3%
Average daily passengers	18,517	18,482	↑ 0.2%

Monthly Weekday Average Ridership History



Percent Change by Route: December 2019 compared to December 2018





Date: April 23, 2020
To: ITP Board
From: Nick Monoyois – Planning Manager
Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – JANUARY 2020

OVERVIEW

January 2020 ridership vastly exceeded January 2019 in nearly all categories. More favorable weather conditions throughout the month encouraged greater transit use. While a significant proportion of this trend can be attributed to January 2019's "polar vortex," January 2020 outperformed the last three fiscal years by a considerable margin. As a result of this high ridership month, year-to-date (YTD) ridership in FY 2020 has eclipsed FY 2019.

BACKGROUND INFORMATION

Monthly Ridership

	January 2020	January 2019	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes, incl. 19</i>)	626,351	550,097	↑ 13.9%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	330,725	273,047	↑ 21.1%
Demand-Response (<i>Go!Bus, PASS</i>)	29,731	22,213	↑ 33.8%
Total Monthly Ridership	986,807	845,357	↑ 16.7%

Daily Average Ridership

	January 2020	January 2019	% Change
Weekday Total	40,037	33,957	↑ 17.9%
Weekday Evening	5,087	4,416	↑ 15.2%
Saturday	12,588	12,791	↓ 1.6%
Sunday	6,479	6,232	↑ 4.0%

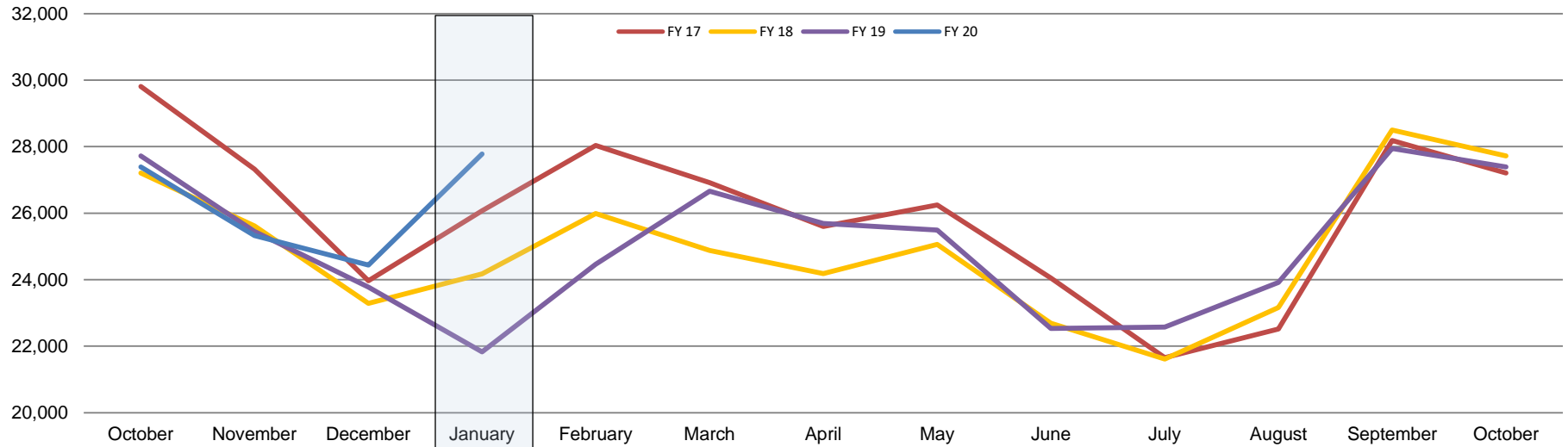
Fiscal Year Ridership

	Fiscal Year 2020	Fiscal Year 2019	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes, incl. 19</i>)	2,498,810	2,449,462	↑ 2.0%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	1,182,468	1,201,729	↓ 1.6%
Demand-Response (<i>Go!Bus, PASS</i>)	116,290	110,857	↑ 4.9%
Total Monthly Ridership YTD	3,797,568	3,762,048	↑ 0.9%

