



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

BOARD OF DIRECTORS MEETING

Wednesday, January 27, 2021 – 2 p.m.

Rapid Central Station Conference Room, 250 Grandville SW

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. ELECTION OF OFFICERS	Mayor Kepley	
3. MINUTES REVIEW – December 2, 2020	Board Chairperson	Approval
4. ACTION ITEMS		
a. FY 2021 Fixed Route Report Card Standards Change Proposal	Nick Monoyios	Approval
b. FY 2021 Paratransit Report Card Standards Change Proposal	Jason Prescott	Approval
c. FY 2020 Audit Approval	Linda Medina	Approval
d. Advertising Policy	Brittany Schlacter	Approval
e. ADA Certification Contract	Kevin Wisselink	Approval
f. E-Fare Change and Standards	Kevin Wisselink	Approval
g. Consolidation Fare Policy	Kevin Wisselink	Approval
h. DASH Contract	Nick Monoyios	Approval
i. Chief Executive Officer Employment Agreement	Board Chairperson	Approval
5. INFORMATIONAL ITEMS		
a. Epic MRA Survey Results	Brittany Schlacter	Information
6. STAFF REPORTS		
a. Paratransit Ridership	Jason Prescott	Information
1) Monthly Report – November 2020		
2) Annual Report – FY 2020		
b. Fixed Ridership	Max Dillivan	Information
1) Monthly Report – November 2020		

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

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> c. Finance 1) Operating Statement – November 2020 2) Professional Development and Travel Report – October 2020 3) Grant Statement – November 2020 | Linda Medina | Information |
| 7. CEO’S REPORT | | |
| | Win Irwin | Information |
| 8. CHAIR’S REPORT | | |
| | Board Chairperson | Information |
| 9. COMMITTEE REPORTS | | |
| <ul style="list-style-type: none"> a. Planning & Technology Committee – January 11, 2021 b. Present Performance & Service Committee – January 12, 2021 c. Finance Committee – January 20, 2021 | Terry Schweitzer
David Bilardello
Mayor Kepley | Information
Information
Information |
| 10. CLOSED MEETING
In accordance with MCL 15.268(c), the Board will enter into a closed session. | | |
| 11. ADJOURNMENT | | |

Board Members**Mayor Stephen Kepley, Chair**

Charis Austin
Mayor Katie Favale

Rick Baker
Steven Gilbert
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Jack Hoffman
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Tracie Coffman
Mayor Steve Maas

RAPID BOARD MEETING**Wednesday, December 2, 2020 – 4 p.m.****Virtual Meeting****ATTENDANCE:****Board Members Present:**

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

Board Members Absent:**Staff Attendees:**

Michael Bulthuis, Steve Clapp, Max Dillivan, Peggy Galt, Nancy Groendal, Julie Ilbrink, Win Irwin, Deron Kippen, Bill Kirk, Steve Luther, Linda Medina, Nick Monoyios, James Nguyen, Jason Prescott, Andy Prokopy, Steve Schipper, Brittany Schlacter, Mike Wieringa, Kevin Wisselink

Other Attendees:

Dave Bulkowski, Kendrick Heinlein, Justin Kimura, Devery Krupchak, Laura St. Louis, Chris Swank

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

Due to the virtual nature of the meeting, a quorum of attendees was established and confirmed.

1. PUBLIC COMMENT

No public comments were offered.

2. MINUTES – October 28, 2020 Board of Directors Meeting

Minutes from October 28, 2020 were distributed. Mr. Gilbert motioned for the minutes to be approved. Mr. Guy seconded the motion. Verbal affirmation of approval was recorded.

3. ACTION ITEMS

a. Facility Cleaning and Disinfection Contracts

Mr. Kippen presented a request for the Board to approve a contract with DetailXperts and Boykin Services for cleaning all existing Rapid facilities and bus disinfection. The term for these contracts are for three (3) years with up to seven (7) additional one (1) year options.

Mayor Maas motioned for the item to be approved. Ms. Coffman seconded the motion. A verbal roll call for voting was taken; resolution passed unanimously.

b. FTA Grant Application (FY 2021)

Mr. Wisselink presented a request for the Board to approve the FY 2021 Federal Transit Administration (FTA) grant application in order to allow the CEO or their designee to execute a grant contract on behalf of the Board. Additionally, with Board approval, staff will start the submission process for the FY 2021 grants.

Mr. Guy asked about the CMAC funding. Mr. Wisselink stated this is the first year we have seen a reduction in the CMAC funding, however, we are relatively confident in the lesser amount with some possible adjustments as the process moves along.

Mayor Carey motioned for the item to be approved. Mayor Favale seconded the motion. A verbal roll call for voting was taken; resolution passed unanimously.

c. MDOT Act 51 Grant Application (FY 2022)

Mr. Wisselink presented a request for the Board to approve the FY 2022 Michigan Department of Transportation (MDOT) grant application and to authorize the CEO or their designee to execute a grant contract on behalf of The Rapid. 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 2021 when applying for the federal grant application.

Mr. Gilbert motioned for the item to be approved. Mayor Maas seconded the motion. A verbal roll call for voting was taken; resolution passed unanimously.

d. Specialized Services Grant Application (FY 2022)

Mr. Wisselink presented a request for the Board to approve the FY 2022 Specialized Services operating assistance grant application to MDOT and subsequent execution of a contract with MDOT for third party operating assistance with the four recipient agencies (Kent County Community Action of Kent County, Network 180, Hope Network, and Senior Neighbors).

Mr. Baker motioned for the item to be approved. Mayor Bliss seconded the motion. A verbal roll call for voting was taken; resolution passed unanimously.

e. Public Transit Agency Safety Plan

Mr. Luther presented a request for the Board to approve submission of The Rapid's Public Transit Agency Safety Plan (PTASP) as required by the Federal Transit Administration prior to the December 31, 2020 deadline. Mr. Luther shared this item is a living document, and once approved, other parts and pieces will need to be implemented. It is based on safety management systems and recommendations from the FAA.

Mr. Schweitzer motioned for the item to be approved. Mayor Bliss seconded the motion. A verbal roll call for voting was taken; resolution passed unanimously.

f. RCS Technology for Livestream

Mr. Prokopy presented a request to the Board to approve the replacement of the existing video presentation system, along with the purchase of additional hardware, equipment, professional services, installation and labor to update the technical capabilities of the RCS Conference Room.

Mayor Kepley asked if this new technology would allow for a hybrid meeting so that we can live stream and extend the meeting feed to outside participants. Mr. Prokopy affirmed, and shared that all participants would be able to interact. Additionally, the chair would be able to see all the participants while leading the meeting.

Mr. Bilardello questioned the cost of the project, and asked for clarification based on what was shared during the Future Planning meeting. Mr. Prokopy expressed this new technology and integration with the system would allow more public members to have access to the meetings. Mr. Schweitzer shared the committee had also discussed security measures surrounding the implementation of the upgraded technology.

Mayor Maas motioned for the item to be approved. Mayor Carey seconded the motion. A verbal roll call for voting was taken; resolution passed unanimously.

g. Purchase of new Paratransit Reservation / Scheduling System

Mr. Prescott presented a request to the Board to approve a contract with EcoLane to purchase a new RideLink Reservation and Scheduling System. The current RideLink Reservation / System through Trapeze has met its useful life and is technologically out of date. The Area Agency on Aging of Western Michigan (AAAWM), wants to update RideLink's scheduling software over to EcoLane. Kent County Senior Millage funds need to be used for a service, which is why the Rapid has been asked to purchase the software with the understanding that AAWM will be responsible for all training and funding associated with EcoLane.

Mayor Carey asked who is responsible for the pass-through on the one-year options. Mr. Heinlein stated the Area Agency on Aging would be responsible for the renewal and doing all the leg-work involved with the contract. He does not anticipate The Rapid taking on any additional responsibilities with implementing the contract.

Ms. Austin motioned for the item to be approved. Mayor Bliss seconded the motion. A verbal roll call for voting was taken; resolution passed unanimously.

h. Board of Directors 2021 Meeting Schedule

Mayor Kepley presented a request to the Board to approve the proposed Board of Directors and subcommittee meeting schedule for 2021.

Mr. Baker motioned for the item to be approved. Mr. Guy seconded the motion. A verbal roll call for voting was taken; resolution passed unanimously.

4. INFORMATIONAL ITEMS

a. On-Call Real Estate Property Acquisition Contract

Mr. Wisselink presented information on multiple potential acquisition projects The Rapid will have over the next few years. This includes a site for The Rapid Training Center which would provide a large paved surface for bus training.

Mayor Bliss questioned if the team had looked at partnering with any other entity to collaborate on use of space. Mr. Wisselink replied this has not been done as of yet, but it is something to be considered as the project moves forward. Mayor Kepley suggested partnering with area fire departments who do not have their own training grounds. He is also suggested to include leasing capabilities in the RFP if and when Ellsworth is vacated, the firm could be used to lease the building.

b. COA Update

Mr. Dillivan presented an update on the Comprehensive Operational Analysis (COA) project. He shared staff has resumed the third phase of public outreach which consists of virtual stakeholder sessions, developing printed materials available onboard the buses, and scheduling virtual forums for employers located in the proposed on-demand zones.

c. Fall 2020 Community Attitudes Survey Report

Ms. Schlacter presented a summary of the Fall 2020 Community Attitudes Survey Report. Data from this survey will be used to inform service recommendations, amenity provisions, targeting messaging, marking efforts, and more. A few board members were interested in seeing how these results compared with past survey results and Ms. Schlacter agreed to get that information to the board.

d. Finance Operating Statement (September 2020)

Ms. Medina presented the September 2020 operating statement. Total revenue is under budget by 13%. Total expenses are under budget by 8%.

e. Monthly Professional Development Report (September 2020)

Ms. Medina presented the September 2020 professional development report. The only expense was for the Leadership Training course, but did not involve any travel expenses.

5. STAFF REPORTS – Questions

a. Paratransit Ridership – October 2020

Mr. Prescott shared the Paratransit Ridership reports for October 2020. Total monthly ridership is 46.4% lower than October of 2019.

b. Fixed Ridership – September 2020, Fourth Quarter FY 2020, Annual Report FY 2020

Mr. Dillivan shared the Fixed Ridership reports for September 2020, Fourth Quarter FY 202 and the Annual Report for FY 2020. The total monthly ridership is 62.2% lower than September of 2019.

c. Rideshare Program – October 2020?

Ms. Schlacter shared the Rideshare Report for Fourth Quarter FY 2020. A decrease in ridership was due to the COVID stay-at-home orders. However, the increase in passenger miles is attributed to more healthcare workers returning to vanpools.

6. CEO's REPORT

Mr. Irwin shared he has been working on organizing the content that needs to be shared at each board meeting, plus identifying the tasks for each of the committees. Mr. Irwin expressed he is pleased that President-Elect Biden will be the first transit-friendly president, which is exciting for the future of transit organizations across the country. Mr. Irwin extended his gratitude to the Planning team on their outreach and presentations on the Division United, particularly the session on 'incremental economic development. Mr. Irwin shared he has received information from our lobbyist, however, it is still uncertain if we will be facing a government shutdown sometime next week.

Mayor Kepley added that he has spent time with Mr. Irwin and Ms. Ilbrink to develop ways to bridge the knowledge from person to person in light of leadership transitions. They will be working on binders that can be used by the CEO and the Chairman of the Board to provide foundational information.

7. CHAIR'S REPORT

Mayor Kepley shared there are two candidates that are continuing on in the CEO search process. These candidates will be interviewed in person on Thursday, December 10 with the CEO Search Committee, and then again on Friday, December 11 with the full board. There will be an opportunity for board members to meet 1x1 virtually with the candidates during the afternoon of December 10. The in-person meetings will be a hybrid style which will also include a Zoom link for others to participate. Ms. Ilbrink will send out additional information as the schedule progresses.

8. COMMITTEE REPORTS

a. Planning & Technology Committee – November 16, 2020

The Planning & Technology Committee meeting minutes were distributed and reviewed.

b. Present Performance & Service Committee – November 10, 2020

The Present Performance & Service Committee meeting minutes were distributed and reviewed.


c. Finance Committee – November 4, 2020

The Finance Committee meeting minutes were distributed and reviewed.

8. ADJOURNMENT

The meeting was adjourned at 5:21 p.m. The next meeting is scheduled for January 27, 2021.

Respectfully submitted,


Julie Ilbrink, Board Secretary

Date: January 5, 2021
To: ITP Board
From: Nick Monoyios, Planning Manager
Subject: FY 2021 FIXED ROUTE REPORT CARD STANDARDS

ACTION REQUESTED

Staff is requesting Board approval of the recommended FY 2021 Report Card Standards. This item has been annually presented to the Rapid Board to assess key performance indicators to measure fixed-route service on an annual basis.

Due to the pandemic, staff is recommending an alternative approach for appropriately measuring system performance in FY21.

METHODOLOGY

Ridership – With the pandemic occurring in the 2nd quarter of FY20, and the resulting fluctuations of service levels and ridership, a unique approach was needed to assess ridership standards. Staff recommends omitting using the last three (3) quarters from FY20 and using the data from the last three (3) quarters in FY19 and the first quarter in FY20. Accordingly, the measures for FY21 will be based on the percent difference. Also, due to the variation of this approach, staff recommends incremental changes for each quarter (as illustrated in the table below).

Preventable Accidents – Since preventable accidents have a direct correlation to service levels and general traffic volumes, it is not surprising to see a significant decrease in incidents throughout FY20. Therefore, staff recommends comparing measures based on the previous quarter (as opposed to the same quarter from the previous fiscal year), since the relationship between service levels and traffic volumes can change on a subsequent monthly basis. Staff also recommends incremental variations in the standards for each FY 21 quarter as illustrated in the table below.

Customer Service – Complaints significantly escalated in FY20 due to the pandemic implications of reducing service levels and the general anxiety of passenger attitudes. Staff recommends comparing measures based on the previous quarter (as opposed to the same quarter from the previous fiscal year), since the lowered service levels and attitudes can fluctuate on a monthly basis as the pandemic conditions evolve. These recommended measures are identified on the table below.

Additionally, staff recommends continuing to monitor commendations but providing no standard.

On Time Performance – Throughout the last three (3) quarters of FY20, on-time performance showed significant improvement. This is in part due to the lowered traffic volumes, but also to staff's more detailed evaluation of ascertaining any operational cause of any on-time performance.

Consequently, staff recommends to increase the on-time performance standard consistent for all quarters in FY21, regardless of any anticipation of increased traffic volumes.

Cost Effectiveness – Cost effectiveness is measured through Cost per Passenger and Passengers per Mile. The loss of ridership in FY20 resulted in a significant increase in cost per passenger with a corresponding decrease of passengers per mile. Both of these measures are separated between fixed route and contracted service. Staff recommends establishing unique quarterly measures by omitting any comparison to the last three (3) quarters from FY20 and using the data from the last three (3) quarters in FY19 and the first quarter in FY20. The measures are identified in the table below.

Service Revenue – While farebox recovery measures have always been included monthly productivity report, they have never been included as a Report Card measure. Staff recommends the inclusion of measuring service revenue as a standard for FY21, and using this fiscal year to establish a baseline dataset and report the findings annually. Staff will use this data to recommend a standard for the FY21 Report Card.

PROPOSED FY2021 REPORT CARD STANDARDS

		FY2019					FY2020				
		Annual	1st	2nd	3rd	4th	Annual	1st	2nd	3rd	4th
Productivity											
Ridership ¹	< -5%						< -5%				
	-5% < 0%						-5% < 0%				
	> 0%						> 0%				
		% change compared to previous fiscal same quarter					% change compared to previous fiscal same quarter				

Preventable Accidents											
Preventable Accidents (per 100k miles) ²	> 1.75 1.75 > 1.5 < 1.5	1.27	1.7	1.74	1.43	> 1.75 1.75 > 1.5 < 1.5	1.2	1.3	0.71	0.59	
	Actual value - not percentage change					Actual value - not percentage change					

Customer Service											
Complaints (per 100k passengers) ³	> 6.0 6.0 > 4.5 < 4.5	4.29	4.9	4.22	5.06	> 6.0 6.0 > 4.5 < 4.5	3.79	4.63	17.25	20.9	
	N/A	0.25	0.72	0.71	0.41	N/A	0.26	0.58	0.59	0.34	
Commendations (per 100k passengers) ⁴		Actual value - not percentage change					Actual value - not percentage change				

On-Time Performance										
On-Time Performance ⁵	< 80% 80% < 83% > 83%	85.90%	84.30%	83.90%	81.80%	< 80% 80% < 83% > 83%	83.80%	88.70%	90.00%	93.20%

Cost Effectiveness										
Cost Per Passenger (Fixed Route) ⁶	> \$4.31 \$4.31 > \$3.95 < \$3.95	\$4.26	\$3.66	\$4.52	\$3.99	> \$4.70 \$4.70 > \$4.34 < \$4.34	\$4.23	\$4.15	\$17.13	\$8.41
Cost Per Passenger (Contracted) ⁶	> \$3.90 \$3.90 > \$3.56 < \$3.56	\$2.78	\$2.32	\$4.12	\$2.73	> \$4.33 \$4.33 > \$3.97 < \$3.97	\$2.83	\$2.76	\$32.62	\$5.69
Passengers Per Mile (Fixed Route) ⁷	< 1.47 1.47 > 1.65 > 1.65	1.67	1.58	1.6	1.59	< 1.27 1.27 > 1.45 > 1.45	1.54	1.47	0.76	0.69
Passengers Per Mile (Contracted) ⁷	< 1.63 1.63 > 1.83 > 1.83	2.55	2.48	1.76	2.33	< 1.33 1.33 > 1.58 > 1.58	2.31	2.21	0.4	1.03

Service Revenue (percent of total expenses)	FY11	FY12	FY13	FY14	FY15	FY16	FY17	FY18	FY19	FY20
Farebox Recovery	\$5,033,260	\$5,551,609	\$5,894,031	\$6,072,262	\$6,036,374	\$6,590,935	\$6,145,373	\$5,936,723	\$5,426,329	\$3,232,092
Contracts	\$3,673,543	\$3,709,226	\$4,096,150	\$4,399,638	\$4,147,325	\$4,430,449	\$5,174,779	\$4,838,558	\$6,045,843	\$5,302,946
Total Service Revenue	\$8,706,803	\$9,260,835	\$9,990,181	\$10,471,900	\$10,183,699	\$11,021,384	\$11,320,152	\$10,775,281	\$11,472,172	\$8,535,038

FY2021				
Annual	1st	2nd	3rd	4th
	of 1st FY20	of 2nd FY19	of 3rd FY19	of 4th FY19
< 46.25% 46.25 > 65% > 65%	< 30% 30% < 50% > 50%	< 30% 30% < 50% > 50%	< 50% 50% < 75% > 75%	< 75% 75% < 85% > 85%

> 1.18 1.18 > 0.82 < 0.82	> 1.0 1.0 > 0.5 0.5 > 0	> 1.0 1.0 > 0.5 0.5 > 0	> 1.25 1.25 > 1.00 1.00 > 0	> 1.5 1.5 > 1.25 1.25 > 1
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> 13.25 13.25 > 7.75 7.75 > 0	> 20 20 > 10 10 > 0	> 15 15 > 8 8 > 0	> 10 10 > 7 7 > 0	> 8 8 > 6 6 > 0
	Track and report - no target	Track and report - no target	Track and report - no target	Track and report - no target

> 85% 85% > 90% > 90%	> 85% 85% > 90% > 90%	> 85% 85% > 90% > 90%	> 85% 85% > 90% > 90%	> 85% 85% > 90% > 90%
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	from 4th FY20	from 2nd FY19	from 3rd FY19	from 4th FY19
> \$8.10 \$8.10 > \$6.84 < \$6.84	> \$9.25 \$9.25 > \$8.41 < \$8.41	> \$8.46 \$8.46 > \$7.69 < \$7.69	> \$6.96 \$6.96 > \$6.33 < \$6.33	> \$5.42 \$5.42 > \$4.93 < \$4.93
> \$5.42 \$5.42 > \$4.93 < \$4.93	> \$6.26 \$6.26 > \$5.69 < \$5.69	> \$5.36 \$5.36 > \$4.87 < \$4.87	> \$6.34 \$6.34 > \$5.77 < \$5.77	> \$3.71 \$3.71 > \$3.37 < \$3.37
< 0.91 0.91 > 1.01 > 1.01	< 0.62 0.62 > 0.69 > 0.68	< 0.71 0.71 > 0.79 > 0.79	< 1.08 1.08 > 1.20 > 1.2	< 1.22 1.22 > 1.35 > 1.35
< 1.26 1.26 > 1.39 > 1.39	< 0.93 0.93 > 1.03 > 1.03	< 1.12 1.12 > 1.24 > 1.24	< 1.19 1.19 > 1.32 > 1.32	< 1.78 1.78 > 1.98 > 1.98

% of total expenses	No target, just tracking	No target, just tracking	No target, just tracking	No target, just tracking
% of total expenses	No target, just tracking	No target, just tracking	No target, just tracking	No target, just tracking
Total \$	Only to report annual measures			

- 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.
- ⁷ The number of passengers carried per revenue mile. "Revenue mileage" does not include miles traveled to/from the beginning/end of a route.

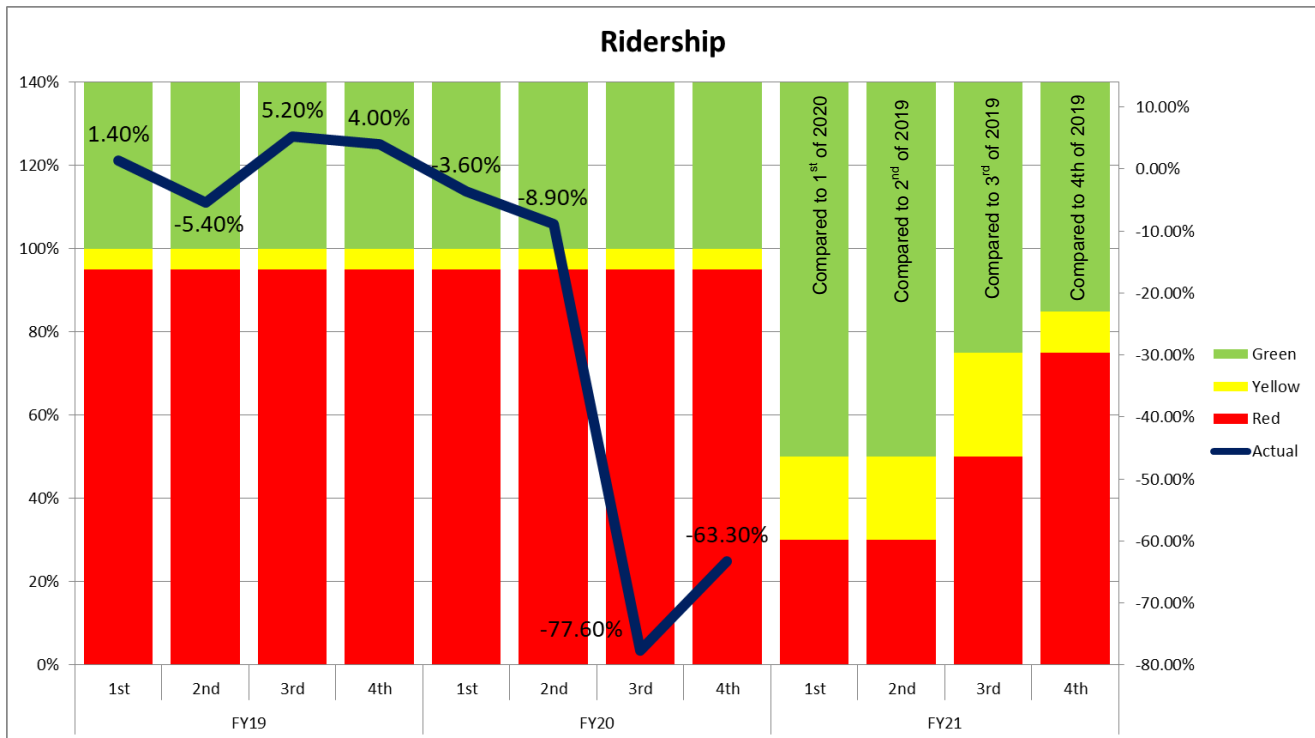


Figure 1 – Ridership increase as compared from same quarter of previous fiscal year

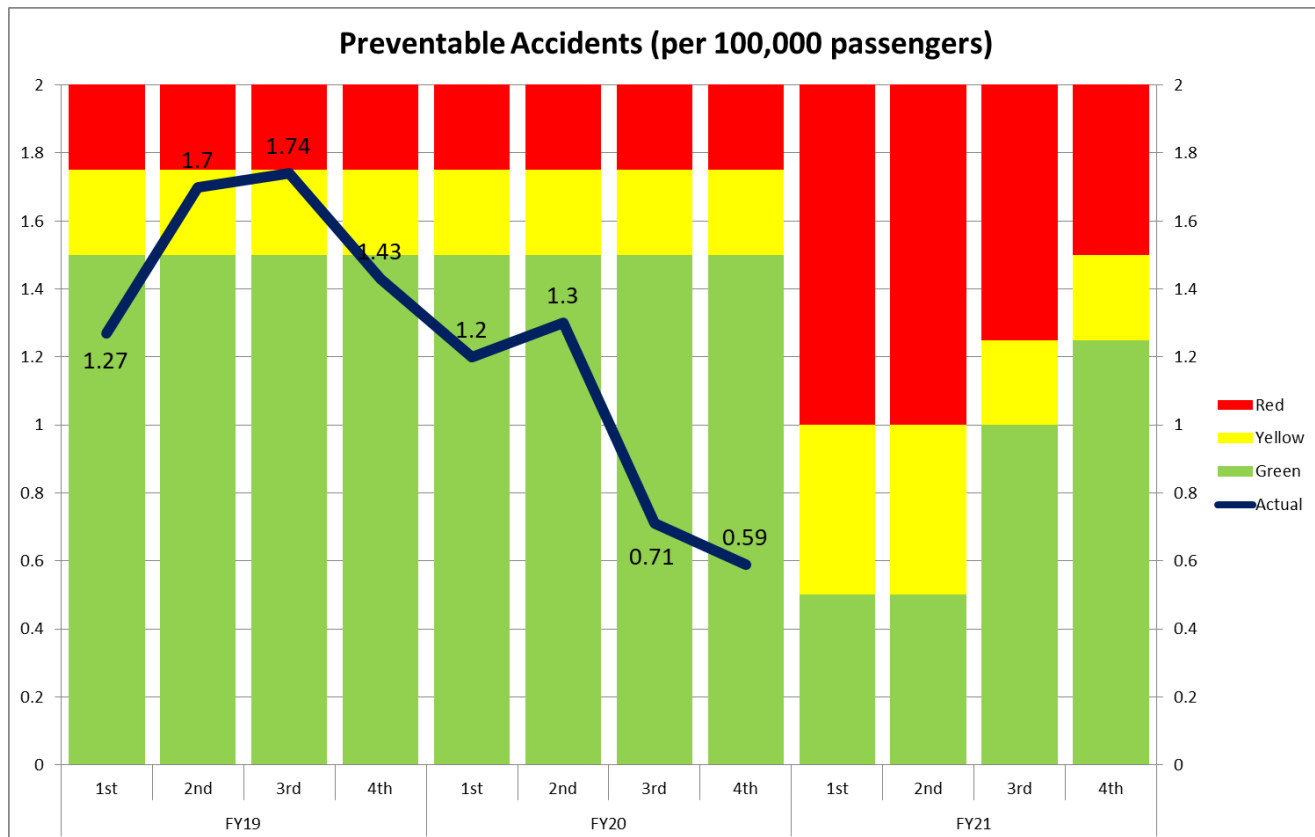


Figure 2– Preventable accidents as compared to same quarter of previous fiscal year – each quarter of FY2021 will be measured against the previously adjacent quarter

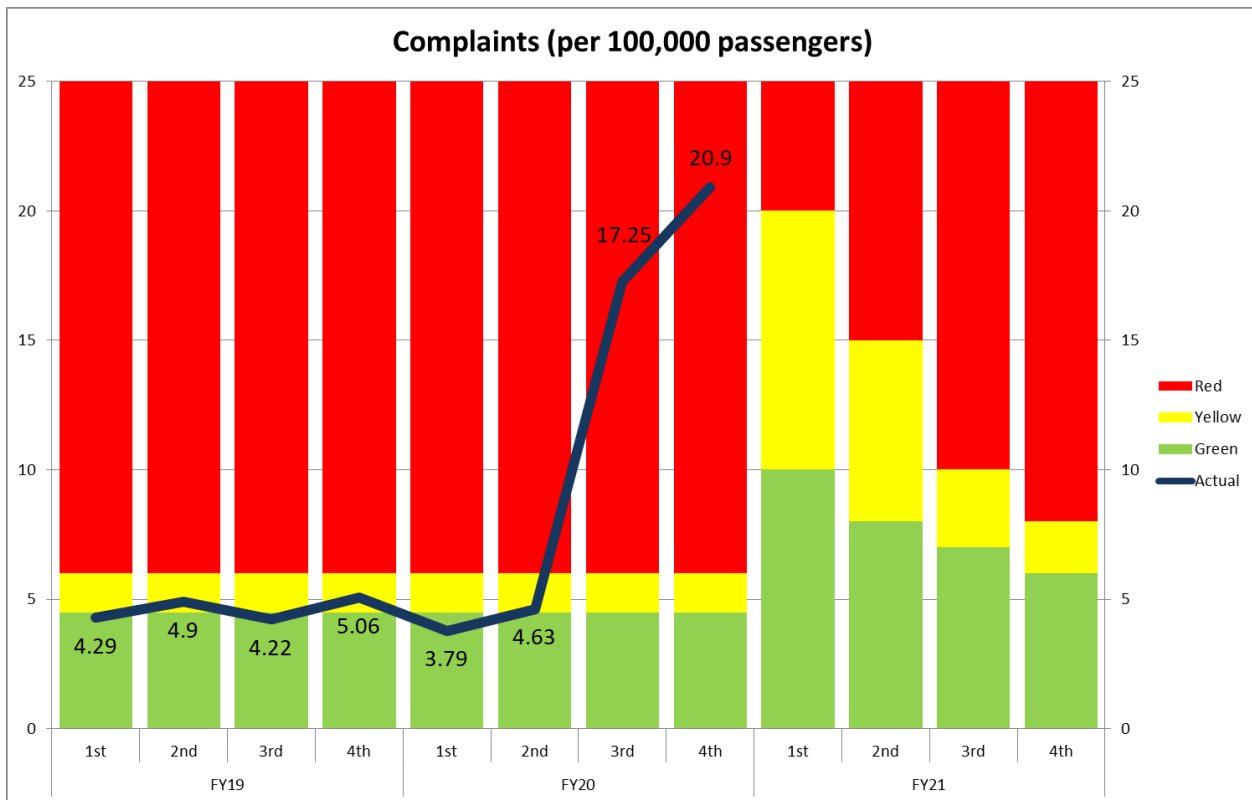


Figure 3– Complaints as compared to same quarter of previous fiscal year – each quarter of FY2021 will be measured against the previously adjacent quarter

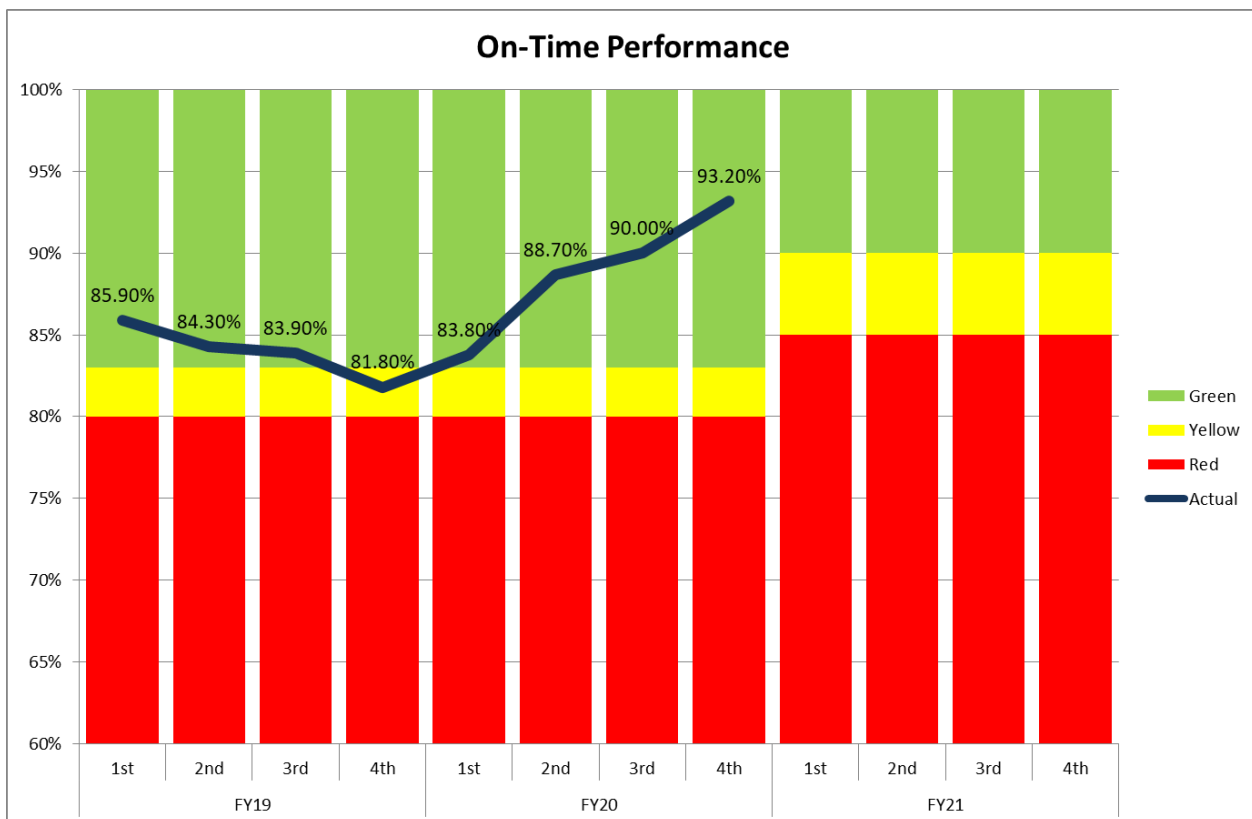


Figure 4– On-Time Performance as compared to same quarter of previous fiscal year – each quarter of FY2021 will be measured against the previously adjacent quarter

