



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

September 29, 2021 – 4 p.m.

Rapid Central Station Conference Room (250 Grandville, SW) | Virtual Meeting

Revised AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – August 25, 2021	Mayor Kepley	Approval
3. CEO'S REPORT	Deb Prato	Information
4. PERFORMANCE REPORTS		
a. Paratransit Route Ridership	Jason Prescott	Information
1. August 2021		
b. Fixed Route Ridership	Max Dillivan	Information
c. Finance	Linda Medina	Information
1. Operating Statement – July 2021		
2. Professional Development and Travel Report		
a. July 2021		
b. Approval for CEO Signatory Authority	Linda Medina	Approval
6. INFORMATIONAL ITEMS		
a. N/A		
7. CHAIR'S REPORT	Mayor Kepley	Information
8. COMMITTEE MEETING MINUTES		
a. Planning and Technology September 13, 2021	Terry Schweitzer	Information
b. Present Performance & Service September 14, 2021	David Bilardello	Information
c. No Finance Report	Mayor Kepley	Information
9. ADJOURNMENT		

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



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

August 25, 2021 – 4:00 p.m.

Rapid Central Station Conference Room (250 Grandville SW) | Virtual Meeting

ATTENDANCE:

Board Members Present:

Charis Austin, David Bilardello, Mayor Bliss, Mayor Carey, Tracie Coffman, Mayor Favale, Andy Guy, Mayor Kepley, Rob Postema, Terry Schweitzer, Paul Troost

Board Members Absent:

Rick Baker, Steven Gilbert, Jack Hoffman, Mayor Maas

Staff Attendees:

Michael Wieringa, Nancy Groendal, Kim Stephens, Steve Schipper, Steven Clapp, Andy Prokopy, Jack Kelly, James Nguyen, Deron Kippen, Linda Medina, Jason Prescott, Steve Luther, Kevin Wisselink, Nick Monoyios, Evie Dzomba, Max Dillivan

Other Attendees:

James Moore

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

1. PUBLIC COMMENT

James Moore stated that his route schedule is being affected. Mayor Kepley asked him to get with a Team member before he leaves to get all the details so that a resolution can be attained.

2. MINUTES REVIEW

June 23, 2021 – Board of Directors Meeting. Minutes were approved as submitted.

July 28, 2021 – Board of Directors Budget Workshop. Minutes were approved as submitted.

3. CEO'S REPORT

Ms. Prato shared her CEO's report with the board members.

- We are in the home stretch of the COA Comprehensive Operational Analysis. Monday Aug 30th represents 19 months of planning work.
- Efficiencies gained in the system. Opportunities to listen to public. Ability to use zoom and reach so many people.

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

- The gentleman who just spoke regarding his route being affected, and we understand that every single customer is important. The goal of the COA is to look at doing the most for the most with the rolling stock that we have and the assets we have and how to redeploy those to bring most efficiencies to the system. We have conducted a lot of Facebook live outreach and received great feedback. We will continually listen to the public and make improvement.
- Bill handed out mobility for all outreach efforts. One pager was handed out. Need to be extremely thoughtful on communicating changes out to the public. Monday will be high alert and changes for operators. Changes for customers and we are supporting them. Over-all we are supporting the six cities customer base and residents, by supplying the most efficient service for the best prices. We didn't raise fares, looking for ridership increases, but don't know what the future holds with COVID 19, but we are looking at it very positively and optimistically.
- Mayor Kepley asked Ms. Prado to repeat a phrase as they were walking in. Ms. Prado stated that internally we talk a lot about ridership. Federal Government measures it, we measure it, is it keeping up? We are starting to change the conversation to less about ridership and more about value. Value over volume. We are providing more than a bus ride; we're proving access to employment and prosperity. Empty busses are not good, but people need us to get them to a job, worship, workforce training and development or healthcare. With that, we are absolutely providing the right rides at the right times for the right reason. We provide vitality. We are just as important as utilities.
- Mayor Kepley stated where do we see ourselves? Do we see ourselves as volume and passengers, or value and customers? Daycare is needed by those that use our transportation. Where do we play in these problems? Possibly we are part of the solution. Its about value and customers.

