



## Interurban Transit Partnership

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### Board Members

#### **Mayor Gary Carey, Chair**

Charis Austin  
Mayor Katie Favale

Rick Baker  
Steven Gilbert  
Robert Postema

Mayor Rosalynn Bliss  
Andy Guy  
Terry Schweitzer

#### **David Bilardello, Vice-Chair**

Mayor Stephen Kepley  
Jack Hoffman  
Paul Troost

Tracie Coffman  
Mayor Steve Maas

## BOARD OF DIRECTORS MEETING

**Wednesday, June 22, 2022 – 4:00 p.m.**

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

### AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
<b>1. PUBLIC COMMENT</b>		
<b>2. MINUTES REVIEW – Board Planning Workshop May 18, 2022</b>	Mayor Carey	Approval
<b>3. CEO'S REPORT</b>	Deb Prato	Information
<b>4. ACTION ITEMS</b>		
a. Contractor for Laker Line Park and Ride	Kevin Wisselink	Approval
b. Contractor for ADA Paratransit Service	Kevin Wisselink	Approval
c. Propane Fueling for Paratransit Service	Kevin Wisselink	Approval
d. Avail Technologies Maintenance Agreement	Andy Prokopy	Approval
<b>5. PERFORMANCE REPORTS</b>		
a. <b>Paratransit Route Ridership</b>	Jason Prescott	Information
1. April 2022		
b. <b>On-Demand Ridership</b>	Jason Prescott	Information
c. <b>Fixed Route Ridership</b>	Max Dillivan	Information
1. April 2022		
2. May 2022		
d. <b>Finance</b>	Linda Medina	Information
1. Operating Statement – April 2022		
2. Professional Development & Travel Report – April 2022		
3. Grant Statement		
<b>6. CHAIR'S REPORT</b>	Mayor Carey	Information
<b>7. COMMITTEE MEETING MINUTES</b>		
a. Planning & Technology Committee May 9, 2022	Terry Schweitzer	Information
b. Present Performance & Service Committee May 12, 2022	David Bilardello	Information
c. Finance Committee April 13, 2022	Mayor Kepley	Information
<b>8. ADJOURNMENT</b>		

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



### Board Members

#### **Mayor Gary Carey, Chair**

Charis Austin  
Mayor Katie Favale

Rick Baker  
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Robert Postema

Mayor Rosalynn Bliss  
Andy Guy

Terry Schweitzer

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Jack Hoffman

Paul Troost

Tracie Coffman  
Mayor Steve  
Maas

## BOARD OF DIRECTORS PLANNING WORKSHOP MEETING MINUTES

**Wednesday, May 18, 2022 – 2:00 p.m.**

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

### **ATTENDANCE:**

#### Board Members Present:

Mayor Carey, Jack Hoffman, Paul Troost, Charis Austin, Tracie Coffman, Mayor Bliss, David Bilardello, Mayor Kepley, Andy Guy, Rick Baker

#### Board Members Absent:

Robert Postema, Steven Gilbert, Mayor Favale, Mayor Maas

#### Staff Attendees:

Kris Heald, Andy Prokopy, Steve Schipper, Deb Prato, Mike Wieringa, Linda Medina, Nick Monoyios, Terry Schweitzer, James Nguyen, Kevin Wisselink, Steve Clapp, Max Dillivan, Asher Lockwood, Deron Kippen, Jason Prescott, Nancy Groendal

#### Other Attendees:

Adam Erber, Wardell Frazier

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Mayor Carey called the meeting to order at 2:03 p.m.

### **1. PUBLIC COMMENT**

No Public Comment

### **2. MINUTES REVIEW**

Chair Carey asked for approval and support for April 20, 2022, Board Meeting Minutes. Mr. Guy motioned to approve, and Mayor Bliss supported.

### **3. CEO'S REPORT**

Ms. Prato introduced both Mr. Adam Erber and Mr. Wardell Frazier as our new Community Relations Specialists. Secondly, Ms. Prato wanted to highlight the mobility conference that took place in Ohio at the beginning of May. Also, she wanted to highlight the Champaign Urbana trip she took with Mr. Wisselink, Mr. Schipper, and Mr. Clapp. They toured the Hydrogen farm. The best part was seeing their public-private partnerships in a multi-mobile hub where they have a banquet room for rental, a school for second chance students, Amtrak runs through, buses on the first floor, and they are expanding with a housing

developer who will be paying a twenty (20) year revenue back to the agency for that partnership. Truly a beneficial visit.