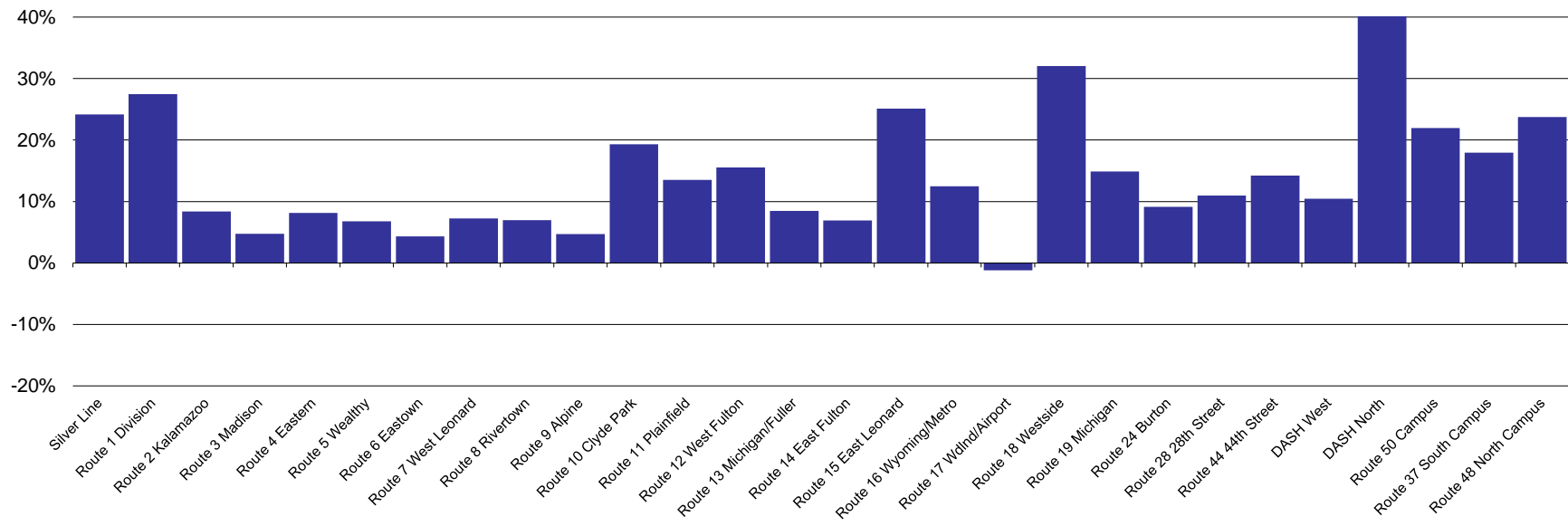
Productivity Summary

	January 2020	January 2019	% Change
Average passengers per hour per route	20.0	17.6	↑ 13.6%
Average passengers per mile per route	1.53	1.43	↑ 7.0%
Average farebox recovery percent per route	19.9%	22.4%	↓ 11.0%
Average daily passengers	20,415	17,987	↑ 13.5%

Monthly Weekday Average Ridership History



Percent Change by Route: January 2020 compared to January 2019





Date: April 23, 2020
To: ITP Board
From: Nick Monoyois – Planning Manager
Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – FEBRUARY 2020

OVERVIEW

Ridership and productivity for a second consecutive month experienced increases. Regular fixed route demonstrated a strong performance as more favorable weather conditions compared to February 2019 helped contribute to higher ridership. The month was particularly strong for Silver Line, Route 1, and Route 28 which all experienced increases of more than 20% from the same month last year (over 30% for Route 28). One of the few blemishes in terms of February 2020's system performance was the continuing decline of ridership on GVSU services.

BACKGROUND INFORMATION

Monthly Ridership

	February 2020	February 2019	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes, incl. 19</i>)	618,961	564,439	↑ 9.7%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	327,051	331,281	↓ 1.3%
Demand-Response (<i>Go!Bus, PASS</i>)	28,305	27,578	↑ 2.6%
Total Monthly Ridership	974,317	923,298	↑ 5.5%

Daily Average Ridership

	February 2020	February 2019	% Change
Weekday Total	42,265	40,865	↑ 3.4%
Weekday Evening	5,508	5,530	↓ 0.4%
Saturday	14,281	13,447	↑ 6.2%
Sunday	7,326	6,160	↑ 18.9%

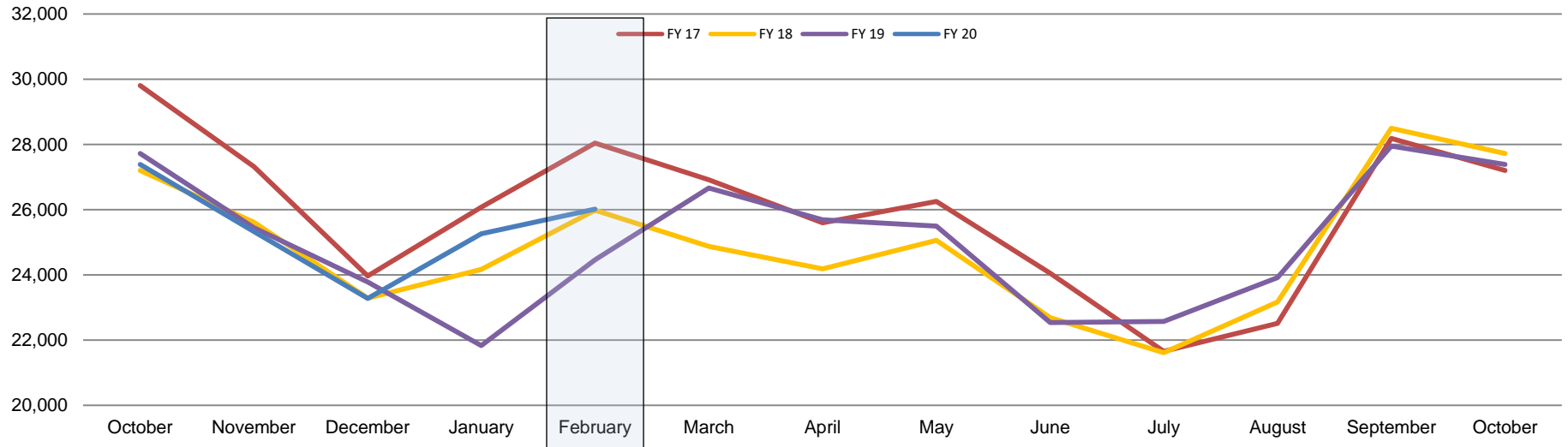
Fiscal Year Ridership

	Fiscal Year 2020	Fiscal Year 2019	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes, incl. 19</i>)	3,117,771	3,013,901	↑ 3.4%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	1,509,519	1,533,010	↓ 1.5%
Demand-Response (<i>Go!Bus, PASS</i>)	144,595	138,435	↑ 4.4%
Total Monthly Ridership YTD	4,771,885	4,685,346	↑ 1.8%

