



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, December 1, 2021 – 4:00 p.m.

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

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – October 27, 2021	Mayor Kepley	Approval
3. CEO'S REPORT	Deb Prato	Information
4. ACTION ITEMS		
a. Environmental Services Consultants	Kevin Wisselink	Approval
b. Battery Replacement Contract	Steve Clapp	Approval
c. Purchasing System Migration	Andy Prokopy	Approval
d. MDOT 2023 Projects	Kevin Wisselink	Approval
e. Specialized Services	Kevin Wisselink	Approval
5. PERFORMANCE REPORTS		
a. Paratransit Route Ridership	Jason Prescott	Information
1. October, 2021 Report Card – 4 th Quarter, FY 2021 Report Card – Annual FY 2021		
b. Fixed Route Ridership	Max Dillivan	Information
1. September, 2021		
2. October, 2021		
3. Report Card – 4 th Quarter, FY 2021		
4. Report Card – Annual FY 2021		
c. Finance	Linda Medina	Information
1. Operating Statement – September, 2021		
2. Professional Development and Travel Report		
a. September, 2021		
3. Grant Statement, September 2021		
6. INFORMATIONAL ITEMS		
a. Customer Perceptions Survey, August 2021	B. Kirk/K. Sullivan EPIC-MRA	
7. CHAIR'S REPORT	Mayor Kepley	Information

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

8. COMMITTEE MEETING MINUTES

- | | | |
|--|------------------|-------------|
| a. Planning & Technology Committee November 15, 2021 | Terry Schweitzer | Information |
| b. Present Performance & Service Committee November 17, 2021 | David Bilardello | Information |
| c. Finance Committee November 3, 2021 | Mayor Kepley | Information |

9. ADJOURNMENT



Interurban Transit Partnership

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BOARD OF DIRECTORS MEETING

Wednesday October 27, 2021 – 4:00 p.m.

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

ATTENDANCE:

Board Members Present:

Charis Austin, David Bilardello, Mayor Favale, Rick Baker, Steven Gilbert, Andy Guy, Terry Schweitzer, Jack Hoffman, Mayor Kepley, Paul Troost, Tracie Coffman

Board Members Absent:

Mayor Bliss, Mayor Carey, Mayor Maas, Robert Postema

Staff Attendees:

Mike Wieringa, Deron Kippen, Steve Schipper, Jason Prescott, James Nguyen, Jack Kelly, Linda Medina, Nancy Groendal, Steve Luther, Kevin Wisselink, Bill Kirk, Max Dillivan, Nick Monoyios, Evie Dzomba,

Other Attendees:

Mr. Miller, Chris Swank, Tim Steinmeier, Dave Duggen, Daniel Krenke

Mr. Bilardello called the meeting to order at 4:05 p.m. Mayor Kepley was caught in traffic and arrived at 4:06 p.m. and then resumed control of the meeting.

1. PUBLIC COMMENT

Mr. Dave Duggen: He is a Kentwood resident and had two (2) issues to discuss. First, he was waiting for the 44 West at Kentwood Station. The bus was 20 minutes late. When the bus finally arrived, he was loading his bike, and the bus driver blew his horn in his ear. It was very loud, and it angered him. Also, an elderly person in a wheelchair was lectured by the bus driver. Mr. Duggen feels that these issues can be addressed by some soft skills. The second issue was with bus stop signage. In his view, it should be reviewed and updated. Mayor Kepley suggested that Mr. Duggen call his office to discuss these situations further.

Mr. Daniel Krenke: Mr. Krenke is a Holland resident, and he wanted to encourage The Rapid to continue the study of West Michigan Express.

Mr. Miller: Stated that Mr. Dillivan can probably correct him, but 400 bus stops closed overnight, those cost \$1700/pc. Also, the bus stop at the Aldi at Knapp's Corner is a hassle and not well planned out. He feels that it's a hassle getting the carts back and forth. Low-income riders need Aldi. The 6,000 big blue buses should have been double decker which I have been advocating for years. The Rapid canceled two (2) stops on Oakleigh and Collindale. Regarding the VA, still a problem, takes him 50 mins. 47% more time on the silver line. You are now paying eight (8) fare checkers. Mr. Miller has a thorough plan he wants to discuss. Mayor Kepley thanked him.

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

2. MINUTES REVIEW

Minutes from September 29, 2021, were distributed and approved as written.

3. CEO'S REPORT

- Ms. Prato expressed her gratitude to all who contributed to the COA. We continue to work to start up the On-Demand. Look for that in early 2022.
- We are rolling with the vehicles the branding and marketing.
- Several of The Rapid Leaders will be at APTA Nov 7-11. This will be a great opportunity for us to renew friendships with our transit partners and some of our vendors.
- We have received back our Customer Perception Survey, and we will share the results of that at the December Board Meeting.

4. ACTION ITEMS

a. Bus cleaning/disinfecting/fueling contract

Mr. Wisselink requests the Board to approve the contract for Detail Experts. They are a certified disability disadvantaged business as well.

Mayor Kepley entertained a motion to approve as presented, Mr. Guy moved to approve, and Mayor Favale supported. A verbal vote was taken, and the resolution passed unanimously.

b. MDOT Master Agreement

Mr. Wisselink requests the Board to approve the MDOT funding for the program. Mayor Kepley entertained a motion to approve as presented, Mayor Favale moved to approve, and Mr. Gilbert supported. A verbal vote was taken, and the resolution passed unanimously.

c. 2022 Board and Committee Meeting Calendar

Ms. Prato requests to adopt the 2022 calendar.

Mayor Kepley entertained a motion to approve as presented, Mr. Gilbert moved to approve, and Mr. Guy supported. A verbal vote was taken, and the resolution passed unanimously.

d. Designee Signatory Authorization

In the event of Ms. Prato absence, she can delegate someone from the leadership team act on her behalf. Mr. Bilardello inquired if we have done this before. Deb replied with it may have been done informally in the past. Ms. Prato to amend the resolution so that Ms. Prato would delegate to a leadership team member. Delegation would be in writing except in personnel matters.

Mayor Kepley entertained to motion to approve upon the modification to delegate to a leadership team member. Motion was approved by Ms. Austin, and supported by Mr. Guy. A verbal vote was taken, and the resolution was passed unanimously.

5. PERFORMANCE REPORTS

a. Paratransit Route Ridership

No comments

b. Fixed Route Ridership

Mr. Schweitzer asked for an explanation for the 57% decrease in ridership. Mr. Dillivan stated that August mimicked much of what we saw over the summer period. There were 9 days of school in session, so it didn't have time to move the needle. The September report shows a much better number. GVSU no significant change, still approximately 65%. DASH saw a significant increase during Art Prize. It soared into the 65% recovery. It regressed since Art Prize, and ridership is back at 45%. Ferris is seeing 60% ridership return.

c. Financial Reports

1. Operating Statement – Aug 2021 No Comment
2. Professional Development and Travel Report No Comment

- a. Aug 2021 No Comment

3. Grant Statement – Aug 2021 No Comment

6. INFORMATIONAL ITEMS

Ecolane Implementation: Mr. Prescott gave a brief overview for the new scheduling software. We were working with an antiquated system for 15 years. Team wasn't quick to embrace the new software. We did see some bumps and bruises. He is impressed with the reports and some of the things we can see day to day. The problem we are facing now is our driver shortage. People behind the scenes need to renegotiate routes to move people and it is causing some delay. We did get a lot of really good feedback, and it is improving. We are at 87% on time performance.

7. CHAIR'S REPORT

Mayor Kepley has been receiving several calls regarding Senior Living. He is encouraging you to get calls or emails out to Ms. Prato and we will get them out to the staff to address these concerns. We will continue the conversation with Byron Township. He continues to meet with Deb twice a month. We have very productive conversations, and we are learning a lot. He had a conversation with a gentleman very concerned about employment and daycare. It would be great if we could partner with a daycare center. We need to serve our community as best as possible.

8. COMMITTEE REPORTS

a. Planning & Technology Committee

Mr. Schweitzer asked Mr. Monoyios to talk about TDM. Very exciting project. GVMC has designed this as a project that is continuing to grow. The project will begin early next year. Once the grand river changed, it goes to Millennium Park, and a hub to the zoo, and possible taking it to Meijer Gardens. Could this be apart of public transit? Mr. Monoyios believes that this absolutely should be a part of the Master Transit Plan. Mr. Hoffman stated that for years metro was not concerned with public transportation. They were more concerned with funds for the highway. Mr. Hoffman stated GVMC support of transit planning is appreciated.

b. Present Performance & Service Committee

No Comment

c. Finance Committee

No Comment

Ms. Austin expressed her gratitude to Ms. Prato for the Ecolane update. One of the biggest complaints was that no one was told that it was going to happen.

9. ADJOURNMENT

The meeting was adjourned at 4:56 p.m.

The next meeting is scheduled for December 1, 2021

Respectfully submitted,



Kris Heald, Board Secretary



Interurban Transit Partnership

Date: November 23, 2021
To: The Rapid Board of Directors
From: Kevin Wisselink – Director of Procurement and Capital Planning
Subject: ON-CALL ENVIRONMENTAL SERVICES CONTRACT – PROJECT 2022-03

ACTION REQUESTED

Staff is requesting Board approval to enter a five-year contract with WSP for On-Call Environmental Services. This contract will cover the environmental reviews necessary for such projects as property purchase and the installation of transit amenity enhancements.

BACKGROUND

The Rapid anticipates several future projects that will have need of environmental reviews. This includes the Cummings Park and Ride lot included in the Laker Line expanded scope and the new campus for demand response operations included in the FY 2022 Capital Plan.

To position The Rapid to carry these reviews out in a timely fashion, The Rapid is going out for bid to have an Environmental Services consultant available on-call to carry out these projects. This means that once an opportunity is presented, The Rapid will be able to move as quickly as possible to carry out the necessary reviews to keep the project moving forward. Each individual project the consultant carries out will be reviewed for cost reasonableness before approval is given, and if any individual project exceeds \$100,000, it will be brought before The Rapid Board for review and approval.

PROCUREMENT

The Environmental Services project is a Architectural and Engineering procurement which the FTA requires to be competed under the Brooks-Act rules. This means that the applicants would be evaluated solely on their qualifications and proposals, and that price would be negotiated once the leading firm is selected.

The Rapid released the RFP on October 13, 2021. It was released on the Michigan Inter-governmental Trade Network (MITN), The Rapid's website and to a bid list of organizations The Rapid previously had dealings with. In addition, all firms on the Michigan Department of Transportation's qualified DBE list were contacted by phone to let them know the availability of the RFP and subsequently emailed the RFP.

Two proposals were received. These were from SME and WSP, both of which have performed environmental review work for The Rapid in the past. The Rapid's review team evaluated both proposals, and while both were found to be excellent proposals, the team unanimously chose WSP as the winning candidate. This was primarily because of their extensive experience with transit projects and in dealing with Federal Transit Administration regulations.