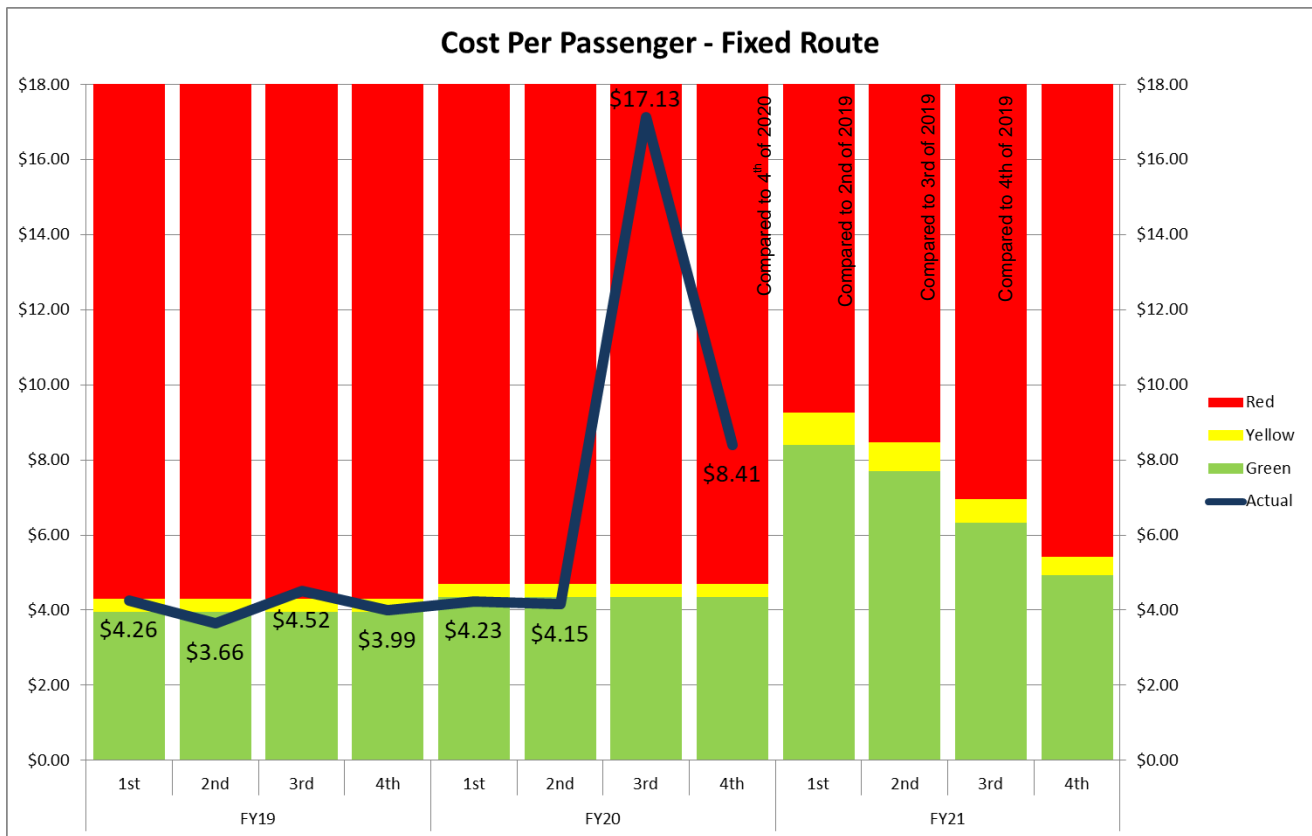


Figure 5– Cost per passenger of fixed route service as compared to same quarter of previous fiscal year

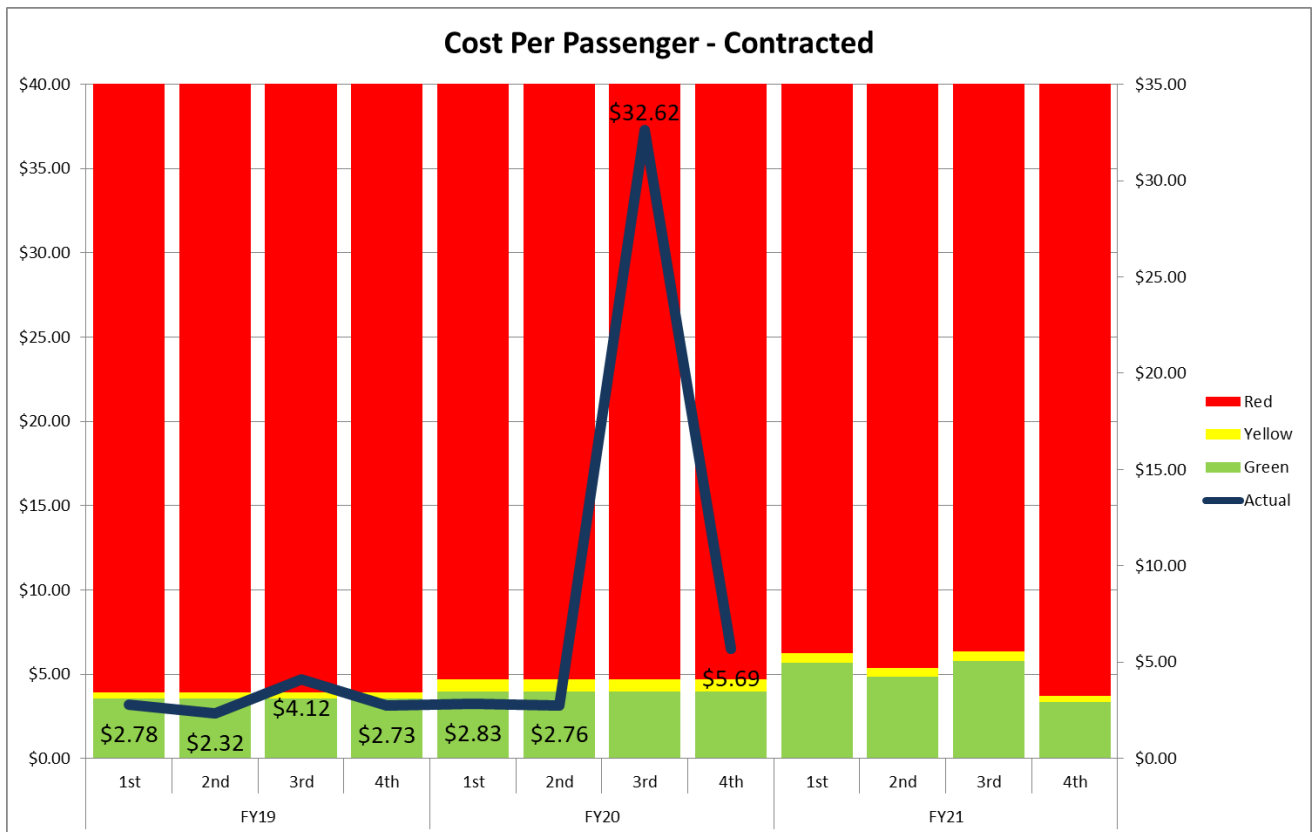


Figure 6– Cost per passenger of contracted service as compared to same quarter of previous fiscal year

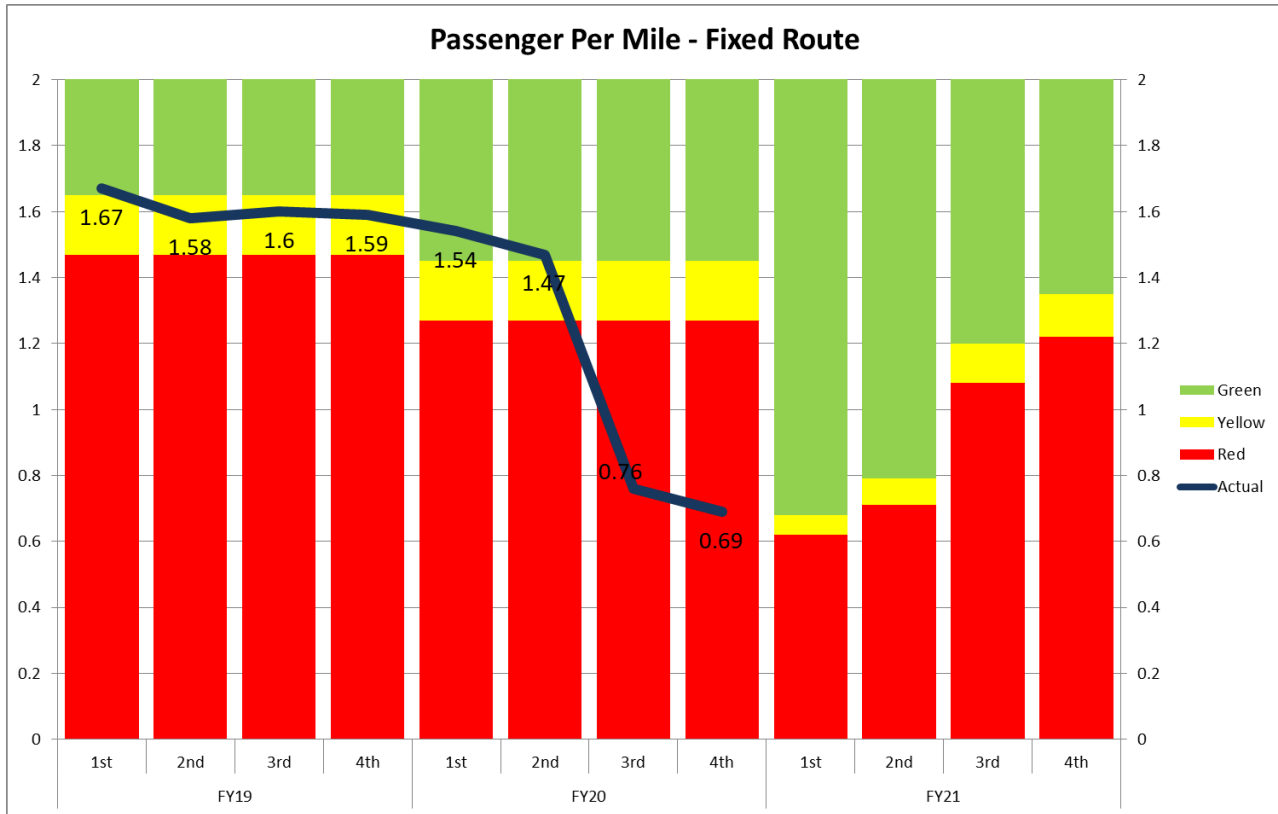


Figure 7– Passengers per mile for fixed route service as compared to same quarter of previous fiscal year

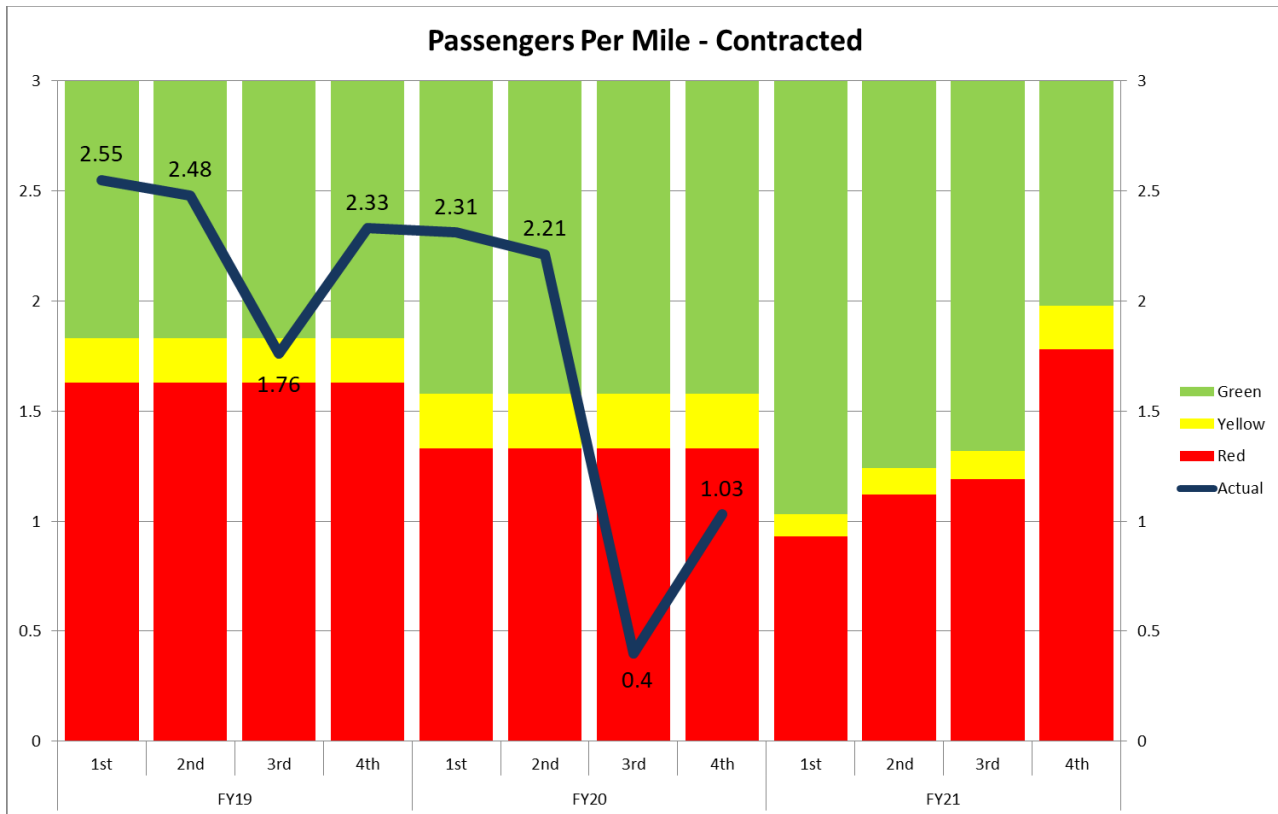


Figure 8– Passengers per mile for contracted service as compared to same quarter of previous fiscal year

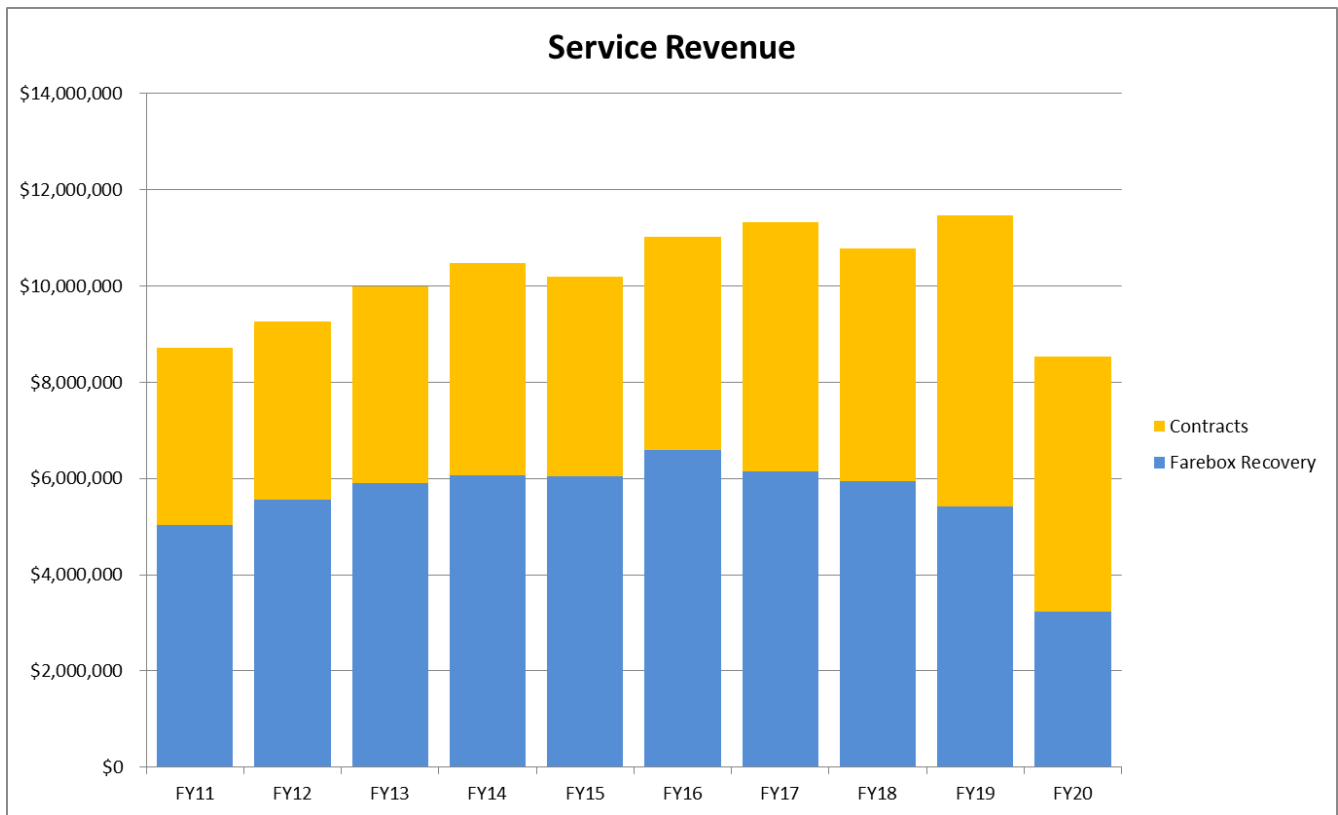


Figure 9– Revenue retrieved from service from FY11 – FY20



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 20210127-1

Fiscal Year: 2020-2021

Moved and supported to adopt the following resolution:

Approval to approve and utilize the proposed FY 2021 Fixed Route Report Card Standards.

BE IT RESOLVED that the ITP Board hereby adopts the FY2021 Fixed Route Report Card Standards, in accordance with the information presented to the ITP Board on January 27, 2021.

CERTIFICATE

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

Julie Ilbrink, Board Secretary

Date

Date: November 25, 2020
To: ITP Board
From: Jason Prescott, Manager of Special Services
Subject: FY 2021 PARATRANSIT REPORT CARD STANDARDS CHANGE PROPOSAL

ACTION REQUESTED

Approval of the FY 2021 Report Card Standards is requested.

BACKGROUND

Since FY 2004, staff has provided quarterly report cards, keeping the commitment of reporting system performance to the community. These report cards measure paratransit productivity against a predetermined standard. Each fiscal year, these standards are reviewed and updated as needed, based on an analysis of previous years and the expectations of the current year.

Listed below is the rationale used to evaluate and recommend paratransit performance standards for FY2021.

PERFORMANCE MEASUREMENT

Total Ridership – 190,526 paratransit rides were provided in FY 2020. Users of the paratransit special services are pre-qualified based on their functional ability to use the fixed route bus or by age or by some other contractual guidelines. Many factors go into the increase or decrease in ridership. One example is the effort to promote fixed-route service for individuals who are paratransit eligible yet able to take fixed-route for at least some trips. Shifting trips that *can* be made on fixed-route *to* fixed-route is a goal that may affect total paratransit ridership. This shift has a positive impact on the passengers yet has the potential to decrease the number of paratransit trips. Trips that are provided by The Rapid under contract are subject to change as contracting entities' needs, much as we have seen in recent years with Network 180. **No change is proposed for the current system.**

Passengers Per Hour – The average passenger trip per hour has averaged 2.0 over the last eight years, and is the current standard. **No change is proposed.**

Travel Time – The average trip length has fluctuated between 29 and 30 minutes over the last five years, with occasional months where it has averaged 31 minutes. The current standard is 30 minutes. With the existing scheduling software, combined with the technology in each vehicle, **no change to the current standard is recommended.**

Preventable Accidents - The current standard is 1.0 preventable accident per 100,000 revenue miles. There was an average of .9 preventable accidents in FY 2020. Rather than proposing a change, we will continue working with our contracted provider to reduce the rate of preventable accidents. **No change to the current standard is proposed.**

Customer Service – There have been fewer than 0.9 complaints per 1,000 passengers over the last two years, which is below the current standard of 1.0 complaint per 1,000 passengers. While passenger complaints help improve the overall service delivery, it is proposed that the **current standard maintain 1.0 to 0.9 complaints per 1,000 passengers.**

On-Time Performance – The current on-time performance standard is 95.0%. On-time performance continues to be one of the most important facets of customer satisfaction with paratransit service and one of the standards that the Federal Transit Administration (FTA) monitor in its triennial review for ADA trips. On-time performance is determined by a pick-up window of 10 minutes before the scheduled pick-up time through 15 minutes after that time. Since drivers have to wait until at least the scheduled pick-up time before leaving, this performance report is based on trips that are beyond the 15 minute pick-up window. Actual on-time performance was consistently maintained at or above 95% until FY2018, when it dipped to 94.23%. **Based on our history and our continued emphasis on providing great customer service, no change is recommended for this standard.**

On-Time Appointment Drop-Off Standard – In the 2016 Triennial review, the FTA determined that we needed to have a standard for getting passengers who have appointment times to their appointments on-time. The FTA considers this a capacity constraint if the client does not get to their appointments on time (a requirement for ADA trips only). The performance standard has been set at 95%; while we were just under the bar at 94.01% in FY2019, the average increased to 96.46% in FY2020. **Again, based on our expectation of providing great customer service, no change is recommended for the standard.**

Cost-Effectiveness – The cost per passenger has average \$24.67 each of the last two years. The current contract rate is \$51.77 per hour. Based on the expected average due to COVID-19 cost is expected to be closer to \$29.00 per passenger. While the cost per passenger is noted each month there has not been an established standard for cost, and **no change is proposed for the current system.**

Ratio of Paratransit to Fixed-Route – The average ratio of paratransit passengers to fixed-route passengers has generally ranged from 1:30 upwards to 1:32. While it declined to 1:26 in FY 2019 **no change to the current standard is proposed**, as early indications suggest that it could return to historical norms.

A summary of the FY2020 annual performance is attached for review.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 20210127-2

Fiscal Year: 2020-2021

Moved and supported to adopt the following resolution:

Approval to implement the FY 2021 Paratransit Report Card Standards.

BE IT RESOLVED that the ITP Board hereby approves the FY 2021 Paratransit Report Card Standards, in accordance with information presented to the ITP Board on January 27, 2021.

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: January 21, 2021
To: ITP Board
From: Linda Medina, Finance Manager
Subject: FINANCIAL STATEMENTS AND SINGLE AUDIT REPORTS
YEARS ENDED SEPTEMBER 30, 2020 AND 2019

OVERVIEW

Attached for your review are the Financial Statements and Single Audit Reports for fiscal years ended September 30, 2020 and 2019.

BACKGROUND

The FY 2020 audit was completed by BDO USA in accordance with standards contained in Government Auditing Standards. The necessary financial statements along with any required supplemental information per State and Federal regulations are presented in the Financial Statements and Single Audit Reports.

The financial statements are prepared in conformity with generally accepted accounting principles (GAAP) on an accrual basis. Revenues are recognized in the period in which they are earned and expenses are recognized in the period they incurred.

BDO USA expected to issue an unmodified opinion on the report. This opinion confirms that the financial statements are fairly and appropriately presented and in compliance with GAAP. Below are the highlights for FY 2020:

- Total revenues increased from FY 2019 to FY 2020 by 16%. Fare revenue decreased by 36% due to reduction in service levels, but non-operating revenue increased by 53% mainly because of the execution of the CARES Act grant.
- Services increased by 23.7% from FY 2019 to FY 2020 as additional safety protocols were put into place to ensure the safety of our employees and riders.
- The materials and supplies expenses decreased by 40.8% from FY 2019 to FY 2020. With the reduction in service levels, fuel consumption and fuel price was significantly lower in FY 2020.
- Purchase transportation expenses decreased from FY 2019 to FY 2020 by 23.5% as ridership and service was reduced due to COVID-19 restrictions.
- Miscellaneous expenses decreased from FY 2019 to FY 2020 by 16.5%. The decrease is mainly due to the reduction of attendance and travel to seminars, workshops, etc.

- Capital costs increased 18.3% from 2019 to FY 2020 with the completion of the Laker Line project.

Also included in the report is information regarding the defined benefit pension plans. In FY 2020, a high range or a mid-range contribution was made to the pension plans.

John LaFramboise from BDO USA will be at the meeting to discuss the audit.

Please feel free to contact me directly at (616) 774-1149 or Imedina@ridetherapid.org with any additional questions regarding the audit report.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 20210127-3

Fiscal Year: 2020-2021

Moved and supported to adopt the following resolution:

Approval of the Financial Statements and Single Audit Reports for the fiscal years ended September 30, 2020 and 2019.

BE IT RESOLVED that the ITP Board of Directors approves the FY 2020 Audit Report as written, per the presentation on January 27, 2021.

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: January 27, 2021
To: ITP Board
From: Brittany Schlacter, Communications
Subject: TRANSIT ADVERTISING POLICY

ACTION REQUESTED

Staff is requesting The Rapid's Board of Directors adopt the proposed transit advertising policy. The purpose of this policy is to establish the limited types of advertising permitted on The Rapid's transportation fleet and the corresponding procedure by which such postings may be approved.

BACKGROUND

The Rapid utilizes space on the interior and exterior of fixed-route and paratransit vehicles as a part of its transit advertising program. Revenue generated from commercial advertising is returned to the general operating budget to supplement local contributions to fund operations. As staff and the transit advertising vendor work to maximize the advertising program's benefits, a board-approved policy is necessary to ensure advertising adheres to The Rapid's mission, values, and legal requirements. The proposed policy and procedure will ensure all advertisers and their advertisements receive a standardized review process.

Staff drafted the proposed transit advertising policy after researching advertising policies from more than 10 transit agencies of varied sizes throughout the country. The transit advertising policy presented for adoption has been thoroughly reviewed by our legal counsel at Foster Swift.

In response to questions raised in the Present Performance & Service Committee review, the policy allows for the advertising of legal gambling (i.e. lottery), if it otherwise meets policy requirements. The policy would not allow political advertising. Therefore, advocacy for a millage campaign would not be permitted. In addition, this policy would allow for alcohol advertising. Staff would also like to note that Section VIII allows for The Rapid Board to review appeals to decisions made under this policy by The Rapid.



Interurban Transit Partnership

Policy Name:	Transit Advertising Policy	POLICY NUMBER:	20210104
POLICY OWNER/TITLE:	Brittany Schlacter, Communications	IMPLEMENTATION DATE:	
APPROVED BY/TITLE:	Win Irwin, Chief Executive Officer	REVISION #:	DRAFT
# OF PAGES:	4	DATE OF REVISION:	01/14/2021

APPLICABLE TO:	<input checked="" type="checkbox"/> Administration / General	<input type="checkbox"/> Grants	<input type="checkbox"/> Purchasing
	<input checked="" type="checkbox"/> Board of Directors	<input type="checkbox"/> Human Resources	<input type="checkbox"/> Safety
	<input checked="" type="checkbox"/> Communications / Mktg.	<input type="checkbox"/> Information Technology	<input type="checkbox"/> Security
	<input type="checkbox"/> Facilities	<input checked="" type="checkbox"/> Operations	<input type="checkbox"/> Special Services
	<input type="checkbox"/> Finance	<input type="checkbox"/> Planning	

Purpose:

The purpose of this policy is to establish the limited types of advertising permitted on The Rapid's transportation vehicles and the corresponding procedure by which such limited postings may be submitted to and approved.

Policy Content:

I. PURPOSE

The purpose of this policy is to establish a policy ("Advertising Policy") as to the limited types of advertising which may be permitted in or on The Interurban Transit Partnership ("The Rapid") transportation vehicles and the corresponding procedure by which such limited postings may be submitted to and approved. The Rapid's Board is ultimately responsible for the adoption of this Advertising Policy and any amendments thereto. The Rapid's Board intends that it is operating in a proprietary capacity and its vehicles constitute non-public forums that are subject to the viewpoint-neutral restrictions set forth below.

The Rapid's Board of Directors has approved the concept of commercial advertising on its vehicles as a means of raising revenue for The Rapid. Revenue generated from commercial advertising is returned to the general operating budget and used to supplement local contributions to fund operations.

In order to realize the maximum benefit from the sale of advertising space, the program will be managed in a manner that produces as much revenue as practical, while ensuring that advertising does not:

- A. Discourage the use of the transit system.
- B. Diminish The Rapid's reputation in the service area.
- C. In any way interfere with operations or jeopardize the safety of passengers, The Rapid's employees, and the general public.
- D. Cause offense to its customers and the general public.



The exterior of The Rapid's vehicles is reserved for commercial advertising only. The Rapid may also designate free space on the interior of its vehicles for public service advertising space for certain non-profit organizations.

The Rapid may also use exterior and interior vehicle advertising itself to promote public awareness of transit programs, services, and promotions. This type of advertising may include the display of flyers, brochures, posters, and advertisements.

II. APPLICABILITY:

This Advertising Policy is applicable to members of The Rapid's Board of Directors, employees of The Rapid, and companies that contract with The Rapid for the leasing of advertising space on The Rapid vehicles.

III. DEFINITIONS:

- A. Commercial Advertising – Advertising for the sole purpose of selling or renting services or property for a profit.
- B. Political Advertising – Any advertising that supports or opposes the election of any candidate or group of candidates, or any ballot question, initiative, petition, or referendum issue, including bond issues, constitutional amendments, or proposed legislation.
- C. Non-Profit Organizations – Organizations that meet the requirements for a tax-exempt organization under Section 501 (c) (3) of the Internal Revenue Code and that: 1) have a physical office within The Rapid's service area; 2) provide social welfare services; and 3) serve the needs of The Rapid's passengers.
- D. Public Service Announcements (PSA) – Non-commercial and non-political advertising by Non-Profit Organizations promoting their social services.

IV. COMMERCIAL ADVERTISING STANDARDS:

Advertising displayed on the exterior of The Rapid's vehicles shall be strictly commercial in nature and purpose. Commercial advertising also is available on the interior of The Rapid's vehicles.

Because The Rapid serves persons of all backgrounds and strives to create a comfortable and enjoyable experience for all passengers, the following types of advertising are prohibited:

- A. Materials that contain false, misleading, libelous, slanderous, or deceptive images.
- B. Advertising for tobacco, tobacco-related products, and illegal drugs under any federal and/or state law.
- C. Advertising for adult products, services or entertainment directed to sexual stimulation.
- D. Advertising of contraceptive products or hygiene products of an intimately personal nature.
- E. Advertising that depicts sexually explicit, obscene and/or pornographic images or words.
- F. Advertising that portrays graphic violence.
- G. Advertising that contains discriminatory, derogatory, negative or personal attacks against individuals, groups, or organizations.



- H. Political Advertising.
- I. Advertising that promotes or opposes any identifiable or specific religion, religious viewpoint, or message.
- J. Advertising that is directed to inciting or producing imminent lawless action, or is likely to incite or produce such action, including, but not limited to, unlawful actions.
- K. Advertising that promotes illegal activity of any kind.
- L. Advertising that encourages persons to refrain from using The Rapid or public transit.
- M. Advertising that explicitly and directly promotes or encourages the use of means of transportation in direct competition with public transit.
- N. Advertising messages that conflict with the mission of The Rapid.
- O. Advertising that contains The Rapid's name, brand logo, slogans, or other graphic representations of the transit system, unless written consent from The Rapid is obtained prior to use.

V. PRODUCTION AND PLACEMENT GUIDELINES:

Advertising materials will be produced at the advertiser's expense, and must be of good quality and conform to standards for size, weight, material, and other physical characteristics as set forth by The Rapid.

Advertisers must pay for installation and removal of advertising from vehicles. Costs will be determined by The Rapid and will coordinate installation or removal of advertising. It is the advertiser's responsibility to deliver or reclaim materials in a timely fashion or such materials may be disposed of at the discretion of The Rapid.

All advertisements placed on The Rapid's vehicles are subject to approval by The Rapid's Chief Executive Officer.

VI. COMPLIANCE RESPONSIBILITY:

The Rapid will determine the interior and exterior spaces that will serve as appropriate locations for commercial and/or non-profit advertisements. The Rapid reserves the right to modify, change, or alter the locations and sizes of the available advertisement spaces in its sole discretion. The placement and size of any advertisement shall at be the sole discretion of The Rapid. Appeals of The Rapid's decisions regarding placement and size of advertisements may be appealed in accordance with Section VIII below.

VII. ADVERTISING FOR NON-PROFIT ORGANIZATIONS:

Advertising on the interior of vehicle may be allowed and available to Non-Profit Organizations to display PSA materials free of charge at the discretion of The Rapid. Guidelines for the acceptance of non-profit advertising are as follows:

- A. PSA materials will be produced at the non-profit organization's expense, and must be of good quality and conform to standards for size, weight, material, and other physical characteristics as set forth by The Rapid and its advertising contractor.
- B. PSA's must be non-commercial, non-partisan, and non-political.



- C. PSA's are prohibited from advertising if the type of advertising is prohibited under the "Commercial Advertising Standards" section above.
- D. PSA space may be available on the interior of vehicles only, provided display space is available.
- E. PSA's will be accepted on a first come, first served basis, and may be displayed for up to ninety (90) days.
- F. The sponsor of the PSA shall pay the applicable labor costs for the installation and removal of the PSA as charged by The Rapid.

VIII. APPEAL OF REJECTION OF PROPOSED ADVERTISEMENT OR PSA:

Within ten (10) days after The Rapid has rejected a proposed advertisement or PSA, and an agreement regarding revisions acceptable to The Rapid cannot be reached, the aggrieved party may file a written appeal with The Rapid's Board of Directors. The written appeal must specifically state the word "appeal" and identify the reason or reasons for reversing the rejection of the advertisement or PSA. The appeal will be heard at The Rapid's Board of Directors meeting immediately following the filing of the appeal, but not later than thirty (30) days following the filing of such appeal. The decision of The Rapid's Board of Directors regarding the appeal shall be final.

IX. LEGAL RESERVATION

It is the express intention of The Rapid and The Rapid's Board in accepting this Policy that The Rapid's Transportation Vehicles have traditionally been, and shall continue to be designated as a non-public forum. The Rapid's acceptance of commercial and/or public services postings shall not provide or create a tradition or designated public forum for expressive activities.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 20210127-4

Fiscal Year: 2020-2021

Moved and supported to adopt the following resolution:

Approval to implement the proposed Transit Advertising Policy.

BE IT RESOLVED that the ITP Board hereby approves The Rapid's request to implement the Transit Advertising Policy in accordance with the information presented to the Board on January 27, 2021.

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: January 18, 2021
To: ITP Board
From: Jason Prescott – Special Services Manager
Judy DeVries-Eppinga – Senior Procurement Specialist
Subject: ADA PARATRANSIT ELIGIBILITY REVIEWER SERVICES

ACTION REQUESTED

Authorization is requested to enter into a five (5) year contract with Disability Advocates of Kent County (DAKC) for the provision of ADA paratransit eligibility reviewer services. The first year contract cost is estimated at \$60,000.

BACKGROUND

DAKC has been under contract with ITP since 1996 to provide ADA paratransit eligibility reviews for provision of GO!Bus service to individuals with disabilities under the Americans with Disabilities Act of 1980 (ADA) and its relevant regulations, as amended.. DAKC assigns a registered occupational therapist to review all GO!Bus applications received from individuals requesting ADA paratransit service. The application review includes evaluating the written application and may include contacting the individual who completed the application or contacting the health care professional identified as being familiar with the applicant's disability. It may also require an in-person assessment in order to identify how the applicant's disability would prevent him/her from using the fixed route bus. The current contract expires March 31, 2021.