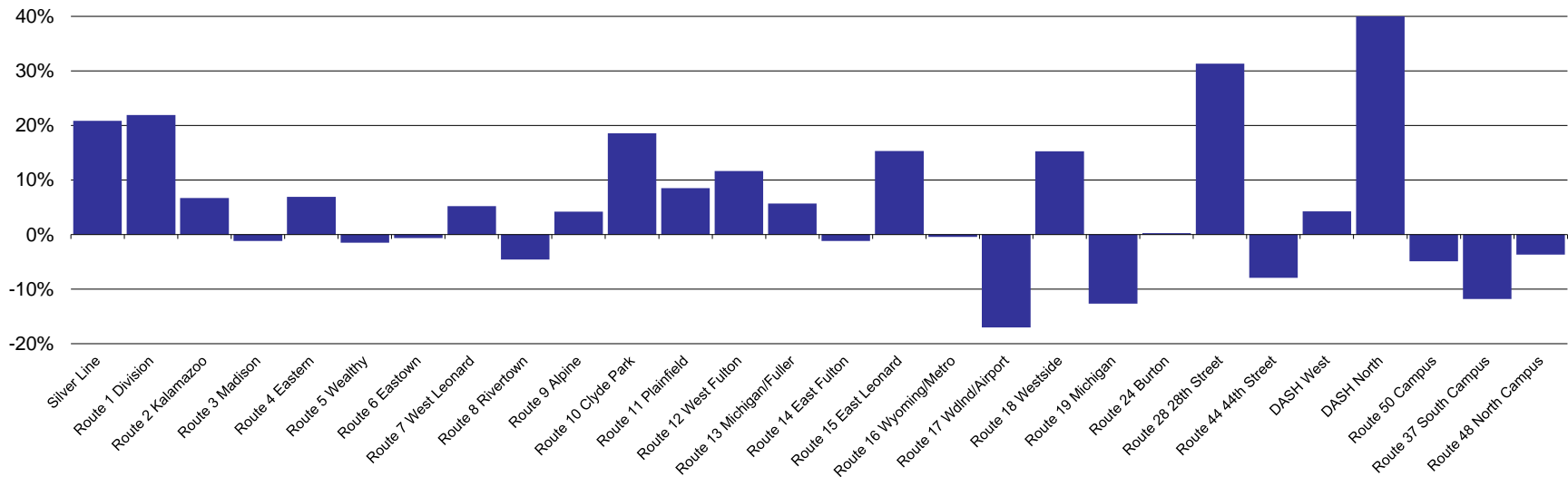
Productivity Summary

	February 2020	February 2019	% Change
Average passengers per hour per route	21.0	19.6	↑ 7.2%
Average passengers per mile per route	1.61	1.59	↑ 0.9%
Average farebox recovery percent per route	20.3%	23.2%	↓ 12.7%
Average daily passengers	21,194	19,663	↑ 7.8%

Monthly Weekday Average Ridership History



Percent Change by Route: February 2020 compared to February 2019





Date: March 15, 2020
To: ITP Board
From: Nick Monoyois – Planning Manager
 Maxwell Dillivan, AICP – Senior Planner
Subject: FY 2020 FIRST QUARTER FIXED ROUTE REPORT CARD

BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2020 First Quarter Fixed Route Report Card (October 2019 through December 2019).

System-wide performance for the quarter was predominantly positive as only the two ridership metrics fell into the yellow category; the remainders were into green categories. Contract ridership decline during the quarter was largely experienced on GVSU routes as a result of a newly-implemented Fall Break.

REGULAR FIXED ROUTE SERVICE PERFORMANCE

(Regular fixed route service includes routes 1 – 19, 24, 28, 44, and Silver Line)

Productivity – Fixed route ridership in this quarter (1,872,459) decreased 1.4% (-26,906) compared to the same quarter of FY 2019. This is below the standard of >0.0% and therefore receives a

Cost Effectiveness – Cost per passenger was \$4.23 in this quarter. This is \$0.37 below the standard of \$4.60 and receives a . In addition, there were 1.54 passengers per revenue mile in this quarter. This is 0.06 above the standard of 1.49 and therefore receives a .

FY 2020 First Quarter Report Card – Regular Fixed Route Service

	<u>1st Quarter Oct-Dec 2019</u>	<u>1st Quarter Oct-Dec 2018</u>	<u>Change</u>	<u>Standard</u>	<u>Difference Standard</u>	
<u>Productivity</u>						
¹ Total Fixed-Route Ridership	1,872.459	1,899,365	-26,906	≥ 0.0%	-1.4%	
<u>Cost Effectiveness</u>						
⁶ Cost per Passenger <i>(fixed route only)</i>	\$4.23	\$4.26	-\$0.03	≤ \$4.60	-\$0.04	
⁷ Passengers per Revenue Mile	1.54	1.67	-0.12	≥ 1.49	0.05	

CONTRACTED SERVICE REPORT

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


FY 2020 First Quarter Report Card – Contracted Service


	<u>1st Quarter Oct-Dec 2019</u>	<u>1st Quarter Oct-Dec 2018</u>	<u>Change</u>	<u>Percent Change</u>
Total Fixed-Route Ridership	844,451	920,281	-75,830	-8.2%
Cost per Passenger	\$2.83	\$2.78	\$0.04	1.6%
Passengers per Revenue Mile	2.31	2.55	-0.24	-9.4%


Note: There are no specific standards attached to Contracted Services


TOTAL SERVICE PERFORMANCE



(Performance for the entire fixed route system (regular fixed route and contracted services), not including Go!Bus and Vanpool)

Productivity – Total ridership in this quarter (2,716,901) decreased 3.6% (-102,736) compared to the same quarter of FY 2019. This is 3.6% below the standard of >0.0% and therefore receives a .







Preventable Accidents – There were 1.20 preventable accidents per 100,000 revenue miles in this quarter. This is 0.30 below the standard of 1.50 preventable accidents per 100,000 revenue miles and therefore receives a .

Customer Service – There were 3.79 complaints per 100,000 passengers in this quarter. This is 0.71 below the standard of 4.50 and receives a . In addition, there were 0.26 commendations per 100,000 passengers. There is no standard for this category.




On-Time Performance – Routes operated on-time 83.8% of the time in this quarter. This is 0.8% above the on-time performance standard of 83.0%. As a result, this category receives a .

Cost Effectiveness – Cost per passenger was \$3.80 in this quarter. This is \$0.17 below the standard of \$3.97 and therefore receives a . In addition, there were 1.72 passengers per revenue mile in this quarter. This is 0.14 above the standard of 1.58 passengers per revenue mile and therefore receives a .