On-Call Environmental Services	
Project # 2021-01	Final Score
WSP	97
SME	92

The hourly listed by WSP were found to be in line with the project estimate, mirroring the costs of prior projects once adjusted for inflation. Additionally, the lists costs mirror exactly the costs that WSP currently uses for Michigan Department of Transportation projects.

FUNDING

The source of the funding for environmental services projects will be determined on a case-by-case basis.



Interurban Transit Partnership

4a

INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 120121-1

Fiscal Year: 2021-2022

Moved and supported to adopt the following resolution:

Approval to contract with WSP for on-call environmental services. The contract term is for five (5) years.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute an on-call contract with WSP for the environmental services in accordance with the information presented to the ITP Board on December 1, 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.

Kris Heald, Board Secretary

Date



Interurban Transit Partnership

Date: November 23, 2021
To: The Rapid Board of Directors
From: Steve Clapp – Director of Maintenance
Subject: HYBRID BUS ENERGY STORAGE SYSTEM (ESS) MID-LIFE REPLACEMENT PROJECT (Project# 2022-05)

ACTION REQUESTED

Staff is requesting Board approval to enter into a contract with The W.W. Williams Co., LLC to replace the energy storage systems (ESS) on ten (10) hybrid electric buses at a cost of \$54,995.80 per bus for a total contract price of \$549,958.

BACKGROUND

In 2014 The Rapid received ten (10) hybrid electric buses to provide Silver Line service. The diesel electric powered buses rely on an onboard ESS system for energy storage. The buses contain the original ESS units supplied by the vehicle manufacturer.

Replacement of the ESS systems is part of a mid-life bus re-power maintenance plan to keep the buses in good working order. The project includes contracting with a qualified contractor to furnish, deliver, remove old, and install new ESS units on all ten (10) buses. Details of the contract require the furnishing of all necessary labor, equipment, materials, tools and supplies to furnish and install new ESS units; and remove and dispose of used ESS units. Work under this contract must be performed by an 'Allison Hybrid Certified' contractor and the ESS units to be installed must be 'Allison Hybrid Certified'. The work will begin with contract award; contractor will repower one (1) bus at a time with completion of project required by June 2022.

PROCUREMENT

The procurement was conducted as a Sole Source procurement. After a thorough search for contractors able to provide the services staff learned that only one firm in Michigan was currently Allison ESS certified: The W.W. Williams Company in Byron Center. The FTA accepts that when the item is available only from a single source it is valid justification for a sole source contract. Additionally, The Rapid has a long history with the Williams Company as they can provide service and support for Allison transmissions; The Rapid has been satisfied with the previous contract work performed on the bus fleet. The price quoted falls in line with the Independent Cost determination performed as part of the budget process.

FUNDING

Funding is supported by Grant funds.



Interurban Transit Partnership

4b

INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 120121-2

Fiscal Year: 2021 - 2022

Moved and supported to adopt the following resolution:

Approval to award a contract to The W.W. Williams Co., LLC to replace the energy storage systems (ESS) on ten (10) hybrid electric buses at a cost of \$54,995.80 per bus for a total contract price of \$549,958 in accordance with information presented to the Board on December 1, 2022.

BE IT RESOLVED that the ITP CEO is hereby authorized to serve as a legal and/or financial signatory for the Authority pursuant to the ITP policies.

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.

Kris Heald, Board Secretary

Date



Date: December 1, 2021
To: ITP Board
From: Andy Prokopy, Director of Information Technology
Subject: Purchasing System Migration

ACTION REQUESTED

Staff is requesting authorization to approve a contract with i3 Business Solutions in the amount of \$229,075, which includes a 10% contingency, for the migration and development of a new purchasing module and related finance system changes.

BACKGROUND

ITP currently utilizes an old green screen (AS/400 based) finance system integrated with an outdated, unsupported custom procurement package. Following an RFP process in 2016, ITP awarded a contract to Abila/Microix to replace the existing Finance and Purchasing systems for added functionality, efficiency, and support. Over the course of 3.5 years, ITP staff worked with the vendors to configure, customize, and test all aspect of the new software package but unfortunately encountered many issues and roadblocks. ITP ultimately determined the solution would not meet requirements, and in November 2020 the decision to discontinue the project was presented to and agreed by the Finance Committee.

During the unsuccessful project implementation, support expired for the hardware and OS running the finance system further increasing our risk. In 2020, ITP quoted and upgraded the finance server hardware, migrated all data, and completed multiple revision upgrades to the OS. Currently, the only remaining system still unsupported and placing the agency at risk is the purchasing system, which was implement at ITP more than 20 years ago. Since the system architecture is no longer supported, a complete rebuild of the purchasing system is needed, including migration of all data to a supported database, rebuilding all required forms and fields, and creating a new user interface. Recently, ITP has experienced unusual issues with the current purchasing system highlighting the risk of failure that may impact our ability to conduct business.

Our midrange plan is to assess ERP solutions as an ultimate replacement to the finance, procurement, and other related systems, however that process has not yet started. The timeline for securing the future grant funding, executing the RFP process and contract, and completing the implementation (pre-launch testing, customizing, go-live) is still several years away. Therefore, this migration and redevelopment is the best option to reduce our risk of significant failure to our purchasing system over the next several years.

PROCUREMENT

In June 2021, ITP went out for competitive bid with several vendors that have knowledge of these old systems and i3 Business Solutions was chosen to be the most qualified to complete a deep dive analysis of our current environment. After several months of analyzing our systems, i3 provided a scope of work and proposal, which included creating a new purchasing module, implementing a new user interface, and making the necessary modifications to the finance system for proper integration. The proposal costs are based upon software licensing fees and an estimated 1300 hours of vendor development and support. The vendor services from i3 are billed at a time and materials (T&M) rate of \$135/hour, however additional support from other subcontractors (in efforts to complete the project sooner) would be at a higher rate. The quoted cost for licensing and vendor support for this project is \$208,250. We are also requesting a 10% contingency considering there may be unanticipated items that require additional time an effort bringing the total cost with contingency to \$229,075.

ACTION PLAN

Work with the selected vendor can begin as early as January 2022 on the creation of the new purchasing module based upon the same system as the finance software for a direct interface to the finance system. We will work with the vendor to implement a new GUI to modernize the IBM green screen currently being used for the finance software, as this new GUI will also be the user interface for the new purchasing module. There are also changes to the existing finance software that will need to be changed/rewritten to support operation with the new purchasing module. The new module, GUI, and changes to the finance system will then be carefully tested prior to launch. We will develop training for staff on the new system, but the new module will mirror many of the same fields and functions old system aiding for an easy transition for users. The proposed timeline to complete the project is 46 weeks, however we are working with the vendor to reduce this timeline where possible, including the option of utilizing subcontractors.

FUNDING

Funding for this contract will be from local operating sources only.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 120121-3

Fiscal Year: 2021-2021

Moved and supported to adopt the following resolution:

Approval to contract with i3 Business Solutions for the migration and development of a new purchasing system and related system integration.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute an agreement with i3 Business Solutions for the migration and development of a new purchasing system and related system integration at a cost of \$229,075 in accordance with information presented to the ITP Board on December 1, 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.

Kris Heald, Board Secretary

Date



Interurban Transit Partnership

DATE: December 1, 2021

TO: The Rapid Board of Directors

FROM: Kevin Wisselink, Director- Procurement and Capital Planning

SUBJECT: FY 2023 MDOT GRANT APPLICATION

ACTION REQUESTED

Staff is requesting The Rapid Board approve the FY 2023 Michigan Department of Transportation (MDOT) grant application and to authorize the CEO or her designee to execute a grant contract on behalf of The Rapid.

BACKGROUND

Each February, MDOT requires that transit agencies file a grant application for capital, operating and planning assistance for the upcoming fiscal year. The MDOT application is the first grant application in the annual cycle. This draft application is for MDOT use in estimating funding for state budgeting purposes. A final application with project descriptions will be brought to the Board in late FY 2022 when applying for the federal grant application.

OPERATING ASSISTANCE

The Rapid is requesting \$25,148,423 in State operating assistance based on projected eligible expenses of \$50,296,846. Requested operating assistance is based on 50% of eligible operating expenses, the maximum amount eligible under Act 51, however, actual state match is anticipated to be around 34.9%. Actual expenditures for FY 2023 will be determined through service and budget decisions made by the Board prior to October 1, 2022.

CAPITAL ASSISTANCE – FTA Section 5307

Total capital assistance of \$12,386,978 with a state capital share of \$2,477,395 is requested based on a 20 percent match of the \$9,909,583 estimated federal apportionment of Section 5307 funds. The 20 percent match applies to all capital projects unless otherwise specified. All individual, projects and splits are between Federal Transit Administration (FTA) and MDOT as listed in Attachment A. The Board can review and modify all capital and operating programs again in late fall when the federal grant application is filed. There is no local share required for the capital portion of this application.

PLANNING ASSISTANCE – FTA Section 5307

Total planning assistance of \$200,000 with a state share of \$40,000 is requested based on a 20 percent match of the \$160,000 federal planning funds listed in Attachment A. This amount is an

estimate; specific planning activities and a final budget will be developed and brought to the Board as a part of the annual Unified Planning Work Program (UPWP) prepared in the spring of 2022, at which time the application amounts can be amended.

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

CMAQ funds are used to assist with operating and capital costs associated with programs that reduce carbon monoxide, nitrates, and particulate emissions in the region. The Rapid is requesting a total of \$675,000 with a federal share of \$570,000 and a state share \$105,000 in the following projects; \$300,000 for up to 1 replacement 40' low floor linehaul CNG bus, \$100,000 for Clean Air Action days, \$125,000 for replacement vanpool vans and \$150,000 (100% federal funding) for the Rideshare program. This amount is an estimate; specific CMAQ activities can be amended with a final budget when a call for projects is requested from the MPO in the spring of 2022.

CAPITAL ASSISTANCE – FTA Section 5339

Section 5339 is formula funds and may be used for bus and bus facility projects. A total request of \$1,317,003 with an 80% federal share of \$1,053,602 and a 20% state share of 263,401.