#### **4. ACTION ITEMS**

##### **a. Public Transportation Millage Levy**

Ms. Medina asks the board to approve the rate of 1.4074 including Headlee and authorize the CEO to execute and file the L-4029 tax rate requested form with Kent County and other entities.

Chair Carey asked for a motion for approval and support. Mr. Hoffman moved to approve, and Mr. Schweitzer supported it.

NOTE: Ms. Coffman abstained from this vote.

##### **b. Property Acquisition in Standale**

Mr. Monoyios has requested the Board to purchase the parcel identified for the Laker Line BRT Park & Ride Lot owned by the Standale Downtown Development Authority (DDA) at 4211 Lake Michigan Drive NW for an amount of \$805,000.

Chair Carey asked for a motion for approval and support. Mr. Bilardello moved to approve it, and Mayor Bliss supported it.

NOTE: Mayor Carey abstained from this vote.

#### **5. DISCUSSION**

##### **a. Transit Master Plan (TMP) Scope of Work**

Mr. Monoyios opened this discussion with

Mr. Monoyios opened this discussion with a draft outline of recommended tasks to be included within the TMP Scope of Work as developed by our staff. We would like to finalize this list today. Mr. Monoyios briefly went through all the tasks on the list.

Mr. Bilardello inquired about a timeline and when this will start. Mr. Monoyios stated that this fall is when we will bring this to the board and that this will be approximately a 14-16-month project. The outcomes would be recommendations for a final Transit Master Plan.

Mr. Hoffman stated that we covered this in our Planning and Technology Committee Meeting and Mr. Dave Bulkowski gave an interesting analysis of where the county will be in 2024. With the County roster of commissioners, Mr. Hoffman agrees with Mr. Bulkowski that this really "has legs".

Countywide needs and develop a plan. Since the focus is on the November 2024 election. Do we know how we will go about analyzing the County's needs? Mr. Monoyios replied that a few metrics will be compiled from that entire geography as a part of this process as well as how we will fulfill the demand we are seeing. Mr. Hoffman also asked if the county is doing its own planning process? Mr. Monoyios added that the County is starting a task force. Mayor Bliss added that it is early in the process to assess what the outcome of that work will be. Initial analysis will focus on the city and seeing a greater need for transit. Needs will be different in different counties and townships. Mayor Bliss would like to continue close conversations with the counties, but we should continue with our work with the TMP. Mayor Bliss also wanted clarification on what is the time frame for this plan. Mr. Monoyios replied twenty (20) year plan.

Mr. Schweitzer commented that looking across the state, do we have any other agencies doing a TMP? Mr. Monoyios replied, not in the state. Most states are still in the uncertainty stage of the pandemic.

Mr. Schweitzer said in terms of peer review, sometimes they will be outlining fare structures or resources that are different or allowed in the State of Michigan. Mr. Monoyios said we need to identify all those tools.

Ms. Coffman asked are we specifying those types of parameters for peer organizations? Mr. Monoyios said yes,  
Mr. Troost asked about West Michigan Express. Have we heard anything yet? Mr. Monoyios answered not yet.  
Ms. Prato added that Mr. Peterman is still heading this initiative.  
Ms. Coffman had a question on point #9. Does that include an if/then analysis on zero-emission options? Mr. Monoyios answered yes. We are actively looking at zero emissions.  
Ms. Prato added that we are going to run two (2) pilots, one on electric battery, and one on hydrogen fuel cell.  
Ms. Coffman inquired about the community task force. Mr. Monoyios said as soon as we have everyone on board to see where they will be fully engaged. We will be inviting/informing them that they have been selected in the summertime frame.  
Mayor Carey inquired about point #2; How will we measure what good feedback looks like? Mr. Monoyios answered we will be measuring that, but we don't have that worked out.  
Ms. Coffman asked about Community Group. For those riders/residents who may not be compensated will we consider paying them? Mr. Monoyios answered that we do not know but agreed we should consider that option.  
Mr. Guy asked about point #3, Future Conditions. We need to look at some of the major capital improvements. Thinking critically about those opportunities. DASH, evening, and weekend service.  
Mr. Schweitzer stated that there is a lot of focus on expanding the area that we will be serving. Mr. Schweitzer also commented on community input; looking at the board, we are aging. It will be very important to have people in the age group that will be beneficial. Boomers may be a large group of people we will be moving.  
Mayor Bliss added that there are formed groups we can engage with. We can make a list of the groups engaged in this process.  
Mayor Carey agrees with getting that feedback as it will be critical.  
Mr. Monoyios wants to renew telling the story. Demographics on each level to achieve the 20-year vision.  
Mr. Monoyios is committed to making this a stellar excellent process.