FY 2020 First Quarter Report Card – Contracted and Fixed Route Services

	1st Quarter <u>Oct-Dec 2019</u>	1st Quarter <u>Oct-Dec 2018</u>	<u>Change</u>	<u>Standard</u>	<u>Difference From Standard</u>	
<u>Productivity</u>						
Total Fixed-Route Ridership	2,716,910	2,819,646	-102,736	≥ 0.0%	-3.6%	
<u>Preventable Accidents</u>						
Accidents per 100,000 Revenue Miles	1.20	1.27	-0.06	≥ 1.50	-0.30	
<u>Customer Service</u>						
Complaints per 100,000 Passengers	3.79	4.29	-0.50	≤ 4.50	-0.71	
Commendations per 100,000 Passengers	0.26	0.25	0.01	none	n/a	
<u>On Time Performance</u>						
Percentage of On-Time Buses	83.8%	85.9%	-2.11%	≥ 83.0%	0.8%	
<u>Cost Effectiveness</u>						
Cost per Passenger	\$3.80	\$3.78	\$0.02	≤ \$3.97	-\$0.17	
Passengers per Revenue Mile	1.72	1.88	-0.16	≥ 1.58	0.14	

FY 2020 Report Card Standards

Category	Measurement Standard			
<u>Productivity</u>				
¹ Total Ridership	Trending over past years	> 0.0%	≤ 0.0% and > -5.0%	≤ -5.0%
		> 0.0%	≤ 0.0% and > -5.0%	≤ -5.0%
<u>Safety</u>				
² Preventable Accidents per 100,000 Miles	Trending over past years	≤ 1.50	>1.50 and < 1.75	≥ 1.75
<u>Customer Service</u>				
³ Complaints per 100,000 Passengers	Trending over past years	≤ 4.50	> 4.50 and < 6.00	≥ 6.00
⁴ Commendations per 100,000 Passengers	None	n/a	n/a	n/a
<u>On Time Performance</u>				
⁵ Percentage of On-Time Buses	Fixed standard	≥ 83.0%	< 83.0% and > 80.0%	≤ 80.0%
<u>Cost Effectiveness</u>				
⁶ Cost per Passenger (fixed route only)	Projected fixed-route operating expenses divided by ridership projection; seasonally adjusted	≤ \$4.34	> \$4.34 and < \$4.70	≥ \$4.70
		≤ \$3.97	> \$3.97 and < \$4.33	≥ \$4.33
⁷ Passengers per Mile	Projected ridership/route growth; seasonally adjusted	≥ 1.45	< 1.45 and > 1.27	≤ 1.27
		> 1.58	< 1.58 and > 1.33	< 1.33

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

- ¹ Total passengers carried on The Rapid line haul services (Regular fixed and contracted services excluding GO!Bus and vanpool).
- ² Total number of preventable accidents per 100,000 miles. "Preventable" is defined as any accident involving a company vehicle that results in property damage and/or personal injury in which the employee failed to exercise every reasonable precaution to prevent the accident.
- ³ Registered complaints logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system. Late bus complaints due to the weather conditions are not included.
- ⁴ Registered commendations logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system.
- ⁵ This category is based on Avail GPS data that track all fixed-route buses. "On-time" is defined as departing from zero minutes before to five minutes after scheduled departure time.
- ⁶ Total line-haul operating expenses divided by total passengers carried. Capital expenses are 100% Federally and State funded and therefore are not included in operating expense calculations. Standards adjust quarterly based on averages from the previous 3 years.
- ⁷ The number of passengers carried per revenue mile. "Revenue mileage" does not include miles traveled to/from the beginning/end of a route. Standards adjust quarterly based on averages from the previous 3 years.



DATE: January 10, 2020
TO: ITP Board
FROM: Jason Prescott
SUBJECT: December 2019 PARATRANSIT RIDERSHIP REPORT

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

	2019	2018	% Change
Total Paratransit Ridership	27,537	27,288	.9%
ADA Ridership	21,671	20,860	3.9%
Non-Disabled Senior (NDS) Ridership	99	65	52.3%
PASS Ridership	572	538	6.3%
Network 180	4,295	4,851	-11%
Cascade Township	698	736	-5%

Ridership averages, as compared 2018

	2019	2018	% Change
Weekday Ridership	952	899	5.9%
Saturday Ridership	376	351	7.1%
Sunday Ridership	348	361	-3.6%

Other Performance Measures

	2019	2018	% Change
On-Time Performance	91.49%	93.00%	-1.6%
On-Time Drop-Off	93.28%	92.00%	1.4%
Average Cost Per Trip	\$25.37	\$25.75	-1.5%

December 2019 Paratransit Ridership and Operating Statistics

ADA	2019	2018	Change	% Change
Clients	1,713	1,513	200	13.2%
Passenger Trips	21,671	20,860	811	3.9%

NDS				
Clients	14	12	2	16.7%
Passenger Trips	99	65	34	52.3%

PASS				
Clients	28	30	(2)	-6.7%
Passenger Trips	572	538	34	6.3%

CONTRACTED	(includes KCCA)			
Clients	0	4	(4)	-100.0%
Passenger Trips	0	47	(47)	-100.0%

RIDELINK				
Clients	319	330	(11)	-3.3%
Passenger Trips	900	927	(27)	-2.9%
Phone Calls	3,269	2,593		
Total Trips sched. thru Rapid call center	3,104	5,692		

TOTALS				
Clients	2,074	1,889	185	9.8%
Passenger Trips	23,242	22,437	805	3.6%
Average Weekday Ridership	952	899	53	5.9%
Average Saturday Ridership	376	351	25	7.1%
Average Sunday Ridership	348	361	(13)	-3.6%
All Ambulatory Passengers	15,243	15,276	(33)	-0.2%
All Wheelchair Passengers	7,999	7,161	838	11.7%
No - Shows	663	716	(53)	-7.4%
Cancellations	6,891	6,248	643	10.3%
MV				
Average Cost per Trip	\$25.37	\$25.75	(\$0.38)	-1.5%
Riders per Hour	1.9	1.9	0.0	0.0%
Accidents per 100,000 Miles	2.0	2.0	0	0.0%