Attachment A
The Rapid
FY 2023 Capital Plan

Project Name	Total Federal	Federal Source	State Match	Funding Source	Total Cost
Section 5307					
ADA Vehicle Equipment	4,000	5307	1,000	CTF	5,000
Associated Capital Maintenance	560,000	5307	140,000	CTF	700,000
Associated Transit Enhancements	88,000	5307	22,000	CTF	110,000
Bus Mid Life Repower	1,017,449	5307	254,362	CTF	1,271,811
Capital Costs of Contracting	560,000	5307	140,000	CTF	700,000
Computer Hardware	141,200	5307	35,300	CTF	176,500
Computer Software	140,000	5307	35,000	CTF	175,000
Facility Equipment	16,000	5307	4,000	CTF	20,000
ITS	192,000	5307	48,000	CTF	240,000
Rehab Admin/Maintenance Facility	16,000	5307	4,000	CTF	20,000
Replacement 40' Buses	5,683,222	5307	1,420,805	CTF	7,104,027
Replacement Paratransit Vehicles	1,235,712	5307	308,928	CTF	1,544,640
Service Vehicles	120,000	5307	30,000	CTF	150,000
Shop Equipment	16,000	5307	4,000	CTF	20,000
Surveillance/Security Equipment	120,000	5307	30,000	CTF	150,000
Total Capital	\$9,909,583		\$2,477,395		\$12,386,978
Planning Funds	160,000	5307	40,000	CTF	200,000
Total (5307)	\$10,069,583		\$2,517,395		\$12,586,978
CMAQ					
Replacement 40' Buses	240,000	CMAQ	60,000	CTF	300,000
Rideshare	150,000	CMAQ	0		150,000
Vanpool Replacement Vans	100,000	CMAQ	25,000	CTF	125,000
Clean Air Action Days	80,000	CMAQ	20,000	CTF	100,000
Total (CMAQ)	\$570,000		\$105,000		\$675,000
Section 5339 Bus/Bus Facility					
Replacement 40' Buses	1,053,602	5339	263,401	CTF	1,317,003
Total (5339)	\$1,053,602		\$263,401		\$1,317,003

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. 120121-4

Fiscal Year 2022

RESOLUTION OF INTENT

THE APPROVED RESOLUTION OF INTENT TO APPLY FOR FINANCIAL ASSISTANCE FOR FISCAL YEAR 2023 UNDER ACT NO. 51 OF THE PUBLIC ACTS OF 1951, AS AMENDED.

WHEREAS, pursuant to Act No. 51 of the Public Act of 1951, as amended (Act 51), it is necessary for the Interurban Transit Partnership Board, established under Act 196, to provide a local transportation program for the state fiscal year 2023, therefore, apply for state financial assistance under provisions of Act 51; and

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

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

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

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

WHEREAS, the Interurban Transit Partnership Board will review and approve a balanced budget for fiscal year 2023; and

WHEREAS, the Interurban Transit Partnership Board has reviewed and approved the proposed balanced estimated budget for Section 5307 of \$10,069,583 in federal funds, matched with \$2,517,395 estimated state funds. Estimated Section 5339 budget of \$1,053,602 in federal funds, matched with \$263,401 estimated state funds. Estimated CMAQ budget of \$570,000 in federal funds, matched with \$105,000 estimated state funds and \$50,296,846 total estimated eligible expenses.

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

HEREBY, appoints the CEO or her designee, as the Transportation Coordinator for all public transportation matters and is authorized to provide such information as deemed necessary by the commission of department for its administration of Act 51 of 2023; and

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

CERTIFICATE

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

Kris Heald, Board Secretary

Date



Interurban Transit Partnership

Date: December 1, 2021
To: The Rapid Board of Directors
From: Kevin Wisselink, Director- Procurement and Capital Planning
Subject: FY 2023 SPECIALIZED SERVICES GRANT APPLICATION

ACTION REQUESTED

Board approval is requested authorizing submittal of the fiscal year 2023 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 the County of Kent, Network 180, Hope Network and Senior Neighbors.

BACKGROUND

Each year The Rapid applies for Specialized Services operating assistance from the Michigan Department of Transportation (MDOT) for senior/disabled transportation in Kent County, which is beyond The Rapid's service area and/or hours of operation. The annual Specialized Service program is prepared by The Rapid in cooperation with the service provider agencies. The Rapid's role in this program is to provide coordination for the various providers to prevent any duplication of services. In fiscal years 2021 and 2022, The Rapid received a total of \$542,369, in Specialized Services operating funds as a pass-through grant. This funding level is determined by MDOT. It is anticipated that a total of \$542,369 will also be reinstated and awarded to The Rapid for the Specialized Services Operating Assistance Program for fiscal year 2023.

The Rapid has a Specialized Services Coordination Committee which meets to determine funding level distribution recommendations to The Rapid Board. The committee met in November 2021 to determine the distribution amounts for FY 2023 which are listed below. The committee also assists in coordination of service to prevent duplication of service and to share information. All agencies listed in funding recommendation are represented on the Coordination Committee.

The Rapid staff will present the FY 2023 Specialized Services Operating Assistance Grant Application to the Consumer Advisory Committee (CAC) at the January 2022 meeting for their approval as well.

Table 1: FY 2023 Specialized Services Funding Recommendation

Agency	Description of Service	MDOT Funds
Kent County Community Action of the County of Kent	Service is provided Monday through Friday 8:30 am until 4:30 pm for seniors and persons with disabilities in Kent County primarily in rural and suburban areas where mass transit is unavailable or current services are insufficient based on current demands.	\$23,713
Network 180	Service is provided Monday-Friday 8am-8pm to and from community activities from Network 180 vocational and non-vocational programs for persons with disabilities and behavioral support needs.	\$249,057
Hope Network	Service is provided seven days a week, 24 hours a day for employment trips for persons who are disadvantaged or disabled throughout Kent County. Service is also provided seven days a week from 6:00am to 6:00pm for seniors and disabled for the Kent Community Transit program and for other senior programs throughout Kent County.	\$199,643
Senior Neighbors	Service is provided Monday through Friday from 8:30 am until 4:30 pm for Seniors in Kent County.	\$69,956
TOTAL		\$542,369

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. 120121-5

Fiscal Year 2022

WHEREAS, The Interurban Transit Partnership Board is designated by the Michigan Department of Transportation as the applicant for the Specialized Services assistance program for fiscal year 2023; and

WHEREBY, The Interurban Transit Partnership Board does hereby make its intentions known to apply for State financial assistance for specialized transportation services during 2023; and,

HEREBY authorizes the CEO or her designee to execute grant agreements and amendments on behalf of the Interurban Transit Partnership Board with the Michigan Department of Transportation to aid in the provision of specialized transportation services for fiscal years 2023; and

HEREBY authorizes the CEO or her designee to execute third party agreements with Kent County Community Action of the County of Kent, Hope Network, Network 180, and Senior Neighbors for 2023 Specialized Services Operating Assistance.

CERTIFICATE

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

Kris Heald, Board Secretary

Date



Interurban Transit Partnership

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DATE: October 2021
TO: ITP Board
FROM: Jason Prescott
SUBJECT: OCTOBER 2021 PARATRANSIT RIDERSHIP REPORT

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

	2021	2020	% Change
Total Paratransit Ridership	17,994	15,028	19.7%
ADA Ridership	14,313	11,554	23.9%
Non-Disabled Senior (NDS) Ridership	51	54	-5.6%
PASS Ridership	343	272	26.1%
Network 180	2,691	2,069	30.1%
Cascade Township	59	315	-81%

Ridership averages, as compared to 2020

	2021	2020	% Change
Weekday Ridership	661	559	18.2%
Saturday Ridership	221	200	10.5%
Sunday Ridership	195	116	68.1%

Other Performance Measures

	2021	2020	% Change
On-Time Performance	79.00%	98.54%	-19.8%
On-Time Drop-Off	92.00%	96.16%	-1.3%
Average Cost Per Trip	\$31.29	\$30.52	2.5%

October 2021 Paratransit Ridership and Operating Statistics

ADA	2021	2020	Change	% Change
Clients	1,201	1,053	148	14.1%
Passenger Trips	14,313	11,554	2,759	23.9%

NDS				
Clients	13	10	3	30.0%
Passenger Trips	51	54	(3)	-5.6%

PASS				
Clients	15	16	(1)	-6.3%
Passenger Trips	343	272	71	26.1%

CONTRACTED				
Clients	1	0	1	#DIV/0!
Passenger Trips	2	0	2	#DIV/0!

RIDELINK				
Clients	250	341	(91)	-26.7%
Passenger Trips (Performed by The Rapid)	594	1,079	(485)	-44.9%
Phone Calls	3,277	2,854		
Total Trips sched. thru Rapid call center	2,880	2,853		

*ALL Partners

TOTALS				
Clients	1,480	1,420	60	4.2%
Passenger Trips	15,303	12,959	2,344	18.1%
Average Weekday Ridership	661	559	102	18.2%
Average Saturday Ridership	221	200	21	10.5%
Average Sunday Ridership	195	116	79	68.1%
All Ambulatory Passengers	12,013	8,114	3,899	48.1%
All Wheelchair Passengers	3,290	4,845	(1,555)	-32.1%
No - Shows	456	374	82	21.9%
Cancellations	562	628	(66)	-10.5%
MV				
Average Cost per Trip	\$31.29	\$30.52	\$0.77	2.5%
Riders per Hour	1.2	2.0	(0.8)	-40.0%
Accidents per 100,000 Miles	1.0	0.0	1	#DIV/0!

Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	29	36	-7	-19.7%

NETWORK 180				
Passenger Trips	2,691	2,069	622	30.1%
Average Weekday Ridership	128	98	30	30.6%

TOTAL PASSENGER TRIPS	17,994	15,028	2,966	19.7%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2021	2020	% of Trips	% Change
MV Complaints	2	3	0.0%	-33.3%

On-Time Performance				
On-Time Compliance - Pick-up	79.00%	98.54%	-19.5%	-19.8%
On-Time Compliance - Drop-off	92.00%	96.16%	-4.2%	-4.3%



Interurban Transit Partnership

Date: October 12, 2021
To: ITP Board
From: Jason Prescott – Special Services Manager
Subject: FY 2021 4th Quarter PARATRANSIT REPORT CARD

In keeping with the commitment of reporting system performance to the community, attached is the FY 2021 4th Quarter Paratransit Report Card

Productivity – Paratransit ridership for the 4th quarter (56,703) increased by 35% compared to the same quarter of FY2020.

Preventable Accidents– There were 0.6 preventable accidents per 100,000 revenue miles for the 4th quarter FY2021.

Customer Service – There were .0002 complaints per 1,000 passengers.

Travel Time – Average trip length was 32.3 minutes for the fourth quarter of FY21.

Passengers per Hour – 4th quarter service was provided to an average of 1.8 passengers per hour.

On-Time Performance – The paratransit vehicles were on-time for 96.50% of the trips.

On-Time Appointment Drop-Off – The paratransit vehicles dropped passengers off on time for appointments 95.52% of the time.

Cost Per Trip – Cost per paratransit trip averaged as \$29.18 for this quarter.

Ratio to Fixed-Route bus - For every, one passenger who boarded a paratransit vehicle, (20) passengers boarded the fixed-route bus system.

A summary of the report card is attached.



Interurban Transit Partnership

Date: October 12, 2021
To: ITP Board
From: Jason Prescott – Special Services Manager
Subject: FY 2021 ANNUAL PARATRANSIT REPORT CARD

In keeping with the commitment of reporting system performance to the community, attached is the FY 2021 Annual Paratransit Report Card.

Productivity – Paratransit ridership for the year (199,843) increased by 5% (9,317) compared to the same of Fiscal Year 2020.

Preventable Accidents– There were .3 preventable accidents per 100,000 revenue miles. This is 0.6 below the maximum acceptable average of one preventable accident per 100,000 revenue miles.

Customer Service – There were .048 complaints per 1,000 passengers. This is .42 below the maximum acceptable average of .9 complaints per 1,000 passengers.

Travel Time – Average trip length was 35.13 minutes. This is 5.13 minutes above the maximum acceptable average trip length of 30 minutes.