PROCUREMENT

The Request for Proposal (RFP) process was used because there were factors other than price that were of critical importance in the selection of a service provider. The opportunity was posted to the Michigan Intergovernmental Network (MITN) under the bidnetdirect.com digital bid platform. Additionally it was emailed to Disability Network West Michigan in Muskegon and The Arc Kent County all in an effort to seek adequate competition for the issuance of a contract. The solicitation was accessed online by a total of 18 firms; DAKC was the only firm that submitted a proposal.

As a result of receiving only one proposal for this project, an analysis was required to determine if there was sufficient competition and if the cost of the service was reasonable.

Subsequent conversations with firms not submitting a proposal determined that although they would be capable of providing the required services, the unique scope did not fit into their current structure of offerings. Additionally, DAKC's reputation precedes them in ADA knowledge, collaborative customer service and competitive fees in Kent County. Further, staff

does not believe that the proposal presented any impediments to competition for any of the qualified agencies receiving the RFP. Staff also believes that it is unlikely that additional, qualified agencies could be found that could perform the work.

The proposal from DAKC was reviewed by staff and deemed to be responsive to the RFP and DAKC continues to be a responsible firm. DAKC has proven to be invaluable as a third party reviewer of eligibility for this program. As you know, ADA is a civil rights law and DAKC has the expertise and staff to insure that a rider is properly deemed disabled and in need of the Go!Bus service. Staff feels that DAKC will continue to perform their duties with dignity for the individual and integrity for the process.

The monthly fixed fee for Year One represents a 2.94% increase over the current billing rate. For years 2 through 5, the increase in each of the subsequent four years of the contract averages 2.91%. This falls in line with average Bureau of Labor Statistics CPI annual increase average of approximately 3%. Staff believes that the price increase from the current contract to the first year and succeeding years of the new contract is reasonable and fair.

Additionally, proposed reviewers are in-demand certified professionals in their respective and growing fields. Additional application processing fees fall in line with the professional rate for Occupation Therapy Services.

COSTS:	Year 1
Monthly Fixed Fee	\$700.00
Charge Per Application Processed:	
A. Solely from application info	\$30.00
B. Requiring consultation follow-up with professional listed in application	\$70.00
C. Hourly rate for in person assessment	\$156.00
Hourly rate for professional services related to Appeals of Determination	\$120.00

FUNDING

The funds for this program are provided through federal and matching state grants.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 20210127-5

Fiscal Year: 2020-2021

Moved and supported to adopt the following resolution:

Approval to contract with Disability Advocates of Kent County (DAKA) to provide ADA paratransit eligibility reviewer services for a period of five (5) years. The first year contract cost is estimated at \$60,000.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with DAKA for a period of five (5) years with a first year value estimate of \$60,000 for the provision of ADA paratransit eligibility reviewer services in accordance with the information presented to the ITP Board on January 27, 2021.

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: January 12, 2021
To: ITP Board
From: Kevin Wisselink, Capital Planning and Procurement Manager
Subject: E-FARE POLICY CHANGES

ACTION REQUESTED

Staff is requesting approval to take the proposed fare structure changes out for public comment.

BACKGROUND

The Rapid's electronic fare collection system (e-fare system) officially launched August 14, 2018. In an effort to standardize the e-fare structure, a multi-departmental team has been tasked with identifying and analyzing all special fare programs and identifying and analyzing other critically necessary fare structure changes and subsequently providing recommendations for standardization.

Once reviewed and approved, changes to the fare structure will be taken to the public for public input before implementation.

I. Reduced, Donation and Discounted Rate Programs

These special programs include reduced fares, donation of fares, and all marketing, promotional, and courtesy programs (general marketing, customer service, travel training, and transportation/bus operators) and discounted rates for educational institutions.

The Rapid currently manages programs designed specifically for non-profit organizations, organizations that directly serve people experiencing homelessness and discounted rates for educational institutions.

- **Single-Ride barcode donation program** (replaced two-ride ticket donation program)
 - 501(C)3 designated organizations are eligible to receive up to **300 Single-Ride barcode passes for free each year**
- **Reduced Single-Ride barcode program** (replaced One-Ride ticket program)
 - Qualified organizations can purchase single-ride barcode passes at a reduced rate of \$1.35/pass, with an overall annual limit of \$35,000 (for the entire program, not per organization)
- **Discounted Rates for Educational Institutions**
 - Special arrangements exist with certain Post K-12 educational institutions (i.e. Calvin University and Aquinas College) with discounted rates @ \$1.05/ride.

Recommendation:

Staff proposes to combine these programs and standardize the discounted fare at \$1.25 / ticket. This will simplify the programs available to our non-profits and post K-12 educational institutions, eliminate multiple discounts or donation programs, and create a more equitable standard for providing discounted fares. The program would be open to the following organizations:

- 501(C)3 designated organizations
- Post K-12 Educational Institutions

This will:

- Provide a reduced fare option for non-profits that serve individuals experiencing homelessness
- Standardize all non-profit partners regardless of their mission or client base
- Simplify administration and program tracking for The Rapid
- Ensure The Rapid receives a standard payment for all programs while still providing our community partners an opportunity to save on single ride tickets

II. E-Fare Structure Change Recommendation

As part of the implementation of the E-Fare system, a fare capping structure was put in place that enables riders to “earn” a 1-day pass, 7-day pass and a 31-day pass. These passes are earned on a “rolling” method, meaning there is not a set month or week days to earn these passes. Passes are earned from the time the first tap occurs to the end of the respective 1-Day, 7-Day and 31-Day period. The Rapid is the **only** transit agency utilizing the “rolling” fare capping method and one of few that utilize a 7-day pass. This is causing confusion with our riders on where they are in earning their pass(es) and difficult for our customer service staff to explain due to system limitations. The constant “rolling” cap schedule (unique for every rider) also makes reporting and tracking on paid fare vs. fare capped rides extremely difficult.

A. 1-Day Fare Capping

- Riders experience a fare capping after 2 paid fares in a single day

Recommendation: No change

B. 31-Day Fare Capping

- Riders experience a fare capping during a 31-day rolling period of the following:
 - Adult - \$47.00
 - Youth - \$33.75
 - Reduced - \$30.00
 - Partners - \$33.75

Recommendation:

Calendar month fare capping – Monthly capping will cover one calendar month. A ride will never be charged more than the amount above depending on fare type during one calendar month. The fare capping will reset on the first day of each new month.

C. 7-Day Fare Cap

Riders experience a fare capping during a 7-day rolling period of the following:

- Adult - \$16.00
- Youth - \$11.25
- Reduced - \$10.50
- Partners - \$11.25

Recommendation:

7-Day Fare Cap Elimination – Elimination of the 7-day fare capping will decrease the confusion of the multiple fare capping passes and the varying dates that encompass each pass.

This will:

- Align The Rapid with other Transit Agencies fare capping structures
- Ease understanding for riders only having a 1-day and calendar month pass
- Customer service can better explain current and historical fare capping periods and educate riders with less confusion of multiple passes and varying associated dates
- Allow the Rapid to track and create reports associated with fare capping.

III. Negative Balance Elimination

The implementation of the E-Fare system was initially configured to enable the Wave cards to allow for negative balance of up to -\$1.74. The E-Fare system was configured this way to allow for a rider with positive balance of \$.01 (penny) to obtain a ride and the remaining balance to go to the negative with expectation the rider would pay the negative balance. This is causing unequitable rides among the Wave card categories.

- Cost Per Ride:
 - Adult - \$1.75
 - Youth - \$1.25
 - Reduced - \$.85
 - Partners - \$1.25
- In December, there was a **negative balance** of **\$3,500** across all Wave cards. This is about 3%-4% of current total Wave card monthly income
- Issues with Negative Balance Allowance:
 - Wave Cards are set to go negative \$1.74 to allow riders a “last ride”
 - Youth are allowed a ride (\$1.25) with a zero or up to negative \$.49 balance
 - Reduced are allowed to ride twice or more (\$.85) with zero or up to negative \$.85
 - Partner are allowed a ride (\$1.25) with a zero or up to negative \$.49 balance
 - Riders and Agencies are not informed cards can go negative
 - Customer Service with explaining negative balance payback prior to “positive” funds being added
 - Operators need to explain the negative balance which slows boarding times

Recommendation:

Wave Cards can no longer go into a negative balance – this will maintain equity among the Wave card categories, ease of use to our riders, ease customer service and operators of the confusing explanation of negative balance, allow for faster boarding times, less customer complaints and shorter times at the customer service window.

This will:

- Stop automatic free rides given from Wave cards going into the negative
- Ease understanding for the riders not being able to go negative and repay negative balances
- Customer service and bus operators will be able to assist customers to explain they must have funds on the card to ride

IV. Shipping and Handling

The Rapid does not currently charge shipping and handling for Wave cards ordered online and mailed to the customer. This causes additional expense for The Rapid.

Recommendation:

Add shipping and handling costs to online orders.

This will:

- Allow The Rapid to recuperate shipping costs



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 20210127-6

Fiscal Year: 2020-2021

Moved and supported to adopt the following resolution:

Approval to implement the proposed fare policy changes.

BE IT RESOLVED that the ITP Board is directed to take the proposed fare system changes to public meetings for input, in accordance with the information presented to the Board on January 27, 2021.

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: January 12, 2021
To: ITP Board
From: Kevin Wisselink, Capital Planning and Procurement Manager
Subject: CONSOLIDATED FARE POLICY CHANGES

ACTION REQUESTED

Staff is recommending adoption of a Consolidated Fare Policy.

BACKGROUND

The Rapid's Electronic Fare Collection System (E-Fare system) officially launched August 14, 2018. In an effort to standardize the E-Fare structure, a multi-departmental team has been tasked with identifying and analyzing all special fare programs and identifying and analyzing other critically necessary fare structure changes and subsequently providing recommendations for streamlining and standardization.

I. Marketing, Promotional, and Courtesy Fare Program

Staff is recommending standardizing all marketing, promotional, courtesy fare and travel training promotional fares to ensure fares are given in alignment with the Rapids priorities. Budget amounts will be analyzed yearly and adjusted based upon outreach needs and available funds.

A. Marketing Fares

The Communications and Marketing Department utilizes promotional fares for various outreach activities and events to increasing awareness of Rapid services, increasing ridership among current riders, and attracting new riders to the system. This investment builds trust and showcases community partnership.

Recommendation:

Implement two options for Marketing Fares

- **Single-ride barcode**
 - Annual limit of **5,000 promotional Single-Ride barcode** passes per year
- **Wave card**
 - Annual limit of **\$1,000 for promotional Wave cards**. (\$3 card fee, plus fare)

B. Customer Experience Courtesy Fares

The Information Center staff utilizes courtesy fares to mitigate valid complaints and customer service issues, and to ensure a positive customer experience when necessary.

Recommendation:

Allow customer experience specialists to provide a **maximum of \$25.00** a week in courtesy fares.

C. Transportation Courtesy Fares

Bus Operators utilize courtesy/goodwill fares to address special circumstances and ensure a positive customer experience.

Recommendation:

Bus Operators will be allowed a **total maximum of 8,500 Single-Ride barcodes** annually to distribute to riders at their discretion if customer service issues occur.

D. Travel Training Promotional Fares

Travel Training staff has historically utilized promotional fares as a benefit for participants of the Travel Training Program. Previously, the cost of these promotional fares was roughly \$16-18 per person.

Recommendation:

Travel Training program participants may receive **one-time maximum benefit of \$6.50** applied towards a Wave card with funds to cover a 1-Day pass.

II. Wave Card Replacement

Wave cards Initial fee and replacement fees vary depending on Wave card category. 10-Ride, Adult and Student Wave cards initial and replacement fees are \$3.00. Reduced and ADA cards initial card and first replacements are free and subsequent replacements are charged in \$5.00 increments.

Recommendation:

Standardize the costs of the Wave card replacement fees as follows:

10-ride, Adult & Student

- \$3.00 initial card fee and replacements

Reduced & ADA

- Initial card fee \$0
- All replacements \$3.00

III. Paper Ticket Phase Out

Phasing out of the usage of magnetic stripe paper tickets is necessary to streamline fares to the Wave card or cash. A sunset of paper tickets will to create ease of use for riders, operators, customer experience staff and partners.

Fare enforcement officers cannot validate 10-ride tickets on the Silver Line and Laker Line causing customers to ride these routes for free.

Types of Magnetic Stripe Paper Tickets

- 10-ride tickets
- Single-ride tickets
- Period pass (31-Day, 7-Day, 1-Day)

Recommendation:

Phase out paper tickets as follows:

February 28, 2021 – 10-Ride Tickets Phase out Complete

- Riders can utilize existing tickets until February 28, 2021
- Exchange Program will be offered in February

December 31, 2021 – Single Ticket and Period Pass Phase out Complete

- Riders will have until December 31, 2021 to utilize existing tickets
- Exchange Program will be offered towards the end of 2021



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 20210127-7

Fiscal Year: 2020-2021

Moved and supported to adopt the following resolution:

Approval to implement the proposed consolidated fare policy.

BE IT RESOLVED that the ITP Board hereby approves The Rapid's request to implement the Consolidated Fare Policy in accordance with the information presented to the Board on January 27, 2021.

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: January 19, 2021
To: ITP Board
From: Nick Monoyios, Planning Department Manager
Subject: DASH CONTRACT

ACTION REQUESTED

Authorization is requested from the ITP Board for the CEO to execute an agreement with the City of Grand Rapids to provide DASH service in downtown Grand Rapids beginning February 1, 2021 to September 30, 2023.

BACKGROUND

In September 2020, the Rapid Board authorized an extension of the existing three (3) year agreement (September 2017 – September 2020) with the City of Grand Rapids to provide continued DASH service in downtown Grand Rapids. Under this program, the City purchases unique vehicles for the DASH routes and contracts with The Rapid to operate the service, provide vehicle operators, fueling and maintenance. DASH has proven to be an instrumental component of critical downtown mobility solutions since its inception and relationship with The Rapid since May 1998.

Since September 2020, both Rapid and Mobile GR staff have coordinated to review and update the terms of the contract to provide an equitable rate calculation, reflect existing operational practices, and revise outdated exhibits.

AGREEMENT

Highlights of the proposed agreement include:

- A contract between February 1, 2021 through September 30, 2023 with an option for two (2) additional one-year extensions – including a 120-day termination clause for either party;
- Services covered in the agreement include DASH North, DASH West, and any additional line which may be added during this contract period;
- The rate for FY2021 of the agreement is \$63.36 per operating hour of service;
- Subsequent fiscal year hourly rates will be determined using the previous two fiscal year's approved audited expenses and state operating assistance rate and using the upcoming ITP fiscal year's total service hours;
- To accommodate the budgeting process for the City of Grand Rapids fiscal year, a preliminary hourly rate for the City of Grand Rapids upcoming fiscal year (July – August) will be shared Mobile GR by the third Monday of January with the final rate provided 45

- days thereafter upon the approval of ITP's previous fiscal year's audited expenses;
- If The Rapid uses its own vehicles to provide DASH service, the rate increases for \$73.59 (FY21) per operating hour of service;
 - Clean and update outdated language (i.e. "Parking Services")
 - Consolidated redundant sections
 - Provided further clarification of maintenance and data sharing expectations
 - Updated appendix Exhibits to reflect aforementioned revisions

The attached draft contract is also under review by the City of Grand Rapids. Any proposed cardinal or substantial alterations will be brought forth to the ITP Board for consideration in February 2021.

AGREEMENT

"DASH" Shuttle Bus Service

THIS AGREEMENT is made as of _____ between THE CITY OF GRAND RAPIDS, a Michigan Municipal Corporation, 300 Monroe Ave., N.W. Grand Rapids, Michigan 49503 ("the City") and the INTERURBAN TRANSIT PARTNERSHIP, a Michigan Public Authority, organized pursuant to ACT 196, P.A. 1986, 300 Ellsworth Avenue St., S.W., Grand Rapids, Michigan 49503 ("ITP").

PURPOSE OF AGREEMENT

RECITALS

ITP has operated a shuttle service ("DASH BUS") for the City on a contract basis under an Agreement dated May 4, 1998, and with various amendments to it, with the term of the most recent being February 1, 2021 through September 30, 2023, with an option for two (2) additional one-year extensions. The City wishes to continue the shuttle/parking program (DASH) and finds ITP qualified to operate, maintain and shelter shuttle vehicles on behalf of the Mobile GR and Mobile GR Department.

TERMS AND CONDITIONS

The parties agree as follows:

I. ITP RESPONSIBILITIES

ITP shall do all the following:

1. ITP shall provide bus operators properly trained, qualified, and commercially licensed to operate DASH buses in a safe, efficient, courteous, timely and appropriate manner. ITP shall insure that bus operators wear clean ITP uniforms.
2. ITP shall operate the DASH Shuttle Bus Service Program (DASH North, DASH West, and any line added hereinafter) according to a service schedule with times of operation determined by the City. Holiday service will follow ITP's service schedule, with no service on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Special event shuttle services will be accommodated whenever possible upon seven day notice, or mutually agreed upon advance request with a proposed schedule and origin/destination

locations provided by the City and approved by ITP. The City may amend the service schedule identified for DASH service by following the ITP schedule change calendar. ITP requires all schedules to be determined 10-weeks prior to the start of service. Three (3) annual run cuts occur in the beginning of January, beginning of May, and the end of August. Therefore, any schedule modifications must be communicated by the 2nd week of October (for the January run-cut), 2nd week of February (May run-cut) and the 2nd week of June (August run-cut). ITP will provide the DASH manager at the City of Grand Rapids with calendar date deadlines corresponding with scheduled service changes. The details of schedule changes and implementation are subject to agreement between the City and ITP. The City and ITP may amend the schedule to include extra lines or routes, span of service or day of week modifications subject to agreement between the City and ITP.

3. Changes in service outside of the agreed-to service schedule will be accommodated in the case of a state of emergency declared by a government order, or an Act of God.
4. ITP shall provide maintenance in accordance with an inspection schedule prepared by ITP and attached as Exhibit A. This maintenance will be similar in quality, record keeping and scope to the maintenance performed for The Rapid's fleet. This maintenance schedule may be changed from time-to-time by agreement of ITP's Chief Executive Officer and the Mobile GR Director or their designee. ITP will offer opportunities to include DASH buses in agency asset management evaluation and planning efforts as available.
5. ITP shall provide housekeeping for the buses in accordance with a cleaning plan prepared by ITP and attached as Exhibit B. This cleaning plan may be changed from time-to-time by agreement of ITP's Chief Executive Officer and the City Manager.
6. ITP shall provide secure, weather-protected storage.
7. ITP shall provide the City with detailed ridership information. Subject to data availability, this report shall be provided quarterly with data segregated by the following items:
 - i. Stop identifier (or alternatively latitude/longitude)
 - ii. Route name
 - iii. Boarding and alighting counts
 - iv. Time and date stamp
8. ITP shall insure that responsible ITP staff meets with the City as required to review and discuss user activity, customer feedback, and other matters affecting the character and quality of DASH service. Customer feedback received by ITP about DASH service will be relayed to the City DASH manager in a standardized format within 24 hours (within business days) of receipt by ITP. ITP and the City will coordinate the communication of customer complaints, along with other requests, to facilitate cross-agency collaboration. ITP shall promptly investigate all complaints including all customer complaints involving DASH service and resolve them directly, or via Mobile GR, in a courteous and efficient manner to preserve the good reputation of DASH service and reduce or eliminate the reoccurrence of such complaints. All customer complaints shall be addressed

within five business days directly by ITP, or via coordination with Mobile GR. For good cause upon request of the City, because of reoccurring documented and verified customer complaints, the City has the right to request any bus driver be removed from operating a DASH bus. Upon request of the City staff member primarily responsible for administration of this Agreement, ITP shall provide to such person a copy of all written documentation related to customer complaints and the final resolution or disposition of these complaints.

9. Whenever a DASH bus is involved in a traffic incident, ITP shall immediately contact the Grand Rapids Police Department to investigate the incident. ITP shall also contact Mobile GR. In addition to the police investigation of the incident, ITP shall also investigate the incident. ITP's investigation shall include taking photographs of any damage to the DASH bus as well as photographs of the scene of the incident. When ITP's investigation is complete, ITP shall provide Mobile GR a complete copy of ITP's incident investigation report.
10. Operators with continuously ensure the mitigation any accumulation of snow or ice related to passenger safety. If snow or ice builds up in the passenger entry area or on the inside of the bus, the bus operator will promptly remove the snow and ice. When snow and ice are present, the bus operator will make periodic inspections of the steps and interior to prevent snow or ice buildup from occurring. Periodic inspection means inspecting once every thirty (30) minutes.
11. ITP shall coordinate to improve and maintain passenger waiting areas in accordance with other valid inter-agency agreements.
12. ITP shall identify an ITP staff member who will be primarily responsible for administering this Agreement and supervising the day-to-day performance of DASH services. ITP will identify a "back-up" staff member whom the City may contact as required to discuss elements of this Agreement or the DASH program during the absence or unavailability of the primary staff contact person.
13. ITP shall provide to the City an annual hourly service rate each year, defined further in Exhibit C and below.
 - i. A proposed budgeted rate will be provided by ITP by the third Monday of January in each year of the agreement.
 - ii. A final approved rate is due 45 days after the third Monday in January, to take effect starting with service provided in July of the year the proposed and final approved rates are provided. The approved rate must detail benefits received for planning and marketing fees, hourly operating rate, operating rate for utilization of non-DASH vehicles and any other applicable rates and fees.
 - iii. ITP shall generally invoice the City monthly for services performed under this Agreement unless a different schedule is agreed upon by the City and ITP, providing any supporting documentation reasonably required by the City Comptroller.
14. ITP shall provide and continuously maintain during the terms of this Agreement, at its expense, insurance reasonably necessary and appropriate (but in no event less than the minimum requirements set forth below) to adequately protect the City and ITP, including their officers, employees and agents, from liability, potential liability and property damage in connection with the ITP's operation and

maintenance of the vehicles.

15. ITP shall provide the City with acceptable proof of the coverage including endorsements showing the City and its officers, employees, and agents as additional insured. ITP shall provide and maintain at a minimum this coverage through its present policy in which it maintains Commercial General Liability of \$1,000,000 per occurrence, Damage to Rented Premises (each occurrence) of \$100,000, Personal and Adv. Injury of \$1,000,000, General Aggregate of \$2,000,000, Products - Comp/OP Aggregate of \$2,000,000, Automobile Liability for any auto, hired autos, and non-owned autos of \$1,000,000, Excess Liability (per occurrence and aggregate) of \$4,000,000, and Excess Liability of \$5,000,000. All amounts and details as laid out above shall be evidenced by a Certificate of Liability Insurance to be submitted to the City's Risk Manager.

II. CITY'S RESPONSIBILITIES

The City shall do all the following:

1. The City shall provide, at its expense, properly equipped buses for ITP to operate the DASH service. A properly equipped bus is defined as a vehicle ready for passenger transportation that is wheelchair-accessible with wheelchair lifts or otherwise in accordance with law, and which is equipped with passenger counting equipment and radios set to ITP's frequency. All the buses will remain City property to be returned when this Agreement expires or is otherwise terminated. The Rapid will identify the minimum number of vehicles needed to operate the agreed upon schedule, including the number of suggested spare buses.
2. The City shall compensate ITP at an initial rate of \$63.36 for each operating bus hour calculated from the start time on each route until completion of route service. The City shall compensate ITP- at an initial rate of \$73.59 for each operating bus hour calculated from the start time on each route until completion of route service, if circumstances beyond ITP's control require use of an ITP bus instead of a DASH bus in service. The initial rate is for the first year of this contract. Subsequent years amounts shall vary slightly according to the formula provided in Exhibit C. Subsequent annual hourly rates will not increase by more than 10%. The City shall identify a City staff member who will be primarily responsible for administering this Agreement or supervising the day-to-day responsibilities of the DASH program. The City shall identify a "back-up" staff member whom ITP may contact as required to discuss the elements of this Agreement or the DASH program during the absence or unavailability of the primary staff contact person.
3. The City shall provide and continuously maintain during the terms of this Agreement, at its expense, insurance reasonably necessary and appropriate (but in no event less than the minimum requirements set forth below) to adequately protect the City and ITP, including their officers, employees and agents, from liability, potential liability and property damage in connection with the ITP's operation of the vehicles.

4. The City shall provide ITP with acceptable proof of the coverage including endorsements showing ITP and its officers, employees, and agents as additional insured. The City shall provide this coverage through its present policy in which it has a \$1,000,000 self-insured retention per occurrence, with a \$1,500,000 stop-loss total retention per year, and with a \$15,000,000 coverage limit per occurrence.
5. Nothing in this Agreement is intended to create, nor shall anything in it be construed as creating, any rights in or for any person or entity, other than the City and ITP, that would not exist independent of this Agreement.
6. The City shall provide ITP with timely notice of any unusual problems or circumstances which may impair the operation or reputation of DASH service. Additionally, the City will notify ITP of any discussed user activity, customer feedback, and other matters affecting the character and quality of DASH service in a congruent manner as identified within ITP's responsibilities within in Section I, item #8 of this agreement.
7. The City shall be responsible for placement of all DASH stop signs and shall be liable for all claims arising from issues involving the signs.
8. The City shall approve and pay invoices submitted by ITP for services performed under this Agreement within forty-five (45) days of receipt of proper invoices.

III. CUSTOMER SERVICE PROGRAM

The City places a strong emphasis upon the bus operators' ability to interact with riders in a courteous and positive manner. The following terms shall apply and be agreed upon by both parties to improve the performance and customer service of the DASH Shuttle Bus Program.

1. To improve communication between Mobile GR and the bus operators, ITP shall coordinate with Mobile GR to offer an overview of the DASH service and related Mobile GR initiatives at least once annually. Additional efforts to familiarize DASH drivers with the scope of the DASH program throughout the year may include coordination of other materials, for example a video made available to drivers.
2. As needed, service meetings will be held between the Mobile GR DASH manager, and the designated ITP representative.
3. ITP will incorporate issues related to DASH into ongoing training programs as applicable.
4. Performance standards will be developed and/or reviewed annually by the City and ITP, and reviewed on at least a quarterly basis. These standards include, but shall not be limited to: overall ridership, driver performance, crash incidents, improving overall shuttle service, program enhancements and long-term strategic planning. If feasible, DASH services can be incorporated into existing ITP service reports for reporting consistency.
5. Bus operators will follow the ITP Operator Code of Conduct and ITP supervisory

employees shall also provide a courteous demeanor toward Mobile GR customers. Expectations include:

- i. Bus operators or other employees of ITP shall be courteous and tactful during the performance of their duties, and;
 - ii. Bus operators or other employees of ITP shall not use or display profane, obscene, or other intentionally insulting or degrading language, gestures or actions toward any person, and;
 - iii. Bus operators shall remain alert while on duty, and are prohibited from using personal cell phones while operating the DASH bus, and;
 - iv. To provide a consistent level of customer service, experience, knowledge and a familiar face for DASH customers, all reasonable efforts will be made by ITP to maintain the same bus operators assigned to DASH services.
6. All DASH bus operators will be trained by ITP in the operation of the DASH vehicle, including instruction necessary to operate wheelchair lift and wheelchair securement system.

IV. OTHER PROVISIONS

In addition to the foregoing, the following shall also apply:

1. The term of this Agreement shall be February 1, 2021 through September 30, 2023, with an option for two (2) additional one-year extensions. Contractual rates will be reviewed and established annually according to the formula presented in Exhibit C. Rates will be determined 45 days after the preliminary rate that is established by the third Monday of January for the following ITP fiscal year and will not be modified following the release of the annual State Operating Assistance rate.
2. Notwithstanding anything to the contrary, the total amount to be paid by the City shall not exceed eight million dollars (\$8,000,000) total over the three-year term of this contract. Any portion thereof may be paid by the City at any time during the three-year period upon a mutually agreed upon schedule based on the needs of the service, potential additional lines, or potential modification to days of service. The intent is to provide the City flexibility to acquire service and to pay amounts based on the City's needs rather than any yearly cap. The City or ITP may terminate this Agreement for any reason by providing one hundred twenty (120) days written notice.
3. In the event either the City or ITP commits a material breach of this Agreement, the other party may terminate this Agreement by upon thirty (30)-days' advance written notice to the breaching party and an opportunity to cure within a thirty (30) day period following receipt of written notice to terminate. The right to terminate is not an exclusive remedy, and each party retains its rights to all remedies otherwise available for a breach of this Agreement.
4. ITP is an independent contractor. As such, ITP shall maintain worker's

compensation insurance as required by law, and employer's liability insurance in the amount of \$1,000,000. The City agrees that individuals paid direct by the City who are working in connection with the DASH program are City employees and not ITP employees for workers' compensation and employer liability purposes.

5. The City retains the right to determine finally all questions as to the proper performance of this Agreement, or any unfinished portion thereof, and in case of the improper, dilatory or imperfect performance thereof to suspend the work at any time and to order the partial or entire reconstruction of the same, and that the work provided for in this Agreement will not be completed within the time limited, to furnish additional labor and material if necessary, and render such assistance as it may deem advisable for the completion of this Agreement. The cost and expense thereof shall be charged to the Contractor and retained by the City out of the contract price. Before any such action is taken by the City relative to its determination of proper performance, ITP shall have thirty (30) days to cure any deficiency.
6. Each party agrees to hold harmless and indemnify the other party, its officers, employees, and agents from all claims, liability, demands, losses, damages, expenses and costs (including attorney's fees) based on (a) each party's own negligent or wanton and willful acts or omissions, or (b) the indemnifying party's breach of this Agreement. The intent of this provision is that each party be responsible for claims and liable for its own acts or omissions, including that of its respective officers, employees, and agents. However, neither party waives any defenses it may have available at law or in equity.
7. ITP agrees not to discriminate against any employee or applicant for employment, to be employed in the performance of such Agreement, with respect to the individual's hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of of actual or perceived color, race, religion or creed, sex, gender identity or expression, sexual orientation, national origin, genotype, age, marital status, familial status, medical condition, disability, height, weight, or source of lawful income. Breach of this covenant may be regarded as material breach of the Agreement as provided for in Act 220 and Act 453 of the Public Acts of 1976, as amended, titled "Michigan Persons With Disabilities Civil Rights Act" and the "Michigan Elliott Larson Civil Rights Act". ITP further agrees to require similar provisions from any subcontractors, or suppliers, in accordance with ITP's Equal Employment Opportunity Program, a copy of which is attached as Exhibit D.

IN WITNESS WHEREOF, the parties have executed this
Agreement as of the date first above written.

WITNESSED:

DRAFT

Exhibit A



6,000 Mile (A) Linehaul PM Inspection

To be used alone as a 6,000 mile inspection, or in conjunction with one of the following supplements:
Hybrid or CNG.

SPECIAL NOTICE: In the event the **Technician** is not familiar with the correct clearances, adjustments, and specifications, or encounters any mechanical defect not shown in the following instruction, it will be **THEIR** responsibility to obtain proper instructions from the Supervisor in charge. This inspection includes, but is not limited to all items listed. All deficiencies found within this inspection and its supplements will be written into Trapeze EAM using the appropriate tasks.

Bus No. _____ Insp. # _____ **6K** Date Started: _____ Date Finished: _____

Inspection Completed at (Life Total Miles): _____

Miles Since Last Inspection: _____

Work Order #: ROC-2021-_____

Circle Supplement Inspection(s) Required: Hybrid CNG

SECTION I - STEAM CLEANING

1. _____ Pressure wash the engine, transmission, tailgate, battery surface & wheels. Do not direct the high-pressure spray directly onto electronic modules or the Pro Heater.
2. _____ Use low-pressure water to clean radiator and charge air cooler.
3. _____ Pressure wash the wheel chair platform.

SECTION II – ROAD TEST

1. _____ Check driver seat mounting, cushions, alarms & seatbelt.
2. _____ Check fire extinguisher, road hazard reflectors & first aid kit.
3. _____ Check air pressure cut-in/cut-out IN: _____ psi - OUT: _____ psi.
4. _____ Check pressure at which parking brake sets _____ psi.
5. _____ Perform applied air loss test (System at 120 psi, release parking brake and fully apply service brakes. Max 3 psi air loss per minute)
6. _____ Check steering wheel & column adjustments, horn button & sound.
7. _____ Check windshield wiper & washer operation.
8. _____ Check turn signal, emergency flashers & switches for operation.
9. _____ Road test bus; check for any unusual operations, check pro heater & back up alarm.
10. _____ Check brake retarder operation & indicator light.
11. _____ Check engine and transmission codes; list historic & active codes but do not clear codes.
12. _____ Check with the parts department for any parts received/not installed.

SECTION III – INTERIOR

1. _____ Check driver's heater, fresh air vents, defroster motor, step heaters & water flow control valve operation.
2. _____ Change/clean defroster motor & rear step well heater filters.
3. _____ Check Luminator operation & mounting of destination signs.
4. _____ Check operation of entrance & exit doors to include sensitive edges (if equipped).
5. _____ Check passenger signal chimes, switches, pull cords, stop request sign, annunciator.
6. _____ Check window glass, frames, latches, emergency escape mechanisms, & decals.
7. _____ Check passenger seating condition & mounting to include ADA securements.
8. _____ Check all interior lighting, lenses, & mounting.

SECTION IV – EXTERIOR

1. _____ Check exterior mirror glass & mounting. Lube & adjust mirrors.
2. _____ Check battery connections for corrosion/tightness.
3. _____ Check all exterior lighting, destination sign lighting, headlight adjustments, reflectors, & flashers.
4. _____ Check for body damage/looseness that would impede operation, panels, latches, etc.

SECTION V - ENGINE COMPARTMENT

1. _____ Check surge tank, cap, relief valve, seals, safety catch & sight glass.
2. _____ Check coolant level.
3. _____ Check air intake system, restriction indicator operation & reading: _____ Reset indicator. Change engine air filter when indicator reaches 15" of vacuum.
4. _____ Check radiator, shroud, fan, motor, fasteners, & insulator mounts.
5. _____ Check for fluid leaks, hoses & clamps.
6. _____ Check transmission fluid level & condition, dipstick & seal.
7. _____ Check all belts & safety guards.
8. _____ Check engine idler pulley, belt tensioner pulleys & bearings.
9. _____ Check hydraulic fluid level.
10. _____ Change DAVCO fuel filter when the fuel reaches the indicator line. Drain water from Davco fuel/water separator.

SECTION VI – UNDERNEATH

1. _____ Check for loose, broken or missing wheel & axle studs or nuts, cracked wheels.
2. _____ Check tire pressure & condition. Inflate Front 315/80 R22.5 tires to 105 psi & Rear 315/80 R22.5 tires to 95 psi.
3. _____ Change engine oil & filter. RECORD OIL USED _____ Qts.