## 6. CHAIR'S REPORT

Nothing further to add. Chair Carey asked for around-the-room comments.  
Mr. Hoffman is excited about this process. New technology, situations, participants, Hopeful!  
Mr. Schweitzer is wondering when Active Commuter week is? Ms. Prato replied June 16-23.  
Mr. Bilardello Welcomed Adam Erber to the team and stated that it will be great to work with you again.

## 7. ADJOURNMENT

The meeting was adjourned at 2:47 p.m.  
The next meeting is scheduled for

Respectfully submitted,



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Kris Heald, Board Secretary

**Date:** June 13, 2022  
**To:** ITP Board  
**From:** Kevin Wisselink, Grants and Capital Planning Manager  
**Subject:** LAKER LINE PARK AND RIDE LOT CONSTRUCTION

### **ACTION REQUESTED**

Authorization is requested from The ITP Board to enter a contract with CarbonSix Construction in the amount of \$1,389,651 plus a 10% contingency of \$138,965 for a total project cost of \$1,528,616 for the construction of a park and ride lot at Lake Michigan Drive and Cummings.

### **BACKGROUND**

The Rapid's Laker Line Project came in approximately \$10 million under budget. As a result, the Federal Transit Administration granted The Rapid the ability to spend a portion of this on expanded scope items. One item that was selected was the construction of a new park and ride lot serving the Laker Line located at Lake Michigan Drive and Cummings. This land is owned by the Walker Downtown Development Authority, which is selling this property to The Rapid for this purpose, as authorized by The Rapid Board at the May meeting. This site will provide a location for the public to park their vehicles right next to a Laker Line Station and utilize the Laker Line to access all the opportunities located along the Laker Line, including the Grand Valley State University Allendale and Grand Rapids campuses.

This project is to construct the park and ride lot on site. It includes site preparation, stormwater retention, paving, lighting, and a small plaza on the southeast corner of the lot adjacent to the Laker Line station.

### **PROCUREMENT**

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

Additionally, the project was advertised to the West Michigan Minority Contractors, and directly to potential DBE contractors from the State of Michigan list to encourage contractors and subcontractors to participate in the project. The need for comprehensive disadvantaged business outreach was also emphasized at the Contractor's project meeting.

Two (2) bids were received as follows:

Company	Bid
CarbonSix Construction	\$1,389,651
Dykema Excavators	\$1,875,000

The project team recommends the contract award goes to CarbonSix Construction as the low responsive, responsible bidder.

Work is slated to begin in the Summer of 2022 and be complete by the end of the calendar year.

### **FUNDING**

The project is being funded using federal and state funds. There are no local funds involved in this project.



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 062222-1**

**Fiscal Year: 2021-2022**

Moved and supported to adopt the following resolution:

Approval to enter a contract with CarbonSix Construction for \$1,528,616 for the construction of a park and ride lot at Lake Michigan Drive and Cummings, including a 10% contingency.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with CarbonSix Construction, Inc. for \$1,528,616 for the construction of a park and ride lot and Lake Michigan Drive and Cummings in accordance with the information presented to the ITP Board on June 22, 2022.