Passengers per Hour – Service was provided to 1.7 passengers per hour. This is .3 below the minimum acceptable average of 2.0 passengers per hour.

On-Time Performance – The paratransit vehicles were on-time for 97.93% of the trips. This is 2.93% above the minimum acceptable on-time performance of 95%.

On-Time Appointment Drop-Off – The paratransit vehicles dropped passengers off on time for appointments 96.33% of the time which is 1.33% above the minimum acceptable appointment time drop-off standard of 95%.

Cost Per Trip – *Cost per paratransit trip is \$30.85 average for the fiscal year, an increase of \$1.10 compared to the same of 2020.*

Ratio to Fixed-Route bus - For everyone passenger who boarded a paratransit vehicle, 20 passengers boarded the fixed-route bus system.

A summary of the report card is attached.



Date: October 20, 2021
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – September 2021

OVERVIEW

September 2021 experienced significant ridership gains due to the implementation of the Comprehensive Operational Analysis in late August and the continued presence of student ridership throughout the system. Encouragingly, all three productivity measures improved dramatically in September 2021 compared to September 2020. This is primarily due to the efficiencies implemented as part of the COA.

BACKGROUND INFORMATION

Monthly Ridership

	Sept 2021	Sept 2020	% Change
Regular Fixed Route Service (<i>Routes 1–18, 24, 28, 44</i>)	313,067	240,611	↑ 30.1%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	200,099	109,532	↑ 82.7%
Total Monthly Fixed Route Ridership	513,166	350,143	↑ 46.6%

Daily Average Ridership

	Sept 2021	Sept 2020	% Change
Weekday Total	22,484	14,737	↑ 52.8%
Weekday Evening	2,720	1,927	↑ 41.2%
Saturday	7,133	7,151	↓ 0.2%
Sunday	3,290	3,180	↑ 3.5%

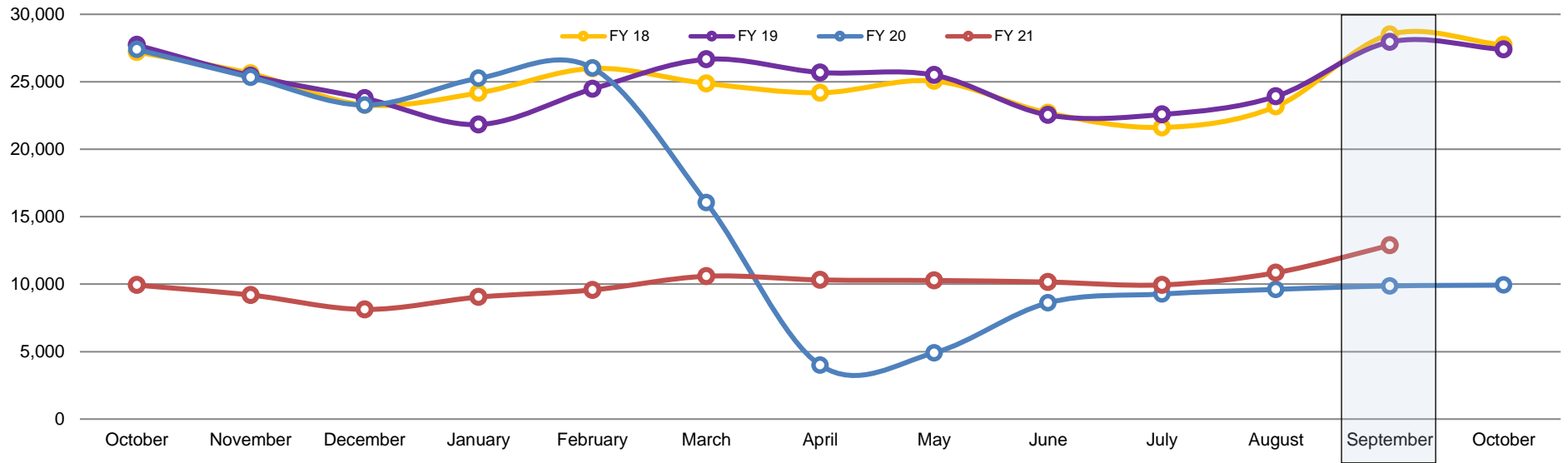
Productivity Summary

	Sept 2021	Sept 2020	% Change
Average passengers per hour per route	12.0	9.3	↑ 29.2%
Average passengers per mile per route	0.86	0.70	↑ 22.9%
Average farebox recovery percent per route	11.6%	10.2%	↑ 13.8%

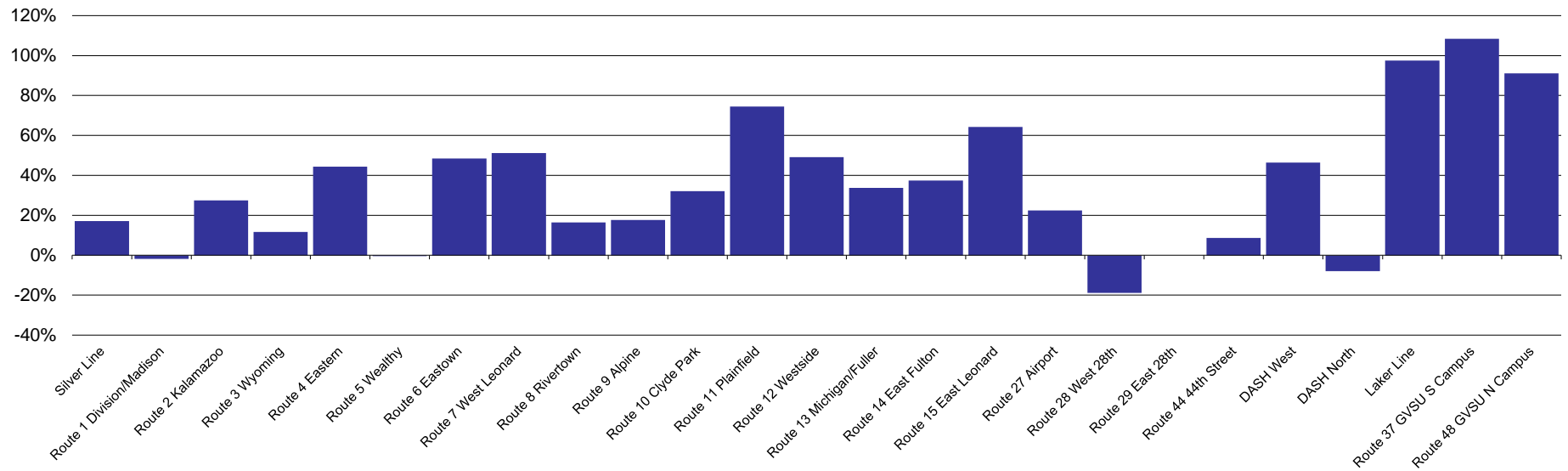
Fiscal Year Ridership

	FY 2021	FY 2020	% Change
Regular Fixed Route Service (<i>Routes 1–18, 24, 28, 44</i>)	3,002,882	4,694,755	↓ 36.0%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	917,710	1,785,807	↓ 48.6%
Total Fixed Route Ridership YTD	3,920,592	6,480,562	↓ 39.5%

Monthly Weekday Average Ridership History



Percent Change by Route: September 2021 compared to September 2020





Interurban Transit Partnership

Date: November 19, 2021
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – October 2021

OVERVIEW

October 2021 generally mirrored trends observed in September 2021 as the influx of student riders into the system and COA improvements boosted many ridership and productivity measures. With ridership improved compared to the same month the previous year, farebox recovery significantly improved.

BACKGROUND INFORMATION

Monthly Ridership

	Oct 2021	Oct 2020	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	324,856	257,018	↑ 26.4%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	167,295	113,011	↑ 48.0%
Total Monthly Fixed Route Ridership	492,150	370,029	↑ 33.0%

Daily Average Ridership

	Oct 2021	Oct 2020	% Change
Weekday Total	20,955	14,674	↑ 42.8%
Weekday Evening	2,441	1,926	↑ 26.7%
Saturday	7,367	7,097	↑ 3.8%
Sunday	3,186	3,127	↑ 1.9%

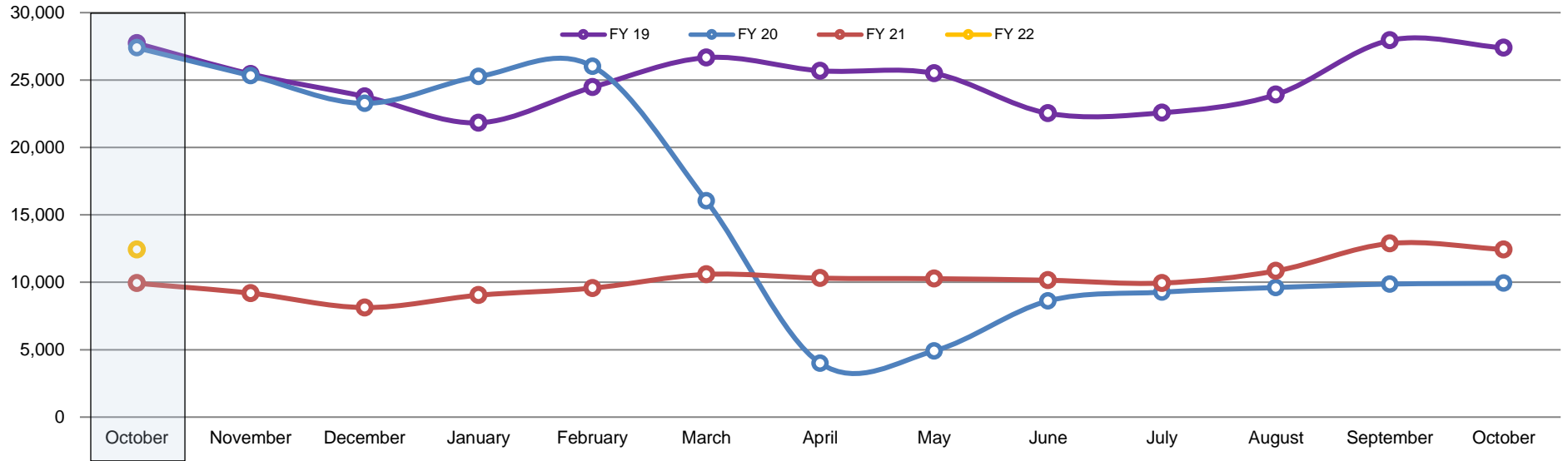
Productivity Summary

	Oct 2021	Oct 2020	% Change
Average passengers per hour per route	12.0	9.3	↑ 29.1%
Average passengers per mile per route	0.86	0.70	↑ 22.8%
Average farebox recovery percent per route	11.4%	8.8%	↑ 32.4%