4. _____ Change spin-on fuel filter.
5. _____ Check differential fluid level.
6. _____ Check pitman arm, tie rod & drag link ends.
7. _____ Check movement in king pin bushings & wheel bearing adjustment.
8. _____ Check drive shaft, U-joints, slip joint, fasteners, & guards.
9. _____ Check starter motor mounting & cables.
10. _____ Check brake lining, brake chambers for damage/air leaks, valves, & hoses.
11. _____ Check for gear lube on linings & position of brake cams.
12. _____ Check front & rear radius rods, bushings & fasteners.
13. _____ Check shock absorbers, pins & bushings.
14. _____ Check air tanks, straps & insulators. Drain all tanks.
15. _____ Check fuel tank, straps & insulators.
16. _____ Check air compressor & hydraulic pump & bracket mounting.

SECTION VII – FOLD OUT ADA RAMP (Ricon FR22SS)

1. _____ Check hose & fittings; replace as necessary.
2. _____ Check for loose/missing driveshaft coupling set screws.
3. _____ Check for loose/missing sensor target set screws.
4. _____ Check for loose/missing ramp/actuator arm set screws.
5. _____ Check for loose/missing pillow block set screws.
6. _____ Check tightness of drive arm shoulder screws
7. _____ Check ramp interior area for dirt, debris; clean as necessary.
8. _____ Check non-slip flooring for damage, missing hardware
9. _____ Check for missing or poorly attached decals.

SECTION VIII – AIR CONDITIONING (Thermo-King)

1. _____ Check refrigerant charge.
2. _____ Inspect refrigerant hoses & tubing.
3. _____ Inspect for refrigerant or oil leaks.
4. _____ Check dry eyes in bottom receiver sight glass and/or liquid line sight glass for moisture.
5. _____ Inspect clutch armature for wear.
6. _____ Inspect compressor drive belt & check tension.
7. _____ Check compressor oil level & color.
8. _____ Inspect unit for loose, damaged, or broken parts.
9. _____ Clean/replace return air filter.
10. _____ Inspect condenser & evaporator coils for cleanliness.
11. _____ Grease compressor clutch bearing (During the Months of March & April only)

SECTION IX - COMPLETE AFTER INSPECTION ITEMS & REPAIRS ARE COMPLETED

1. _____ Check wheel lug nut indicators are installed and lined up properly.
2. _____ Grease all lubrication points.
3. _____ Check brake adjustments; Must follow specifications on inspection & adjustment of Haldex slack adjusters. Free up & lube clevis pins.

SUPERVISOR'S INSPECTION
TO BE MADE AFTER TECHNICIANS INSPECTION

- _____ 1 Review inspection form; make sure all inspection items are signed off.
 Check work order to ensure all defects have a Work Accomplished Code (WAC).
- _____ 2 Check underneath for air, water & fuel leaks.
- _____ 3 Check all lubrication points for sufficient grease.
- _____ 4 Check general tightening of nuts, bolts, screws & rivets.
- _____ 5 Check all linkage for worn pins, clevises & cotter keys.
- _____ 6 Check insulation & clamps on water, air, fuel & hydraulic lines.
- _____ 7 Check tires, axle studs & wheel studs.
- _____ 8 Check vehicle fluid levels, switches, hoses, clamps, lines & air induction system.
- _____ 9 Check wiring condition on starter, alternator, battery cables, terminals & electrical clamps.
- _____ 10 Check glass, seats, stanchions, farebox & flooring for security & vandalism repair.
- _____ 11 Check front & rear passenger doors for worn seals & operation.
- _____ 12 Check all exterior lights, lenses, and reflectors.
- _____ 13 Check accessory doors, hinges, latches & fasteners.
- _____ 14 Check vehicle for starting in gear.
- _____ 15 Check interior lighting, destination signs, mirrors & dash gauges.
- _____ 16 Check windshield wipers, washers & horn.
- _____ 17 Check for insurance & registration papers.
- _____ 20 Verify the applicable PM interval supplements are complete and attached.

ROAD TEST

- _____ 1 Check service brakes & parking brake operation, speedometer operation.
- _____ 2 Check transmission gear selector & shift operation.
- _____ 3 Check steering response & front end shimmy.
- _____ 4 Check for rattles, drafts & total driving operation.
- _____ 5 Verify engine oil has been changed out.
- _____ 6 Record decelerometer reading _____.

ALL OF THE ABOVE SERVICE HAS BEEN PERFORMED AND INSPECTED

SUPERVISOR _____

Exhibit B

BUS MAINTENANCE CLEANING SERVICING AND WASHING

ITP (Interurban Transit Partnership) is responsible for the nightly cleaning; servicing and washing of buses used in service during the day shall include:

1. Moving buses from the storage lanes to the service lanes within the Rapid Operations Center (ROC).
2. Routine service maintenance to include:
 - Fuel bus to capacity. To fuel compressed natural gas (CNG) engine buses, the buses must be driven to a satellite CNG fueling station by employees with a commercial driver's license (CDL), and then driven back to ROC and parked within the bus storage lanes.
 - Check bus fluids and tire pressures as required.
 - Sweep and mop bus flooring, wipe clean passenger seats, driver area and dashboard, and remove all trash; spot clean other high touch areas.
 - Drive bus through automatic bus washer.
 - Keep accurate fuel and lubricant usage records.
3. Return bus to designated storage lane.

SPECIAL CLEANING/SANITIZING

ITP (Interurban Transit Partnership) is responsible for the complete and thorough interior bus cleaning. This service shall include:

1. Complete interior cleaning a minimum of 3 times per year and for special events.
2. Sanitized after each day's use as required.
3. Buses are to be inspected for quality assurance by the ITP Maintenance Manager or his/her designee.

Bus Daily Clean Checklist
Date _____

Unit # _____

Preparation				
Checklist Items	Yes	No	Not Required	Comments
Bring bus/vehicle into service lane with lights & flashers on.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sweep and vacuum out bus.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Empty trash.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dust all flat surfaces including wiping off a/c vents and grills as necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Spot clean glass surfaces.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Clean inside wall, side and seating panels as necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Add fuel and Diesel Exhaust Fluid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Add washer solvent, oil, transmission fluid & anti-freeze.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Perform twice weekly
Probe Farebox and empty cashbox into vault.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Close all windows, roof hatches and vents. Hand wash rear of vehicle and wheels as necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Drive bus through washer to achieve maximum effectiveness of wash (minimum of 1 minute from start to finish).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

-Receive list of buses used from Dispatch. Report all physical and mechanical defects.

CONTRACTOR MUST MAINTAIN A SATISFACTORY STANDARD ACCORDING TO THE ITP. THE STANDARD OF A "CLEAN" BUS IS; NO DIRT ON FRONT, SIDES OR REAR OF BUS; NO OILY RESIDUE; NO STICKERS, GUM OR GRAFFITI; CLEAN MIRRORS; NO TRASH OR RESIDUE ON SEATS, WALLS FLOOR, SIDE PANELS, GLASS, VENTILATION, WHEEL WELLS, LEDGES, HANDRAILS, LIGHT PANELS, DASH OR FLOOR.

-FAILURE TO MAINTAIN ABOVE STANDARD WILL RESULT IN A "CHARGEBACK"

BUS MAJOR-CLEAN CHECKLIST

Unit _____

Date _____

Checklist Items	Completed Satisfactorily	Not Satisfactorily	Comments
Close all windows, roof hatches and vents. Hand wash rear of vehicle and wheels	N/A		Currently not part of reclaim.
Drive bus through bus wash to achieve maximum effectiveness of wash (minimum of 1 minute from start to finish)	N/A		Currently not part of reclaim.
Dust all flat surfaces to include wiping off a/c vents, dashboard & gauges, interior wheel wells, window ledges and grills			
Clean inside walls, ceiling, and passenger seating panels			
Clean hand rails			
Clean all glass surfaces			
Clean around driver seat area			
Clean around driver's foot pedal assemblies			
Clean fabric driver and passenger seating with upholstery machine			Circle number of passenger seats 40 39 37 32 27
Empty trash			
Sweep and vacuum inside of bus/flooring			
Mop flooring (scrub where necessary)			
Post Inspection Completed By: Progressive _____ ITP _____			

Contractor must maintain a satisfactory standard according to the ITP. The word "clean" is arbitrary and therefore "clean" is defined according to the following standard:

Exterior: No dirt on front, sides, or rear of bus; no oily residue; no stickers, or graffiti; clean outside mirrors; no soap streaking.

Interior: No dirt, dust, trash, stains, gum or any residue on seats, floors, side panels, walls, wheel wells, ledges, handrails, drivers area including controls, light panels, ceiling; no graffiti; no stickers; no residue on windshield, window glass and mirrors; no damaged advertising; no cut seats.

Exhibit C

COMPENSATION RATE FOR ITP

$$\text{COST PER VEHICLE HOUR} = (\text{TOTAL EXPENSE}^{\text{A}} / \text{TOTAL LINEHAUL VEHICLE HOURS}^{\text{B}}) - (\text{TOTAL EXPENSE TOTAL} / \text{LINEHAUL VEHICLES HOURS} \times \text{STATE FORMULA OPERATING ASSISTANCE PERCENTAGE}^{\text{C}})^1$$

A. Total Expense is derived from CPA-audited (and Board approved financial statements)

+ Total Administrative Costs

+ Total Operations Expense

+ Total Maintenance Expense

= Total Expense

B. Total Linehaul Vehicle Hours is derived from service planned for the Fall (August) run-cut

C. Credit for the estimated State formula operating assistance²

¹ Tentative rate for the upcoming fiscal year to be provided to Mobile GR by third Monday in January of each year (using the previous fiscal year's audited expenses) – the final rate to be provided 45 days after third Monday in January.

² The hourly rate for the upcoming Rapid fiscal year (October 1 – September 30) will use the previous fiscal year's State operating assistance percentage (i.e. FY22 rate will use FY20 State %)



It is the commitment and policy of *The Rapid* to assure equal employment opportunity in its personnel practices. In accordance with all applicable federal, state and local laws and ordinances, *The Rapid* does not discriminate against any people in its personnel practices and/or terms or conditions of employment on the basis of any protected legal characteristics such as sex, race, color, national origin, creed, height, weight, age, disability, marital status, veteran status or religion.

The Rapid is committed to carrying out our affirmative action program; making continued efforts to recruit and advance qualified minorities, women, persons with disabilities, and covered veterans.

Nancy Groendal, Manager of Human Resources and EEO/AA Officer for *The Rapid* is responsible for the development and implementation, review and allegiance of the EEO/AA program. The Officer reports to, and has direct access to the CEO without additional authority.

All Deputy CEO's and Managers of *The Rapid* are required to attend annual training sessions to review achievements and challenges that support the EEO/AA program. Feedback is also given to Managers regarding their employment patterns and practices. They are committed to upholding and supporting the EEO program to ensure compliance is achieved. Deputy CEO's and Managers are evaluated and held accountable annually on their success and adherence to the policy.

The Rapid supports employment of qualified individuals with disabilities. If you believe that accommodation of a disability is necessary to perform the essential functions of your position, Michigan law requires you to notify *The Rapid* of this in writing within 182 days after you know or reasonably should have known of the need for accommodation.

Considerable efforts are made to hire and retain minorities and women in all personnel areas at *The Rapid*. Our commitment to developing those areas are strongly supported by our community partners and networking with local minority agencies. *The Rapid* is committed to reaching higher EEO standards and goals to continue to diversify our workplace and provide better benefits to all. *The Rapid* remains committed to adapting new ideas and training in order to support and cultivate our environment and successfully achieve our EEO/AA goals.

As an employee or applicant, if you believe that you have been subjected to or witnessed unlawful discrimination; you should report it immediately to the Human Resources Department. Each report will be given serious consideration and investigated promptly. Reports and investigations will be handled with discretion and appropriate corrective action will be taken. *The Rapid* strictly prohibits retaliation against anyone who, in good faith, reports an actual or suspected violation of this policy.

If you are unsatisfied with the way your complaint of discrimination has been handled, you have the right to contact the *Michigan Equal Employment Opportunity Commission (EEOC)* or the *Federal EEOC*. Both agencies serve as neutral fact finders and attempt to help parties resolve disputes.

The Rapid is an Equal Employment Opportunity Employer
The Rapid Encourages Women and Minorities to Apply



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 20210127-8

Fiscal Year: 2020-2021

Moved and supported to adopt the following resolution:

Approval to execute the contract agreement with the City of Grand Rapids for the operation of DASH services.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute an agreement with the City of Grand Rapids for the purpose of providing DASH services, in accordance with the information presented to the ITP Board on January 27, 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: January 27, 2021
To: ITP Board
From: Mayor Stephen Kepley, Chairman of the Board
Subject: CEO EMPLOYMENT AGREEMENT

ACTION REQUESTED

We are asking for the Board of Directors to approve and execute a contract of employment with Deborah Prato to serve as Chief Executive Officer of the Interurban Transit Partnership (i.e. The Rapid) as set forth in the attached draft agreement.

Employment Agreement

This Employment Agreement (“Agreement”) is entered into by and between the Interurban Transit Partnership (“The Rapid”) and Deborah Prato (“Executive”).

The Rapid desires to engage the services of Executive to serve as Chief Executive Officer, and Executive is willing to be employed by The Rapid in the capacities and under the terms and conditions set forth in this Agreement. In consideration of the mutual covenants contained in this Agreement, The Rapid and Executive agree as follows:

1. **Title and Duties/Responsibilities.** The Rapid shall employ Executive as Chief Executive Officer. Executive will report directly to and be subject to the supervision of the Chair (“Chair”) of the Board of Directors of The Rapid (“Board of Directors”) and any other members of the Board of Directors designated by the Chair with approval by the Board of Directors.

As Chief Executive Officer, Executive shall be responsible for performing all duties and responsibilities required of her by virtue of her position as required for the continued operation of The Rapid; all duties and responsibilities required by The Rapid’s bylaws or policy statements (as may be amended from time to time); such other duties and responsibilities as are typically and/or customarily performed by a Chief Executive Officer in a similar position in accordance with the general objectives and policies of The Rapid; and, other duties and responsibilities as assigned to her from time to time by the Chair and/or the Board of Directors.

Executive shall fulfill these duties and responsibilities honestly, diligently, conscientiously, in good faith, with her best efforts and in the best interests of The Rapid, and at all times in compliance with all applicable laws and regulations.

2. **Exclusivity.** During her employment, Executive shall devote her full and exclusive time, attention, and effort to The Rapid’s business and will not engage in any other business activity, except for activities expressly authorized by the Board of Directors. Executive agrees that she shall not, during the term of this Agreement, render services to any other person, firm or corporation other than The Rapid, either within or outside business hours, nor shall she have any interest, direct or indirect, in any business that is competitive with The Rapid’s business activities. Activities involving state or national trade associations related to Mass Transit are considered the business of The Rapid. The provisions of this paragraph are not intended to restrain the Executive from normal civic activities or time in such activities to the extent not detrimental to the performance of Executive’s duties under this Agreement.

Executive acknowledges that she is not under any contractual or legal restriction preventing her from devoting her full time, attention and effort to The Rapid. This includes a representation that Executive is not bound by a non-compete agreement and that she does not have any confidential information preventing or restricting her performance as Chief Executive Officer of The Rapid.

3. **Compliance with the Policies.** Executive understands that The Rapid is committed to maintaining a culture and environment of honesty, integrity, and regulatory compliance, and agrees to observe and comply with The Rapid’s policies, including its Employee Handbook, as

may be amended or revised from time to time. In the event of a conflict between any of the provisions of this Agreement and the Employee Handbook or other policies as may be amended or revised, this Agreement controls.

4. **Full-Time Employment/Annual Review.** Beginning on March 8, 2021, Executive shall begin working full-time for The Rapid and The Rapid shall pay Executive as compensation for her full-time services a base salary of \$188,000.00 annually, less applicable withholdings for all federal, state and local taxes to be paid in accordance with The Rapid's payroll cycle.

Executive's performance shall be subject to review at least annually per calendar year by the Board of Directors. The review will take place within sixty (60) days of Executive's employment anniversary date each year. Executive's compensation may be adjusted as determined by the Chair and the Board of Directors in their sole discretion based upon the method and means deemed appropriate to measure the performance benchmarks indicated. The Chair and the Board of Directors may establish benchmarks to be used in determining performance-based salary adjustments. Any benchmarks will be set by the Board or its designees with input from Executive and shall be communicated, in writing, to Executive.

An initial six (6) month review will be conducted using established performance benchmarks set forth in the first month of employment.

5. **Benefits.**

- a. Executive shall be eligible to participate in group health insurance, retirement program, and other fringe benefit programs as established for executives with The Rapid. Executive's eligibility, coverage, and benefits are determined by and subject to the terms and conditions of the official plan documents and subject to change. The establishment, termination, or change of such programs shall be at The Rapid's sole discretion.
 - i. To the extent needed, The Rapid shall reimburse Executive for up to one month of COBRA premiums for coverage for the period prior to Executive's being eligible to participate in The Rapid's group health insurance plan.
 - ii. Provided Executive retires on or after attaining the age of sixty-two (62) and having completed at least five (5) years of service with The Rapid, Executive will be provided the opportunity to continue employer-provided Group Health Insurance coverage at the time of retirement at 50% of the cost of the premium for the lowest cost single subscriber coverage offered by The Rapid to active employees until Executive reaches the age 65, unless canceled due to non-payment, or for voluntary reasons.
- b. Executive will receive 160 vacation hours upon hire for use in accordance with the established policies and procedures for executives with The Rapid. In addition, Executive shall accrue additional vacation hours immediately following her hire in

accordance with the standard policies and procedures for Rapid executives at the rate of an employee with 19 years and one month of service.

- c. In addition to the base salary referenced in Paragraph 4, The Rapid shall pay Executive additional deferred compensation equal to 10% of Executive's base salary as may be modified and in place at the time not to exceed annual IRS contribution limits to 457 plans. This deferred compensation shall be paid in The Rapid's 457 plan for administrative staff.
- d. Executive shall not be eligible to participate in the 401(a) plan for administrative employees.
- e. Executive will receive 80 hours of sick leave upon hire and shall accrue additional sick leave hours immediately following her hire in accordance with The Rapid's policies for administrative staff.

6. **Reimbursement of Business Expenses and Allowances.** The Rapid will reimburse Executive for all reasonable business expenses, including reasonable entertainment expenses, incurred on behalf of The Rapid in accordance with the reimbursement policies in effect from time to time for The Rapid and as stated in this Agreement, upon Executive presenting an itemized account of expenditures on the appropriate expense report forms and supported by receipts. The Rapid will also pay dues, memberships and associated expenses related to the performance of Executive's duties as approved by the Board of Directors. Expense reports shall require the approval of the Chair or his/her designee. Exceptional business related expenses must be pre-approved, in writing, by the Chair or his/her designee. The Rapid retains the sole discretion to determine whether the expense(s) incurred by Executive are reasonable, and may refuse to reimburse her, in whole or in part, for any expense(s) it deems are not reasonable.

7. **Relocation Bonus.** The Rapid shall provide Executive bonus payments which, in total, equal fifty-thousand dollars (\$50,000). Payments shall be paid over a period of one year (or 26 bi-weekly pay periods) in bi-weekly payments of approximately \$1923.08, less payroll deductions and required withholdings, following the first regular pay date after Executive begins her employment with The Rapid. A prorated portion of this Relocation Bonus shall be paid if within one (1) year of their Employment Commencement Date Executive's employment with The Rapid (and its successors) is terminated either (i) by the Executive or (ii) by The Rapid for Cause (as defined in Section 9(b) of this Agreement). Should Executive's employment terminate within one (1) year of their Employment Commencement date, payments shall cease on the date of termination and no additional payments shall be made. Executive shall be responsible for any tax consequences associated with this bonus and the payments involved.

8. **Indemnification.** The Rapid shall indemnify and hold Executive harmless while acting within the scope of Chief Executive Officer position under the terms of this agreement and all expenses, costs, charges, judgments, claims or demands, including providing counsel and/or reimbursement of reasonable attorney fees and defense costs for any claims, suit or demand asserted against Executive arising out of services rendered to or provided for The Rapid under this Agreement. The Rapid shall ensure that Executive is included as an additional insured on liability

insurance policies carried by The Rapid to insure its employees and agents and will provide applicable certificates of insurance to the Executive.

9. **Term.** This Agreement shall be a three (3) year contract commencing on March 8, 2021, unless either party serves written notice upon the other party of intent to terminate this Agreement earlier. At the discretion of the Board, this Agreement may be extended for two (2) additional one (1) year terms by providing notice to Executive sixty days (60) days in advance of its termination date and as otherwise agreed pursuant to a written agreement between Executive and an authorized representative of the Board. The employment relationship is terminable at will and may be terminated by either party at any time, with or without cause. Provisions contained in this Agreement regarding Executive's eligibility for severance payments do not alter the at will employment relationship between Executive and The Rapid.

- a. **Termination Without Cause.** Upon termination of Executive's employment by The Rapid without cause during the term of this Agreement, Executive shall be entitled to receive severance pay equal to half her annual base salary. The severance pay is subject to all applicable withholding and shall be payable over the twenty-six (26) weeks following the termination of Executive's employment at the same time and in the same manner as if Executive had remained on The Rapid's payroll; however, severance payments may not be accelerated or postponed and notwithstanding anything to the contrary herein, such severance payments are intended to be pursuant to an involuntary separation pay plan in accordance with IRS Regulation 1.409A-1(b)(9)(iii) to the extent they are within the limits of that section. The Rapid will pay the cost of continuing family level healthcare benefits for the Executive from the date notice of termination is provided to the Executive for the number of weeks corresponding to the number of weeks of salary to which the Executive is entitled as severance pay or until the Executive is enrolled in an alternate health benefits plan, whichever occurs first. All other benefits of employment will terminate on the date Executive's employment terminates unless otherwise mandated by law.

As a condition of receipt of the severance pay, Executive shall execute a general release of any and all claims and covenant not to sue, including but not limited to employment-related claims, against The Rapid (including any successor or associated entities), its employees and Board of Directors, to be prepared by The Rapid and its counsel.

- b. **Termination For Cause.** Upon termination of Executive's employment for cause by The Rapid, Executive shall not be entitled to any severance benefits. The term "cause" shall mean any of the following grounds:
 - (i) There has been a failure by Executive (except by reason of incapacity due to physical illness) to comply with the requirements of her position, or The Rapid's policies, mission statement or core values, or a breach of fiduciary duty by Executive. Executive shall be informed of any specific performance deficiencies or breach of fiduciary duty in writing and shall be given a reasonable period of time, similar to the period set forth in Section 9(b)(iii), to correct such enumerated

deficiencies;

- (ii) Engagement in acts which would constitute grounds for immediate dismissal of any employee by The Rapid under existing policies or as may be subsequently enacted;
- (iii) Breach, non-performance, or non-observance in any respect of a term of this Agreement if such breach, non-performance, or non-observance shall continue beyond a period of sixty (60) calendar days immediately after written notice thereof by The Rapid to Executive;
- (iv) Any material misrepresentation by Executive of a fact, or omission of a material fact, concerning her professional qualifications or experience;
- (v) Commission of a criminal act amounting to a felony or misdemeanor while employed by The Rapid regardless of whether or not related to the performance of her duties and responsibilities under this Agreement; or,
- (vi) Commission of a dishonest act in a public or private capacity such as theft, fraud, misappropriation, or embezzlement of funds including any misapplication of The Rapid's funds.

c. **Incapacity.** If Executive shall become incapacitated due to illness or injury and, as a result, unable to perform the duties of Chief Executive Officer for a period exceeding 30 continuous days, this Agreement may be immediately terminated by the Board of Directors at its sole discretion. To that extent, Executive hereby acknowledges her status as a Key Employee. Executive shall continue to receive her full compensation and benefits as provided in this agreement until the date of any termination under this Section unless otherwise mandated by law.

d. **By Chief Executive Officer.** Executive may in her discretion elect to terminate her employment. Executive agrees to provide The Rapid with sixty (60) days advance written notice of the effective date of her decision to terminate. At the end of the notice period, all rights, duties, and obligations of both parties to the Agreement shall cease, except for the continuing obligations as provided in this Agreement that survive termination. Executive will not be entitled to severance benefits and the Board of Directors, upon receiving notice of Executive's decision to terminate, may elect to immediately release Executive of all her remaining duties and responsibilities. However, where the Board of Directors releases Executive prior to the period of her notice, Executive shall be entitled to the compensation and benefits provided for in this Agreement for the remainder of the period of her notice unless said release is for cause.

10. **Compensation Upon Termination of Employment.** Upon termination of Executive's employment, whether voluntary or for cause, Executive will receive the base salary earned up to the effective date of her termination under Paragraph 4 of this Agreement. Executive will not receive any other compensation or payment upon termination of employment, whether

voluntary or for cause except as expressly set forth in Paragraph 9(a), required by law or otherwise under applicable federal or state civil rights statutes in any proceeding arising thereunder.

11. **Confidential Information.** The Rapid will make available to Executive certain confidential and proprietary information. Executive shall not, at any time during her employment or at any time following the termination of her employment for any reason, whether voluntary or involuntary, make any unauthorized disclosure or use of confidential and proprietary information of The Rapid. The phrase “unauthorized disclosure or use” includes, but is not limited to, disclosure or use for Executive’s benefit, or for the benefit of others without the express written permission of the Chair or his/her designee. Upon termination for any reason, whether voluntary or involuntary, of her employment with The Rapid, Executive shall immediately return to The Rapid, and not keep or deliver to any other person, all confidential or proprietary information in her possession or control (whether written, printed, electronic or photographic) and agrees not to maintain or retain copies or handwritten summaries.

Confidential and proprietary information includes, but is not limited to, grants, accounting or financial information, business strategies, marketing plans, trade secrets, intellectual property, copyrighted information, data, operating instructions, market studies, market penetration data, or other market information, tax returns, budgets, attorney-client privileged information, information systems, and any other secret processes, technology, or information.

At any time upon request by The Rapid during Executive’s employment, or upon termination of her employment for any reason, whether voluntary or involuntary, Executive agrees to disclose to The Rapid all passwords and user names Executive used to access The Rapid’s email service and business communications, and to refrain from accessing The Rapid’s email service and/or business communications at any time in the future.

12. **Property and Records.** All property pertaining to Executive’s duties and responsibilities under this Agreement, tangible or intangible, including, but not limited to, all business, financial or other reports, books, documents, records and other information, shall be and remain the property of The Rapid and may not be taken, used or appropriated by Executive for any purpose without the written consent of the Chair or his/her designee. Upon termination of her employment, whether voluntary or involuntary, for any reason, Executive will immediately return all The Rapid property in her possession including, but not limited to, her laptop computer, records, files, equipment, keys, etc.

13. **Non-Solicitation/Non-Competition.** Executive agrees that for a period of two (2) years immediately following the termination of her employment for any reason, whether voluntary or involuntary, Executive shall not, without the prior written consent of The Rapid, directly or indirectly, on her own behalf or as principal, agent, employer, employee, stockholder, member, owner, partner, consultant, or in any other capacity, for any reason on behalf of any other person or entity: (a) solicit, contact, contract, interfere with or divert any business affiliate of The Rapid; or, (b) employ, attempt to employ, solicit for employment or divert the employment of any person then employed by The Rapid or any person employed by The Rapid at any time during the preceding 12-month period.

14. **Mutual Non-Disparagement and Reasonable Cooperation.** Executive agrees that, during her employment and following the termination of her employment for any reason, whether voluntary or involuntary, she will not make or publish, to any third party, any disparaging, untrue, or misleading written or oral statements about or relating to The Rapid or The Rapid's purpose, activities or practices, or about or relating to any officer, trustee, director, board member, or other person acting on behalf of The Rapid. Likewise, The Rapid agrees that its officers, trustees, directors, board members, or other persons acting on behalf of The Rapid will not make or publish, to any third party, any disparaging, untrue, or misleading written or oral statements about or relating to Executive. Executive and The Rapid both agree that a violation of this Paragraph will cause irreparable injury to the other, which cannot be adequately compensated by money damages alone.

Executive also agrees to cooperate and participate with The Rapid, its attorneys, and agents in the prosecution and defense of all lawsuits, claims, or proceedings against or involving The Rapid in which Executive is named as a party, or of which Executive has knowledge, or with which Executive has had involvement. Executive agrees that with respect to such cooperation and participation after the termination of her employment for any reason, she shall make herself available for reasonable amounts of time, as necessary, to assist The Rapid, its attorneys, and agents, in the prosecution and defense of all such lawsuits, claims or proceedings. The Rapid agrees to reimburse Executive for reasonable travel and lodging expenses she may incur as a result of such cooperation and participation.

15. **Injunctive Relief.** Executive agrees that a breach or threatened breach of Paragraph 11 (Confidential Information) Paragraph 13 (Non-Solicitation/Non-Competition) and/or Paragraph 14 (Non-Disparagement and Reasonable Cooperation) of this Agreement will cause severe and irreparable damage to the business and goodwill of The Rapid, which may not be adequately compensated by money damages alone. In recognition of this fact, Executive agrees that in the event of such breach or threatened breach, The Rapid shall, in addition to any other remedies it may have, be entitled to immediate and appropriate injunctive relief or decree of specific performance of this Agreement, without the necessity of showing any actual irreparable injury or special damages. Therefore, Executive agrees that, notwithstanding any provision in Paragraph 16 to the contrary, The Rapid shall be entitled to seek injunctive relief from a court of appropriate jurisdiction without the posting of a bond or other security in the event of any breach or threatened breach of the terms of Paragraphs 11, 13 and/or 14, including the recovery of damages from Executive. The provisions of Paragraphs 11, 13, 14 15, 16 and 17 shall survive the termination of Executive's employment regardless of the reason, whether voluntary or involuntary.

16. **Dispute Resolution and Arbitration.** The Rapid (defined to include its officers, Directors, directors, board members, or other persons acting on behalf of The Rapid) and Executive agree to give up their right to trial by jury and agree that any claim, controversy or dispute that they may have against each other arising out of or relating to this Agreement including, but not limited to, Executive's employment, or the performance, termination, breach, enforceability or validity of this Agreement, and the scope, validity and enforceability of this agreement to arbitrate, shall be determined by arbitration pursuant to this Paragraph and the limitations period provided for in Paragraph 17, if good faith negotiations among the parties do not resolve such claim, controversy, or dispute within sixty (60) days after such claim, controversy or dispute is presented, in writing, to the other party.

The parties' agreement to submit a claim, controversy or dispute recognized by this Paragraph to arbitration includes any claim, controversy or dispute based in contract, tort, pursuant to statute, regulation or ordinance, or in equity or otherwise including, but not limited to, any claim, controversy or dispute related to wages, reimbursements, discrimination, harassment and retaliation, whether based on state law, Title VII of the Civil Rights Act of 1964, the Age Discrimination In Employment Act, as amended, as well as all other federal, state or local laws or regulations.

The arbitration shall be conducted in the local jurisdiction of The Rapid office location at which Executive was employed, and shall proceed in accordance with the Employment Arbitration Rules of the American Arbitration Association then in effect, to the extent that such Arbitration Rules are not inconsistent with the provisions of this Agreement; provided, however, that such Arbitration Rules may be modified as shall be required to provide procedural fairness mandated by state or federal law in a proceeding involving arbitration of any claim, controversy or dispute arising under federal or state civil rights statutes.

Such arbitration shall be heard by one arbitrator, who, unless otherwise agreed to by the parties, shall be an impartial attorney at law who has had training and experience as an arbitrator and who has practiced law for at least 15 years as an attorney concentrating in either general litigation or employment matters. If The Rapid and Executive are unable to agree on the selection of an arbitrator, the parties shall alternatively strike arbitrators from a panel of arbitrators provided by the Federal Mediation and Conciliation Service until an arbitrator is selected.

Reasonable discovery shall be allowed in the arbitration and each party may be represented by counsel. The arbitrator shall base his/her award on applicable law and judicial precedent and include in such award a written statement of the reasons upon which the award is based, including findings of fact and conclusions of law. The arbitrator may award any remedies allowed by law if liability and damages are proven. The award rendered by the arbitrator shall be final and binding, and judgment may be entered in accordance with applicable law in any court having jurisdiction thereof. The costs and fees in the arbitration shall be shared equally by the parties to the arbitration, including each party's attorney fees, except as expressly may be required by law or otherwise under applicable federal or state civil rights statutes in any proceeding arising thereunder.

17. **Limitations Period.** Executive agrees not to commence any action, claim or lawsuit relating to or arising out of her employment, including but not limited to, claims arising under state or federal civil rights statutes, against The Rapid or its employees, agents, officers, Chair of Board of Directors, or Board of Directors, no more than one (1) year after the occurrence of the facts giving rise to the claim, or no more than one (1) year after the date of Executive's termination of employment for any reason, whether voluntary or involuntary, whichever is earlier. Executive agrees to waive any longer statute of limitations to the contrary. In the event that the statute of limitations applicable to any claim is less than one (1) year, Executive agrees that the shorter statute of limitations shall apply. This provision does not prohibit the timely filing of a charge with a federal administrative agency, but unless filed within one (1) year (or in less time if any applicable law requires). Executive waives any right to any personal benefit, monetary or otherwise, that may result from any claim filed on Executive's behalf by any administrative agency. This section 17 shall not apply to an action by Executive which seeks to enforce any arbitration award to Executive and against The Rapid, in whole or in part.

18. **Notices.** All notices by either party required or permitted by this Agreement shall be in writing and sent by certified mail, postage prepaid, return receipt requested, addressed to the parties as follows:

To Interurban Transit Partnership:

ITP Board of Directors Chair
300 Ellsworth Ave. SW
Grand Rapids. MI 49503

To Chief Executive Officer:

Deborah Prato

_____ address to be completed
_____ at a later date

Notice may also be mailed to such other address as the parties, respectively, may designate by notice given in like manner, and any such notice, request or other communication shall be deemed to have been given when mailed as described.

19. **No Assignment.** Executive acknowledges that the services to be rendered by her are unique and personal. Accordingly, Executive may not assign any of her rights or delegate any of her duties, responsibilities or obligations under this Agreement, without the prior written consent of the Chair of the Board of Directors.

20. **Severability.** If any provision of this Agreement shall be found by a court to be invalid or unenforceable, in whole or in part, then such provision shall be construed and/or modified or restricted to the extent and in the manner necessary to render the same valid and enforceable, or shall be deemed excised from this Agreement, as the case may require, and this Agreement shall be construed and enforced to the maximum extent permitted by law, as if such provision had not been originally incorporated herein.

21. **Waiver.** A waiver by The Rapid of a breach of any provision of this Agreement by Executive shall not operate or be construed as a waiver or estoppel of any subsequent breach by Executive. No waiver shall be valid unless in writing and signed by the Executive and the Chair of the Board of Directors.

22. **Reasonableness.** Executive acknowledges and agrees that Executive has weighed all the facts, conditions and circumstances pertaining to this Agreement and that Executive acknowledges and agrees that all of the provisions of this Agreement are reasonable. Executive agrees not to contest the validity of any provision of this Agreement and waives any and all rights Executive may have to bring any claim, action or suit or to raise any defense regarding the validity and reasonableness of this Agreement or any provision herein.