4. ACTION ITEMS

a. Proposed FY 2022 Operating and Capital Budget and Five-Year Operating budget Projection

- Ms. Medina is please to present a balanced FY 2022 Operating & Capital budget.
- Operating budget is \$15.1M, Capital budget is \$23.9M. Both budgets were presented and discussed at the Budget Workshop on July 28, 2021. The focus for FY 2022 is on recovery, while increasing The Rapid's value to our customers, community partners while maintaining financial sustainability. The Operating Budget is conservative due to the uncertainty of how ridership, fares and service levels will recover. We will continue to monitor on the State, Local and Federal levels to see what effect it has. Overall Revenues in the Operating Budget are projected to increase by 2.5%, compared to FY 2021 budget. Expenses are projected to increase by 5.7% compared to FY 2021 budget. In the '22 budget \$7.6M from reserves will be used to balance the budget. This is an increase of 1.6M. This year we applied the AARP Funding in the amount of \$26.3M, this is the 3rd funding we will get from Federal Assistance. We have already received Cares and Carissa money. Cares has been fully received \$27.4M, \$6.3M in Carissa will be fully received in FY2021.
- Capital Budget – No changes. There are two discretionary grants included in his capital projects. Status is still in process.
- Seeking approval to adopt the FY 2022 Operating Budget of \$15.1M
- Capital Budget of \$23.9M
- To adopt the millage rate of 1.4308 which has a slight heedly in it.
- To give the CEO authorization to execute contracts to maintain employee fringe benefit programs and to improve the cost of contracting services.
- Mayor Kepley asked if there was a significant change on the DASH line? Contract Change? Service was decreased. Ms. Medina expressed that they worked with all the partners on the budget.

Resolution for Approval, so moved by Mayor Carey and supported by Mayor Bliss. A verbal roll call for voting was taken; resolution passed unanimously.

b. Purchase of Four (4) TVM's

- Mr. Prokopy; Staff is requesting authorization to approve a contract within it in the amount not to exceed \$396,129.00 to purchase and install four additional Ticket Vending Machines. As part of the Laker Line Project, The Rapid awarded our contract vendor, INIT, to engineer, manufacture and install new TVM's for the Laker Line BRT project. Which has enhanced features that include sell wave cards, reload wave cards, and check balances. The Rapid plans to install the new Ticket Vending Machines, three at the RCS, and one at Kentwood station. Delivery estimated anywhere between 6 -12 months Spring to next Fall. This is a sole sourced procurement. Funding is from Federal State Grants and no local funds will be used.

Resolution for Approval was so moved and supported by Mayor Bliss. A verbal roll call for voting was taken; resolution passed unanimously.

5. PERFORMANCE REPORTS

a. Paratransit Route Ridership

1. June, 2021
2. Report Card – Third Quarter, FY 2021

b. Fixed Route Ridership

1. May 2021
2. June 2021

Mayor Kepley stated that we're about 55% down from the norm. Indicators flat from recovery.

3. Report Card – Third Quarter, FY 2021

c. Financial Reports

1. Operating Statements – May and June 2021
2. Professional Development and Travel Report
 - a. May 2021
 - b. June 2021
3. Grant Statement

6. INFORMATIONAL ITEMS

- a. N/A

7. CHAIR'S REPORT

Mayor Kepley listening to Ms. Prato and hearing comments and seeing what's out there. Looking at what we do; do we need to view differently. What are the long-lasting effects of COVID 19? Do we need to think differently? What are the services needed that will make our economy thrive and help our residents/customers? Before COVID 19, we talked about bringing staff over here. Is that what we need to do, or should we use facility for something more customer based or internal based. Helps with sustainability for The Rapid. Perhaps have the committee's think outside the box. Perhaps see what other transportation agencies doing around the country.

8. COMMITTEE REPORTS

a. Planning & Technology Committee

Terry stated that the agenda from July 12 covered a lot of ground. It was an opportunity for the planning dept to bring us up to date on a range of projects, the Laker Line expanded scope and the

monies available excess monies from the grant where the money is being targeted. Division United implementation. Great potential with the COA and we will realize that potential starting next week.

b. Present Performance & Service Committee – July 13, 2021

- Mr. Bilardello stated that they talked about the Job Fairs, and the successful hiring of people.
- Mr. Bilardello also commented on his experience riding on the bus. It has been running on time, but with school starting, construction etc., it was very late today. We need to keep an eye on staying on time.

c. Finance Committee

1. June 30, 2021
2. August 11, 2021

Mayor Kepley stated Health insurance renewal conversation still on going. Not making any decisions until after COVID. The budget is there to cover it.