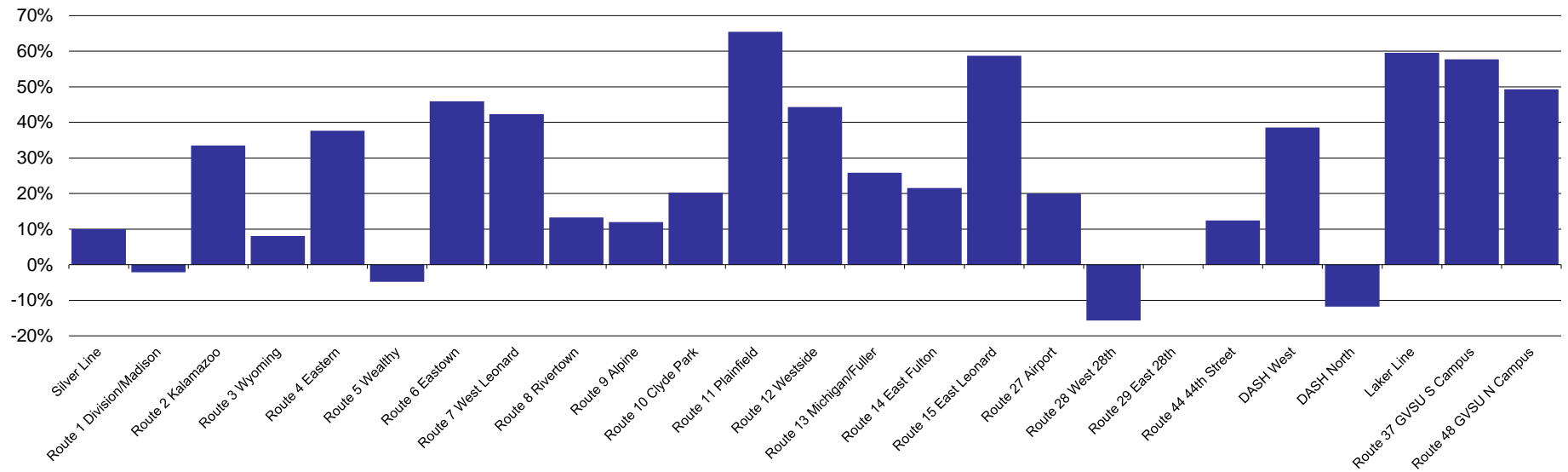
Fiscal Year Ridership

	FY 2022	FY 2021	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	324,856	257,018	↑ 26.4%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	167,295	113,011	↑ 48.0%
Total Fixed Route Ridership YTD	492,150	370,029	↑ 33.0%

Monthly Weekday Average Ridership History



Percent Change by Route: October 2021 compared to October 2020





Interurban Transit Partnership

Date: November 11, 2021
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FY 2021 FOURTH QUARTER FIXED ROUTE REPORT CARD

BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2021 Fourth Quarter Fixed Route Report Card (July 2021 through September 2021).

System-wide performance in the Fourth Quarter generally mirrored that of the first three quarters of the fiscal year with the exception of the month of September which saw a significant level of student ridership return to the system. Ridership and productivity measures for the quarter fell well below our optimistic recovery targets. With ridership on both regular and contracted services generally remaining stagnant through the quarter, cost effectiveness measures fell into the red category. On-time performance fell below the 90% for the first time in the fiscal year due to major road projects and detours which impacted all but four routes in the system. Preventable accidents remained low for the fourth straight quarter and exceeded its target.




REGULAR FIXED ROUTE SERVICE PERFORMANCE

(Regular fixed route service includes routes 1 – 44 and Silver Line)

Productivity – Fixed route ridership in this quarter (846,444) decreased 53.1% (-960,133) compared to the same quarter of FY 2019. This is below the standard of >85% recovery and classifies in the **red** category.

Cost Effectiveness – Cost per passenger was \$8.03 in this quarter. This is \$3.10 above the standard of \$4.93 and classifies in the **red** category. In addition, there were 0.75 passengers per revenue mile in this quarter. This is 0.60 below the standard of 1.35 and classifies in the **red** category.

FY 2021 Fourth Quarter Report Card – Regular Fixed Route Service

<u>Category</u>		<u>4th Quarter Jul-Sep 2021</u>	<u>Measurement Standard</u>	<u>Change</u>	<u>Standard</u>	<u>Difference</u>
	<u>Productivity</u>					
	¹ Total Fixed-Route Ridership	846,444	1,806,577 (Q4 FY19)	-960,133	≥ 85.0%	-38.1%
	<u>Cost Effectiveness</u>					
	⁶ Cost per Passenger	\$8.03	\$3.99 (Q4 FY19)	\$4.93	≤ \$4.93	\$3.10
	⁷ Passengers per Revenue Mile	0.75	1.59 (Q4 FY19)	-0.84	≥ 1.35	-0.60




CONTRACTED SERVICE REPORT

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

Productivity – Contracted service ridership in this quarter (289,109) decreased 52.2% (-315,197) compared to the same quarter of FY 2019. This is below the standard of >85% recovery and classifies in the **red** category.

Cost Effectiveness – Cost per passenger was \$4.86 in this quarter. This is \$2.14 above the standard of \$3.37 and classifies in the **red** category. In addition, there were 0.46 passengers per revenue mile in this quarter. This is 1.09 below the standard of 1.98 and classifies in the **red** category.

FY 2021 Fourth Quarter Report Card – Contracted Service

<u>Category</u>		<u>4th Quarter Jul-Sep 2021</u>	<u>Measurement Standard</u>	<u>Change</u>	<u>Standard</u>	<u>Difference</u>
	<u>Productivity</u>					
	¹ Total Fixed Route Ridership	289,109	604,306	-315,197	≥ 85.0%	-37.2%
	<u>Cost Effectiveness</u>					
	⁶ Cost per Passenger	\$4.86	\$2.73 (Q4 FY19)	\$2.14	≤ \$3.37	\$1.49
	⁷ Passengers per Revenue Mile	1.24	2.33 (Q4 FY19)	-1.09	≥ 1.98	-0.74

TOTAL SERVICE PERFORMANCE

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

Productivity – Total ridership in this quarter (1,135,553) decreased 52.9% (-1,275,330) compared to the same quarter of FY 2019. This is 32.1% below the standard of ≥85.0% recovery and classifies in the **red** category.





Preventable Accidents – There were 0.51 preventable accidents per 100,000 revenue miles in this quarter. This is 0.74 below the standard of 1.25 preventable accidents per 100,000 revenue miles and classifies in the **green** category.

Customer Service – There were 10.66 complaints per 100,000 passengers in this quarter. This is 4.66 above the standard of 6.00 and classifies in the **red** category. In addition, there were 2.11 commendations per 100,000 passengers. There is no standard for this category.

On-Time Performance – Routes operated on-time 88.6% of the time in this quarter. This is 1.4% below the on-time performance standard of 90.0%. As a result, this category classifies in the **yellow** category.

Cost Effectiveness – Cost per passenger was \$7.22 in this quarter. In addition, there were 0.84 passengers per revenue mile in this quarter. These performance measures do not have standards for total service.

FY 2021 Fourth Quarter Report Card – Total Services

<u>Category</u>		<u>4th Quarter Apr-Jun 2021</u>	<u>Measurement Standard</u>	<u>Change</u>	<u>Standard</u>	<u>Difference</u>
	<u>Productivity</u>					
	Total Fixed Route Ridership	1,135,553	2,410,883 (Q4 FY19)	-1,457,218	≥ 85.0%	32.1%
	<u>Preventable Accidents</u>					
	Accidents per 100,000 Revenue Miles	0.51	0.59 (Q4 FY20)	-0.07	≤ 1.25	-0.74
	<u>Customer Service</u>					
	Complaints per 100,000 Passengers	10.66	20.90 (Q4 FY20)	-8.21	≤ 6.00	4.66
	Commendations per 100,000 Passengers	2.11	0.34 (Q4 FY20)	2.18	none	n/a
	<u>On Time Performance</u>					
	Percentage of On-Time Buses	88.6%	93.2% (Q4 FY20)	-4.58%	≥ 90.0%	-1.4%
	<u>Cost Effectiveness</u>					
	Cost per Passenger	\$7.22	\$3.67 (Q4 FY19)	\$4.93	n/a	n/a
	Passengers per Revenue Mile	0.84	1.73 (Q4 FY19)	-1.03	n/a	n/a

FY 2021 Report Card Standards

Performance Measure	Measurement Standard	Annual Standard	Q1	Q2	Q3	Q4
<u>Productivity</u>						
Total Ridership ¹	Compared to same quarter of non-pandemic year	< 46.25% 46.25% > 65.0% > 65.0%	< 30.0% 30.0% > 50.0% > 50.0% <i>of Q1 FY20</i>	< 50.0% 50.0% > 75.0% > 75.0% <i>of Q2 FY19</i>	< 50.0% 50.0% > 75.0% > 75.0% <i>of Q3 FY19</i>	< 75.0% 75.0% > 85.0% > 85.0% <i>of Q4 FY19</i>
<u>Safety</u>						
Preventable Accidents per 100,000 Miles ²	Trending over past years; lowered threshold based on reduced traffic	> 1.18 1.18 > 0.82 < 0.82	> 1.0 1.0 > 0.5 < 0.5	> 1.0 1.0 > 0.5 < 0.5	> 1.25 1.25 > 1.00 < 1.0	> 1.25 1.5 > 1.25 < 1.25
<u>Customer Service</u>						
Complaints per 100,000 Passengers ³	Compared to previous quarter	> 13.25 13.25 > 7.75 < 7.75	> 20.0 20.0 > 10.0 < 10.0	> 15.0 15.0 > 8.0 < 8.0	> 10.0 10.0 > 7.0 < 7.0	> 8.0 8.0 > 6.0 < 6.0
Commendations per 100,000 Passengers ⁴	None; track and report					
<u>On Time Performance</u>						
Percentage of On-Time Buses ⁵	Fixed standard	< 85.0% 85.0% > 90.0% > 90.0%	< 85.0% 85.0% > 90.0% > 90.0%	< 85.0% 85.0% > 90.0% > 90.0%	< 85.0% 85.0% > 90.0% > 90.0%	< 85.0% 85.0% > 90.0% > 90.0%
<u>Cost Effectiveness</u>						
Cost per Passenger (Fixed Route) ⁶	Projected fixed-route operating expenses divided by ridership projection; adjusted based on anticipated pandemic recovery	> \$8.10 \$8.10 > \$6.84 < \$6.84	> \$9.25 \$9.25 > \$8.41 < \$8.41 <i>f/ Q4 FY20</i>	> \$8.46 \$8.46 > \$7.69 < \$7.69 <i>f/ Q2 FY19</i>	> \$6.96 \$6.96 > \$6.33 < \$6.33 <i>f/ Q3 FY19</i>	> \$5.42 \$5.42 > \$4.93 < \$4.93 <i>f/ Q4 FY19</i>
Cost per Passenger (Contracted) ⁶	Projected fixed-route operating expenses divided by ridership projection; adjusted based on anticipated pandemic recovery	> \$5.42 \$5.42 > \$4.93 < \$4.93	> \$6.26 \$6.26 > \$5.69 < \$5.69 <i>f/ Q4 FY20</i>	> \$5.36 \$5.36 > \$4.87 < \$4.87 <i>f/ Q2 FY19</i>	> \$6.34 \$6.34 > \$5.77 < \$5.77 <i>f/ Q3 FY19</i>	> \$3.71 \$3.71 > \$3.37 < \$3.37 <i>f/ Q4 FY19</i>
Passengers per Mile (Fixed Route) ⁷	Projected ridership/route growth; seasonally adjusted based on anticipated pandemic recovery	< 0.91 0.91 > 1.01 > 1.01	< 0.62 0.62 > 0.68 > 0.68 <i>f/ Q4 FY20</i>	< 0.71 0.71 > 0.79 > 0.79 <i>f/ Q2 FY19</i>	< 1.08 1.08 > 1.20 > 1.20 <i>f/ Q3 FY19</i>	< 1.22 1.22 > 1.35 > 1.35 <i>f/ Q4 FY19</i>