23. **Binding Agreement.** This Agreement shall be binding upon and inure to the benefit of The Rapid, its successors and assigns, including, without limitation, any corporation into which The Rapid may be merged or by which it may be acquired, and shall be binding upon and

inure to the benefit of Executive, her personal representatives, administrators, executors, legatees, heirs, and assigns.

24. **Headings.** Section headings are not to be considered a part of this Agreement and are not intended to be a full and accurate description of the contents.

25. **Entire Agreement.** This Agreement constitutes the entire agreement between the parties and contains all of the agreements between them with respect to the subject matter hereof. It supersedes any and all other agreements or contracts, either oral or written, between the parties with respect to the subject matter hereof.

26. **Modification, Amendment and Renewal.** No amendment, change, modification or renewal of this Agreement shall be valid unless in writing signed by the Chair of the Board of Directors and Executive. Oral amendments, changes or modifications are not binding.

27. **Choice of Law.** The laws of the State of Michigan shall govern this Agreement, the construction of its terms and the interpretation of the rights and duties of the parties.

This Agreement may be executed in counterparts, each of which shall be deemed an original, but both of which together shall constitute one and the same instrument. Copies (photostatic, facsimile or otherwise) of signatures to this Agreement shall be deemed to be originals and may be relied on to the same extent as the originals.

[The remainder of this page is intentionally left blank]

The parties have executed this Employment Agreement on the date set forth below their signatures.

Interurban Transit Partnership

Executive

Signature

Signature

Its Board Chair

Date: _____

Date: _____



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 20210127-9

Fiscal Year: 2020-2021

Moved and supported to adopt the following execution resolution:

Approval to execute a contract of employment with Deborah Prato to serve as Chief Executive Officer of the Interurban Transit Partnership (i.e. The Rapid) as set forth in the draft agreement included in the Board Packet.

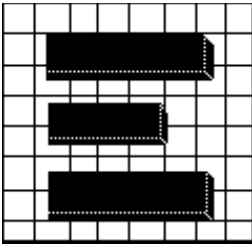
BE IT RESOLVED that the Board Chair is authorized to execute a contract with Deborah Prato on behalf of the Interurban Transit Partnership Board to employ her as its Chief Executive Officer, in accordance with the information provided to the Board of Directors on January 27, 2021.

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



EPIC ▪ MRA

4710 W. Saginaw Highway
Suite 2C
Lansing, MI 48917
P: 517-886-0860
F: 517-886-9176
E: info@epicmra.com
W: www.epicmra.com

Historical Comparison of Community Survey Data from Surveys Conducted for The Rapid 2015 through 2020

- Educational
- Political
- Industrial
- Consumer

- Market
- Research
- Analysis

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METHODOLOGY

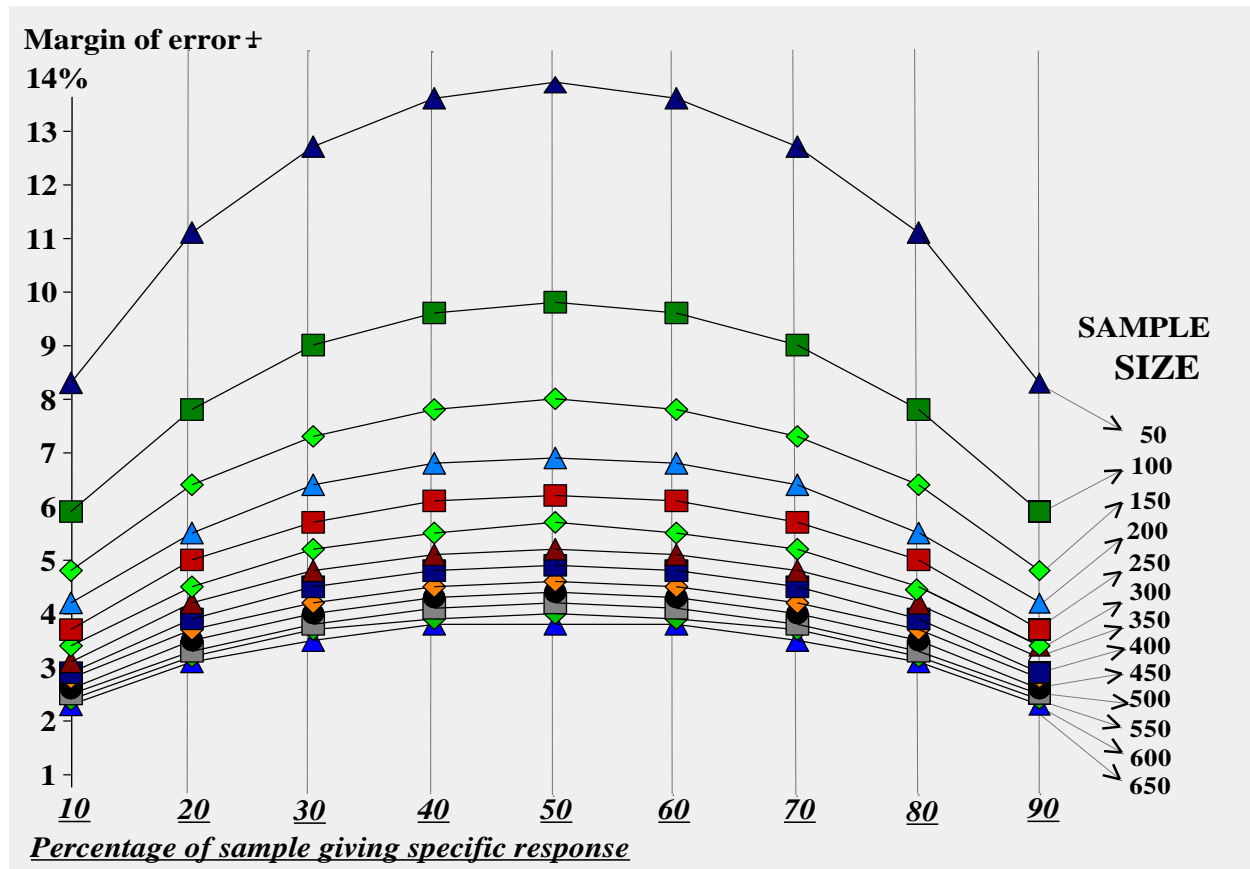
EPIC ▪ MRA conducted 800 interviews with adults living within the service area of *The Rapid* from September 26th, 2020 through October 5th, 2020. The total sample was stratified, as in prior years, in a manner proportionate to the population of the municipalities of Grand Rapids, East Grand Rapids, Grandville, Kentwood, Walker and Wyoming. The average length of the 2020 interview was approximately 15 minutes, with fifty percent of all interviews completed with cell phone-only respondents. In prior years, survey length often exceeded 20 minutes, with twenty to thirty percent of all interviews completed with cell phone-only respondents.

Using the most recent 2020 survey as a template, this document aims to offer a time-series comparison of historical survey data taken from surveys conducted for *The Rapid* dating back to 2015, specifically in: February 2015, February 2016, February 2017, and March 2018, in addition to the data obtained in 2020. It is noted that no “Community Survey” was conducted for *The Rapid* in 2019.

It is also noted that while 800 samples were obtained for the 2020 survey (yielding a margin of error ± 3.5 points), 400 samples were obtained for all previous surveys (yielding a margin of error ± 4.9 points, each). For the purposes of this document, despite various “oversamples” being obtained in both the most recent study, and in prior years, question-by-question comparisons will only be offered for the “total” sampling from each study, and those comparisons presented only for those questions (whether identical, or at least similar enough to offer a fair comparison over time) that appeared on multiple surveys. Questions unique to the 2020 study have been omitted from this report.

In interpreting survey results, all surveys are subject to error; that is, the results of the survey may differ from those that would have been obtained if the entire population were interviewed. The size of the sampling error depends on the total number of respondents to a particular question. The table on the next page represents the estimated sampling error for different percentage distributions of responses based on sample size.

EPIC ▪ MRA		SAMPLING ERROR BY PERCENTAGE (AT 95 IN 100 CONFIDENCE LEVEL)								
		<i>Percentage of sample giving specific response</i>								
		<u>10</u>	<u>20</u>	<u>30</u>	<u>40</u>	<u>50</u>	<u>60</u>	<u>70</u>	<u>80</u>	<u>90</u>
SAMPLE SIZE		% margin of error ±								
	700	2.2	3.0	3.3	3.7	3.6	3.7	3.3	3.0	2.2
	650	2.3	3.1	3.5	3.8	3.8	3.8	3.5	3.1	2.3
	600	2.4	3.2	3.7	3.9	4	3.9	3.7	3.2	2.4
	550	2.5	3.3	3.8	4.1	4.2	4.1	3.8	3.3	2.5
	500	2.6	3.5	4	4.3	4.4	4.3	4	3.5	2.6
	450	2.8	3.7	4.2	4.5	4.6	4.5	4.2	3.7	2.8
	400	2.9	3.9	4.5	4.8	4.9	4.8	4.5	3.9	2.9
	350	3.1	4.2	4.8	5.1	5.2	5.1	4.8	4.2	3.1
	300	3.4	4.5	5.2	5.5	5.7	5.5	5.2	4.5	3.4
	250	3.7	5	5.7	6.1	6.2	6.1	5.7	5	3.7
	200	4.2	5.5	6.4	6.8	6.9	6.8	6.4	5.5	4.2
	150	4.8	6.4	7.3	7.8	8	7.8	7.3	6.4	4.8
	100	5.9	7.8	9	9.6	9.8	9.6	9	7.8	5.9
	50	8.3	11.1	12.7	13.6	13.9	13.6	12.7	11.1	8.3



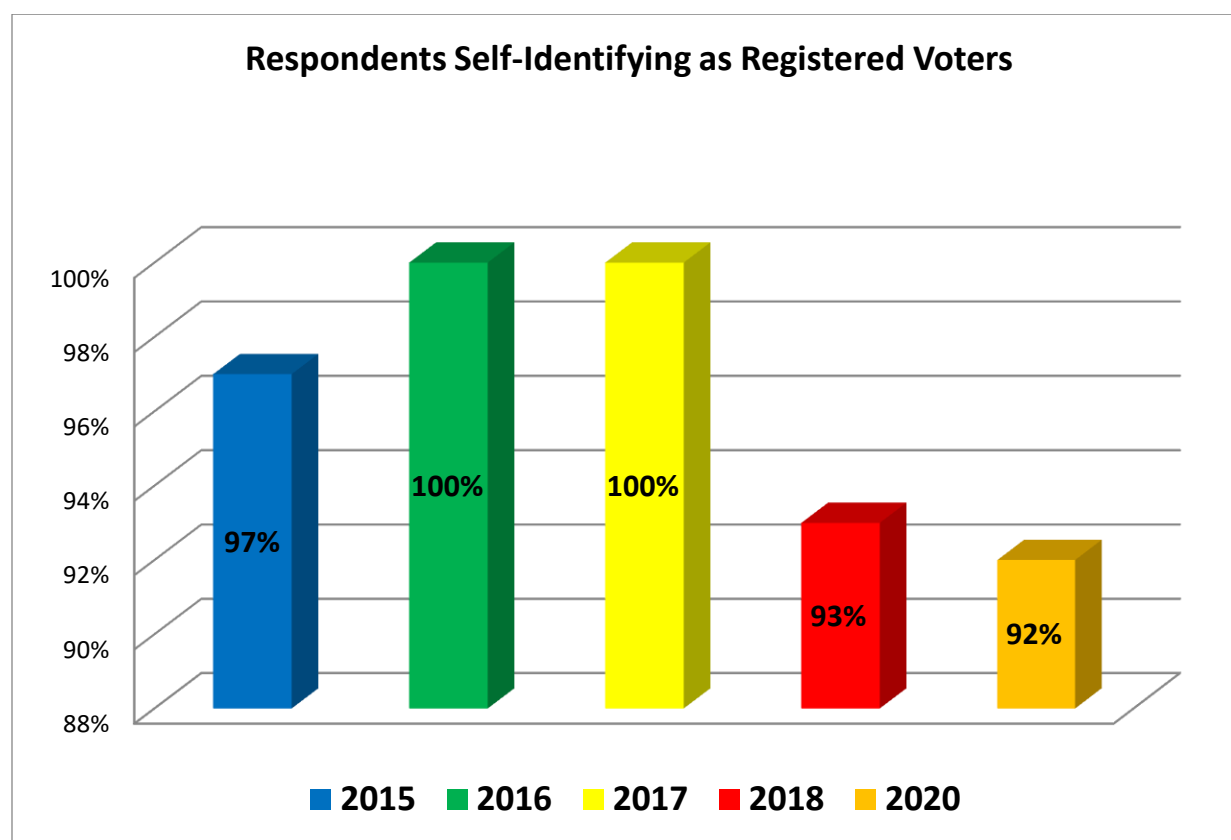
QUESTION BY QUESTION COMPARISON

Q.01: Voter Registration

The question posed: “Are you currently registered to vote at the address I am calling?”

Please note, respondents were required to self-identify as being registered to vote in order to participate in the 2016 and 2017 studies.

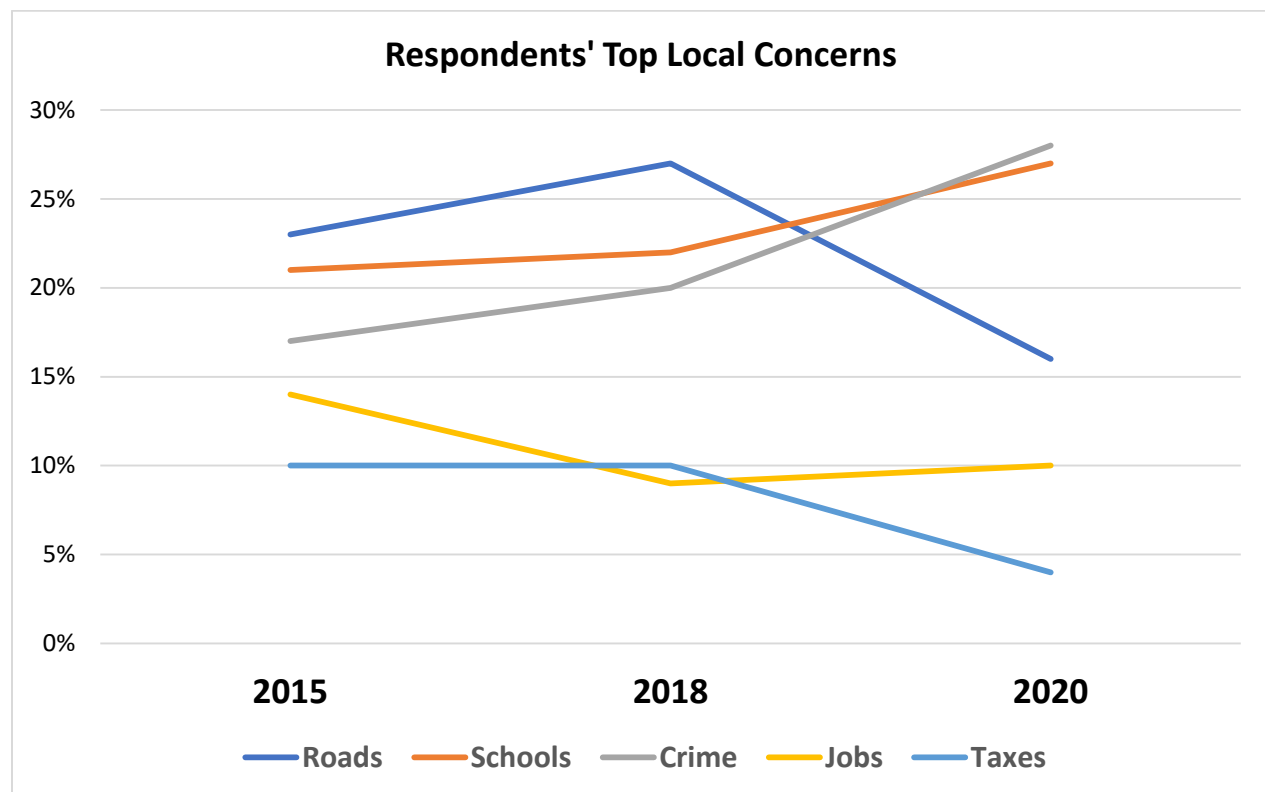
<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
97%	100%	100%	93%	92%	Yes
3%	---	---	---	7%	No
---	---	---	---	1%	Undecided/Refused



Q.02: Respondents' Biggest Local Concerns

The question posed: “Now I am going to read a list of problems or issues that people living in your area say they are concerned about the most. After I read the entire list, please tell me which one you are personally concerned about the most?”

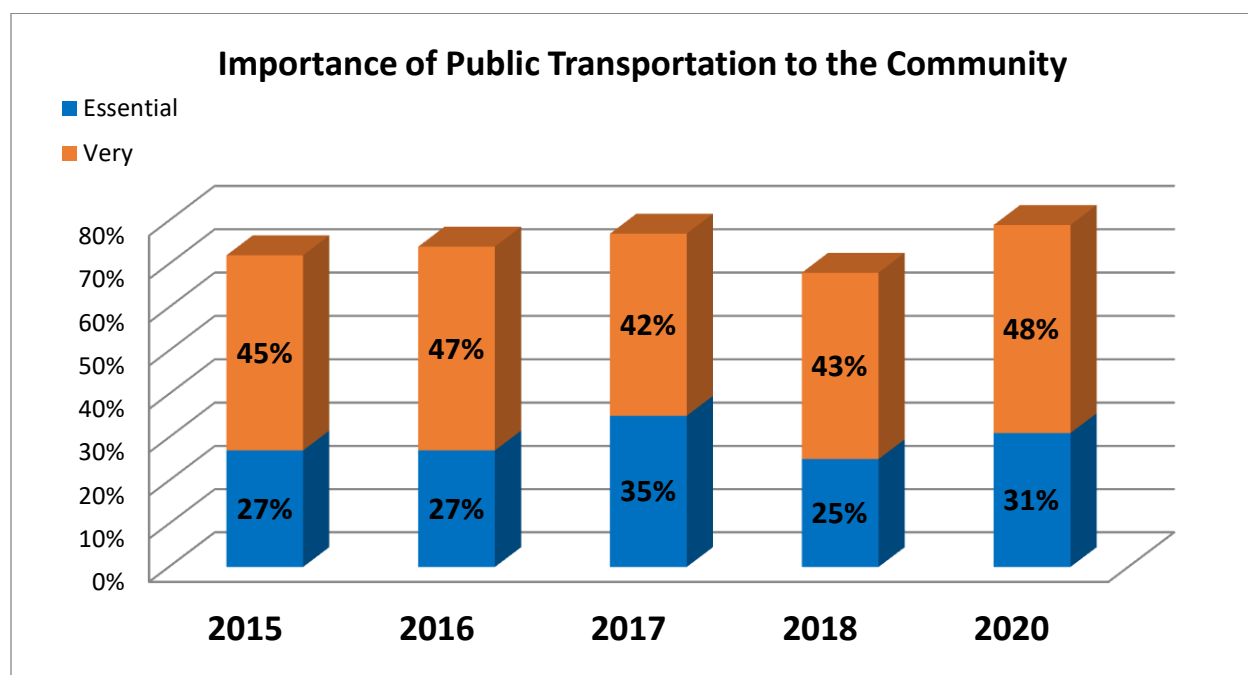
<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
23%			27%	16%	Maintaining and improving area roads
21%			22%	27%	Improving the quality of local public schools in the area
17%			20%	28%	Protecting the public from crime and drugs
14%			9%	10%	Improving the area economy and jobs
10%			10%	4%	Keeping county and local government taxes and fees low
5%	N/A	N/A	3%	3%	Balancing the local city budget
4%			1%	3%	Providing quality basic city services
2%			4%	3%	Offering affordable public transportation for workers, seniors, and students
1%			1%	1%	More than one (<i>volunteered</i>)
3%			3%	5%	Undecided/Refused



Q.03: The Rapid's Importance to the Community

The question posed: “Overall, do you think that the public transportation services offered by *The Rapid*, which is the public transportation authority that serves your area, are...”

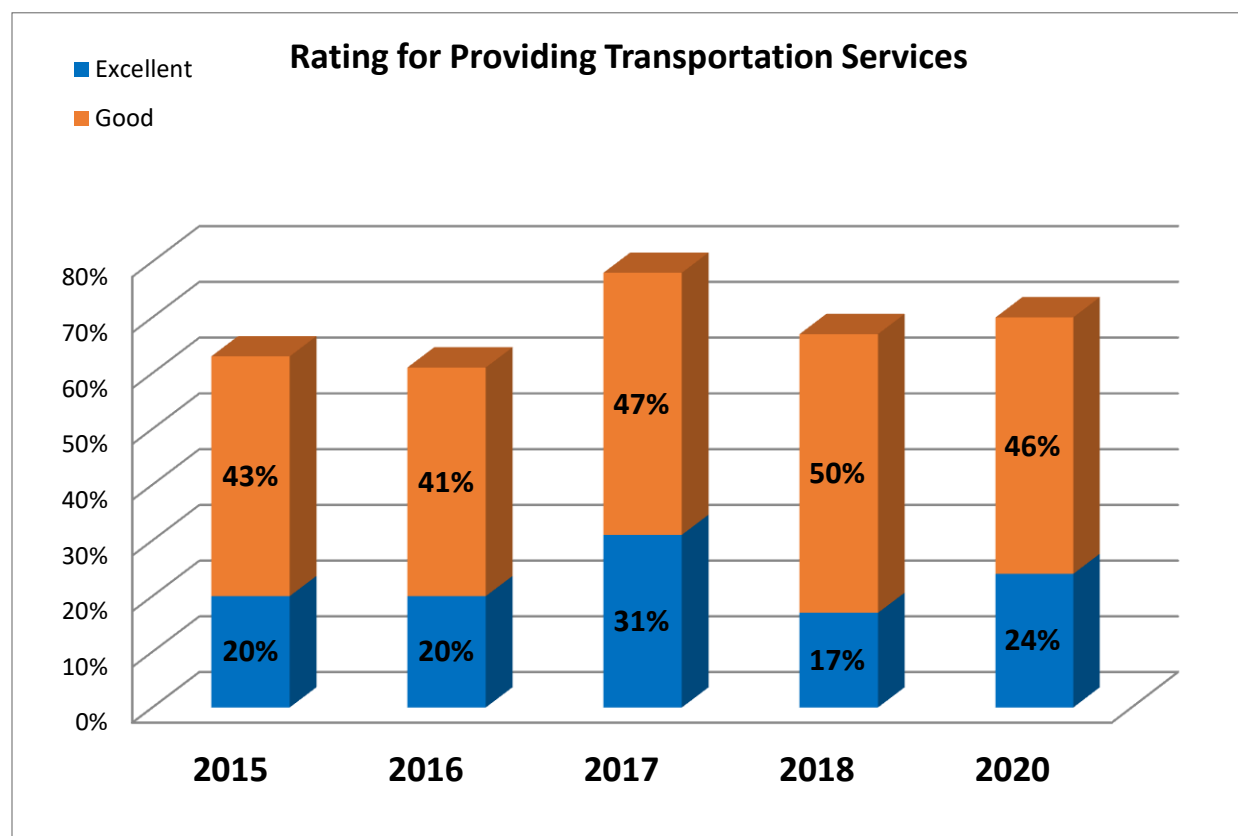
<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
27%	27%	35%	25%	31%	Essential to people in your community
45%	47%	42%	43%	48%	Very important
72%	74%	77%	68%	79%	TOTAL IMPORTANT
17%	17%	15%	19%	11%	Somewhat important
6%	3%	2%	6%	3%	Only a little important
3%	4%	3%	4%	3%	Not really important at all to people in your community
2%	2%	3%	3%	4%	Undecided/Refused



Q.04: Rating The Rapid

The question posed: “How would you rate the job *The Rapid* is doing providing the six communities in the service area of *The Rapid*, including your city, with quality, reliable public transportation services? Would you give *The Rapid* a positive rating of excellent or pretty good, or a negative rating of only fair or poor?”

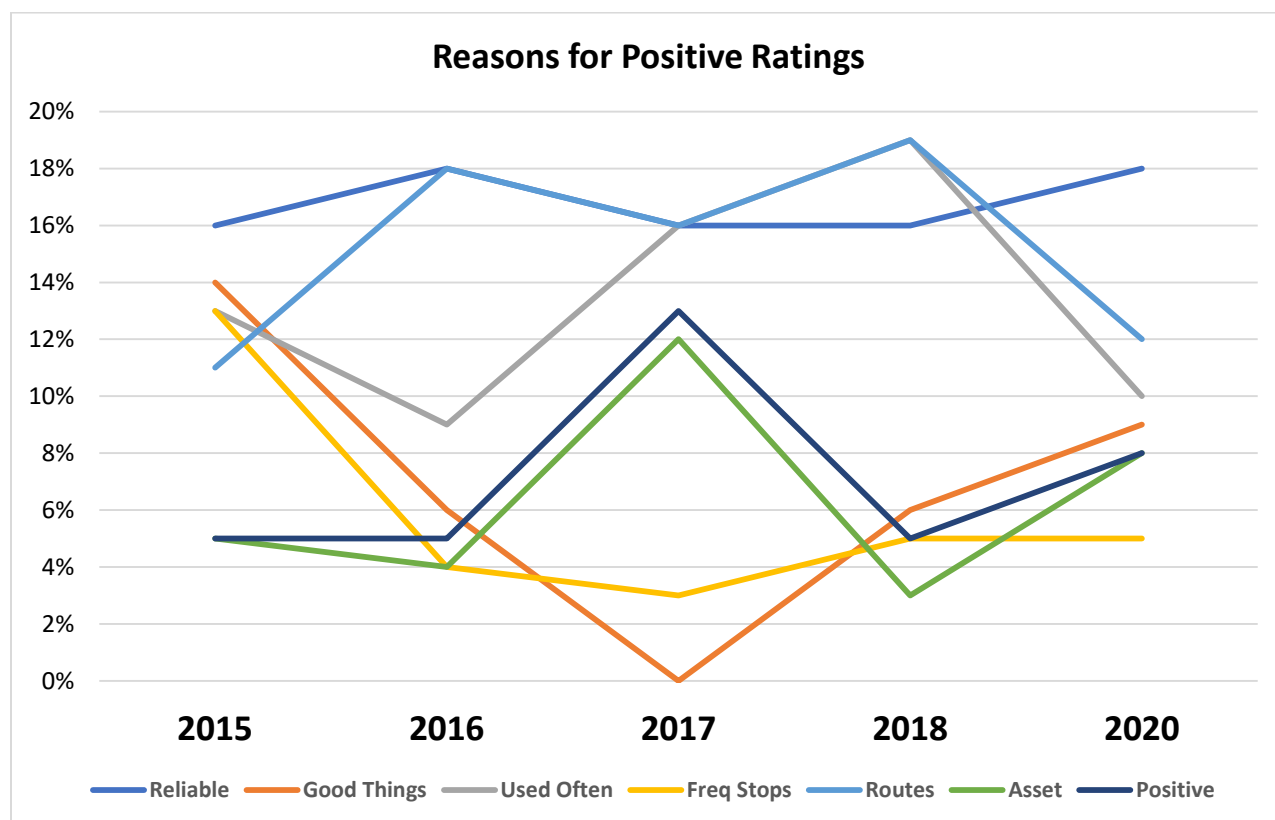
<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
20%	20%	31%	17%	24%	Excellent
43%	41%	47%	50%	46%	Pretty good
63%	61%	78%	67%	70%	TOTAL POSITIVE
14%	12%	7%	15%	8%	TOTAL NEGATIVE
11%	9%	6%	12%	6%	Only fair
3%	3%	1%	3%	2%	Poor
23%	27%	15%	18%	22%	Undecided/Refused



Q.05: Reasons for Offering The Rapid a Positive Rating

Respondents that offered *The Rapid* a positive job rating were asked to describe the main reason why. The question posed: “What stands out for you as the main reason why you offered a **POSITIVE** rating of (Excellent/Pretty good) for the job *The Rapid* does providing public transportation services?” The top responses were:

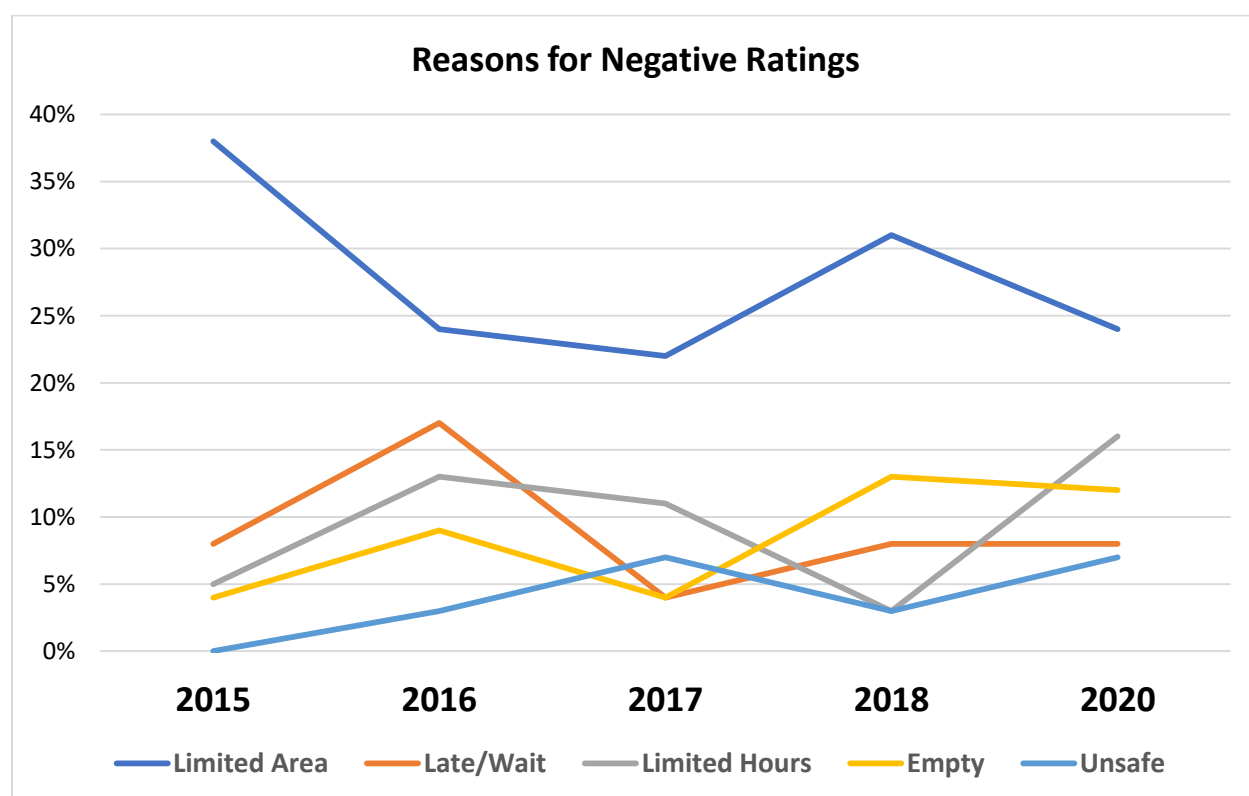
<u>2015</u> <u>N=251</u>	<u>2016</u> <u>N=244</u>	<u>2017</u> <u>N=312</u>	<u>2018</u> <u>N=267</u>	<u>2020</u> <u>N=555</u>	
16%	18%	16%	16%	18%	On time-Reliable
14%	6%	---	6%	9%	Heard Good Things
13%	9%	16%	19%	10%	I Use it Often – The Rapid is Used Often
13%	4%	3%	5%	5%	Frequent Stops-Added Stops
11%	18%	16%	19%	12%	Availability of Many Routes – Routes Expanded
5%	4%	12%	3%	8%	Community Asset – Essential Service
5%	5%	13%	5%	8%	Positive in General



Q.06: Reasons for Offering The Rapid a Negative Rating

Respondents that offered *The Rapid* a negative job rating were asked to describe the main reason why. The question posed: “What stands out for you as the main reason why you offered a **NEGATIVE** rating of (Only Fair/Poor) for the job *The Rapid* does in providing public transportation services?” The top responses were:

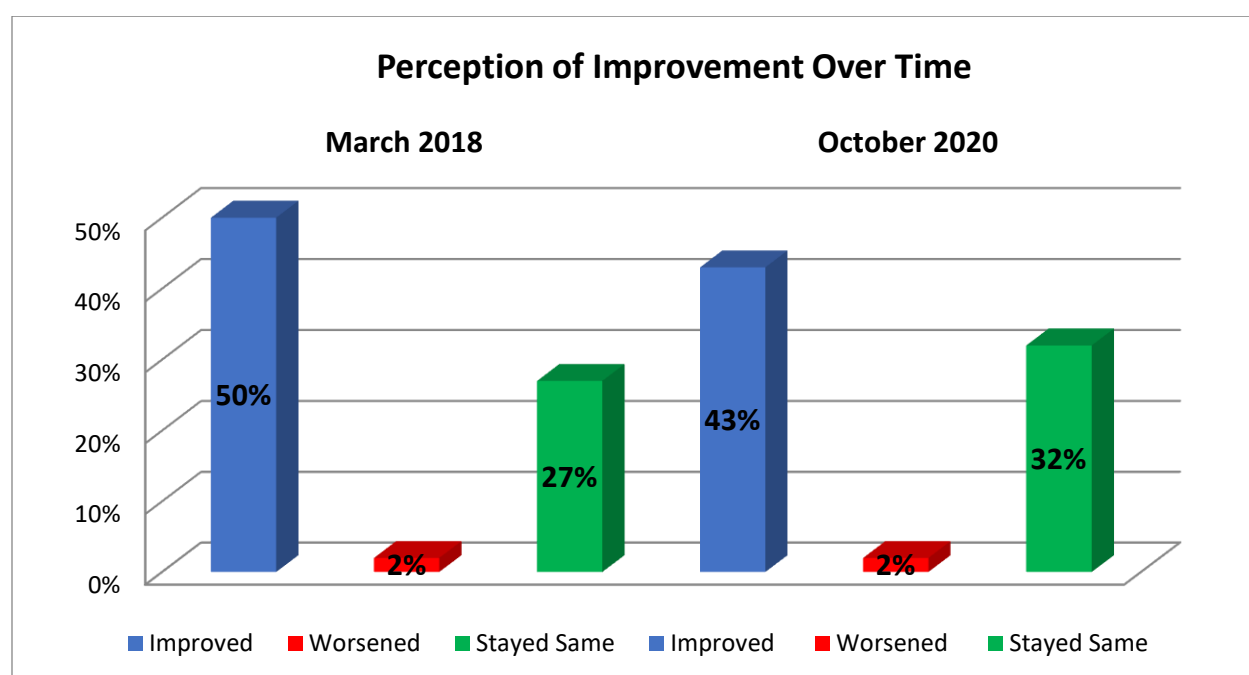
<u>2015</u> <u>N=55</u>	<u>2016</u> <u>N=49</u>	<u>2017</u> <u>N=27</u>	<u>2018</u> <u>N=60</u>	<u>2020</u> <u>N=68</u>	
38%	24%	22%	31%	24%	Service Area Is Limited – Does Not Go Where I Need to Go
8%	17%	4%	8%	8%	Wait Times Between Buses – Arrive Late
5%	13%	11%	3%	16%	Service Hours Are Limited – Does Not Run Late Enough
4%	9%	4%	13%	12%	Buses Run Empty
---	3%	7%	3%	7%	Unsafe – Crime
---	---	4%	---	6%	Cost – Too Expensive



Q.07: Improvement in The Rapid's Service Offerings

The question posed: “Thinking about the services provided by *The Rapid* over the past few years, do you think those services have improved, gotten worse, or remained about the same?”