- Ms. Coffman stated savings that can be considered when using self-funded insurance. Ms. Prato stated we need to have the internal structure to support the initiative to drive utilization. More conversation needs to happen around this.
- Mayor Bliss quick update on updating City Master Plan. Someone from The Rapid will be asked to participate. 18-24 month process.

9. ADJOURNMENT

The meeting was adjourned at 4:41 p.m.

The next meeting is scheduled for September 29, 2021

Respectfully submitted,



Kris Heald, Board Secretary



Interurban Transit Partnership

DATE: September 8, 2021
TO: ITP Board
FROM: Jason Prescott
SUBJECT: AUGUST 2021 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for August 2021, as compared to August 2020

	2021	2020	% Change
Total Paratransit Ridership	19,578	13,749	42.4%
ADA Ridership	15,797	10,671	48.0%
Non-Disabled Senior (NDS) Ridership	94	51	84.3%
PASS Ridership	336	257	30.7%
Network 180	2,704	1,902	42.2%
Cascade Township	590	732	-19.4%

Ridership averages, as compared to 2020

	2021	2020	% Change
Weekday Ridership	645	505	27.7%
Saturday Ridership	243	163	49.1%
Sunday Ridership	219	95	130.5%

Other Performance Measures

	2021	2020	% Change
On-Time Performance	96.37%	96.45%	-0.1%
On-Time Drop-Off	95.75%	96.30%	-0.6%
Average Cost Per Trip	\$28.86	\$32.81	-12.0%

August 2021 Paratransit Ridership and Operating Statistics

ADA	2021	2020	Change	% Change
Clients	1,216	962	254	26.4%
Passenger Trips	15,797	10,671	5,126	48.0%

NDS				
Clients	13	9	4	44.4%
Passenger Trips	94	51	43	84.3%

PASS				
Clients	17	17	0	0.0%
Passenger Trips	336	257	79	30.7%

CONTRACTED				
Clients	3	0	3	#DIV/0!
Passenger Trips	25	0	25	#DIV/0!

RIDELINK				
Clients	304	298	6	2.0%
Passenger Trips	622	868	(246)	-28.3%
Phone Calls	3,072	2,470		
Total Trips sched. thru Rapid call center	3,191	2,292		

TOTALS				
Clients	1,553	1,286	267	20.8%
Passenger Trips	16,874	11,847	5,027	42.4%
Average Weekday Ridership	645	505	140	27.7%
Average Saturday Ridership	243	163	80	49.1%
Average Sunday Ridership	219	95	124	130.5%
All Ambulatory Passengers	11,178	7,328	3,850	52.5%
All Wheelchair Passengers	5,696	4,519	1,177	26.0%
No - Shows	356	347	9	2.6%
Cancellations	3,238	6,091	(2,853)	-46.8%
MV				
Average Cost per Trip	\$28.86	\$32.81	(\$3.95)	-12.0%
Riders per Hour	1.9	1.5	0.4	23.3%
Accidents per 100,000 Miles	1.0	1.0	0	0.0%

Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	32	38	-6	-15.8%

NETWORK 180				
Passenger Trips	2,704	1,902	802	42.2%
Average Weekday Ridership	123	91	32	35.2%

TOTAL PASSENGER TRIPS	19,578	13,749	5,829	42.4%
------------------------------	---------------	---------------	--------------	--------------

Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2021	2020	% of Trips	% Change
MV Complaints	4	11	0.0%	-63.6%

On-Time Performance				
On-Time Compliance - Pick-up	96.37%	96.45%	-0.1%	-0.1%
On-Time Compliance - Drop-off	95.75%	96.30%	-0.5%	-0.6%



Date: August 27, 2021
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – July 2021

OVERVIEW

Ridership and productivity in July 2021 largely mirrored trends from recent months. Total ridership exceeded 2020 levels for the month; however, productivity measures lag as service levels are considerably greater at this point in 2021 compared to the same month of 2020. Saturday ridership remains lower in 2021 due to the loss of DASH service.