Trip Denials	1	6	-5	300.0%
NTD Travel Time (minutes)	30	35	-5	-14.3%

NETWORK 180				
Passenger Trips	4,295	4,851	(556)	-11.5%
Average Weekday Ridership	215	231	(16)	-6.9%

TOTAL PASSENGER TRIPS	27,537	27,288	249	0.9%
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Paratransit Service Quality Statistics: network 180 Excluded

	2019	2018	% of Trips	% Change
Complaints				
MV Complaints	17	9	0.1%	88.9%

On-Time Performance		
On-Time Compliance - Pick-up	91.49%	93.00%
On-Time Compliance - Drop-off	93.28%	92.00%



DATE: February 7, 2020
TO: ITP Board
FROM: Jason Prescott
SUBJECT: January 2020 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for January 2020, as compared to January 2019

	2020	2019	% Change
Total Paratransit Ridership		26,882	
ADA Ridership	22,999	20,492	12%
Non-Disabled Senior (NDS) Ridership	88	82	7%
PASS Ridership	610	606	.6%
Network 180	227	216	5%
Cascade Township	516	724	-28%

Ridership averages, as compared 2019

	2020	2019	% Change
Weekday Ridership	1,187	846	40%
Saturday Ridership	316	347	-8.9%
Sunday Ridership	311	319	-2.5%

Other Performance Measures

	2020	2019	% Change
On-Time Performance	94.57%	93.02%	1.7%
On-Time Drop-Off	95.56%	93.11%	2.6%
Average Cost Per Trip	\$27.39	\$26.69	2.7%

January 2020 Paratransit Ridership and Operating Statistics

ADA	2020	2019	Change	% Change
Clients	1,744	1,543	201	13.0%
Passenger Trips	22,999	20,492	2,507	12.2%

NDS				
Clients	19	16	3	18.8%
Passenger Trips	88	82	6	7.3%

PASS				
Clients	28	36	(8)	-22.2%
Passenger Trips	610	606	4	0.7%

CONTRACTED	(includes KCCA)			
Clients	1	4	(3)	-75.0%
Passenger Trips	1	30	(29)	-96.7%

RIDELINK				
Clients	358	329	29	8.8%
Passenger Trips	1,035	914	121	13.2%
Phone Calls	3,725	4,094		
Total Trips sched. thru Rapid call center	4,069	4,230		

TOTALS				
Clients	2,150	1,928	222	11.5%
Passenger Trips	24,733	22,124	2,609	11.8%
Average Weekday Ridership	1,187	846	341	40.3%
Average Saturday Ridership	316	347	(31)	-8.9%
Average Sunday Ridership	311	319	(8)	-2.5%
All Ambulatory Passengers	16,511	15,286	1,225	8.0%
All Wheelchair Passengers	8,222	6,838	1,384	20.2%
No - Shows	574	629	(55)	-8.7%
Cancellations	6,262	8,880	(2,618)	-29.5%
MV				
Average Cost per Trip	\$27.39	\$26.69	\$0.70	2.6%
Riders per Hour	2.0	1.8	0.2	11.1%
Accidents per 100,000 Miles	1.0	1.1	(0)	-9.1%

Trip Denials	1	2	-1	-50.0%
NTD Travel Time (minutes)	29	32	-3	-9.4%

NETWORK 180				
Passenger Trips	4,993	4,758	235	4.9%
Average Weekday Ridership	227	216	11	5.1%

TOTAL PASSENGER TRIPS	29,726	26,882	2,844	10.6%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2020	2019	% of Trips	2019 % Change
MV Complaints	31	5	0.1%	520.0%

On-Time Performance		
On-Time Compliance - Pick-up	94.57%	93.02%
On-Time Compliance - Drop-off	95.56%	93.11%

DATE: March 4, 2020
TO: ITP Board
FROM: Jason Prescott
SUBJECT: February 2020 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for February 2020, as compared to February 2019

	2020	2019	% Change
Total Paratransit Ridership	28,305	27,578	2.6%
ADA Ridership	22,048	21,321	3.4%
Non-Disabled Senior (NDS) Ridership	99	69	43.5%
PASS Ridership	576	697	-17.4%
Network 180	4,613	4,535	1.7%
Cascade Township	513	739	-31%

Ridership averages, as compared 2019

	2020	2019	% Change
Weekday Ridership	1,036	1,007	2.9%
Saturday Ridership	334	392	-14.8%
Sunday Ridership	327	333	-1.8%

Other Performance Measures

	2020	2019	% Change
On-Time Performance	95.46%	89.84%	6.3%
On-Time Drop-Off	95.75%	90.22%	6.1%
Average Cost Per Trip	\$26.65	\$25.15	6.0%

February 2020 Paratransit Ridership and Operating Statistics

ADA	2020	2019	Change	% Change
Clients	1,703	1,564	139	8.9%
Passenger Trips	22,048	21,321	727	3.4%

NDS				
Clients	14	16	(2)	-12.5%
Passenger Trips	99	69	30	43.5%

PASS				
Clients	26	34	(8)	-23.5%
Passenger Trips	576	697	(121)	-17.4%

CONTRACTED	(includes KCCA)			
Clients	2	2	0	0.0%
Passenger Trips	12	18	(6)	-33.3%

RIDELINK				
Clients	334	334	0	0.0%
Passenger Trips	957	938	19	2.0%
Phone Calls	3,646	3,915		
Total Trips sched. thru Rapid call center	3,943	4,025		

TOTALS				
Clients	2,079	1,950	129	6.6%
Passenger Trips	23,692	23,043	649	2.8%
Average Weekday Ridership	1,036	1,007	29	2.9%
Average Saturday Ridership	334	392	(58)	-14.8%
Average Sunday Ridership	327	333	(6)	-1.8%
All Ambulatory Passengers	15,648	15,940	(292)	-1.8%
All Wheelchair Passengers	8,044	7,103	941	13.2%
No - Shows	653	646	7	1.1%
Cancellations	6,558	6,445	113	1.8%
MV				
Average Cost per Trip	\$26.65	\$25.15	\$1.50	6.0%
Riders per Hour	2.0	1.9	0.1	5.3%
Accidents per 100,000 Miles	1.0	1.6	(1)	-37.5%