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:** June 8, 2022

**To:** ITP Board

**From:** Jason Prescott – Director of Paratransit, ADA & Mobility Services  
Kevin Wisselink – Director of Procurement and Capital Planning

**Subject:** CONTRACT WITH TRANSDEV FOR PROVISION OF ADA PARATRANSIT SERVICES

### **ACTION REQUESTED**

Authorization is requested from the ITP Board to execute a contract with Transdev Services, Inc. to provide ADA, On-demand, and other paratransit services effective October 1, 2022. The term of the contract is two (2) years with three (3) one-year extensions.

### **BACKGROUND**

The Rapid has utilized a contracted partner as the service provider for all paratransit services since 2002. For over 18 years, MV Transportation was the contract provider. The current contract period with MV will reach its end on September 30, 2022, and it was necessary to rebid for a new service provider.

### **PROCUREMENT**

The ITP elected to pursue this procurement as a Request for Proposals (RFP) since the cost was only one of many key issues. ITP was looking to find a firm(s) that had the necessary experience and the managerial expertise to deal effectively with the operating environment in our service area and the commitment to provide quality transportation services not just to our organization, but most importantly to our customers.

An RFP was sent out on Tuesday, February 8, 2022. Eleven vendors were directly notified of the RFP, and it was posted to the Michigan Intergovernmental Trade Network (MITN) which advertised it nationally, where 23 vendors viewed the solicitation. The Rapid received four responses to this RFP, including First Transit, Medical Transportation Management, MV Transportation, and Transdev Services.

### **EVALUATION**

The evaluation team consisted of the Director of Paratransit, ADA & Mobility Services, Chief Operations Officer, Director of Maintenance, and the Paratransit, ADA & Mobility Services Administrative Assistant. The proposals were evaluated as to their responsiveness to the requirements of the Scope of Work and to the content of their proposals. ITP requested that



costs be presented as a cost per revenue hour. Scoring was based on firm experience, the capability of assigned staff, training plan, financial capability, maintenance program, and cost proposal.

Results of the Round 1 evaluation results were as follows:

Firm Name	Round 1 Score	Year One Price Proposal (cost/hour)
First Transit	78.3	\$69.54
Transdev	69.8	\$68.55
MV Transportation	68.6	\$66.25
Medical Transportation Management	63.8	\$73.71

ITP required firms to provide a cost with and without fuel. The annual cost for respondents to incorporate fuel exceeded \$1,000,000 in each case. Because ITP is exempt from fuel taxes and is eligible for direct bulk tank delivered pricing, the anticipated cost savings from this resulted in the evaluation team recommending to proceed with a rate that excludes fuel.

After Round 1 scoring, three (3) firms considered to be in the competitive range were invited to enter the Round 2 in-person interviews. These were First Transit, Transdev, and MV Transportation. While all three firms performed adequately in the interview process, Transdev clearly performed the highest and was unanimously selected by the evaluators as the top choice.

Firm Name	Round 2 Rank
Transdev	1
First Transit	2
MV Transportation	3

There were several factors that demonstrated the quality of Transdev's proposal and team:

First, Transdev demonstrated the highest familiarity with the needs of The Rapid not just historically, but into the future. They demonstrated the research they made into our system and the breadth of solutions they were able to offer. They also noted they only bid on a few key projects each year, selecting who they want to work with and where they believe there is a benefit to them and the client, not just simply responding to all proposals. This demonstrated to the evaluation team the level of effort that went into preparing their presentation.

Second, the quality of the proposed management team and the corporate leadership team showed through. All members who appeared at the interview coordinated well with each other when presenting. The proposed General Manager interviewed very well and inspired confidence in leading this operation in Grand Rapids.

Third, Transdev demonstrated a very high familiarity with the Ecolane scheduling software program that dispatches and tracks our paratransit vehicles. Not only do they refer to themselves as a "superuser", but they have also written their own program which consolidates all scheduling and tracking data from Ecolane available, accessible, and predictable. All the information will be fully shared with The Rapid and viewable on dashboards and in reports.

The Rapid also performed extensive background or reference checks on the top three firms. Both Transdev and First Transit scored highly with no significant issues. MV reference scores were lower and there were some significant concerns identified by MV partners. Additionally, our own experience on performance issues with MV Transportation over the past two years and the interview process did not demonstrate sufficient confidence in the future improvement of these issues to select them as the provider.