BACKGROUND INFORMATION

Monthly Ridership

	July 2021	July 2020	% Change
Regular Fixed Route Service (<i>Routes 1–18, 24, 28, 44</i>)	254,880	242,173	↑ 5.2%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	32,370	24,276	↑ 33.0%
Total Monthly Fixed Route Ridership	287,250	266,449	↑ 7.8%

Daily Average Ridership

	July 2021	July 2020	% Change
Weekday Total	11,337	10,246	↑ 10.6%
Weekday Evening	1,651	1,474	↑ 12.0%
Saturday	5,836	6,566	↓ 11.1%
Sunday	2,886	2,930	↓ 1.5%

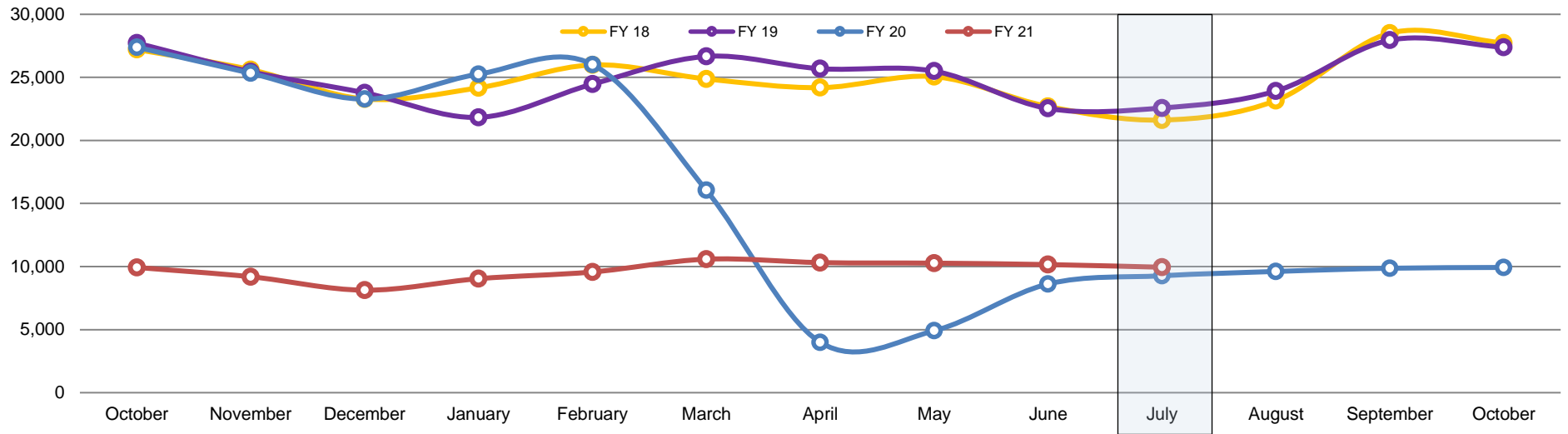
Productivity Summary

	July 2021	July 2020	% Change
Average passengers per hour per route	8.9	9.2	↓ 2.7%
Average passengers per mile per route	0.67	0.70	↓ 4.2%
Average farebox recovery percent per route	9.4%	12.4%	↓ 24.4%