Performance Measure	Measurement Standard	Annual Standard	Q1	Q2	Q3	Q4
Passengers per Mile (Contracted) ⁷	Projected ridership/route growth; seasonally adjusted	< 1.26 1.26 > 1.39 > 1.39	< 0.93 0.93 > 1.03 > 1.03 f/ Q4 FY20	< 1.12 1.12 > 1.24 > 1.24 f/ Q2 FY19	< 1.19 1.19 > 1.32 > 1.32 f/ Q3 FY19	< 1.78 1.78 > 1.98 > 1.98 f/ Q4 FY19
Service Revenue						
Farebox Recovery ⁸	No target currently; tracking only					
Contract Revenue ⁹	No target currently; tracking only					
Total Service Revenue ¹⁰	No target currently; tracking only					

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 social media, phone, mail, walk-in or by email regarding the fixed-route system. Late bus complaints due to the weather conditions and unfounded complaints are not included.

⁴ Registered commendations logged by customer service via social media, phone, mail, walk-in or by email regarding the fixed-route system.

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

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

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

⁸ The percentage of revenue received from boardings divided by operating expenses. Farebox recovery will be reconciled and reported on an annual basis.

⁹ The percentage of contract revenue compared to total operating expenses. Contract revenue will be reconciled and reported on an annual basis.

¹⁰ The total amount of revenue received from both fares and contracted services. Total service revenue will be reconciled and reported on an annual basis.



Date: November 11, 2021
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FY 2021 ANNUAL FIXED ROUTE REPORT CARD

BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2021 Year-End Fixed Route Report Card. As directed by the Board, the report includes separate Fixed Route, Contracted, and Total Service sections.

System-wide performance in FY 2021, like FY 2020, was greatly influenced by the global coronavirus pandemic. Many productivity measures fell short of projected targets with ridership levels well below FY 2019 levels. Correspondingly, cost effectiveness categories suffered as expenses remained virtually the same compared to previous years. Contracted services were greatly boosted by the return of educational facilities moving to in-person learning in the Fall of 2021. On-time performance, a primary focus of the COA, and preventable accidents were notable highlights throughout FY 2021.




REGULAR FIXED ROUTE SERVICE PERFORMANCE

(Regular fixed route service includes routes 1 – 44 and Silver Line)

Productivity – Fixed route ridership (3,002,882) recovered 38.8% (-4,298,687) compared to FY 2019. This is below the standard of >65% recovery and classifies in the **red** category.

Cost Effectiveness – Cost per passenger was \$10.15 in FY 2021. This is \$3.31 above the standard of \$6.84 and classifies in the **red** category. In addition, there were 0.69 passengers per revenue mile in FY 2021. This is 0.31 below the standard of 1.01 and classifies in the **red** category.

FY 2021 Annual Report Card – Regular Fixed Route Service

<u>Category</u>		<u>FY 2021 Annual</u>	<u>Measurement Standard</u>	<u>Change</u>	<u>Standard</u>	<u>Difference</u>
	<u>Productivity</u>					
	¹ Total Fixed Route Ridership	3,002,882	7,301,569 (FY19)	-4,298,687	≥ 65.0%	41.1%
	<u>Cost Effectiveness</u>					
	⁶ Cost per Passenger	\$10.15	\$4.11 (FY19)	\$6.04	≤ \$6.84	\$3.31
	⁷ Passengers per Revenue Mile	0.69	1.65 (FY19)	-0.96	≥ 1.01	-0.32




CONTRACTED SERVICE REPORT

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

Productivity – Contracted service ridership (917,710) recovered 32.6% (-1,895,603) compared to FY 2019. This is below the standard of >65% recovery and classifies in the **red** category.

Cost Effectiveness – Cost per passenger was \$7.39 in FY 2021. This is \$2.46 above the standard of \$4.93 and classifies in the **red** category. In addition, there were 0.95 passengers per revenue mile in FY 2021. This is 0.44 below the standard of 1.39 and classifies in the **red** category.

FY 2021 Annual Report Card – Contracted Service

<u>Category</u>		<u>FY 2021 Annual</u>	<u>Measurement Standard</u>	<u>Change</u>	<u>Standard</u>	<u>Difference</u>
	<u>Productivity</u>					
	¹ Total Fixed Route Ridership	917,710	2,813,313 (FY19)	-1,895,603	≤ 65.0%	32.6%
	<u>Cost Effectiveness</u>					
	⁶ Cost per Passenger	\$7.39	\$2.83 (FY19)	\$4.55	\$4.93	\$2.46
	⁷ Passengers per Revenue Mile	0.95	2.33 (FY19)	-1.38	≥ 1.39	-0.44

TOTAL SERVICE PERFORMANCE

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

Productivity – Total ridership (3,920,592) recovered 38.8% (-6,194,290) compared to FY 2019. This is 26.2% below the standard of ≥65.0% and classifies in the **red** category.

Preventable Accidents – There were 0.62 preventable accidents per 100,000 revenue miles in FY 2021. This is 0.20 below the standard of 0.82 preventable accidents per 100,000 revenue miles and classifies in the **green** category.

Customer Service – There were 11.22 complaints per 100,000 passengers in FY 2021. This is 3.47 above the standard of 7.75 and classifies in the **red** category. In addition, there were 2.30 commendations per 100,000 passengers. There is no standard for this category.

On-Time Performance – Routes operated on-time 92.81% of the time in FY 2021. This is 2.81% above the on-time performance standard of 90.0%. As a result, this category classifies in the **green** category.





Cost Effectiveness – Cost per passenger was \$9.50 in FY 2021. In addition, there were 0.74 passengers per revenue mile in this quarter. These performance measures do not have standards for total service.

Farebox Revenue – Fares collected accounted for 6.23% of total expenses in FY 2021. There is no standard for this category.

Contract Revenue – Revenue generated from contracted services accounted for 16.59% of total expenses in FY 2021. There is no standard for this category.

Total Service Revenue – Total revenue collected from regular fixed route and contracted services totaled \$8,501,292 in FY 2021. There is no standard for this category.

FY 2021 Annual Report Card – Total Services

<u>Category</u>		<u>2021 Annual</u>	<u>Measurement Standard</u>	<u>Change</u>	<u>Standard</u>	<u>Difference</u>
   	<u>Productivity</u>					
	Total Fixed Route Ridership	3,920,592	10,114,882 (FY19)	-6,194,290	≥ 65.0%	-26.24%
	<u>Preventable Accidents</u>					
	Accidents per 100,000 Revenue Miles	0.62	1.01 (FY20)	-0.39	≤ 0.82	-0.20
	<u>Customer Service</u>					
	Complaints per 100,000 Passengers	11.22	7.47 (FY20)	3.75	≤ 7.75	3.47
	Commendations per 100,000 Passengers	2.30	0.42 (FY20)	1.88	n/a	n/a
	<u>On Time Performance</u>					
	Percentage of On-Time Buses	92.81%	88.91% (FY20)	3.90%	≥ 90.0%	2.81%
	<u>Cost Effectiveness</u>					
	Cost per Passenger	\$9.50	\$3.76 (FY19)	\$5.75	n/a	n/a
	Passengers per Revenue Mile	0.74	1.76 (FY19)	-1.02	n/a	n/a
	<u>Service Revenue (percent of total expenses)</u>					
	Farebox Recovery	6.23%	14.28% (FY19)	-8.05%	n/a	n/a
	Contract Revenue	16.59%	15.91% (FY19)	0.68%	n/a	n/a
	Total Service Revenue	\$8,501,292	\$11,472,172 (FY19)	-\$2,970,880	n/a	n/a

FY 2021 Report Card Standards

Performance Measure	Measurement Standard	Annual Standard	Q1	Q2	Q3	Q4
<u>Productivity</u>						
Total Ridership ¹	Compared to same quarter of non-pandemic year	< 46.25% 46.25% > 65.0% > 65.0%	< 30.0% 30.0% > 50.0% > 50.0% of Q1 FY20	< 50.0% 50.0% > 75.0% > 75.0% of Q2 FY19	< 50.0% 50.0% > 75.0% > 75.0% of Q3 FY19	< 75.0% 75.0% > 85.0% > 85.0% of Q4 FY19
<u>Safety</u>						
Preventable Accidents per 100,000 Miles ²	Trending over past years; lowered threshold based on reduced traffic	> 1.18 1.18 > 0.82 < 0.82	> 1.0 1.0 > 0.5 < 0.5	> 1.0 1.0 > 0.5 < 0.5	> 1.25 1.25 > 1.00 < 1.0	> 1.25 1.5 > 1.25 < 1.25
<u>Customer Service</u>						
Complaints per 100,000 Passengers ³	Compared to previous quarter	> 13.25 13.25 > 7.75 < 7.75	> 20.0 20.0 > 10.0 < 10.0	> 15.0 15.0 > 8.0 < 8.0	> 10.0 10.0 > 7.0 < 7.0	> 8.0 8.0 > 6.0 < 6.0
Commendations per 100,000 Passengers ⁴	None; track and report					
<u>On Time Performance</u>						
Percentage of On-Time Buses ⁵	Fixed standard	< 85.0% 85.0% > 90.0% > 90.0%	< 85.0% 85.0% > 90.0% > 90.0%	< 85.0% 85.0% > 90.0% > 90.0%	< 85.0% 85.0% > 90.0% > 90.0%	< 85.0% 85.0% > 90.0% > 90.0%
<u>Cost Effectiveness</u>						
Cost per Passenger (Fixed Route) ⁶	Projected fixed-route operating expenses divided by ridership projection; adjusted based on anticipated pandemic recovery	> \$8.10 \$8.10 > \$6.84 < \$6.84	> \$9.25 \$9.25 > \$8.41 < \$8.41 f/ Q4 FY20	> \$8.46 \$8.46 > \$7.69 < \$7.69 f/ Q2 FY19	> \$6.96 \$6.96 > \$6.33 < \$6.33 f/ Q3 FY19	> \$5.42 \$5.42 > \$4.93 < \$4.93 f/ Q4 FY19
Cost per Passenger (Contracted) ⁶	Projected fixed-route operating expenses divided by ridership projection; adjusted based on anticipated pandemic recovery	> \$5.42 \$5.42 > \$4.93 < \$4.93	> \$6.26 \$6.26 > \$5.69 < \$5.69 f/ Q4 FY20	> \$5.36 \$5.36 > \$4.87 < \$4.87 f/ Q2 FY19	> \$6.34 \$6.34 > \$5.77 < \$5.77 f/ Q3 FY19	> \$3.71 \$3.71 > \$3.37 < \$3.37 f/ Q4 FY19
Passengers per Mile (Fixed Route) ⁷	Projected ridership/route growth; seasonally adjusted based on anticipated pandemic recovery	< 0.91 0.91 > 1.01 > 1.01	< 0.62 0.62 > 0.68 > 0.68 f/ Q4 FY20	< 0.71 0.71 > 0.79 > 0.79 f/ Q2 FY19	< 1.08 1.08 > 1.20 > 1.20 f/ Q3 FY19	< 1.22 1.22 > 1.35 > 1.35 f/ Q4 FY19