Trip Denials	3	7	-4	-57.1%
NTD Travel Time (minutes)	29	30	-1	-3.3%

NETWORK 180				
Passenger Trips	4,613	4,535	78	1.7%
Average Weekday Ridership	231	226	5	2.2%

TOTAL PASSENGER TRIPS	28,305	27,578	727	2.6%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2020	2019	% of Trips	2019 % Change
MV Complaints	11	20	0.0%	-45.0%

On-Time Performance		
On-Time Compliance - Pick-up	95.46%	89.84%
On-Time Compliance - Drop-off	95.75%	90.22%





Date: April 27, 2020
To: ITP Board
From: Jason Prescott
Subject: FY 2020 FIRST QUARTER PARATRANSIT REPORT CARD


BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2020 First Quarter Paratransit Report Card.


Productivity – Paratransit ridership for the quarter (69,508) increased by 5.6% (3,667 passengers) compared to the same quarter of Fiscal Year 2018.


 **Preventable Accidents** – There were 1.5 preventable accidents per 100,000 revenue miles. This is above the maximum acceptable average of one preventable accident per 100,000 revenue miles.

 **Customer Service** – There were 1.10 complaints per 1,000 passengers. This is .2 above the maximum acceptable average of one .9 complaints per 1,000 passengers.


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

 **Passengers per Hour:** Service was provided to 1.9 passengers per hour. This is 0.1 less than the acceptable average.

 **On-Time Performance** – The paratransit vehicles were on-time for 93.66% of the trips. This is 1.34% 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 94.02% of the time which is .98% less often than the acceptable appointment time drop-off standard of 95% of the time.

Cost Per Trip – Cost per paratransit trip is \$25.63 for this quarter, an increase of (\$1.63) compared to the same quarter of 2018.




 **Ratio to Fixed-Route bus** - For every one passenger who boarded a paratransit vehicle, 39 passengers boarded the fixed-route bus system.

A summary of the report card is attached.

FY 2020 First Quarter Report Card

	1st Quarter <u>Oct-Dec 2019</u>	1st Quarter <u>Oct-Dec 2018</u>	Change From <u>Same Quarter</u>	<u>Standard</u>	<u>Difference</u>	
<u>Productivity</u>						
¹ Total Ridership	69,508	65,841	3,667	n/a	5.6%	n/a
Passengers per hour	1.9	1.9	0.0	≥2.0	0.0%	
<u>Preventable Accidents</u>						
² Accidents per 100,000 Miles	1.5	.83	.67	≤ 1.0	80.7%	
<u>Customer Service</u>						
³ Complaints per 1,000 Passengers	1.10	1.10	0.0	≤ 0.9	0%	
⁴ Travel Time	30	29	1	≤ 30	3%	
<u>On Time Performance</u>						
⁵ Percentage of On-Time Trips	93.66%	92.44%	1.22	≥ 95%	1.32%	
⁶ Percentage of On-time Drop-offs	94.02%	91.89%	2.13	≥95%	2.3%	
<u>Cost Effectiveness</u>						
⁷ Cost per Passenger	\$25.63	\$24.00	\$1.63	n/a	6.8%	n/a
⁸ Ratio of Paratransit to Fixed Route Ridership	1:39	1:29	10	≥1:30	2.6%	

FY 2019 Report Card Standards

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

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

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

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

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

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

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


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


Date: April 27, 2020
To: ITP Board
From: Jason Prescott
Subject: FY 2020 SECOND QUARTER PARATRANSIT REPORT CARD


BACKGROUND


In keeping with the commitment of reporting system performance to the community, attached is the FY 2020 Second Quarter Paratransit Report Card.


Productivity – Paratransit ridership for the quarter (60,696) decreased by 11% (7,565 passengers) compared to the same quarter of Fiscal Year 2019.


 **Preventable Accidents** – There was 1 preventable accident per 100,000 revenue miles. This is above the maximum acceptable average of one preventable accident per 100,000 revenue miles.

 **Customer Service** – There was 1 complaint per 1,000 passengers. This is .1 above the maximum acceptable average of one .9 complaints per 1,000 passengers.


 **Travel Time** – Average trip length was 31 minutes. This is 1 more than the maximum acceptable average trip length of 30 minutes.

 **Passengers per Hour:** Service was provided to 2.0 passengers per hour. This is equal to the acceptable average.

 **On-Time Performance** – The paratransit vehicles were on-time for 95.61% of the trips. This is .61% more than the minimum acceptable on-time performance of 95%.








 **On-Time Appointment Drop-Off** – The paratransit vehicles dropped passengers off on time for appointments 96.20% of the time which is 1.2% more often than the acceptable appointment time drop-off standard of 95% of the time.

Cost Per Trip – Cost per paratransit trip is \$26.51 for this quarter, an increase of (\$1.16) compared to the same quarter of 2019.




 **Ratio to Fixed-Route bus** - For every one passenger who boarded a paratransit vehicle, 39 passengers boarded the fixed-route bus system.

A summary of the report card is attached.