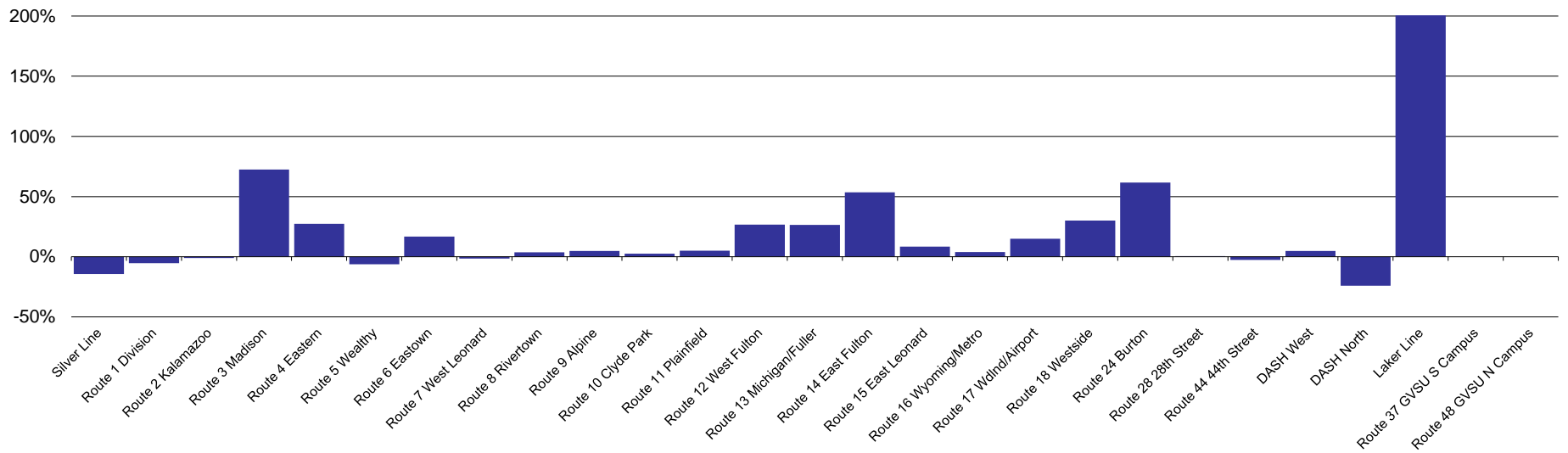
Fiscal Year Ridership

	FY 2021	FY 2020	% Change
Regular Fixed Route Service (<i>Routes 1–18, 24, 28, 44</i>)	3,739,612	4,222,115	↓ 11.3%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	660,977	1,639,608	↓ 59.7%
Total Fixed Route Ridership YTD	4,400,590	5,861,723	↓ 24.9%

Monthly Weekday Average Ridership History



Percent Change by Route: July 2021 compared to July 2020





Interurban Transit Partnership

Date: September 29, 2021
To: ITP Board
From: Linda Medina, Finance Manager
Subject: July Operating Statement

Attached are the financial reports through July 31, 2021, for general operating and grants.

FY 2021 YTD Operating Statement Analysis

Total revenue is under budget by 2.3% before CARES and CRRSAA funding and total expenses are under budget by 6.4%. From June to July 2021 there are no significant change in revenue or expenses. We have received \$16,191,026 in CARES and CRRSAA funding through July.

Included in the report is July's professional development and travel reports.

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 July 31, 2021

	YTD as of July 31		Variance		FY 2020 YTD Actual	Note - Annual FY 2021 Budget
	Budget	Actual	\$	%		
Revenues and Operating Assistance						
Passenger Fares	\$ 2,344,692	\$ 2,350,432	\$ 5,740	0.2%	\$ 3,591,042	\$ 2,878,858
Sale of Transportation Services						
CMH Contribution	188,312	262,653	74,341	39.5%	329,519	223,970
Dash Contract	1,900,940	1,835,444	(65,496)	-3.4%	1,703,811	2,279,054
Grand Valley State University	2,323,590	2,320,120	(3,470)	-0.1%	1,789,262	2,833,029
Van Pool Transportation	22,410	21,839	(571)	-2.5%	54,795	29,910
Township Services	494,869	465,920	(28,949)	-5.8%	470,058	593,259
Other	269,013	281,133	12,120	4.5%	346,061	357,959
Subtotal Sale of Transportation Services	5,199,134	5,187,108	(12,025)	-0.2%	4,941,872	6,317,181
State Operating	12,855,365	12,037,818	(817,548)	-6.4%	11,534,563	15,277,210
Property Taxes	14,496,193	14,494,131	(2,062)	0.0%	13,824,154	17,395,471
Advertising & Miscellaneous	460,533	470,762	10,229	2.2%	454,293	590,211
Subtotal Revenues and Operating Assistance	35,355,917	34,540,252	(815,665)	-2.3%	34,345,923	42,458,931
Grant Operating Revenue (Cares Act)	4,905,431	16,191,026	11,285,595	100.0%	8,707,592	5,886,517
Total Revenues and Operating Assistance	<u>\$ 40,261,348</u>	<u>\$ 50,731,277</u>	<u>\$ 10,469,929</u>	<u>26.0%</u>	<u>\$ 43,053,515</u>	<u>\$ 48,345,448</u>
Expenses						
Salaries and Wages						
Administrative	\$ 4,556,235	\$ 4,324,377	\$ (231,858)	-5.1%	\$ 4,293,088	\$ 5,384,641
Operators	11,828,924	10,486,671	(1,342,253)	-11.3%	11,508,104	14,014,550
Maintenance	1,752,841	1,658,325	(94,516)	-5.4%	1,720,880	2,071,539
Subtotal Salaries and Wages	18,137,999	16,469,372	(1,668,627)	-9.2%	17,522,072	21,470,730
Benefits	8,080,446	7,734,637	(345,809)	-4.3%	7,566,208	9,334,842
Contractual Services	3,020,013	2,732,002	(288,010)	-9.5%	1,942,117	4,016,219
Materials and Supplies						
Fuel and Lubricants	1,346,966	1,390,690	43,724	3.2%	1,380,906	1,671,209
Other	1,196,170	1,116,007	(80,164)	-6.7%	1,386,002	1,603,691
Subtotal Materials and Supplies	2,543,137	2,506,697	(36,440)	-1.4%	2,766,908	3,274,900
Utilities, Insurance, and Miscellaneous	4,726,527	4,431,684	(294,842)	-6.2%	2,866,052	5,192,293
Purchased Transportation	4,173,286	4,219,846	46,561	1.1%	4,522,714	5,056,464
Expenses Before Capitalized Operating	40,681,407	38,094,239	(2,587,168)	-6.4%	37,186,070	48,345,448
Capitalized Operating Expenses	-	-	-	0.0%	-	-
Total Operating Expenses	<u>\$ 40,681,407</u>	<u>\$ 38,094,239</u>	<u>\$ (2,587,168)</u>	<u>-6.4%</u>	<u>\$ 37,186,070</u>	<u>\$ 48,345,448</u>
Net Surplus/(Deficit) before CARES/CRRSAA		\$ (3,553,987)			\$ (2,840,147)	
Net Surplus/(Deficit) after CARES/CRRSAA		\$ 12,637,039			\$ 5,867,445	