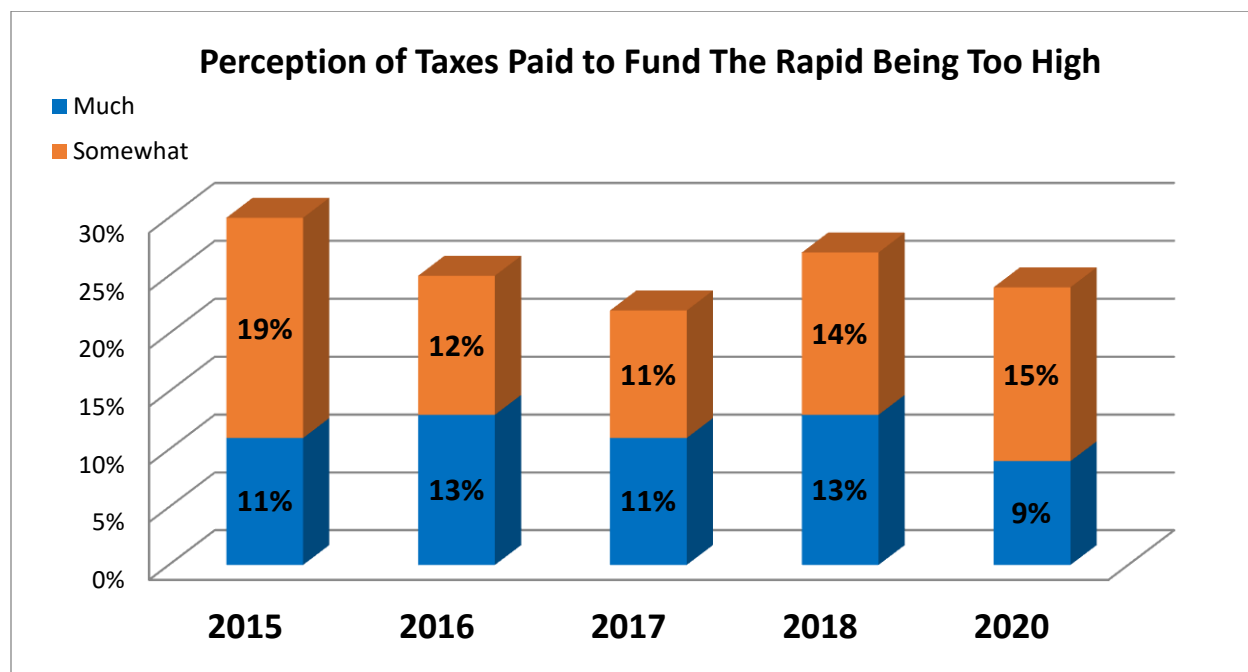
<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
N/A	N/A	N/A	50%	43%	Improved
			2%	2%	Gotten worse
			27%	32%	Remained about the same
			21%	23%	Undecided/Refused



Q.08: Perception of Taxes Paid to Fund The Rapid

The question posed: “Thinking about the level and quality of public transportation services residents in your City receives from *The Rapid* in return for the property taxes you pay to fund those services, do you think your taxes are too high, too low, or about right for what your City gets back in public transportation services?” [IF TOO HIGH, ASK: “Would that be much or somewhat too high?” AND CODE BEST RESPONSE]

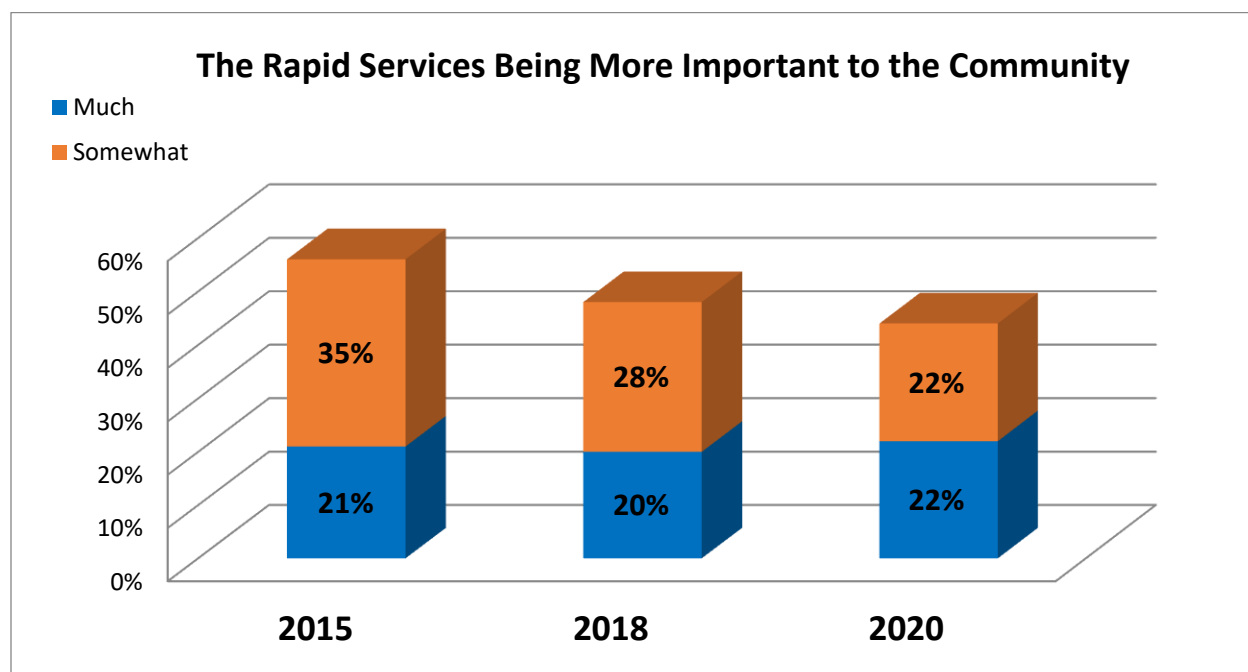
<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
11%	13%	11%	13%	9%	Much too high
19%	12%	11%	14%	15%	Somewhat too high
30%	25%	22%	27%	24%	TOTAL TOO HIGH
56%	56%	60%	58%	60%	About right
4%	3%	3%	3%	3%	Too low
10%	16%	15%	12%	13%	Undecided/Refused



Q.09: Importance of The Rapid to the Community

The question posed: “Over the past few years, would you say that public transportation services offered by *The Rapid* have become more important to your community, less important, or are they about the same importance as they have always been?” [IF MORE/LESS, ASK: “Would that be much or somewhat (more/less) important?” AND CODE BEST RESPONSE]

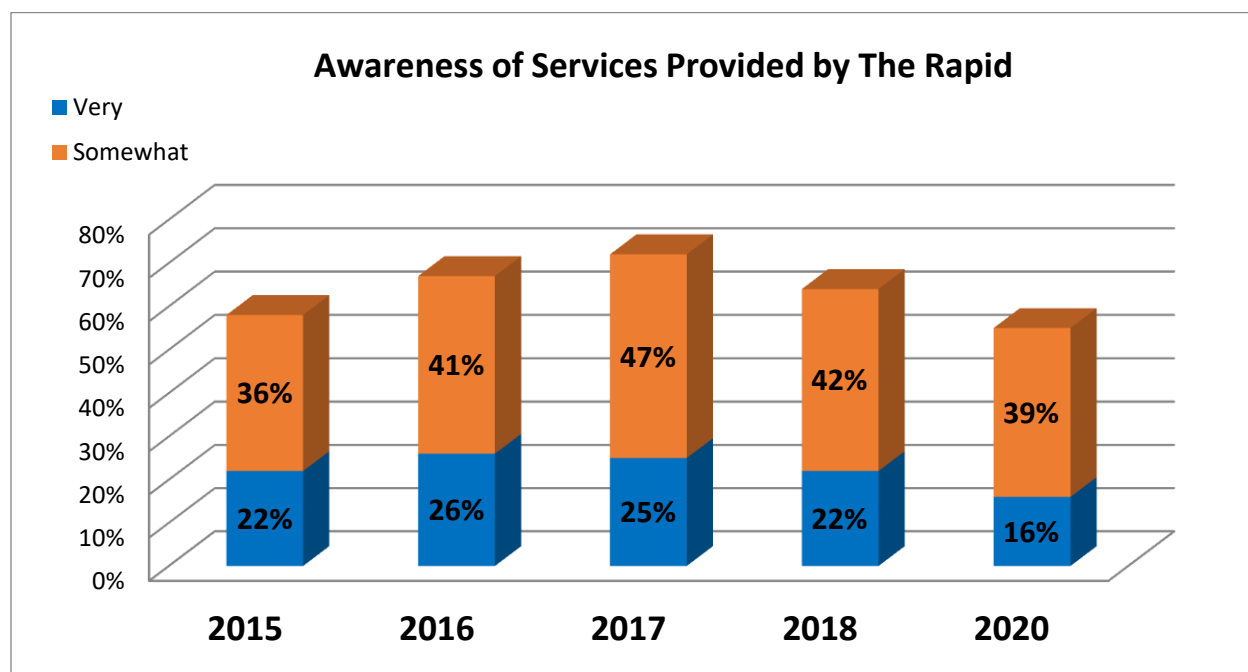
<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
21%			20%	22%	Much more important
35%			28%	22%	Somewhat more important
56%			48%	44%	TOTAL MORE IMPORTANT
41%			44%	47%	About the same importance
1%	N/A	N/A	5%	3%	TOTAL LESS IMPORTANT
1%			4%	2%	Somewhat less important
---			1%	1%	Much less important
2%			3%	6%	Undecided/Refused



Q.10: Awareness of The Rapid's Service Offerings

The question posed: "Thinking about the public transportation services provided within the service area of *The Rapid*, how aware are you of the various services offered by *The Rapid*?"

<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
22%	26%	25%	22%	16%	Very aware
36%	41%	47%	42%	39%	Somewhat aware
58%	67%	72%	64%	55%	TOTAL AWARE
22%	11%	16%	21%	20%	Only a little aware
20%	22%	11%	14%	25%	Not aware at all
---	---	1%	1%	---	Undecided/Refused



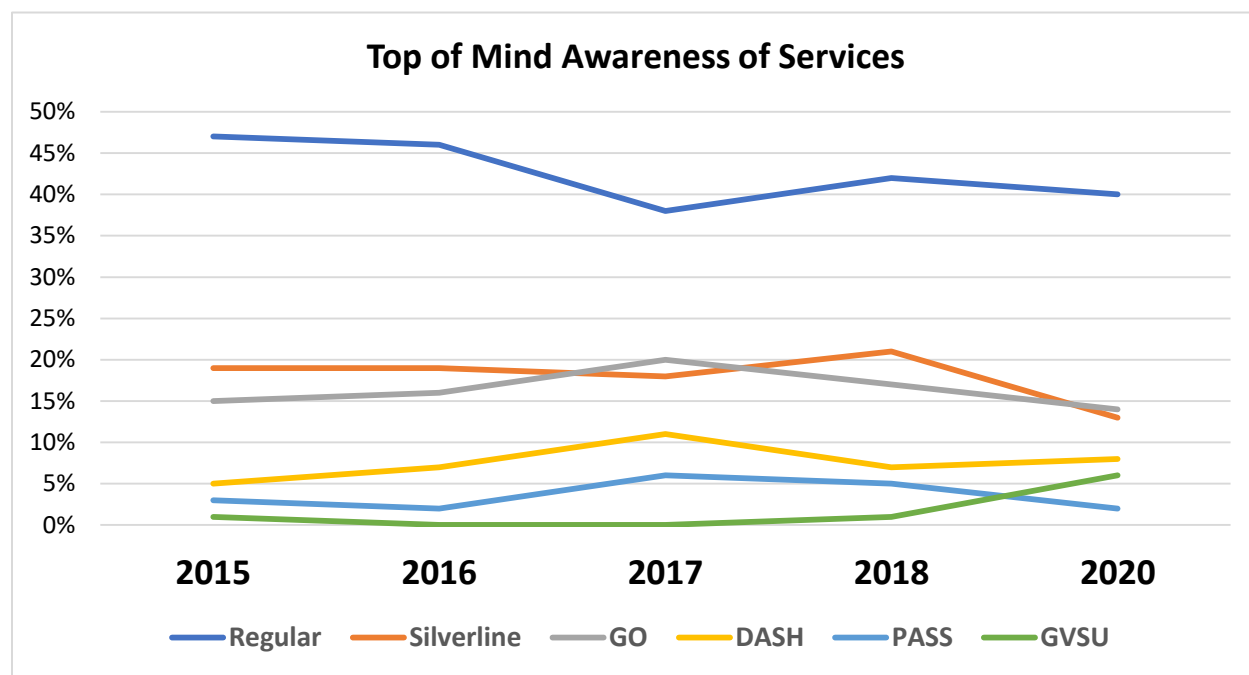
Q.11: Top of Mind Recollection of The Rapid's Services

Respondents who said they were at least “a little aware” of transportation services offered by *The Rapid* (in the previous question) were asked, in an open-ended question, based on their personal experience, or what they have heard or read, which specific services they were aware of. The question posed: “Based on your own personal experience or what you may have heard or read about the public transportation services provided by *The Rapid*, what specific services are you aware of that are provided?” **[DO NOT READ - CODE ALL RESPONSES**

MENTIONED OR WRITE IN UNDER “OTHER” IF NOT LISTED – PROBE FOR MULTIPLE RESPONSES UNTIL UNPRODUCTIVE]

The top responses were:

<u>2015</u> <u>N=320</u>	<u>2016</u> <u>N=313</u>	<u>2017</u> <u>N=353</u>	<u>2018</u> <u>N=339</u>	<u>2020</u> <u>N=597</u>	
---	---	2%	1%	1%	NONE (<i>Volunteered</i> – DO NOT READ)
47%	46%	38%	42%	40%	The Regular Route Bus Service
19%	19%	18%	21%	13%	The Silver Line/The Laker Line BRT
15%	16%	20%	17%	14%	The GO! Bus Service
5%	7%	11%	7%	8%	The DASH Service
3%	2%	6%	5%	2%	The PASS Service
1%	---	---	1%	6%	GVSU Service

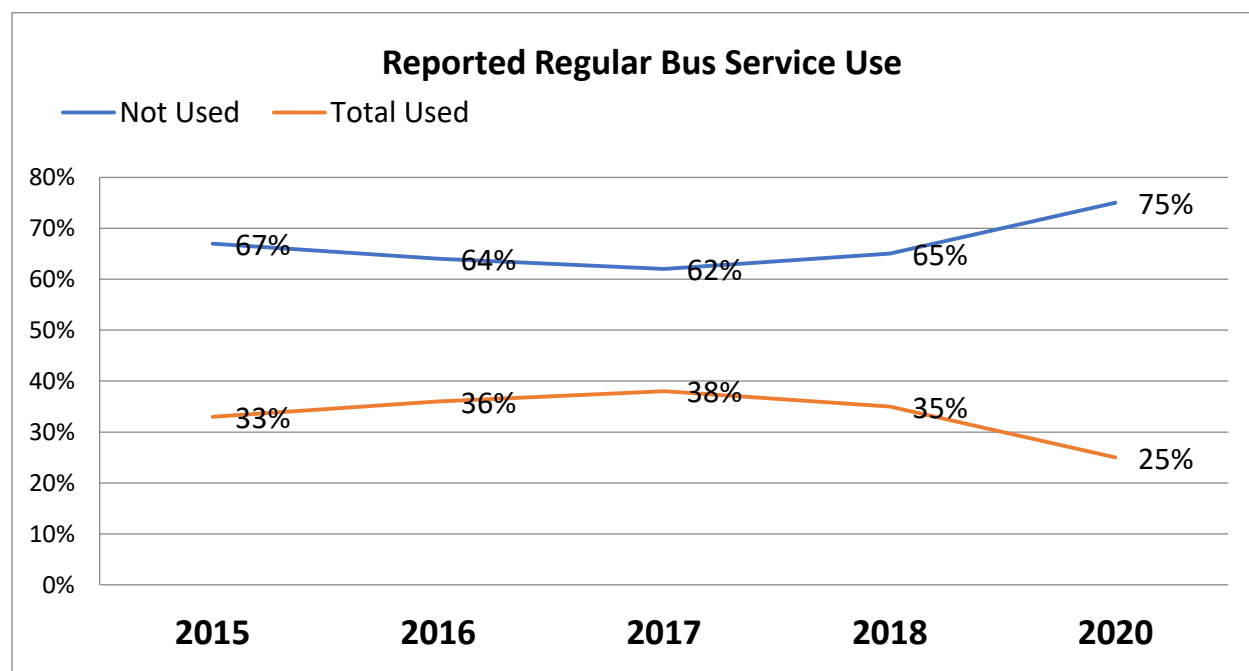


Q.12 - Q.17: Reported Use of Services Provided by The Rapid

For next set of questions, respondents were presented with a list of six specific services offered by *The Rapid* to residents within their service area, and asked if they, someone else, or more than one person in the household had used each service within “the past year.” Additional language was included in the wording of the 2020 study, to specify: “either currently, or before the coronavirus pandemic began infecting Michigan residents earlier this year”. The following responses have been sorted by most-to-least “used” based on the results from the 2020 survey:

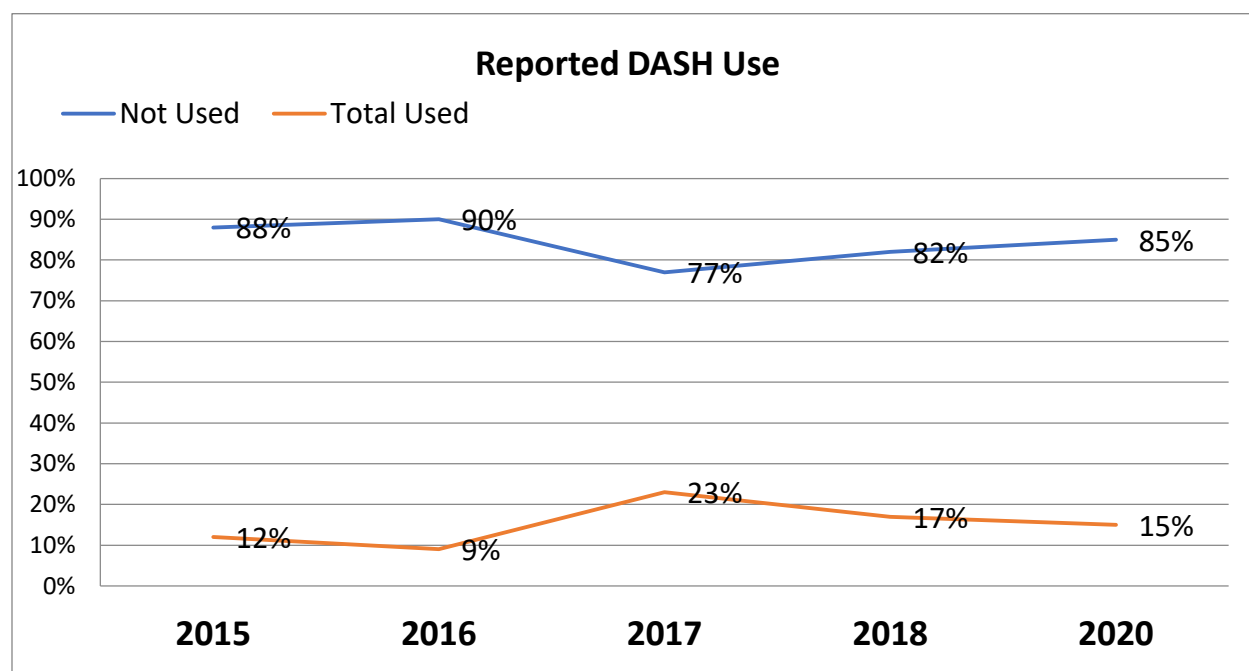
Regular Bus Service.

2015	2016	2017	2018	2020	
17%	14%	16%	14%	11%	Yes, respondent
8%	11%	12%	10%	7%	Yes, another household member
8%	11%	10%	11%	7%	Yes, multiple household members
33%	36%	38%	35%	25%	TOTAL USE
67%	64%	62%	65%	75%	No one
---	---	---	---	---	Undecided/Refused



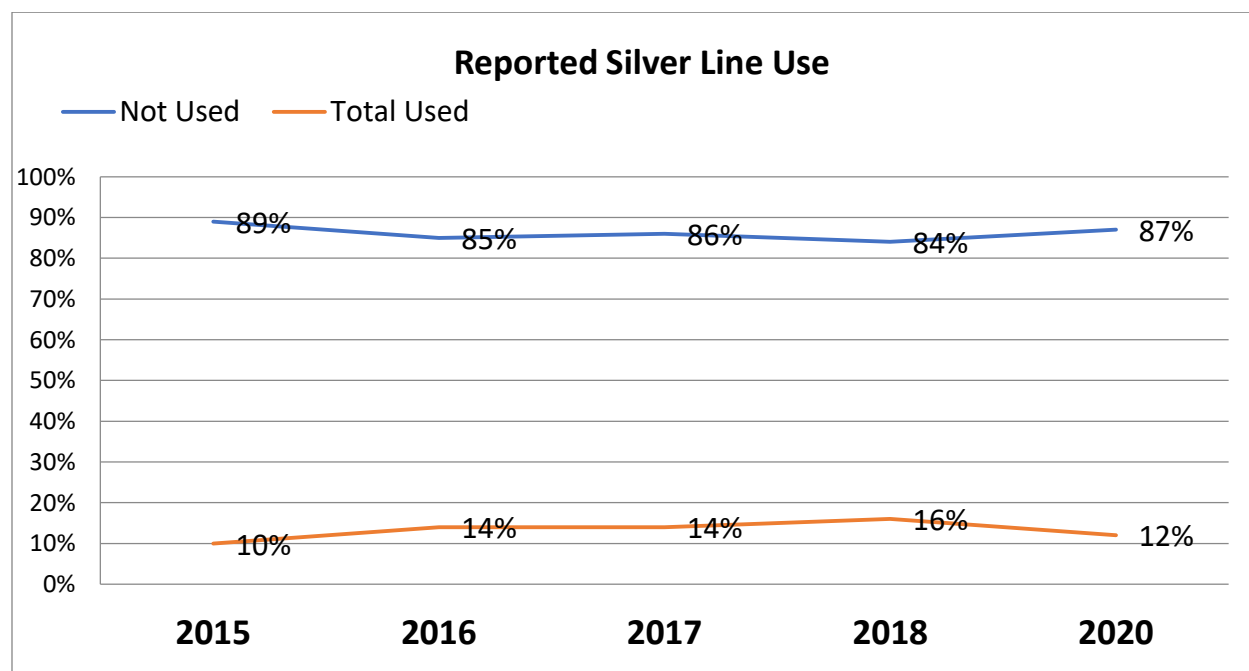
DASH – the free downtown parking shuttle system.

<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
7%	6%	12%	9%	8%	Yes, respondent
4%	1%	5%	4%	3%	Yes, another household member
1%	2%	6%	4%	4%	Yes, multiple household members
12%	9%	23%	17%	15%	TOTAL USE
88%	90%	77%	82%	85%	No one
---	1%	---	1%	---	Undecided/Refused



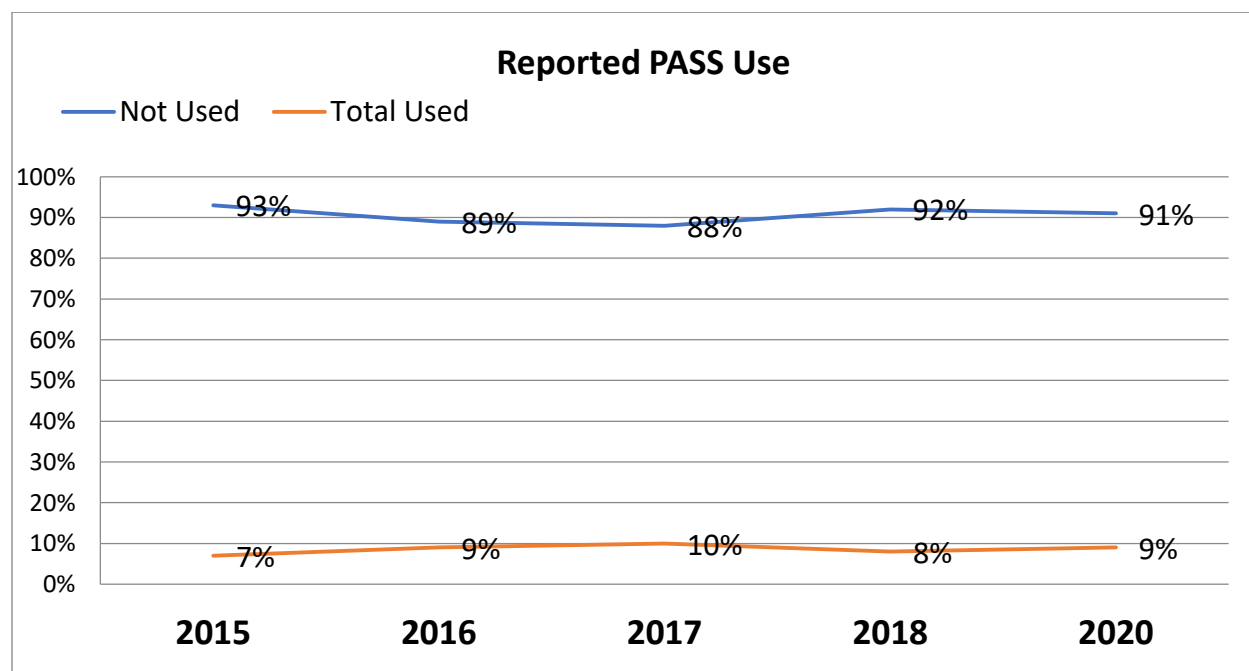
The Silver Line BRT.

<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
5%	6%	6%	8%	6%	Yes, respondent
32%	5%	4%	4%	3%	Yes, another household member
2%	3%	4%	4%	3%	Yes, multiple household members
10%	14%	14%	16%	12%	TOTAL USE
89%	85%	86%	84%	87%	No one
1%	1%	---	---	1%	Undecided/Refused



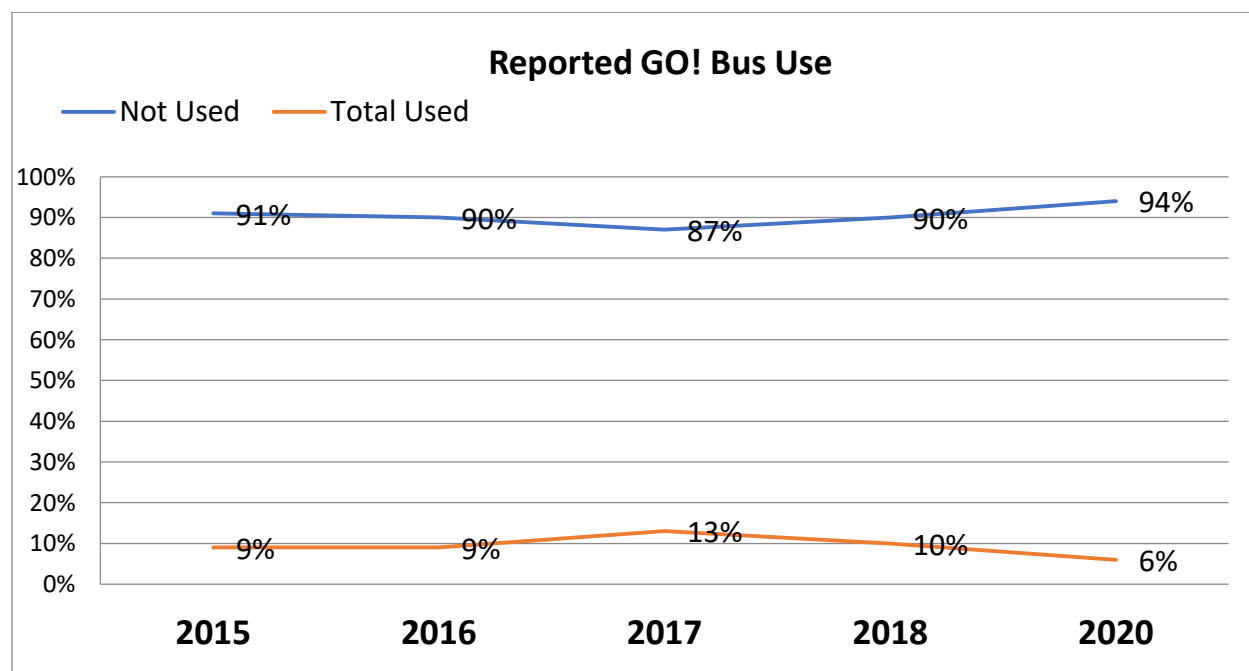
PASS – service that connects passengers with the regular bus.

<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
2%	4%	5%	3%	4%	Yes, respondent
3%	2%	3%	3%	3%	Yes, another household member
2%	3%	2%	2%	2%	Yes, multiple household members
7%	9%	10%	8%	9%	TOTAL USE
93%	89%	88%	92%	91%	No one
---	2%	2%	---	---	Undecided/Refused



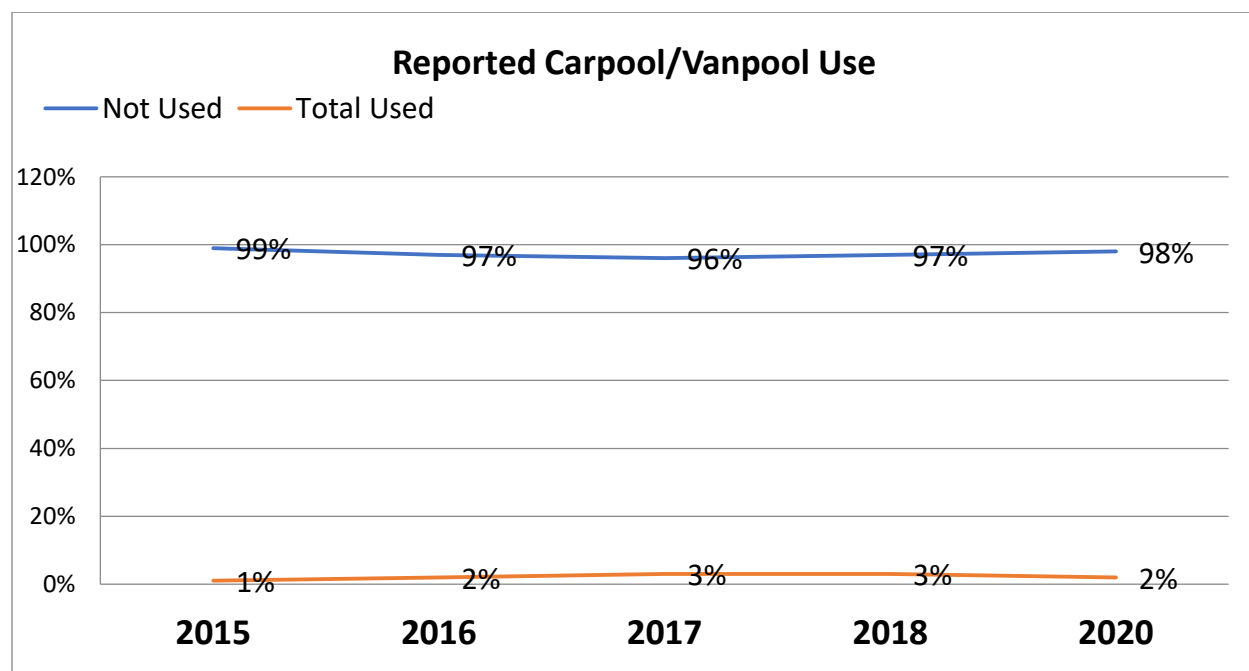
Go! Bus – service for seniors and people with disabilities.

<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
4%	4%	5%	3%	3%	Yes, respondent
4%	4%	6%	5%	2%	Yes, another household member
1%	1%	2%	2%	1%	Yes, multiple household members
9%	9%	13%	10%	6%	TOTAL USE
91%	90%	87%	90%	94%	No one
---	1%	---	---	---	Undecided/Refused



Carpool matching or Vanpooling.