FY 2020 Second Quarter Report Card

	2nd Quarter <u>Jan-Mar 2020</u>	2nd Quarter <u>Jan-Mar 2019</u>	Change From <u>Same Quarter</u>	<u>Standard</u>	<u>Difference</u>	
<u>Productivity</u>						
¹ Total Ridership	60,696	68,261	(7,565)	n/a	-11%	n/a
Passengers per hour	2.0	1.8	.2	≥2.0	11%	
<u>Preventable Accidents</u>						
² Accidents per 100,000 Miles	1.0	.98	.02	≤ 1.0	2%	
<u>Customer Service</u>						
³ Complaints per 1,000 Passengers	1	.59	.41	≤ 0.9	41%	
⁴ Travel Time	31	30	1	≤ 30	3.2%	
<u>On Time Performance</u>						
⁵ Percentage of On-Time Trips	95.61%	92.64%	2.97	≥ 95%	3.1%	
⁶ Percentage of On-time Drop-offs	96.20%	92.41%	3.79	≥95%	3.9%	
<u>Cost Effectiveness</u>						
⁷ Cost per Passenger	\$26.51	\$25.35	\$1.16	n/a	4.3%	n/a
⁸ Ratio of Paratransit to Fixed Route Ridership	1:39	1:26	13	≥1:30	33%	

FY 2020 Report Card Standards

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

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

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

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

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

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

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

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

Future Planning & Technology Committee Members*Mayor Rosalynn Bliss**Jack Hoffman
Citizen Members:**Robert Postema
Ryan Anderson**Terry Schweitzer (Chair)
Dave Bulkowski**Paul Troost***FUTURE PLANNING & TECHNOLOGY COMMITTEE MEETING MINUTES****Thursday, February 20, 2020 – 11 a.m.****Rapid Administrative Office, 300 Ellsworth Avenue, SW****ATTENDANCE:****Committee Members Present:**

Dave Bulkowski, Jack Hoffman, Terry Schweitzer, Paul Troost

Committee Members Absent:

Ryan Anderson, Mayor Rosalynn Bliss, Robert Postema

Staff Attendees:

Nancy Groendal, Julie Ilbrink, Andrew Johnson, Bill Kirk, Asher Lockwood, Steve Luther, Linda Medina, Nick Monoyios, Jason Prescott, Dina Reed, Steve Schipper, Mike Wieringa

Other Attendees:

Mr. Schweitzer called the meeting to order at 11:06 a.m.

1. PUBLIC COMMENT

No public comments were made.

2. MINUTES – November 4, 2019 Future Planning & Technology Committee Meeting

Minutes were reviewed and unanimously approved.

3. DISCUSSION**a. Comprehensive Operational Analysis Presentation**

Mr. Dillivan presented the Comprehensive Operational Analysis. The power point presentation will be included with the minutes.

Mr. Schweitzer inquired about the Silver Line going along Ransom Avenue, which seemed like a pinch point previously. He asked if there have been changes made to this route. Mr. Johnson shared that we need to stay with the route at this time. Mr. Dillivan shared the on-street width on Ransom is too narrow for parking and a travel lane; parking would need to be removed in order to make that route more manageable.

Mr. Dillivan showcased the proposed on-demand zone in the Walker area. On the hour, passengers could catch the bus from two locations. These vehicles would be available at specific times, and would be able to pick up at the business entrance, while dropping off at the bus station. This may be done through a call-ahead line or app on their phone. The result is covering more of the business sector.

Mr. Bulkowski asked whether a partnership with Wheels to Work would be beneficial to the overall plan. Group also discussed Route 12, Route 18, and extending line to Meijer on Plainfield. Group asked about renumbering the split tail routes in order to avoid confusion for those going to either Meijer or the Vet's Facility. Team will look into this to make sure services to the Meijer Gardens are not interrupted.

Mr. Schweitzer shared that Route 28 is currently going to the YMCA on Burton Street. The fixed ridership is very low, but the Go!Bus ridership is steady. Cascade Township was okay with the route change as long as the YMCA was serviced by paratransit transportation.

Mr. Bulkowski shared some insight into each of the scenarios and expressed he is excited to see what the public community will say about these proposals. He is looking forward to seeing the eventual fourth scenario developed from the pieces of the first three scenarios.

Mr. Hoffman shared he is concerned about asking to increase the millage at this point, especially as the overall ridership numbers are falling. Mr. Bulkowski stated he understands, but we also need to look at it as transportation opportunities for the coming generation.

Mr. Schweitzer asked the group if they see any red flags with the proposals. Mr. Hoffman shared that while those that are used to taking specific routes that will be eliminated may be unhappy, however, there are many things that will be improved. Mr. Johnson expressed our desire to make the entire program better as we move into the future.

4. **AJOURNMENT**

This meeting was adjourned at 12:19 p.m.

The next meeting is scheduled for June 1, 2020.

Respectfully submitted,


Julie Ilbrink, Board Secretary

Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Steven Gilbert

Andy Guy

PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING MINUTES**Tuesday, February 18, 2020 – 4 p.m.****Rapid Administrative Office, 300 Ellsworth Avenue, SW****ATTENDANCE:****Committee Members Present:**

Charis Austin, David Bilardello, Tracie Coffman, Andy Guy

Committee Members Absent:

Steven Gilbert

Staff Attendees:

Max Dillivan, Julie Ilbrink, Andrew Johnson, Bill Kirk, Asher Lockwood, Linda Medina, Dina Reed, Mike Wieringa, Kevin Wisselink

Other Attendees:

Laura St. Louis (DAKC)

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

1. PUBLIC COMMENT

No public comments were made.

2. MINUTES – November 5, 2019 Present Performance & Service Committee Meeting

Minutes from the November 5, 2019 meeting were reviewed. Mr. Guy requested to clarify that his comment made to Mr. Bilardello's comment: the issue of elderly customers climbing over the snowbanks is not a singular incident, but a repeat occurrence. (Portion is located on Page 2, 2nd paragraph). Mr. Wieringa asked that the record reflect that he was present at the November 5 meeting, however, did not record his name on the sign-in sheet.

The motion made by Ms. Austin was supported by Ms. Coffman to approve the minutes with the noted changes. The motion passed unanimously.

3. DISCUSSION**a. Bus Shelter Update**

Mr. Dillivan shared his team is working with Mobile GR and the bus improvement program. They are currently developing an RFP in order to select a contract vendor. There will be a number of sites around the city that will receive concrete work first followed by shelter installations. Mr. Bilardello expressed he

has seen a few shelters coming online. Mr. Dillivan shared there were 20 shelters that have been installed recently. Those locations were determined in cooperation with the city of GR. Mr. Bilardellos asked if we have received any feedback. Mr. Dillivan shared that he has received comments from the public that the shelters look nice. He also shared there are two styles of shelters which allow more options to fit in shelters where space is tight.