**Interurban Transit Partnership
Grant Revenues & Expenditures
Month Ended 07/31/21**

GU0376

Page

1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target
Grant Revenue						
1. Federal Grant Assistance	7,515,903	7,515,903	261,810	6,903,156	612,747	92%
2. State Grant Assistance	1,878,976	1,878,976	65,453	1,725,789	153,187	92%
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	327,263	8,628,945	765,934	92%
Labor						
7. Administrative Salaries	20,800	20,800	1,579	14,827	5,973	71%
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	671	8,504	184-	102%
11. Total Labor	29,120	29,120	2,250	23,331	5,789	80%
Material & Supplies						
12. Tires & Tubes	241,104	241,104	5,956	170,412	70,692	71%
13. Office Supplies	0	0	0	1,540	1,540-	100%
14. Printing	2,388	2,388	0	48,328	45,940-	2,024%
15. Total Material & Supplies	243,492	243,492	5,956	220,280	23,212	90%
Purchased Transportation						
16. Purchased Transportation	740,000	740,000	69,193	594,193	145,807	80%
17. Specialized Services	542,368	542,368	0	271,182	271,186	50%
18. Total Purchased Transportation	1,282,368	1,282,368	69,193	865,375	416,993	67%
Other Expenses						
19. Dues & Subscriptions	20,753	20,753	0	0	20,753	0%
20. Professional Development	20,350	20,350	0	25	20,325	0%
21. Miscellaneous	0	0	0	0	0	100%
22. Total Other Expenses	41,103	41,103	0	25	41,078	0%
Leases						
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%
Capital						
27. Rolling Stock	1,678,116	1,678,116	0	400,487	1,277,629	24%
28. Facilities	2,677,617	2,677,617	61,377	3,003,561	325,944-	112%
29. Equipment	886,906	886,906	3,057	1,580,232	693,326-	118%
30. Other	1,994,280	1,994,280	77,182	2,254,193	259,913-	113%
31. Total Capital	7,236,919	7,236,919	141,616	7,238,473	1,554-	100%
32. Planning Services	561,878	561,878	33,587	206,800	355,078	37%
33. Capitalized Operating	0	0	74,661	74,661	74,661-	100%
34. Total Expenditures	9,394,880	9,394,880	327,263	8,628,945	765,935	92%

PROFESSIONAL DEVELOPMENT & TRAVEL REPORT
ALL EMPLOYEES
JULY 2021

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$ 996.38	GSX Annual Security Conference	M. Wieringa	Orlando, FL
<hr/>			
\$ 996.38			

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



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, September 13, 2021 – 8:30 a.m.