2015	2016	2017	2018	2020	
1%	1%	1%	2%	1%	Yes, respondent
---	1%	1%	1%	1%	Yes, another household member
---	---	1%	---	---	Yes, multiple household members
1%	2%	3%	3%	2%	TOTAL USE
99%	97%	96%	97%	98%	No one
---	1%	1%	---	---	Undecided/Refused

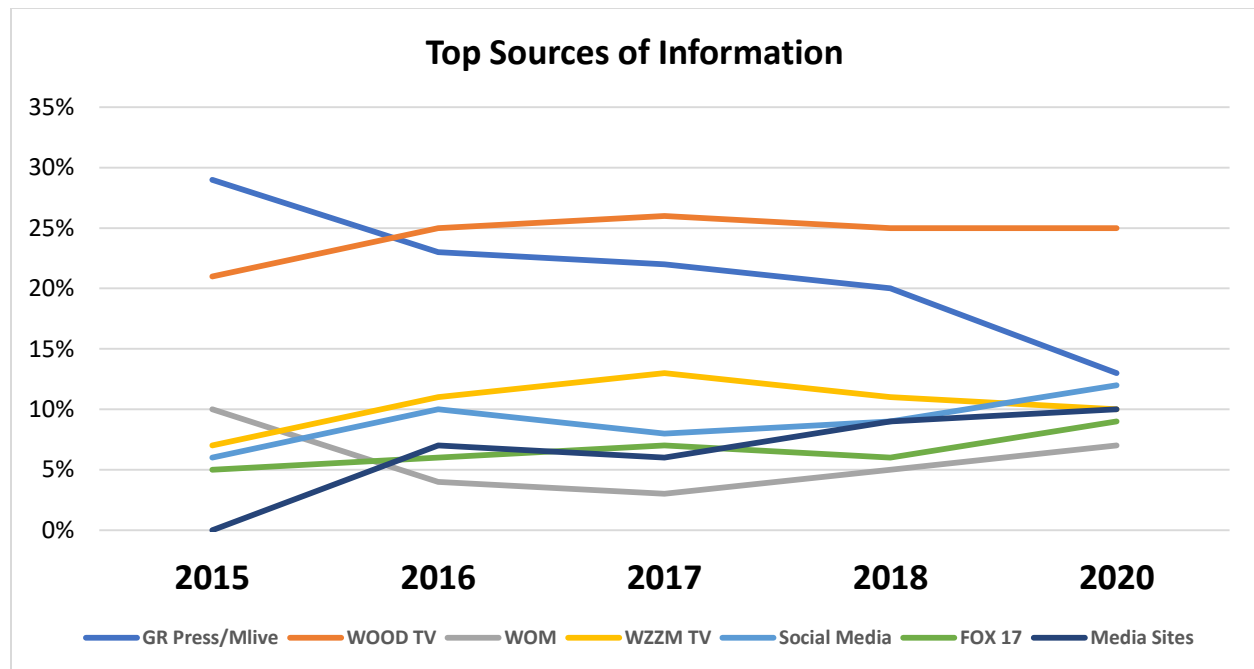


Q.34: Top Sources of Local Information

The question posed: “People get their local news information from many places. Where do you get most of your information about the local news?” **[DO NOT READ -- CODE UP TO 3 RESPONSES OR WRITE IN UNDER “OTHER” IF NOT LISTED- PROBE WITH ‘Are there any others?’ UNTIL 3 RESPONSES OFFERED OR UNPRODUCTIVE]**

The top responses were:

<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
29%	23%	22%	20%	13%	The Grand Rapids Press/MLive
21%	25%	26%	25%	25%	WOOD TV 8
10%	4%	3%	5%	7%	General word-of-mouth
7%	11%	13%	11%	10%	WZZM TV13
6%	10%	8%	9%	12%	Social media (Facebook, Twitter, etc.)
5%	6%	7%	6%	9%	FOX17
---	7%	6%	9%	10%	Media sites other than local area news outlets



DEMOGRAPHICS

Q.35: Number of People in the Household

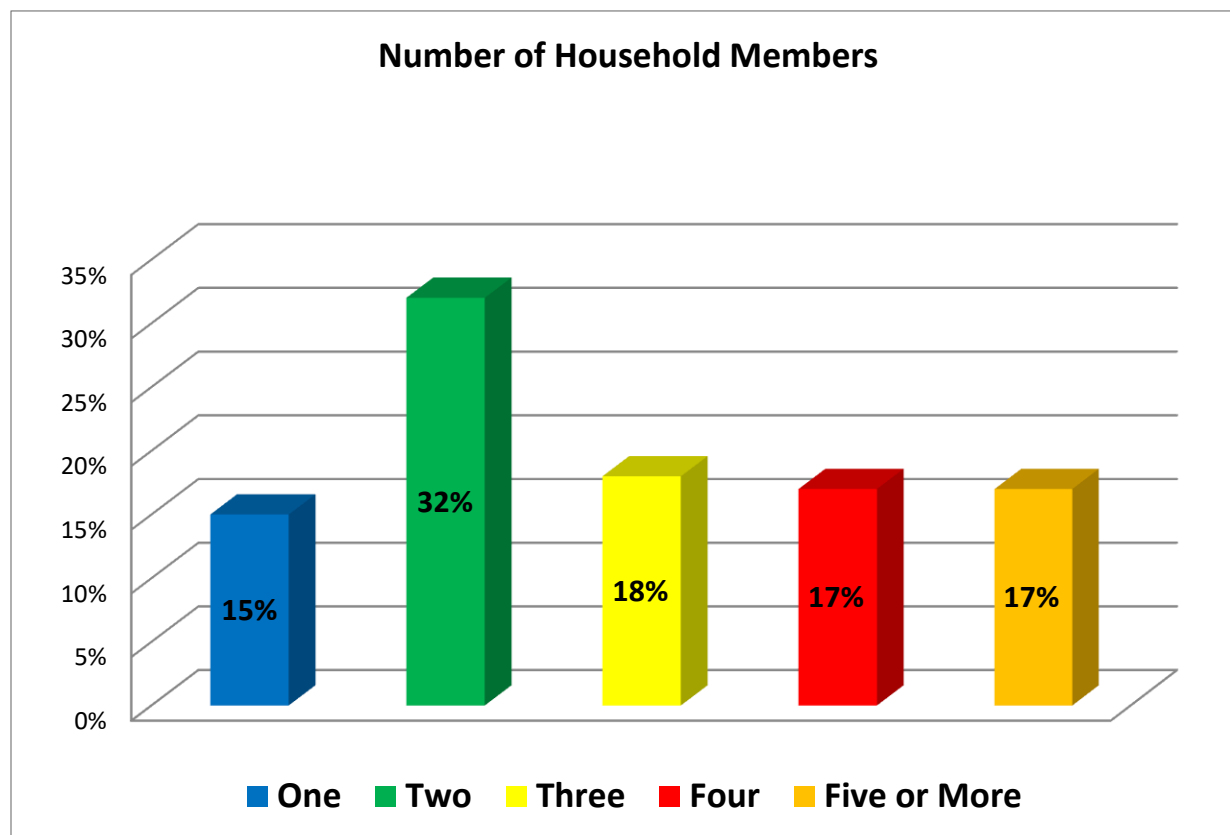
The question posed: “Including yourself, how many people currently live in your household?” *Please note: this question was only asked in the 2020 study.*

2020

15%	One
32%	Two
18%	Three
17%	Four
17%	Five or More
1%	Undecided/Refused

2.979 MEAN

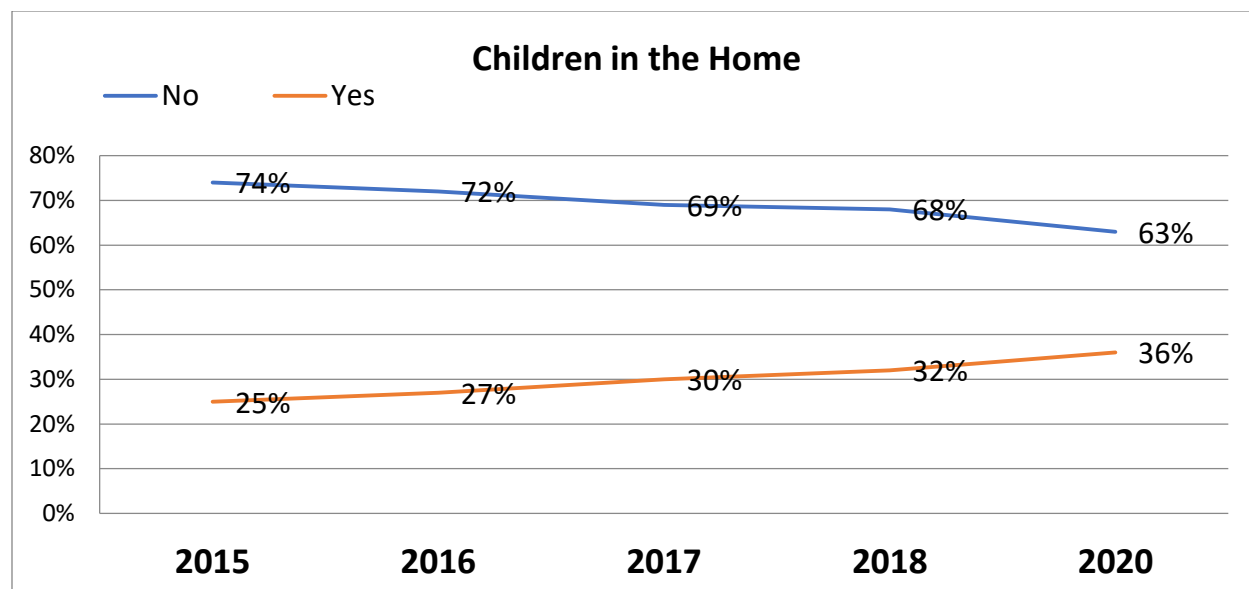
3.0 MEDIAN



Q.36: Children Living in the Home

The question posed: “Do you have school age children age 18 or younger living in your household?”

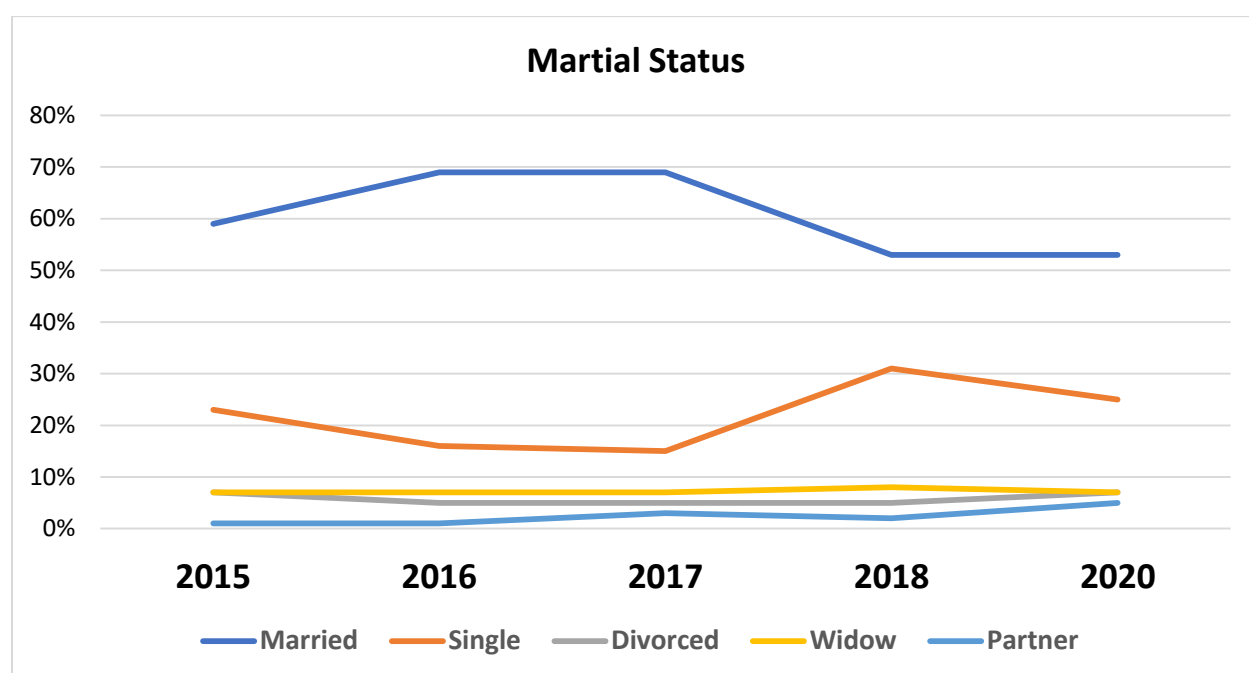
<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
25%	27%	30%	32%	36%	Yes
74%	72%	69%	68%	63%	No
1%	1%	1%	---	1%	Undecided/Refused



Q.37: Marital Status

The question posed: “Are you married, single, living with a life partner, separated, widowed, or divorced?”

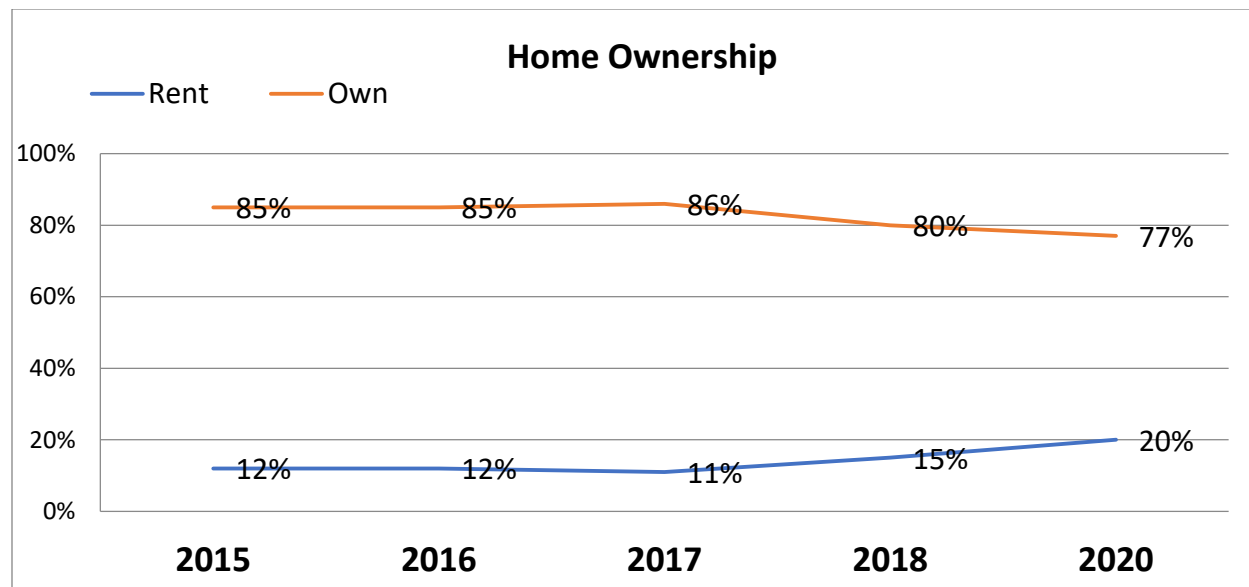
<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
59%	69%	69%	53%	53%	Married
23%	16%	15%	31%	25%	Single
7%	5%	5%	5%	7%	Divorced
7%	7%	7%	8%	7%	Widowed
1%	1%	3%	2%	5%	Living with a life partner
---	---	---	---	1%	Separated
3%	2%	1%	1%	2%	Undecided/Refused



Q.38: Home Ownership

The question posed; “Do you own your home, are you buying it, or do you lease or rent your home?”

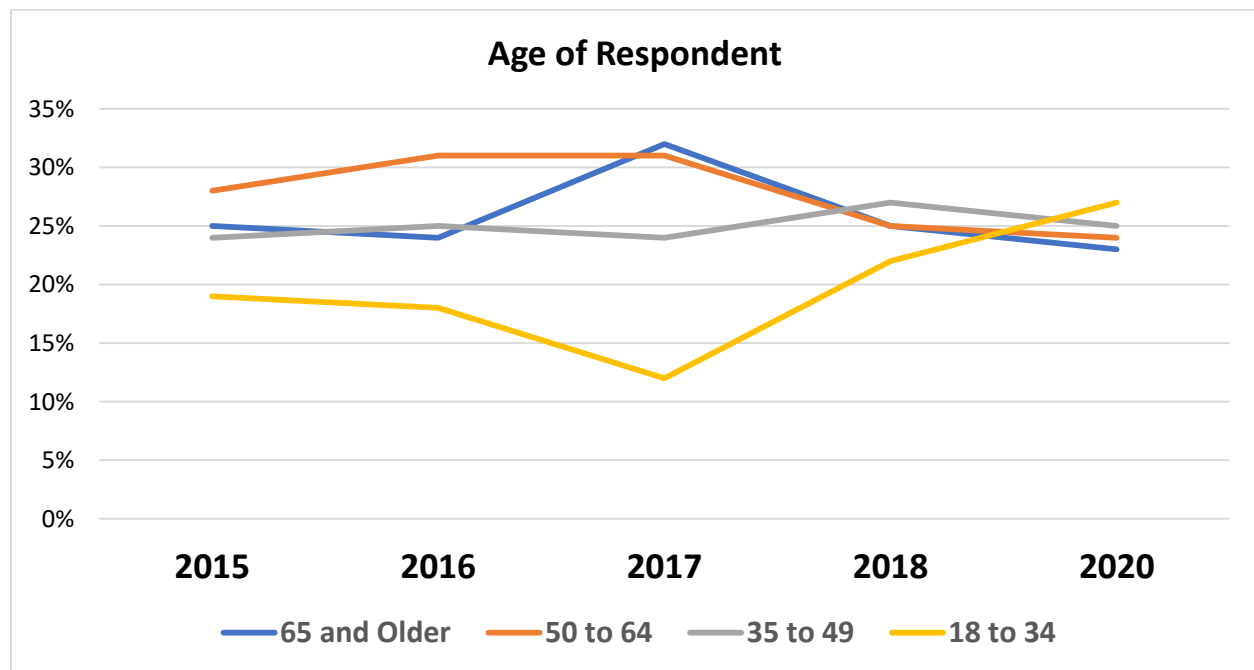
<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
85%	85%	86%	80%	77%	Own/buying a home
12%	12%	11%	15%	20%	Lease/rent a home
3%	3%	3%	5%	3%	Undecided/Refused



Q.39: Respondent Age

The question posed: “Could you please tell me in what year you were born?” **[IF REFUSED, ASK: ‘Would you please tell me into which of the following categories your age would fall? Please stop me when I get to a category that applies to you.’ AND READ 1 TO 4]**

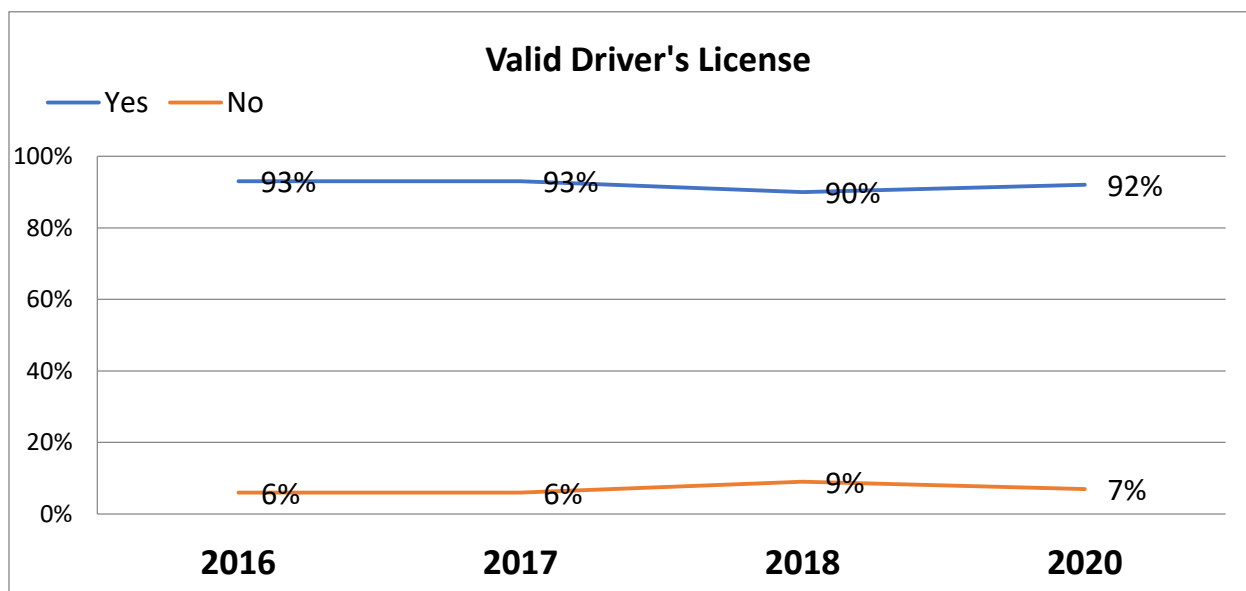
<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
19%	18%	12%	22%	27%	18 to 34 years
24%	25%	24%	27%	25%	35 to 49
28%	31%	31%	25%	24%	50 to 64
25%	24%	32%	25%	23%	65 and over
4%	2%	1%	1%	1%	Undecided/Refused



Q.40: Valid Driver's License

The question posed: "Do you have a valid driver's license?"

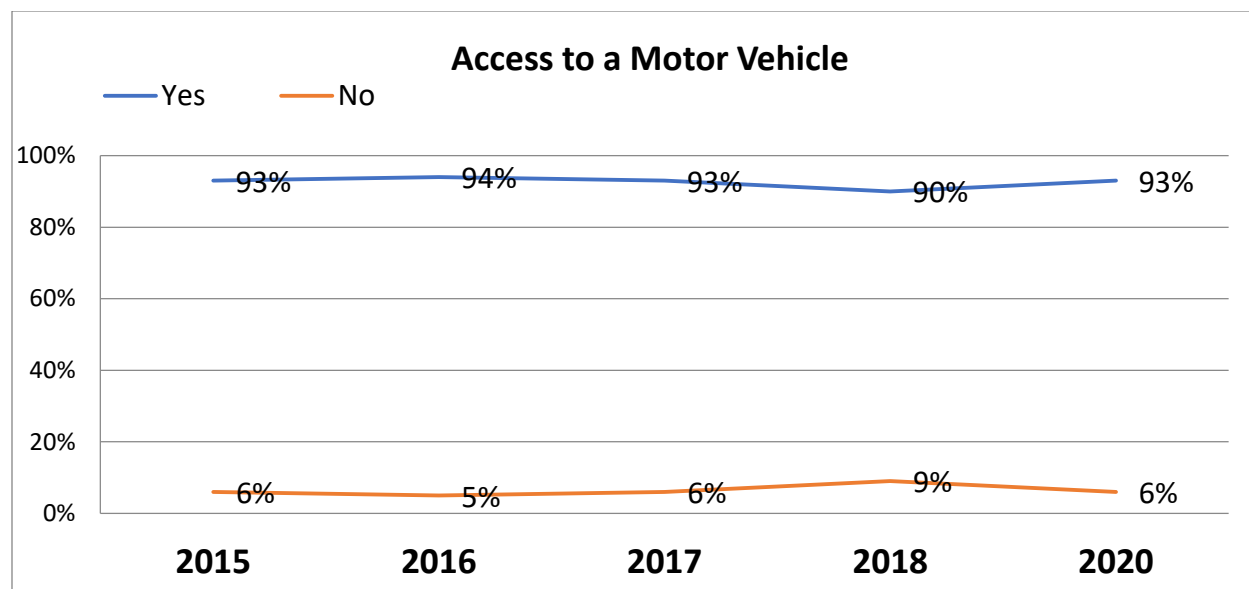
<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
N/A	93%	93%	90%	92%	Yes
	6%	6%	9%	7%	No
	1%	1%	1%	1%	Undecided/Refused



Q.41: Access to a Motor Vehicle

The question posed: “Do you have access to a car or other motor vehicle that you can freely use?”

<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
93%	94%	93%	90%	93%	Yes
6%	5%	6%	9%	6%	No
1%	1%	1%	1%	1%	Undecided/Refused

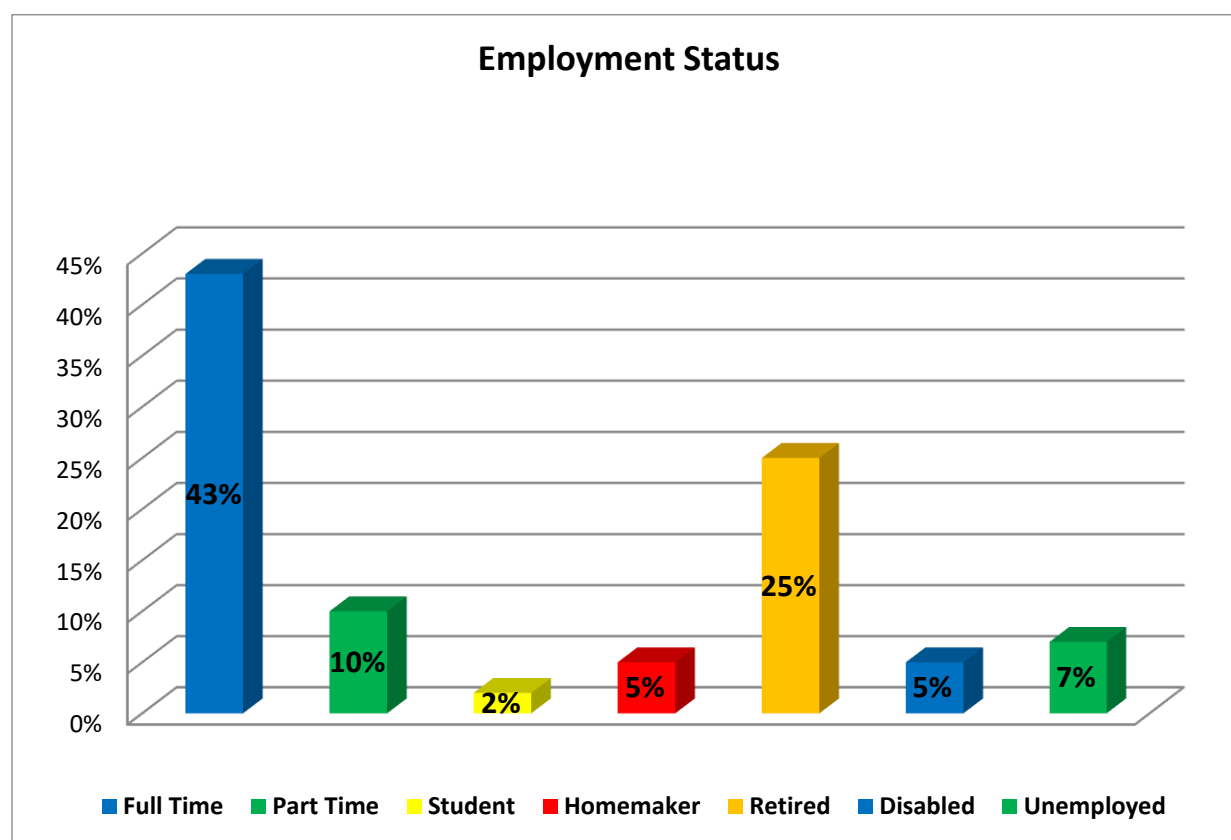


Q.42: Employment Status

The question posed: “Which of the following would best describe your current employment status?” *Please note: this question was only asked in the 2020 study.*

2020

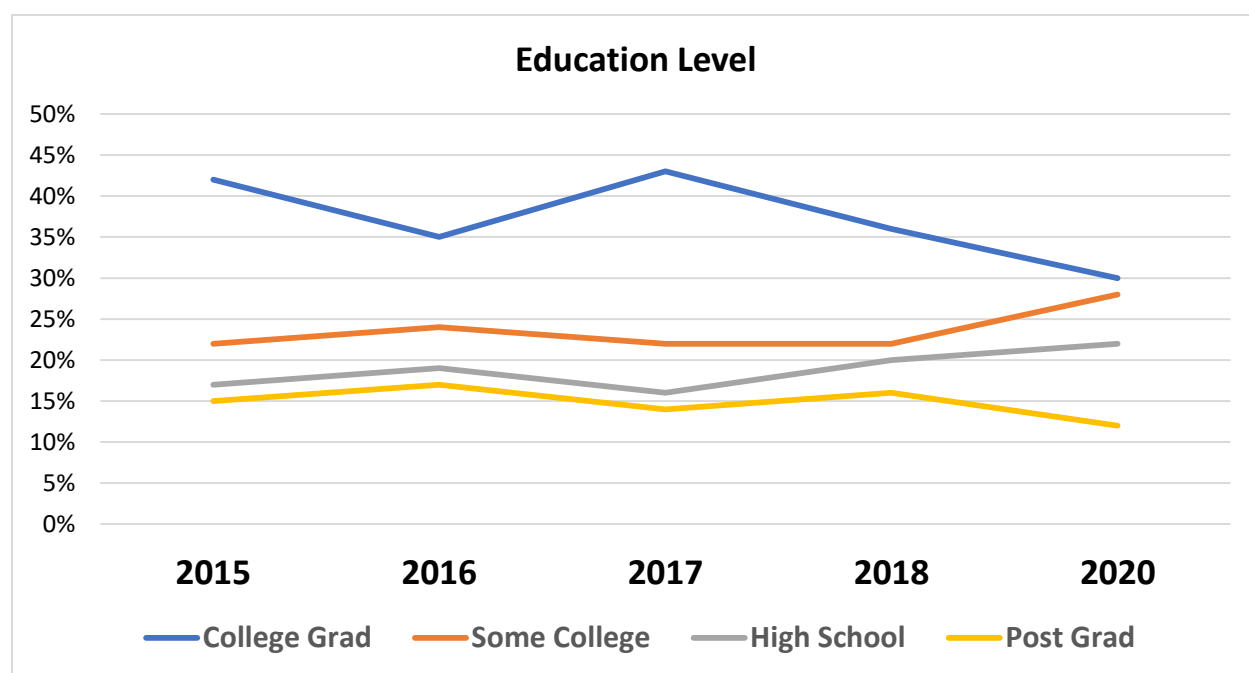
43%	Employed full time
10%	Employed part time
2%	Student
5%	Homemaker
25%	Retired
5%	Disabled
7%	Unemployed
2%	Other
1%	Undecided/Refused



Q.43: Education Level

The question posed: “What is the last grade or level of schooling you completed?”

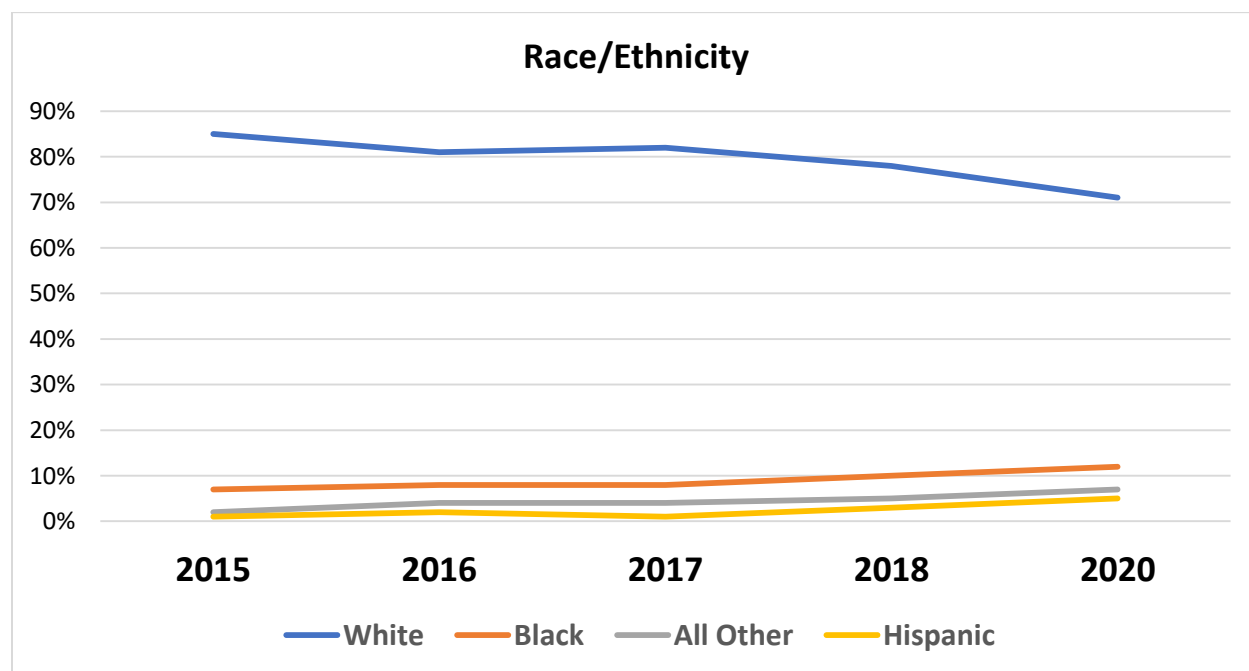
<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
1%	1%	1%	2%	4%	1 st to 11 th grade
17%	19%	16%	20%	22%	High school graduate
1%	2%	2%	3%	3%	Non-college post high school (technical training)
22%	24%	22%	22%	28%	Some college
42%	35%	43%	36%	30%	College graduate
15%	17%	14%	16%	12%	Post graduate school
2%	2%	2%	2%	1%	Undecided/refused



Q.44: Race or Ethnicity

The question posed: “Which of the following racial or ethnic groups best describes you -- White, African American or Black, Hispanic or Latino, Asian, Native American, of mixed-race or some other group or race?”

<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
85%	81%	82%	78%	71%	White
7%	8%	8%	10%	12%	African American/Black
1%	2%	1%	3%	5%	Hispanic or Latino (Puerto Rican, Mexican-American etc.)
---	---	1%	1%	1%	Asian
---	---	---	1%	1%	Native American
1%	---	---	2%	4%	Mixed race
1%	4%	3%	1%	1%	Other
5%	5%	5%	4%	5%	Undecided/Refused

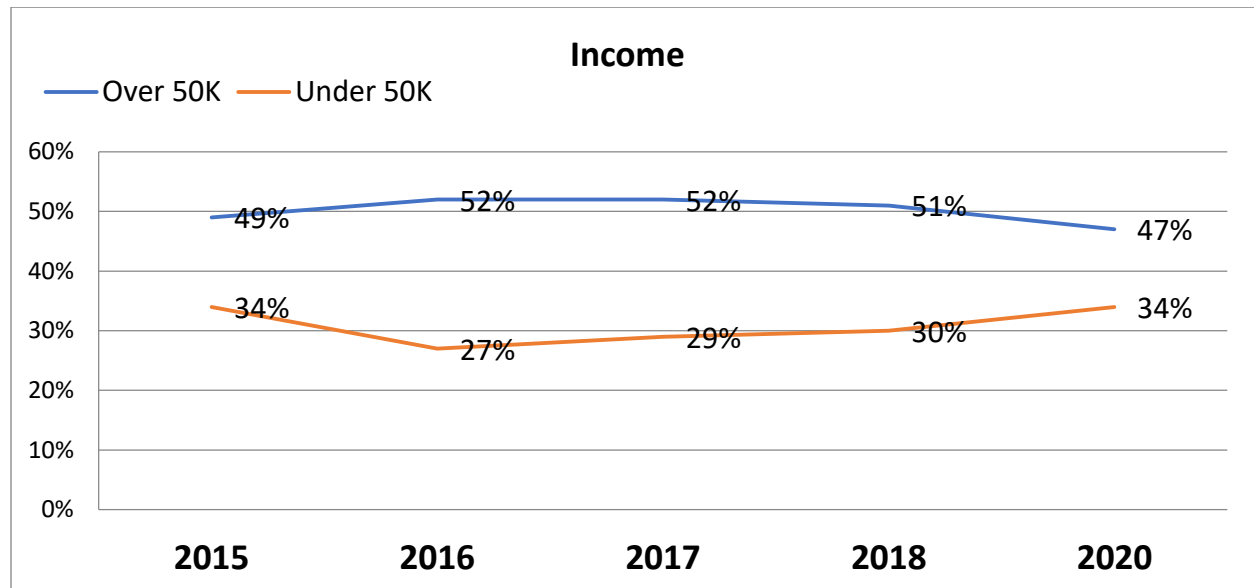


Q.45: Income

The question posed: “Would you please tell me into which of the following categories your total yearly household income falls including everyone in the household? Please stop me when I get to the category that applies to you.”