Performance Measure	Measurement Standard	Annual Standard	Q1	Q2	Q3	Q4
Passengers per Mile (Contracted) ⁷	Projected ridership/route growth; seasonally adjusted	< 1.26 1.26 > 1.39 > 1.39	< 0.93 0.93 > 1.03 > 1.03 f/ Q4 FY20	< 1.12 1.12 > 1.24 > 1.24 f/ Q2 FY19	< 1.19 1.19 > 1.32 > 1.32 f/ Q3 FY19	< 1.78 1.78 > 1.98 > 1.98 f/ Q4 FY19
Service Revenue						
Farebox Recovery ⁸	No target currently; tracking only					
Contract Revenue ⁹	No target currently; tracking only					
Total Service Revenue ¹⁰	No target currently; tracking only					

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 social media, phone, mail, walk-in or by email regarding the fixed-route system. Late bus complaints due to the weather conditions and unfounded complaints are not included.

⁴ Registered commendations logged by customer service via social media, phone, mail, walk-in or by email regarding the fixed-route system.

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

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

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

⁸ The percentage of revenue received from boardings divided by operating expenses. Farebox recovery will be reconciled and reported on an annual basis.

⁹ The percentage of contract revenue compared to total operating expenses. Contract revenue will be reconciled and reported on an annual basis.

¹⁰ The total amount of revenue received from both fares and contracted services. Total service revenue will be reconciled and reported on an annual basis.



Interurban Transit Partnership

Date: November 23, 2021
To: ITP Board
From: Linda Medina, Finance Manager
Subject: September Operating Statement

Attached are the financial reports through September 30, 2021, for general operating and grants. The statements do not reflect audited numbers. The audited financial statements will be presented at the January Board meeting for review and approval.

FY 2021 YTD Operating Statement Analysis

Total revenue is under budget by 2.5% before CARES and CRRSAA funding and total expenses are under budget by 7%. \$19,343,168 was received in FY 21 in COVID relief funding and \$3,598,334 was used to replace the loss of revenue and balance the budget.

Included in the report is September'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 September 30, 2021

	YTD as of Sep 30, 2021		Variance		FY 2020 YTD Actual	Note - Annual FY 2021 Budget
	Budget	Actual	\$	%		
Revenues and Operating Assistance						
Passenger Fares	\$ 2,878,860	\$ 2,923,642	\$ 44,782	1.6%	\$ 3,994,794	\$ 3,009,153
Sale of Transportation Services						
CMH Contribution	223,970	294,850	70,880	31.6%	390,641	223,970
Dash Contract	2,279,054	2,205,921	(73,133)	-3.2%	2,058,508	2,279,054
Grand Valley State University	2,833,029	2,842,767	9,738	0.3%	2,282,371	2,833,029
Van Pool Transportation	29,910	26,481	(3,429)	-11.5%	57,302	29,910
Township Services	593,259	540,715	(52,544)	-8.9%	570,393	593,259
Other	357,959	297,311	(60,648)	-16.9%	382,609	227,664
Subtotal Sale of Transportation Services	6,317,180	6,208,044	(109,136)	-1.7%	5,990,191	6,186,886
State Operating	15,286,053	14,221,808	(1,064,244)	-7.0%	13,348,413	15,277,210
Property Taxes	17,395,471	17,393,363	(2,108)	0.0%	16,791,217	17,395,471
Advertising & Miscellaneous	590,210	660,382	70,172	11.9%	599,905	590,211
Subtotal Revenues and Operating Assistance	42,467,774	41,407,239	(1,060,534)	-2.5%	40,724,520	42,458,931
Grant Operating Revenue (Cares Act)	5,886,517	19,343,168	13,456,651	100.0%	11,137,091	5,886,517
Total Revenues and Operating Assistance	\$ 48,354,291	\$ 60,750,407	\$ 12,396,116	25.6%	\$ 51,861,611	\$ 48,345,448
Expenses						
Salaries and Wages						
Administrative	\$ 5,384,641	\$ 5,101,511	\$ (283,130)	-5.3%	\$ 5,032,138	\$ 5,384,641
Operators	14,014,550	12,553,605	(1,460,945)	-10.4%	13,246,310	14,014,550
Maintenance	2,071,539	1,992,196	(79,343)	-3.8%	2,012,580	2,071,539
Subtotal Salaries and Wages	21,470,730	19,647,312	(1,823,418)	-8.5%	20,291,028	21,470,730
Benefits	9,360,339	8,803,381	(556,958)	-6.0%	8,347,716	9,360,756
Contractual Services	4,016,219	3,336,482	(679,737)	-16.9%	2,664,387	4,016,219
Materials and Supplies						
Fuel and Lubricants	1,671,209	1,856,181	184,972	11.1%	1,660,604	1,671,209
Other	1,604,591	1,447,665	(156,926)	-9.8%	1,710,081	1,604,591
Subtotal Materials and Supplies	3,275,800	3,303,845	28,045	0.9%	3,370,685	3,275,800
Utilities, Insurance, and Miscellaneous	5,193,879	4,776,563	(417,316)	-8.0%	3,080,475	5,193,879
Purchased Transportation	5,056,464	5,137,989	81,525	1.6%	5,326,226	5,056,464
Expenses Before Capitalized Operating	48,373,432	45,005,574	(3,367,858)	-7.0%	43,080,516	48,373,848
Capitalized Operating Expenses	-	-	-	0.0%	-	-
Total Operating Expenses	\$ 48,373,432	\$ 45,005,574	\$ (3,367,858)	-7.0%	\$ 43,080,516	\$ 48,373,848
Net Surplus/(Deficit) before CARES/CRRSAA		\$ (3,598,334)			\$ (2,355,996)	
Net Surplus/(Deficit) after CARES/CRRSAA		\$ 15,744,833			\$ 8,781,095	

**Interurban Transit Partnership
Grant Revenues & Expenditures
Month Ended 09/30/21**

GL0376

Page 1

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 100%
<u>Grant Revenue</u>						
1. Federal Grant Assistance	7,515,903	7,515,903	7,813,886	15,217,350	7,701,447+	202%
2. State Grant Assistance	1,878,976	1,878,976	1,953,472	3,804,338	1,925,362+	202%
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	9,767,358	19,021,688	9,626,809+	202%
<u>Labor</u>						
7. Administrative Salaries	20,800	20,800	2,531	18,869	1,931	91%
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	899	10,213	1,893-	123%
11. Total Labor	29,120	29,120	3,430	29,082	38	100%
<u>Material & Supplies</u>						
12. Tires & Tubes	241,104	241,104	23,687	234,630	6,474	97%
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	23,687	284,498	41,006-	117%
<u>Purchased Transportation</u>						
16. Purchased Transportation	740,000	740,000	67,012	719,539	20,461	97%
17. Specialized Services	542,368	542,368	135,591	406,773	135,595	75%
18. Total Purchased Transportation	1,282,368	1,282,368	202,603	1,126,312	156,056	88%
<u>Other Expenses</u>						
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%
<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	8,700,195	9,100,682	7,422,566-	542%
28. Facilities	2,677,617	2,677,617	1,335,944	2,065,096	612,521	77%
29. Equipment	886,906	886,906	1,078,282-	3,069,501	2,182,595-	346%
30. Other	1,994,280	1,994,280	506,513	2,982,558	988,278-	150%
31. Total Capital	7,236,919	7,236,919	9,464,370	17,217,837	9,980,918-	238%
32. Planning Services	561,878	561,878	39,132	255,137	306,741	45%
33. Capitalized Operating	0	0	34,136	108,797	108,797-	100%
34. Total Expenditures	9,394,880	9,394,880	9,767,358	19,021,688	9,626,808-	202%

PROFESSIONAL DEVELOPMENT & TRAVEL REPORT
 ALL EMPLOYEES
 SEPTEMBER 2021

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$ 683.44	GSX Annual Security Conference	M. Wieringa	Orlando, FL
\$ 1,687.86	Bus Safety TSI Training	B. Olenjniczak	Denver, CO
\$ 3,442.34	APTA Conference	Various	Orlando, FL
<u>\$ 5,813.64</u>			

*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, November 15, 2021 – 8:30 a.m.

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

ATTENDANCE:

Committee Members Present:

Mayor Bliss, Terry Schweitzer, Paul Troost, Dave Bulkowski

Committee Members Absent:

Jack Hoffman, Rob Postema, Ryan Anderson

Staff Attendees:

Bill Kirk, Max Dillivan, Deb Prato, Nancy Groendal, Jason Prescott, Kevin Wisselink, Steve Schipper, Steve Luther, Mike Wieringa, Nick Monoyios, Linda Medina, Kris Heald, Andy Prokopy

Other Attendees:

Mr. Schweitzer called the meeting to order at 8:34 a.m.

1. PUBLIC COMMENT

No Public Comment

2. MINUTES – September 13, 2021

Minutes submitted were approved as written.

3. Information

a. Recap of Planning & Technology Workshop

Terry Schweitzer: We talked a lot about the future of transit. With COVID we are seeing dramatic decreases in ridership. Ryan Anderson (citizen board member) approached Ms. Prato and offered his services. He works for Miller Knoll and would like to offer his services of global planning and insights. We had a meeting with some of our leadership to talk about what all this might entail. At the conclusion of the meeting, Ryan got a better perspective on what the agency is trying to achieve. Mr. Bulkowski is talking about taking this past the 6 cities. We're at a point now where Mr. Monoyios is indicating that we need to look at a Master Transit Plan. This will help us to look at where monies will come from.

b. Transit Master Plan (TMP) 101

Mr. Monoyios: This presentation is the executive summary of the 2010 Master Plan. We want to showcase the outcome from 11 years ago. A lot of public outreach and public participation. There were 3 scenarios that came out of this process. Most folks were satisfied with the services we were

providing. There were 5 Top priorities: expand service hours, more frequent services, more choices like BRT, streetcars, extend service to growth areas in the county, improve service in under-served areas. Preferred Scenario Recommendations are: expanded span of service, improved service frequency, other route improvements, Go!Bus improvements, new services like Bus Rapid Transit and Modern Streetcar, Express Bus.

Cost Summary: How could the Preferred Scenario be paid for? Additional funding requirements: State, increased gas tax revenues; Local, increased millage; Fares, increased over time to maintain a consistent percentage of revenue.