Rapid Central Station Conference Room (250 Grandville Avenue, SW) | Virtual Meeting

ATTENDANCE:

Committee Members Present:

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

Committee Members Absent:

Paul Troost, Robert Postema

Staff Attendees:

Deb Prato, Mike Wieringa, Steve Schipper, Steve Luther, Kevin Wisselink, Bill Kirk, Nick Monoyios, James Nguyen, Linda Medina, Nancy Groendal, Kris Heald, Jason Prescott

Other Attendees:

Mr. Schweitzer called the meeting to order at 8:30 a.m.

1. PUBLIC COMMENT

No public comments were offered

2. MINUTES – July 12, 2021

The minutes from July 12, 2021, were reviewed. No changes or corrections were submitted.

3. Information

a. Laker Line Expanded Scope

Mr. Monoyios shared an update on the Laker Line. In July, the FTA confirmed a \$5,090,000 budget for implementing Laker Line expanded scope.

Laker Line Expanded Scope Elements:

- Vehicle Safety & Operational Enhancements
- Additional CNG Compressor at fueling station
- Park and Ride Lot at Cummings
- One (1) additional BRT Vehicle
- Wireless Point-to-Point or Fiber Configuration (Seven (7) platforms are fiber ready)
- Additional Landscaping at Standale Trail
- Bus-Only Lane Designation on Monroe Avenue

b. Procedural Considerations

Mr. Monoyios stated that while these items will follow process as identified in the Project Management Plan, we will need board approval for budget adjustment next month.

c. Division United Update

Mr. Monoyios shared an update on Division United. The final document has been completed and submitted. We are continuing the Connector Program. Events are on-going and there is a lot of momentum to keep the excitement going. Mr. Bulkowski requests to reset that final report.

d. Ridership Report COA

Ridership pre/post pandemic. Mr. Monoyios stated that ridership recovery over last summer was approximately 45% compared to 2019. Students going back to school has been a major boost for the system. Silver Line ridership has increased to 25% over last week. Our biggest win is 24% with the new Plainfield Meijer.

e. Fixed Route Ridership Report

Mr. Monoyios stated that ridership changed compared to 2020 and 2019. We saw dramatic increase compared to 2020 as student ridership was nearly non-existent. Reports are showing similar ridership compared to other transit.

f. Route by Route Analysis

Since the pandemic effects on the system, Ridership has varied considerably on a route-by-route basis. There was a question from Mr. Schweitzer what the long-term measure is. Mr. Monoyios stated that they are looking at data, cellphone, the Communications Department is monitoring the public. There also seems to be a lot of mask fatigue, unemployment and other variables. Mr. Schweitzer stated that new improvements on the line, changes are taking place and we are getting the word out, by putting flyers on doorknobs. The public seems pleased that we are always listening to them, and the results are positive.

g. Ridership History

Mr. Bulkowski was inquiring how the red line on the chart remains flat. Micro vs. Macro parts. What got you on the bus? What will keep you on the bus. Perhaps we modify the surveys. We need to find the people not taking the bus anymore. Where did they go? Ms. Prato suggesting reaching out on the COA card. Perhaps we come up with a plan like a campaign with all the bottlenecks on the main roads. Take the bus!

Transportation Demand Management (TDM) Update

Mr. Monoyios stated that the GVMC has identified 4 regional goals

- Enhance safety and reduce congestion
- Ensure Equity, Access and Mobility
- Protect and enhance the environment
- Identify mode shift opportunities

Paradigm Shift Discussion

Mr. Schweitzer expressed that we are going in the right direction. Mr. Prokopy advised that there are concerning trends on the horizon. Technology for the future goes far beyond the short term.

Mayor Bliss stated that there are so many variables regarding transit. Many people are buying ebikes instead of cars. Perhaps we invest in other types of mobility. Think bigger than the next route. Ms. Prato suggested that we do two (2) more pilots. It would be great insight. She has also suggested we figure a time for a workshop to set goals, objectives and infuse strategy. We need to be realistic about opportunities and threats. We want to be a good public partner. No need to own or run everything.

4. AJOURNMENT

This meeting was adjourned at 9:38 a.m.

The next meeting is scheduled for November 15, 2021

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Kris Heald".

Kris Heald, Board Secretary



Interurban Transit Partnership

Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Steven Gilbert

Andy Guy

PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING MINUTES

Tuesday, September 14, 2021 – 4 p.m.