Ms. Coffman asked if we are going for a variance that will allow us to make it easier to put in shelters. Mr. Johnson stated the exemption would allow us to pick and choose where we want the shelters. Those locations do not need to be put into our grant application. It would also allow the project to get done much faster.

Mr. Bilardello asked if adding these shelters has made it more difficult to maintain clear areas in terms of shoveling. Mr. Johnson shared snow removal has been the same as it was before, and the addition of shelters has not changed that.

b. Laker Line Update

Mr. Monoyios shared they had a meeting with the FTA where they went on a tour to look at the facility. They also reviewed the monthly report, the schedule, construction status, vehicle procurement, etc. Mr. Monoyios shared that went very well. We are 75% complete with the project, and about 85% complete with the platforms. There are two platforms remaining to be completed. Due to water main work at one location, that installment is delayed until the spring. In April, there will be lights added for transportation vehicles only at another location to facilitate the ease of traffic flow.

Mr. Monoyios shared that August 24 will be the ribbon cutting ceremony for the Laker Line.

Mr. Monoyios shared that the bus storage facility will be located on Freeman. There are three bays, bus storage and a bus wash specifically built for the articulated vehicles.

Mr. Monoyios shared that we recently received the Michigan Concrete Award for the GVSU concrete design work.

c. On-Time Performance (Reliability) Update

Mr. Monoyios shared they are reviewing how they are monitoring on-time performance with the routes. They are assessing the outcome of the results, and working to ensure the improvement of performance. By monitoring the performance, we are better able to determine reliability and determining whether or not to adjust timing of the runs. The next run cut will take place in May, and will happen again in August. Mr. Monoyios shared that the run cuts are put out three times a year, which serve as the check points where we want the schedules updated and ready to publish. Mr. Dillivan shared that through the COA work, they are able to better determine where the trouble spots are located.

d. Comprehensive Operational Analysis (COA) Presentation

Mr. Dillivan reviewed the Mobility for All Update presentation with the committee. The power point presentation will be attached to the minutes.

Mr. Dillivan shared digital and paper prints of the maps, identifying which routes will be eliminated, and which routes will be added and/or increased in service frequency. Mr. Monoyios shared that with the updated service frequency plan, we would no longer need every single bus to leave Central Station at the same time, which ends up stacking at the exit points. This also means that when a customer arrives at Central Station and needs to transfer to a new route, the longest they would wait is 15 minutes.

Mr. Dillivan shared how Route 9 will change with working within the 15 minute time, and utilizing 30 minute service north of 4 Mile. Every other bus would go up to the Walmart. Conversations are still being had with Alpine Township regarding extending the entire route.

Mr. Dillivan showcased the proposed on-demand zone in the Walker area. On the hour, passengers could catch the bus from two locations. These vehicles would be available as specific times, and would be able to pick up at the business entrance, while dropping off at the bus station. This may be done through a call-ahead line or app on their phone. The result is covering more of the business sector.

Mr. Dillivan shared there would be another option at Oak Industrial Drive and in Kentwood. A transportation hub would be located at Woodland Mall and Kentwood City Hall.

Ms. Coffman asked about the thought process behind providing service to only the first shift people. Mr. Johnson shared that a meeting with city Mayors resulted in a commitment to focus on first shift at this time.

Mr. Dillivan shared that Route 17 would be eliminated, with a van pool hub available to take passengers directly to the airport.

Mr. Johnson shared that the ultimate goal is to partner with all townships for a cost-recovery process. We want to make sure that we are no longer diverting funds that belong with the partnership to other areas.

Mr. Dillivan shared Routes 5 and 6 would be consolidated. Routes 2 and 4 would have 15-minute all day service. Route 1 would be diverted to Madison to cover the eliminated portion of Route 3. Additional service would be added to the Gezon Parkway business area. The hub at the library in Grandville would be moved to Rivertown Mall, in a similar manner as Woodland Mall.

Mr. Dillivan continued with changes proposed in Scenario 2, including a straight line service route on Leonard Street, additional stop at Knapp's Corner, a 15-minute service to Gezon Parkway, and still including the Rivertown Mall hub.

Mr. Dillivan continued with changes proposed in Scenario 3, including increased service on Saturday and Sunday while not stressing the 15-minute service, along with a late-night transit partnership (Uber or Lyft) that would cover 0.25 miles of our stops. Mr. Guy asked for more information about the TNC service. Mr. Dillivan shared that this could be accessed by using the Wave card, however, that is still to be fully vetted.

Mr. Bilardello asked if there was a demand for more service on the weekends in terms of people who are working, or people that are looking for transportation for leisure activities. Mr. Monoyios shared this process is establishing a baseline to help us understand the variables, and what we need to do in the short-term and long-term to meet rider needs.

Mr. Johnson shared these are only potential options based on the data we've received. While there may be ideas that will not vet out, there may also be ideas that are generated through the public input. We want to create a network that will work with the community.

Mr. Guy shared he wanted to commend the team for their hard work on this project. Mr. Guy offered suggestions on how to present this information to the public. Ms. Coffman expressed an idea to present the material in a one-page handout with a table format showing the current route, and the difference in the scenarios to highlight what you get and what you lose in each proposed change. This will allow the public to quickly see the overall project in a glance.

Ms. Coffman asked if Hope Network has been consulted as to our potential route changes to make sure their patient population is being met. Mr. Dillivan shared that conversations have been had, and Hope Network has expressed a commitment to fill in the gaps as necessary.

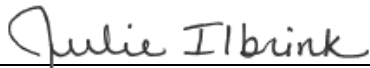
Mr. Monoyios commended his team on their hard work with these projects.

4. AJOURNMENT

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

The next meeting is scheduled for May 19, 2020.

Respectfully submitted,


Julie Ilbrink, Board Secretary