Mayor Bliss really appreciates all of this. The world is so different now. The pandemic created different ways people work and commute to work. She is looking forward to having conversations with the full board on the future of transit. She agrees with Mr. Bulkowski on if we made a case for more options and more on demand, she feels the community would embrace the millage.

c. Planning & Technology Committee Timeline

Mr. Monoyios had a calendar timeline attached in the packet. Transit Master Plan, Lake Line expanded scope, TDM Study, Division United, Contactless fare payment.

Mayor Bliss inquired about when Board Members need to advise when they want to attend conferences. Ms. Prato says to block calendars and we will monitor as appropriate.

d. Rail-Volution

Mr. Schweitzer attended a virtual Rail Volution. Participants were quite expansive. A lot of community organizations were involved. They are the driving force for the millage. They shared their experiences. Took part in the TOD Study involving *The Rapid*, Grand Rapids, Wyoming, and Kentwood. The study recommendations came back in terms as equitable approaches to the redevelopment of the corridor. There was a conscious effort to not displace those who are already there. There were discussions about partnerships been undertaking to get private lending agencies involved. (Banks, Credit Unions, Goldman Sacs).

Ms. Prato stated that one of the things that she loves about her new community. Don't let a good idea die. There is enough people, resources, and consistency that if you have a good idea. We will get it to the right people, and we will make it happen.

e. COA High Level Ridership Updates

Mr. Dillivan: A few trends held strong, and some trends are transforming. We are holding at 50%, up from 40%. Another COA wins are route 12 & 18. They were in the bottom now that combined route is in 5th place on performance. Route 28 and 29, not much transfer activity. Now they operate independently. Major on time performance on route 28. Ridership recovery is highest on routes that are operating at 15 minutes or better. Midday ridership is also increasing. Increased activity at Rivertown Mall. GRPS ridership is hold strong at 71%, Laker Line at 63%.

4. AJOURNMENT

This meeting was adjourned at 9:27 a.m.

The next meeting is scheduled for January 10, 2022

Respectfully submitted,



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

Wednesday, November 17, 2021 – 4 p.m.

Rapid Central Station Conference Room | 250 Grandville, SW

ATTENDANCE:

Committee Members Present:

David Bilardello, Steven Gilbert, Andy Guy

Committee Members Absent:

Charis Austin, Tracie Coffman

Staff Attendees:

Deb Prato, Kris Heald, Mike Wieringa, Deron Kippen, Andy Prokopy, Steve Luther, Nancy Groendal, James Nguyen, Kevin Wisselink, Max Dillivan, Nick Monoyios

Other Attendees:

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

1. PUBLIC COMMENT

No public Comment

2. MINUTES – September 14, 2021, Present Performance & Service Committee Meeting

Meeting Minutes were submitted and approved as written

3. DISCUSSION

a. Ridership

Mr. Dillivan The overall pattern is holding firm at 50%. He also highlighted some of the wins from the COA. Plainfield Meijers is a big win. Another major win is Route 12 and Route 18. Historically both routes have ranked low, but now since combining the 2 routes, it has now jumped to 5th place. Route 28 has been split; and we have seen numerous on-time benefits. It's a testament to both routes operating independently.

Mr. Bilardello thanked and appreciated Mr. Dillivan's report. Mr. Guy echoes his appreciation as well.

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

b. Hiring Update

Ms. Groendal; We have a new class starting on November 29, 2021. Since the last Present Performance & Service Meeting, we have had eight (8) new drivers on the road!
Mr. Bilardello appreciates the great progress being made in this challenging environment.

c. MIOSHA Update; Vaccine Mandate

Mr. Luther: He wishes the news is better, but there is an uptick in COVID cases. He advised that they did talk with the Attorney this morning to discuss the next steps for MIOSHA Emergency Standard. They will mirror whatever OSHA comes up with. We will have everything in place when we hear the final answer. We are looking at vaccination and testing.

d. Fleet & Facilities Update; Butterworth

Mr. Kippen: The construction has started on Butterworth. We will be moving into that facility in early spring. In final phases of the canopy project. It should be done in December.
Ms. Prato asked Deron to explain how we bid this. We saved \$60,000-\$70,000 by starting in October and we have good contractors on the project. We are on track for timeline and for budget.

Ms. Prato: Top of Mind for the leadership team right now is our On-Demand Service, Dates for Go Live in early 2022, MV is our contracted service provider, getting vehicles ready, branding, logos, the App, marketing, communications, employers. Many things happening in the next eight (8) weeks. What will happen if there is a spike in COVID. Being prepared for everything. We currently have approximately 1/3 of employees who have reported voluntarily of their vaccination status.

Mr. Bilardello had two (2) follow up questions. 1) APTA Conference, and 2) Bi-Partisan Infrastructure Package.

Ms. Prato, so a lot! A great deal of the Conference talked about the infrastructure Bill. There are dollars available for transit. We met with our federal lobbyist. How we best position ourselves for competitive grants. Battery Electric Buses are top of mind. We're looking at Hydrogen. The conference was great, and it was good to see the vendors in person. Our current big rock to move is on Paratransit.

4. AJOURNMENT

This meeting was adjourned at 4:30 p.m.
The next meeting is scheduled for January 11, 2022

Respectfully submitted,



Kris Heald, Board Secretary



Interurban Transit Partnership

Finance Committee Members

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

FINANCE COMMITTEE MEETING MINUTES

Wednesday, November 3, 2021 – 4:00 p.m.

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

ATTENDANCE:

Committee Members Present:

Rick Baker, Mayor Kepley

Committee Members Absent:

Mayor Carey, Mayor Favale, Mayor Maas

Staff Attendees:

Kris Heald, Deron Kippen, Steve Luther, Linda Medina, James Nguyen, Deb Prato, Jason Prescott, Steve Schipper, Mike Wieringa, Kevin Wisselink,

Other Attendees:

Chris Veenstra (Watkins Ross)

Mayor Kepley called the meeting to order at 4:08 p.m.

1. PUBLIC COMMENT

No Public Comment

2. MINUTES – August 11, 2021

Mayor Kepley stated that we cannot approve the minutes from August 11, 2021, as we did not have a quorum. This action will be postponed until the next meeting scheduled for January 19, 2022.

3. DISCUSSION

a. Mr. Chris Veenstra from Watkins Ross presented the Admin/Union Pension Plans

Union Plan

1. Pension Accounting Report under GASB 67 & 68 for fiscal year ending June 30, 2021
 - a. Total pension liability 13,641,144
 - b. Plan Fiduciary Net position 13,147,524

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

- c. Net pension liability 493,620
- 2. Key takeaway: the market value of assets returned just under 3 mil for year improving the funded status significantly
- 3. Actuarial Valuation (funding) Report for plan year beginning July 1, 2021
 - a. Total pension liability 13,641,144
 - b. Actuarial value of assets 11,462,399
 - c. Unfunded pension liability 2,178,745
- 4. Key takeaway: the Actuarial (funding) valuation uses Actuarial Value of Assets – a process that smooths asset returns over four years – to minimize contribution volatility over the long-term life of the plan
- 5. Contribution ranges consisting of 25-, 10- and 5-year amortization of the unfunded liability range from \$201,043 for a 25-year contribution to \$536,160 for a 5-year contribution
- 6. Other observations: as a closed plan, as benefit payments increase (eventually exceeding interest on the liability) the Actuarial Liability will begin to decrease each year with both assets and liabilities reaching -0- as all participants age out of the plan

Admin Plan

- 1. Pension Accounting Report under GASB 67 & 68 for fiscal year ending June 30, 2021
 - a. Total pension liability 2,314,364
 - b. Plan Fiduciary Net position 2,068,935
 - c. Net pension liability 245,429
- 2. Key takeaway: Benefit payments of just under \$1 mil lowered both the assets and liabilities from the last measurement
- 3. Actuarial Valuation (funding) Report for plan year beginning July 1, 2021
 - a. Total pension liability 2,314,364
 - b. Actuarial value of assets 2,068,935
 - c. Unfunded pension liability 245,429
- 4. Key takeaway:
 - a. the Actuarial (funding) valuation uses Market (not actuarial) Value of Assets – given the shorter time horizon for the plan providing fewer years over which to recover losses or spread gains
 - b. larger portion of the liability attributable to participants receiving benefits requiring higher liquidity from the Admin plan assets recommends measuring the funded status on a market value in order to respond more quickly to fluctuations
- 5. Contribution ranges consisting of 20-, 10- and 2-year amortization of the unfunded liability range from \$35,521 for a 20-year contribution to \$144,807 for a 2-year contribution
- 6. Other observations:
 - a. Payments of lump sums result in actuarial liability losses due to the difference in the low interest rate environment when determining the lump sums and the 6% return on investment (and discount rate) assumption
 - b. Only 32% of the liability attributable to those not currently receiving monthly benefit payments so only major opportunity for losses due to lump sums would be if plan were to terminate and offer buyout to retirees or make annuity purchases
 - c. 2-year amortization shown as a contribution option given the 1 remaining active employee is 2 years from retirement age

Mayor Kepley: Inquired about using CARES funds for this. Ms. Medina will check into that, plus she added that we have additional funding in reserve as well. Total for the union is \$526,000, here not doing the full \$400 that is budgeted, maybe we do the \$340,000 and that's the \$245,000 unfunded liability the \$143,000 for the expenses and the \$181 for the benefit monthly payments, lets go ahead and make that investment. We will evaluate this again in January 2022.

b. Audit Plan

Ms. Medina: Finance team is doing preliminary prep, and the Audit will start Nov 15, 2021.

c. Preliminary September Operating Statement

Ms. Medina: Wanted to show where we will end the year. There may be some changes due to the Audit. Currently we are trending to be under budget both in revenue and expenses. We are about 2.5% in Revenue and 7% in expenses. We will use \$3.5M from the budget. There aren't any major changes. State operating is about \$1M.

d. Federal COVID Funding

Ms. Medina: CARES, CARRISSA and AARP Funding We will receive a little over \$61M. Of that, we have designated \$930,154 as capital purchases. The balance will be used for operating expenses. We received all the CARES Act funding and received approximately half of the CARRISSA Act funds. And the AARP grant has not been fully executed yet. Mayor Kepley asked to have a spreadsheet for all this information and numbers, so we can keep track and be transparent.

e. Insurance Update

Ms. Medina: USI was our broker. We reached out for a new bid. Carolina Casualty won the bid. They showed a reduction in savings of 1.1 to our budget. They came in best. They are very focused to work with us and to make improvements on what we are doing. Mayor Kepley, wanted to clarify that \$1.1M budget is less than \$2.9M which is what we originally had budgeted.

Financial Software Update: In December, we will be bringing contract awards to the Board for approval. Requisition and PO Tracking system is the biggest need currently. Mayor Kepley clarified that we are still using the old IBM AS400 Software. We are still looking for a work horse software, but we have a short term (2-4 year) fix.

4. AJOURNMENT

This meeting was adjourned at 5:35 p.m.

The next meeting is scheduled for January 19, 2022

Respectfully submitted,



Kris Heald, Board Secretary