Rapid Central Station Conference Room | 250 Grandville, SW

ATTENDANCE:

Committee Members Present:

Charis Austin, David Bilardello, Tracie Coffman, Steven Gilbert, Andy Guy

Committee Members Absent:

Staff Attendees:

Mike Wieringa, Steve Schipper, Steven Clapp, Steve Luther, James Nguyen, Jason Prescott, Kevin Wisselink, Nick Monoyios, Deron Kippen, Linda Medina

Other Attendees:

Mr. Bilardello called the meeting to order at 4:01 p.m.

1. PUBLIC COMMENT

No public comment.

2. MINUTES – July 13, 2021, Present Performance & Service Committee Meeting

Meeting minutes approved.

3. DISCUSSION

1. Ridership and Metrics

Mr. Dillivan is very happy to report 7% increase in ridership. Not including GRPS. Route 11 extended to Plainfield and the increase is up 24%. Mr. Guy inquired is the increase due to Covid numbers? The increase is pre-August 30th and the implementation of the new service.

2. On-Time Performance

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

Mr. Dillivan advised that On-Time Performance is up 60%. Making minor tweaks to schedules due to construction, etc. Our team is monitoring it closely.

3. Customer Appreciation Day

Mr. Dillivan reported that there was free fare for wave card users. It was for the last two (2) days of August which corresponded with the first 2 days of the new service. Wave card usage is up when we run special events.

B. Maintenance

1. Mr. Clapp stated that we purchased 15 new Gillig busses. Six (6) of those busses are in service. A field technician is here. We expect busses to be on the road within the next two (2) weeks.
2. Family Fleet
Ms. Deb Prato suggested naming busses after our employee's family members. We created a committee to organize this. We had a very successful response to this initiative. There were approx. Seventy (70) entries, and fifteen (15) names were drawn from the pool. This initiative is a great way to create teaming and boost morale for the company. Ms. Prato expressed that we would take photos with the family and each child with their bus. This will be a part of our safety theme.

C. Employees

Ms. Groendal shared that we had a couple of technicians start last month. A new class of drivers that started on September 7, 2021. We have another class starting up on October 11, 2021. We will possibly have another class later at the end of December or early January. We do have a few administrative positions to fill as well. There is potential for a couple of interns as well. Mr. Guy asked if we have a demographic composition of the workforce. Ms. Groendal will share with the next EEO report. Ms. Prado stated that the overall goal is for our workforce is to mirror the community that we serve.

D. Safety

Mr. Luther stated that we are in the process of refining the matrix on how to react to all the changes. We are finding ways to reimplement. We have had three (3) Covid cases in a seven (7) day period. We are in a moderate category. Kent county is in a high category. If the situation increases, first steps will be team screen, wear masks, social distancing, etc. Vaccines are approaching 50%. Ms. Prato stated that the goal is to know what we learned last year at this time. We want to protect our team and the general public. Mr. Bilardello stated that Spectrum Health is trying to get their arms around Covid as well. The President of the USA is suggesting that the unvaccinated people test every week.

Ms. Austin asked if we are going to change the requirements on Go Bus. Currently the TSA says masks are required on busses. No changes for now.

E. Fleet and Facilities

1. Mr. Kippen reported on the update of the canopy project. This project is 50% done so it should be complete in six (6) to eight (8) weeks. We are also replacing all the LED lights to illuminate it much better. The project is on budget.
2. VIPR Team visit. Mr. Wieringa reported that these ground security people were here last August 26. They make their presence known at all transportation sites. They would be deployed out of Detroit in the event of a serious incident.

3. RNG (DTE)

Mr. Kippen stated that we are looking at renewable gas. It is projected that we will use all they have to offer. Looking to form a partnership with DTE. Ms. Prato expressed that this is as good news story. It will also offer retail opportunities. Mr. Wisselink stated that we will partner with a firm to do a retail CNG site. A lot of garbage trucks are CNG fueled. Mr. Bilardello commented that he loves the direction of this initiative.

Ms. Prato our overarching message is value over volume. We do more for the community than just a ride. We are getting more intentional about what we are doing and what our message will be around that. Mr. Bilardello inquired about Art Prize. Mr. Kirk is in contact with the organizers, and we will make sure we are well positioned if needed. Parking is always a hard situation.

4. AJOURNMENT

This meeting was adjourned at 4:39 p.m.

The next meeting is scheduled for November 17, 2021

Respectfully submitted,



Kris Heald, Board Secretary