Please note that in all prior studies, income categories were grouped as follows: “Under \$25,000”, “\$25,000 to \$50,000”, “\$50,000 to \$75,000”, “\$75,000 to \$100,000”, and “Over \$100,000”.

<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
				4%	Under \$12,760
				6%	\$12,761 to \$19,999
34%	27%	29%	30%	9%	\$20,000 to \$29,999
				8%	\$30,000 to \$39,999
				7%	\$40,000 to \$49,999
49%	52%	52%	51%	9%	\$50,000 to \$59,999
				38%	\$60,000 or more
---	---	---	---	---	Retired (VOLUNTEERED - ASK: ‘But is there an income category I read that would apply to your household?’ AND CODE BEST RESPONSE)
27%	21%	19%	19%	19%	Undecided/Refused

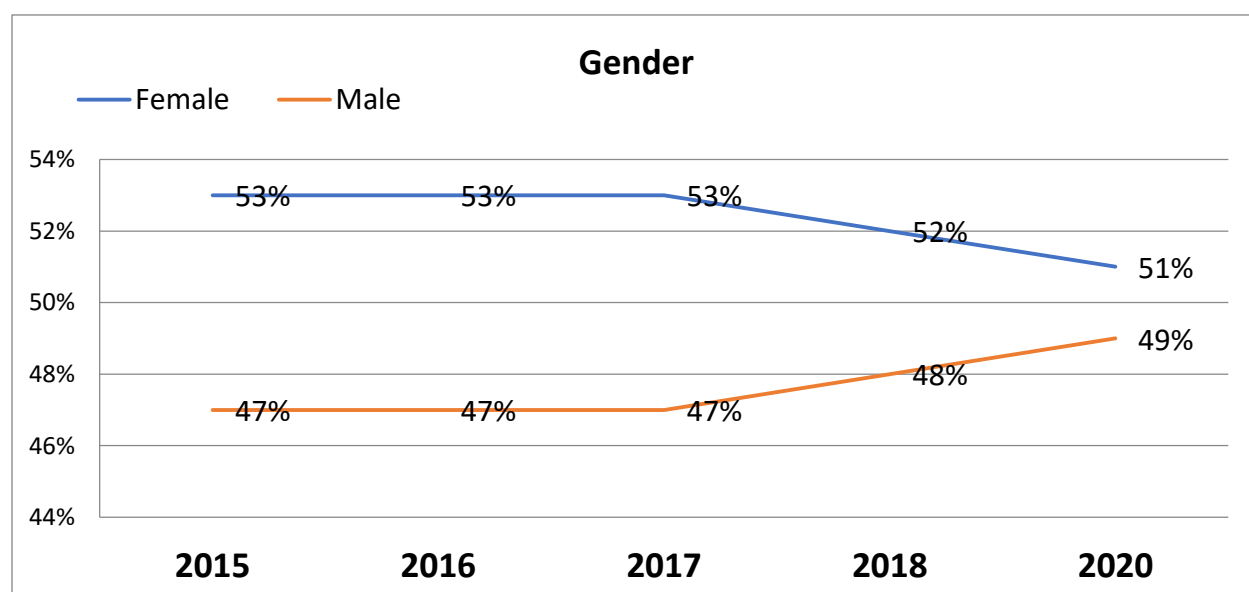


Q.46: Gender

The question posed: “How would you describe your gender?”

Please note that in all prior studies, gender was simply observed and coded by the interviewer and was Not asked.

<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2020</u>	
47%	47%	47%	48%	49%	Male
53%	53%	53%	52%	51%	Female
N/A	N/A	N/A	N/A	---	Other (<i>less than 1% each</i>)
				---	Refused





DATE: December 10, 2020
TO: ITP Board
FROM: Jason Prescott, Special Services Manager
SUBJECT: PARATRANSIT RIDERSHIP REPORT – NOVEMBER 2020

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

	2020	2019	% Change
Total Paratransit Ridership	13,062	27,707	-52.9%
ADA Ridership	10,440	21,707	-51.9%
Non-Disabled Senior (NDS) Ridership	43	82	-47.6%
PASS Ridership	267	614	-56.5%
Network 180	1,507	4,404	-65.8%
Cascade Township	306	653	-53.1%

Ridership averages, as compared 2019

	2020	2019	% Change
Weekday Ridership	516	999	-48.3%
Saturday Ridership	181	356	-49.2%
Sunday Ridership	112	384	-70.8%

Other Performance Measures

	2020	2019	% Change
On-Time Performance	98.93%	94.49%	4.7%
On-Time Drop-Off	97.45%	93.94%	3.7%
Average Cost Per Trip	\$34.40	\$25.68	34.0%

November 2020 Paratransit Ridership and Operating Statistics

ADA	2020	2019	Change	% Change
Clients	993	1,737	(744)	-42.8%
Passenger Trips	10,440	21,707	(11,267)	-51.9%

NDS	2020	2019	Change	% Change
Clients	7	17	(10)	-58.8%
Passenger Trips	43	82	(39)	-47.6%

PASS	2020	2019	Change	% Change
Clients	18	29	(11)	-37.9%
Passenger Trips	267	614	(347)	-56.5%

CONTRACTED	2020	2019	Change	% Change
Clients	0	1	(1)	-100.0%
Passenger Trips	0	9	(9)	-100.0%

RIDELINK	2020	2019	Change	% Change
Clients	293	331	(38)	-11.5%
Passenger Trips	805	891	(86)	-9.7%
Phone Calls	2,477	3,670		
Total Trips sched. thru Rapid call center	2,540	3,134		

TOTALS	2020	2019	Change	% Change
Clients	1,311	2,115	(804)	-38.0%
Passenger Trips	11,555	23,303	(11,748)	-50.4%
Average Weekday Ridership	516	999	(483)	-48.3%
Average Saturday Ridership	181	356	(175)	-49.2%
Average Sunday Ridership	112	384	(272)	-70.8%
All Ambulatory Passengers	7,226	15,342	(8,116)	-52.9%
All Wheelchair Passengers	4,329	7,961	(3,632)	-45.6%
No - Shows	367	455	(88)	-19.3%
Cancellations	5,493	4,534	959	21.2%
MV				
Average Cost per Trip	\$34.40	\$25.68	\$8.72	34.0%
Riders per Hour	1.5	2.0	(0.5)	-25.0%
Accidents per 100,000 Miles	0.0	1.0	(1)	-100.0%

Trip Denials	0	2	-2	-100.0%
NTD Travel Time (minutes)	39	30	9	30.0%

NETWORK 180	2020	2019	Change	% Change
Passenger Trips	1,507	4,404	(2,897)	-65.8%
Average Weekday Ridership	72	210	(138)	-65.7%

TOTAL PASSENGER TRIPS	13,062	27,707	(14,645)	-52.9%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2020	2019	% of Trips	% Change
MV Complaints	3	18	0.0%	-83.3%


On-Time Performance	2020	2019	% of Trips	% Change
On-Time Compliance - Pick-up	98.93%	94.49%	4.4%	4.7%
On-Time Compliance - Drop-off	97.45%	93.94%	3.5%	3.7%


Date: January 7, 2021
To: ITP Board
From: Jason Prescott, Special Services Manager
Subject: FY 2020 ANNUAL PARATRANSIT REPORT CARD


BACKGROUND


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


Productivity – Paratransit ridership for the year (190,256) decreased by 29% (81,345) compared to the same of Fiscal Year 2019.


 **Preventable Accidents**– There were .875 preventable accidents per 100,000 revenue miles. This is .125 below the maximum acceptable average of one preventable accident per 100,000 revenue miles.

 **Customer Service** – There were .53 complaints per 1,000 passengers. This is .37 below the maximum acceptable average of .9 complaints per 1,000 passengers.


 **Travel Time** – Average trip length was 31.82 minutes. This is 1.82 minutes above the maximum acceptable average trip length of 30 minutes.

 **Passengers per Hour** – Service was provided to 1.8 passengers per hour. This is .2 below the minimum acceptable average of 2.0 passengers per hour.

 **On-Time Performance** – The paratransit vehicles were on-time for 96.46% of the trips. This is 1.46% above the minimum acceptable on-time performance of 95%.

 **On-Time Appointment Drop-Off** – The paratransit vehicles dropped passengers off on time for appointments 96% of the time which is 1% above the minimum acceptable appointment time drop-off standard of 95%.

Cost Per Trip – Cost per paratransit trip is \$29.75 for this quarter, an increase of \$4.91 compared to the same of 2019.

 **Ratio to Fixed-Route bus** - For every one passenger who boarded a paratransit vehicle, 31 passengers boarded the fixed-route bus system.




A summary of the report card is attached.



FY 2020 Annual Report Card

	<u>FY 2020</u>	<u>FY 2019</u>	<u>Change From Previous Year</u>	<u>Standard</u>	<u>Difference</u>	
<u>Productivity</u>						
¹ Total Paratransit ridership	190,526	271,871	81,345	n/a	-29%	n/a
Passengers per Hour	1.8	1.9	.1	≥ 2.0	-5%	
<u>Preventable Accidents</u>						
² Accidents per 100,000 Miles	.875	.9	.025	≤ 1.0	-3%	
<u>Customer Service</u>						
³ Complaints per 1,000 Passengers	.53	.71	.18	≤ .9	-25%	
⁴ Travel time(minutes)	31.82	29.83	1.99	≤ 30	6%	
<u>On Time Performance</u>						
⁵ Percentage of On-Time Trip	96.46%	94.01%	2.45	≥ 95%	3%	
⁶ Percentage of On-time Drop-offs	96%	93.86%	2.14	≥ 95%	2%	
<u>Cost Effectiveness</u>						
⁷ Cost per Passenger	\$29.75	\$24.84	\$4.91	n/a	19.7%	n/a
⁸ Ratio of Paratransit to Fixed Route Ridership	1:31	1:26	5	1:30	19%	

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	≤ 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 KCCA contracted service.

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

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

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

^{5 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: January 12, 2021
To: ITP Board
From: Maxwell Dillivan, AICP, Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – November 2020

OVERVIEW

Consistent ridership trends persisted from previous months through November 2020. Contract services saw greater ridership losses with several schools concluded in-person learning for the year after the Thanksgiving holiday.

BACKGROUND INFORMATION

Monthly Ridership

	November 2020	November 2019	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes</i>)	216,531	592,888	↓ 63.5%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	72,687	304,071	↓ 76.1%
Demand-Response (<i>Go!Bus, PASS</i>)	13,106	27,708	↓ 52.7%
Total Monthly Ridership	302,234	924,667	↓ 67.3%

Daily Average Ridership

	November 2020	November 2019	% Change
Weekday Total	12,490	40,112	↓ 68.9%
Weekday Evening	1,550	5,264	↓ 70.5%
Saturday	6,492	13,343	↓ 51.3%
Sunday	2,692	6,999	↓ 61.5%

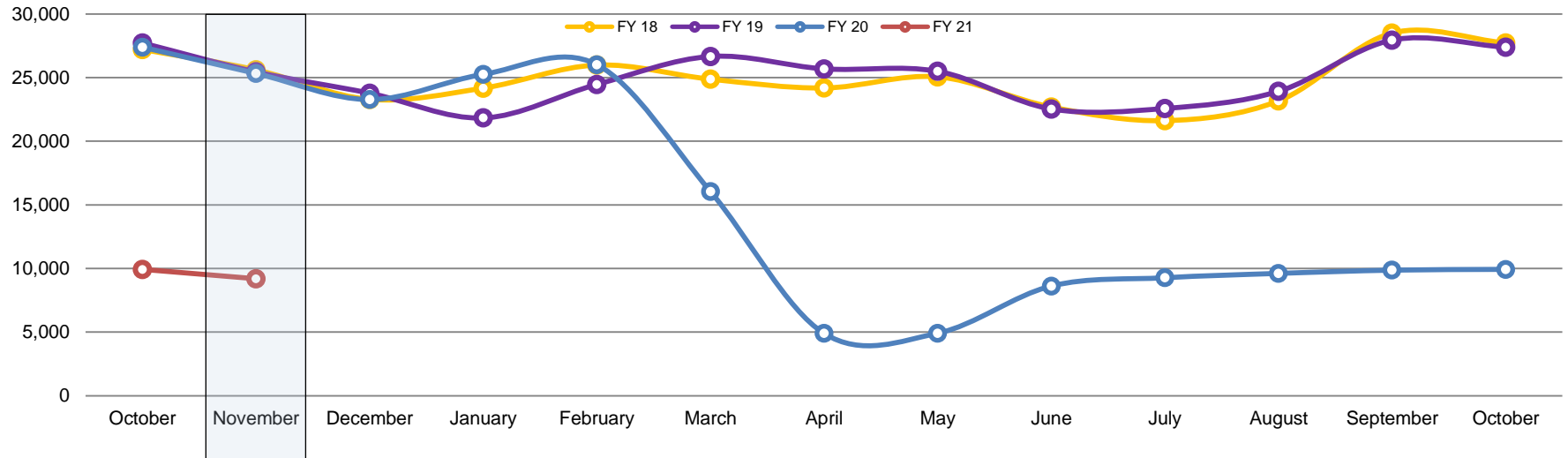
Fiscal Year Ridership

	Fiscal Year 2021	Fiscal Year 2020	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes</i>)	473,172	1,305,447	↓ 63.5%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	186,494	683,222	↓ 72.7%
Demand-Response (<i>Go!Bus, PASS</i>)	29,919	59,021	↓ 49.3%
Total Monthly Ridership YTD	689,585	2,047,690	↓ 66.3%

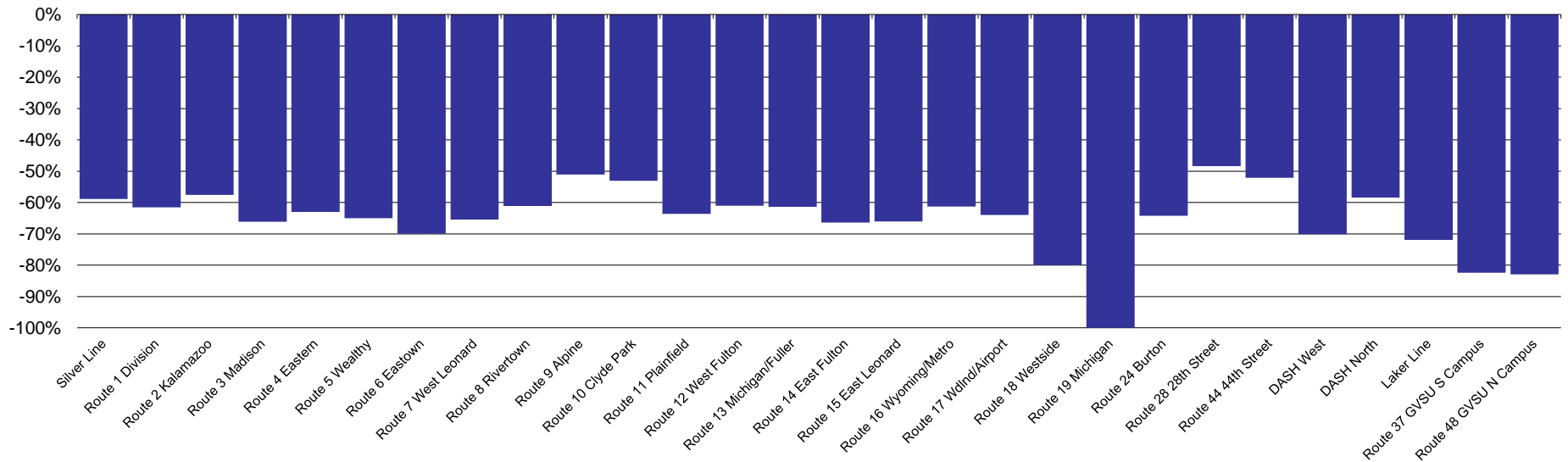
Productivity Summary

	November 2020	November 2019	% Change
Average passengers per hour per route	8.6	20.1	↓ 57.2%
Average passengers per mile per route	0.65	1.54	↓ 57.8%
Average farebox recovery percent per route	8.4%	23.6%	↓ 64.5%
Average daily passengers	7,478	19,998	↓ 62.6%

Monthly Weekday Average Ridership History



Percent Change by Route: November 2020 compared to November 2019





Date: January 27, 2021
To: ITP Board
From: Linda Medina, Finance Manager
Subject: NOVEMBER 30, 2020 OPERATING STATEMENT

Attached are the financial reports through November 30, 2020 for general operating and grants.

FY 2021 YTD Operating Statement Analysis

Total revenue is over budget by 2.4% before CARES Act.

- Passenger Fares are 35.7% and Sales of Transportation Services are 38.8% under budget as ridership and fares are down 50% and 55% respectively compared to FY 2020.
- State Operating is 54% over budget due to the increase from the budgeted 20% to actual 31.6004%.
- Reimbursement for eligible operating expenses through the CARES Act has been requested in the amount of \$4,175,504.

Total expenses are under budget by 2.5%.

- Materials and Supplies are 24.2% under budget as the price per gallon for diesel fuel is lower than budgeted.
- Utilities, Insurance, and Miscellaneous is over budget by 62.1% due to the insurance budget being lower than the actual premiums. This variance will be addressed in the budget amendment,
- Purchase Transportation is 16.5% under budget as actual ridership is lower than anticipated. Ridership is down by 49% compared to FY 2020.

Included in the report is the October Professional Development and Training report. There was no activity in November.

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 2021 Operating Statement
Year to Date as of November 30, 2020

	YTD as of November 30		Variance		FY 2020 YTD Actual	Note - Annual FY 2021 Budget
	Budget	Actual	\$	%		
Revenues and Operating Assistance						
Passenger Fares	\$ 724,862	\$ 466,302	\$ (258,560)	-35.7%	\$ 1,046,681	\$ 4,753,105
Sale of Transportation Services						
CMH Contribution	139,460	55,697	(83,763)	-60.1%	126,018	836,760
Dash Contract	442,240	387,638	(54,602)	-12.3%	440,963	2,653,438
Grand Valley State University	1,064,555	580,854	(483,702)	-45.4%	675,829	4,236,285
Van Pool Transportation	8,000	2,500	(5,500)	-68.8%	9,383	96,000
Township Services	153,537	100,335	(53,202)	-34.7%	100,336	921,223
Other	99,172	40,930	(58,242)	-58.7%	76,861	595,030
Subtotal Sale of Transportation Services	1,906,964	1,167,953	(739,011)	-38.8%	1,517,521	9,338,736
State Operating	1,869,354	2,878,634	1,009,280	54.0%	2,888,247	9,547,265
Property Taxes	2,725,645	2,899,085	173,440	6.4%	2,764,830	16,353,871
Advertising & Miscellaneous	101,933	93,801	(8,133)	-8.0%	53,250	699,349
Subtotal Revenues and Operating Assistance	7,328,758	7,505,775	177,016	2.4%	8,270,529	40,692,326
Grant Operating Revenue (Cares Act)	1,174,000	4,175,504	3,001,504	100.0%	-	7,043,999
Total Revenues and Operating Assistance	\$ 8,502,758	\$ 11,681,278	\$ 3,178,520	37.4%	\$ 8,270,529	\$ 47,736,325
Expenses						
Salaries and Wages						
Administrative	\$ 1,035,508	\$ 976,864	\$ (58,644)	-5.7%	\$ 974,338	\$ 5,384,641
Operators	2,789,336	2,421,822	(367,514)	-13.2%	2,851,691	14,071,600
Maintenance	398,373	365,494	(32,879)	-8.3%	384,989	2,071,539
Subtotal Salaries and Wages	4,223,217	3,764,180	(459,037)	-10.9%	4,211,018	21,527,780
Benefits	1,955,843	1,852,081	(103,762)	-5.3%	1,967,415	8,778,120
Contractual Services	650,795	595,668	(55,127)	-8.5%	288,273	3,586,561
Materials and Supplies						
Fuel and Lubricants	212,863	131,075	(81,788)	-38.4%	331,398	1,725,633
Other	194,464	177,605	(16,859)	-8.7%	292,028	1,863,690
Subtotal Materials and Supplies	407,326	308,680	(98,647)	-24.2%	623,426	3,589,323
Utilities, Insurance, and Miscellaneous	1,052,561	1,706,287	653,725	62.1%	845,652	4,113,462
Purchased Transportation	1,057,025	882,677	(174,348)	-16.5%	1,385,708	6,141,136
Expenses Before Capitalized Operating	9,346,769	9,109,573	(237,196)	-2.5%	9,321,492	47,736,382
Capitalized Operating Expenses	-	-	-	0.0%	-	-
Total Operating Expenses	\$ 9,346,769	\$ 9,109,573	\$ (237,196)	-2.5%	\$ 9,321,492	\$ 47,736,382
Net Surplus/(Deficit) without CARES		\$ (1,603,798)			\$ (1,050,963)	
Net Surplus/(Deficit) with CARES		\$ 2,571,705				

PROFESSIONAL DEVELOPMENT & TRAVEL REPORT
ALL EMPLOYEES
OCTOBER 2020

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$ 1,130.00	Leadership Training Course	Various	N/A
\$ 750.00	SEON Software Training	Various	N/A
\$ 295.00	EEO Seminar	Various	N/A
\$ 85.00	CARES Act Funding Seminar	Various	N/A
\$ 35.00	GFOA Training	L. Medina, M. Bulthuis	N/A
<hr/>			
\$ 2,295.00			

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

**Interurban Transit Partnership
Grant Revenues & Expenditures
Month Ended 11/30/20**

GL0376

Page

1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 17%
<u>Grant Revenue</u>						
1. Federal Grant Assistance	7,515,903	7,515,903	431,898	658,515	6,857,388	9%
2. State Grant Assistance	1,878,976	1,878,976	107,976	164,630	1,714,346	9%
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	9,394,879	9,394,879	539,874	823,145	8,571,734	9%
<u>Labor</u>						
7. Administrative Salaries	20,800	20,800	1,344	3,295	17,505	16%
8. Driver Wages	0	0	0	0	0	100%
9. Temporary Wages	0	0	0	0	0	100%
10. Fringe Benefit Distribution	8,320	8,320	613	2,041	6,279	25%
11. Total Labor	29,120	29,120	1,957	5,336	23,784	18%
<u>Material & Supplies</u>						
12. Tires & Tubes	241,104	241,104	0	0	241,104	0%
13. Office Supplies	0	0	0	0	0	100%
14. Printing	2,388	2,388	0	1,188	1,200	50%
15. Total Material & Supplies	243,492	243,492	0	1,188	242,304	0%
<u>Purchased Transportation</u>						
16. Purchased Transportation	740,000	740,000	58,333	116,667	623,333	16%
17. Specialized Services	542,368	542,368	0	0	542,368	0%
18. Total Purchased Transportation	1,282,368	1,282,368	58,333	116,667	1,165,701	9%
<u>Other Expenses</u>						
19. Dues & Subscriptions	20,753	20,753	0	0	20,753	0%
20. Professional Development	20,350	20,350	0	0	20,350	0%
21. Miscellaneous	0	0	0	0	0	100%
22. Total Other Expenses	41,103	41,103	0	0	41,103	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	1,678,116	1,678,116	48,869	48,869	1,629,247	3%
28. Facilities	2,677,617	2,677,617	168,447	227,547	2,450,070	8%
29. Equipment	886,906	886,906	30,379	63,347	823,559	7%
30. Other	1,994,280	1,994,280	216,592	294,717	1,699,563	15%
31. Total Capital	7,236,919	7,236,919	464,287	634,480	6,602,439	9%
32. Planning Services	561,878	561,878	15,297	65,474	496,404	12%
33. Capitalized Operating	0	0	0	0	0	100%
34. Total Expenditures	9,394,880	9,394,880	539,874	823,145	8,571,735	9%

Future Planning & Technology Committee Members*Mayor Rosalynn Bliss**Jack Hoffman
Citizen Members:**Robert Postema
Ryan Anderson**Terry Schweitzer (Chair)
Dave Bulkowski**Paul Troost***PLANNING & TECHNOLOGY COMMITTEE MEETING MINUTES****Monday, January 11, 2021 – 8:30 a.m.****Virtual Meeting****ATTENDANCE:****Committee Members Present:**

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

Committee Members Absent:

Robert Postema

Staff Attendees:

Max Dillivan, Nancy Groendal, Julie Ilbrink, Win Irwin, Steve Luther, Linda Medina, Nick Monoyios, James Nguyen, Jason Prescott, Andy Prokopy, Steve Schipper, Mike Wieringa, Kevin Wisselink

Other Attendees:

Brad Doane, Laurel Joseph, Laura St. Louis

Mr. Schweitzer called the meeting to order at 8:31 a.m.

1. PUBLIC COMMENT

No public comments were offered.

2. MINUTES – November 16, 2020

The minutes from November 16, 2020 were distributed and reviewed. Minutes were approved with no corrections.

3. DISCUSSION**a. FY 2021 Fixed Route Report Card Standards Change Proposal**

Mr. Monoyios shared a presentation on their proposal to change the report card standards due to the fluctuations of the data due to COVID-19. He suggested omitting the last three quarters of this past year, but instead using the last three quarters of FY 2019 and the first quarter of FY 2020. The committee discussed the revision of the goals, and expressed concern about the optimism of the numbers returning to a “normal” range. Mr. Monoyios shared he did feel the target goals were aspirational in the hopes to encourage the team to rise to this level. He expressed that it may also be a good option to consider more realism in the data goals.

b. FY 2021 Paratransit Route Report Card Standards Change Proposal

Mr. Prescott shared the updated report card standards for the paratransit group. He reviewed the data points and their forecast goals. The paratransit report card standards will work in cooperation with the fixed route standards.

c. Route 1 Revised Agreement

Mr. Dillivan shared the changes that will be taking place with Route 1. He shared that he has been securing contracts from each of the city and township partners on a yearly basis. Due to the pandemic and financial uncertainty in state operating assistance each transit agency would get, the hourly contract rate was kept the same and a three-month contract was extended, with the goal of extending a nine-month contract starting in January 2021 once the financial assistance was determined. Mr. Dillivan shared that Byron Township had some concerns about the contract. Discussions took place, and a revised contract was discussed by the Township Supervisor and Township Board. Byron Township approved reducing the service frequency on Route 1 from 30 minutes to 60 minutes, and eliminating Saturday evening services. This has resulted in developing an alternative service plan which provided service within the Township every 60 minutes, while the 30-minute service route would avoid the area. Mr. Dillivan reviewed the route map with the team, pointing out the resulting new alternating 60-minute service to the Metro Health campus in Wyoming at the south end of the Route 1 service. He noted that one of the recommendations of the COA was to provide route service to this heretofore unserved fast-growing part of the overall service area. Mr. Bulkowski noted that the discontinuance of Saturday evening route service into Byron Township will negatively impact paratransit riders traveling into or out of Byron Township.

d. Committee Chart of Work

Mr. Schweitzer and Mr. Irwin shared a chart of work that was prepared to assist the group in identifying and understanding the goals for the upcoming year. Mr. Irwin stated that the recommendations largely reflect initiatives currently being undertaken by RAPID staff and he welcomed confirmation and suggestions. Mr. Anderson suggested at the beginning of each year that the committee consider identifying three specific problems or issues on which to particularly focus.

4. AJOURNMENT

This meeting was adjourned at 9:32 a.m.

The next meeting is scheduled for March 8, 2021.

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, January 12, 2021 – 4:30 p.m.****Virtual Meeting****ATTENDANCE:****Committee Members Present:**

Charis Austin, Dave Bulkowski, Tracie Coffman, Steve Gilbert, Andy Guy

Committee Members Absent:**Staff Attendees:**

Max Dillivan, Nancy Groendal, Julie Ilbrink, Win Irwin, Bill Kirk, Steve Luther, Linda Medina, Nick Monoyios, James Nguyen, Jason Prescott, Andy Prokopy, Steve Schipper, Brittany Schlacter, Marie Tubergen, Mike Wieringa, Kevin Wisselink

Other Attendees:

Hank Kelly, Laura St. Louis

Mr. Bilardello called the meeting to order at 4:30 p.m.

1. PUBLIC COMMENT

No public comments were offered.

2. MINUTES – November 10, 2020

The minutes from November 10, 2020 were distributed and reviewed. Minutes were approved as written.

3. DISCUSSION**a. FY 2021 Fixed Route Report Card Standards Change Proposal**

Mr. Monoyios shared a presentation on their proposal to change the report card standards due to the fluctuations of the data due to COVID-19. He suggested omitting the last three quarters of this past year, but instead using the last three quarters of FY 2019 and the first quarter of FY 2020. The committee discussed the revision of the goals, and expressed concern about the optimism of the numbers returning to a “normal” range. Mr. Monoyios shared he did feel the target goals were aspirational in the hopes to encourage the team to rise to this level. He expressed that it may also be a good option to consider more realism in the data goals.

b. FY 2021 Paratransit Route Report Card Standards Change Proposal

Mr. Prescott shared the updated report card standards for the paratransit group. He reviewed the data points and their forecast goals. The paratransit report card standards will work in cooperation with the fixed route standards.

c. Route 1 Revised Alignment

Mr. Dillivan shared the changes that will be taking place with Route 1. He shared that he has been securing contracts from each of the city and township partners on a yearly basis. Due to the pandemic and financial uncertainty in state operating assistance each transit agency would get, the hourly contract rate was kept the same and a three-month contract was extended, with the goal of extending a nine-month contract starting in January 2021 once the financial assistance was determined. Mr. Dillivan shared that Byron Township had some concerns about the contract. Discussions took place, and a revised contract was discussed by the Township Supervisor and Township Board. Byron Township approved reducing the service frequency on Route 1 from 30 minutes to 60 minutes, and eliminating Saturday evening services. This has resulted in developing an alternative service plan which provided service within the Township every 60 minutes, while the 30-minute service route would avoid the area. Mr. Dillivan reviewed the route map with the team.

d. Advertising Policy Presentation

Ms. Schlacter reviewed a proposed advertising policy as it relates to what is placed on the bus transportation fleet, along with the corresponding procedure which outlines the approval process. We would like to maximize and diversify the revenue streams with advertising, and would also like to adhere to our mission and values. Mr. Bilardello expressed that he did not see anything on the list regarding gambling. Ms. Schlacter expressed gambling would fall under illegal activities. Mr. Bilardello shared that the lottery and sports-betting that is also now legal, and both of these items could be very lucrative for The Rapid. Ms. Schlacter agreed that these forms of legal advertising would be allowed. He would like to have conversation at the Board level regarding this topic. Mr. Bilardello asked about tobacco and marijuana. Ms. Schlacter shared those items are covered under illegal activities as marijuana is federally illegal and we receive federal funding. Mr. Gilbert inquired about promoting millage requests as it is a political issue. Ms. Schlacter shared she will look into it. Mr. Bilardello expressed adding a catch-all which would allow the management team to be able to come to the Board to determine if there would or could be an exception if needed.

e. E-Fare Changes and Standards

Mr. Wisselink and Ms. Tubergen presented information regarding e-fare changes, and requested approval from this committee to bring it to the public. Currently, there are three reduced donation / discount programs: single bar code donation where we donate up to 300 single ride to non-profits, rides for the homeless populations, and discounts for students. Each program is run differently and is offered at different rates. Mr. Wisselink shared his team would like to standardize the fare capping and fare pricing structure. Mr. Wisselink walked through the proposed changes. The committee approved for these potential changes to be brought before the public.

f. Consolidated Fare Policy

Mr. Wisselink and Ms. Tubergen presented information regarding a consolidated fare policy. The committee reviewed and discussed the details.

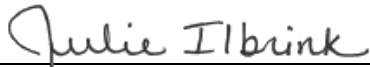
g. Committee Chart of Work

Mr. Irwin reviewed the chart of work for this committee. This list will help us get better organized, and will allow the team to know ahead of time what is expected. Mr. Guy asked if we could make sure to add COA information.

4. AJOURNMENT

This meeting was adjourned at 5:58 p.m.
The next meeting is scheduled for March 9, 2021.

Respectfully submitted,

A handwritten signature in cursive script that reads "Julie Ilbrink". The signature is written in dark ink and is positioned above a horizontal line.

Julie Ilbrink, Board Secretary

Finance Committee Members

Rick Baker *Mayor Gary Carey* *Mayor Stephen Kepley (Chair)* *Mayor Katie Favale* *Mayor Steve Maas*

FINANCE COMMITTEE MEETING MINUTES**Wednesday, January 20, 2021 – 4 p.m.****Virtual Meeting****ATTENDANCE:****Committee Members Present:**

Rick Baker, Mayor Gary Carey, Mayor Katie Favale, Mayor Stephen Kepley

Committee Members Absent:

Mayor Steve Maas

Staff Attendees:

Michael Bulthuis, Nancy Groendal, Julie Ilbrink, Win Irwin, Steve Luther, Linda Medina, Nick Monoyios, James Nguyen, Jason Prescott, Andy Prokopy, Steve Schipper, Mike Wieringa, Kevin Wisselink

Other Attendees:

John LaFramboise (BDO)

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

1. PUBLIC COMMENT

No public comments were offered.

2. MINUTES – November 4, 2020

Minutes were distributed and reviewed. They are approved as written.

3. DISCUSSION**a. FY 2020 BDO Audit Report**

John LaFramboise from BDO reviewed the audit report with the committee members. He shared that the report is close to being finalized, and anticipate having it done within the next few days. Mr. LaFramboise expressed that it was a clean audit, and he is appreciative of the Finance department for all the work they put into the report.

b. November 2020 Operating Statement

Ms. Medina reviewed the November 2020 operating statement with the committee. She walked through the surplus and deficit notations. Linda reviewed the ridership data which shows it has been slow to recover. We are hopeful that with GRPS students going back to class, ridership numbers will begin to improve.

4. INFORMATION

a. CARES and CRRSAA Act Funding

The Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) was recently approved by the government. Ms. Medina shared that we are eligible for this money.

b. Timeline for Budget Amendment

Ms. Medina shared we will be evaluating all revenue and expenses in preparation for a potential FY 2021 budget amendment. Potential revenue changes include: passenger fares, sale of transportation services, state operating assistance, and other revenues. Potential expense changes include: salaries and wages, pension defined benefit and defined contributions, COVID cleaning, PL/PD insurance, unemployment insurance, and purchased transportation. The goal is to bring a new proposal to the Finance Committee meeting on April 14 and then to the Board of Directors on April 21.

c. Pension Allocation

The Union Pension Committee is recommending a “high range” contribution for this year. Ms. Medina will have more information available at the next meeting.

d. Air Park Agreement

Mr. Wieringa shared The Rapid has entered into an agreement with Air Park, LLC which began on January 4, 2021, for a 6-month trial period. The will provide the enforcement and fare collection in the lot in front of Central Station. We will receive 50% of the funds that are collected. Mr. Wieringa shared we will have the ability to close the lot to the public if we need to use it for our own purposes.

e. Finance Software Update

Ms. Medina shared both the software and server are in place, and the hope is to do the full transition over the weekend.

5. AJOURNMENT

This meeting was adjourned at 4:48 p.m.

The next meeting is scheduled for April 14, 2021

Respectfully submitted,


Julie Ilbrink, Board Secretary