As the standout firm after Round 2 rankings, ITP requested a Final Revised Proposal (FRP) from Transdev. They lowered their hourly cost to \$66.68. This does represent a significant increase over our current rate of \$53.00. This is primarily due to the dramatic increase in personnel costs, driver wages have increased significantly since the previous contract was signed in 2017 resulting in this increase. This rate is in line with all the proposals that were received, indicating it is a reasonable rate according to the current market.

## **FUNDING**

This project is funded through the annual operating budget.



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 062222-2**

**Fiscal Year: 2021-2022**

Moved and supported to adopt the following resolution:

Approval to enter a contract with Transdev Services, Inc. Inc. to provide ADA, On-demand, and other paratransit services at the rate of \$66.68 per revenue hour.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Transdev Service to provide ADA, On-demand, and other paratransit services at the rate of \$66.68 per revenue hour, in accordance with the information presented to the ITP Board on June 22, 2022.

**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:** June 13, 2022

**To:** ITP Board

**From:** Deron Kippen – Director of Facilities  
Kevin Wisselink – Director of Procurement and Capital Planning

**Subject:** **CONTRACT WITH FERRELLGAS FOR BUSCH DRIVE OPERATIONS  
CENTER PROPANE FUELING STATION AND TANK INSTALLATION –  
Project #2022-16B**

### **ACTION REQUESTED**

Authorization is requested from the ITP Board to execute a contract with Ferrellgas, Inc. for the construction of the Busch Drive Operations Center propane fueling station and 18,000-gallon propane tank installation for the cost of \$190,457.

### **BACKGROUND**

The ITP has purchased a facility at 3531 Busch DR SW for the purpose of operating ADA, Mobility and Demand, and Other Paratransit Services. The evaluation of the most recent procurement for a service provider determined that ITP could realize significant cost savings by awarding the service contract without fuel and procuring the fuel directly. ITP has secured an 18,000-gallon propane tank which allows for bulk pricing savings but needs a contractor to install the tank and construct a fueling station. The estimated first-year savings to ITP after fuel and installation of the fueling station is \$300,000, with subsequent year savings estimated at over \$500,000 annually.

### **PROCUREMENT**

ITP elected to conduct the procurement as a Request for Quotations (RFQ) since the scope of work and specifications for required equipment could be clearly defined, there were two (2) or more qualified responsible bidders able to perform the work, and the contract could be awarded on price alone.

A search was conducted for firms certified to install a propane fueling station of the size ITP required. Two (2) firms were qualified as responsible, responsive, and able to perform the installation, Ferrellgas, and Amerigas.

The work includes placing an 18,000-gallon propane tank in a cradle onto concrete piers along with the construction of the fueling station complete with two (2) propane dispensers. Included in the construction will be 42 bollards encircling the fueling station for crash protection. After a review of the pricing, Ferrellgas was selected as the vendor.

Firm Name	Total Price
Ferrellgas	\$190,457
Amerigas	\$197,700

## **FUNDING**

The project is being funded using federal and state funds. There are no local funds involved in this project.

**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS****RESOLUTION No. 062222-3****Fiscal Year: 2021-2022**

Moved and supported to adopt the following resolution:

Approval to enter a contract with Ferrellgas Inc. to construct propane fueling station and install a 18,000-gallon propane tank at the Busch Drive Operations Center.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Ferrellgas to construct a propane fueling station and install a 18,000-gallon propane tank at the cost of \$190,457, in accordance with the information presented to the ITP Board on June 22, 2022.

CERTIFICATE

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

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Kris Heald, Board Secretary

\_\_\_\_\_  
Date

Date: June 22, 2022  
To: ITP Board  
From: Andy Prokopy, Manager of Information Technology  
Subject: Intelligent Transportation System Support Agreement

### ACTION REQUESTED

Authorization is requested from the Board to enter into a three-year ITS system maintenance and support agreement with Avail Technologies in the amount of \$512,518 for the purpose of maintaining the Intelligent Transportation System (ITS).

### BACKGROUND

In 2019, The Rapid Board approved a three-year agreement with Avail Technologies to maintain the Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL) system. The CAD/AVL system is comprised of many technology components: a voice and data communication system, mobile data terminals, automated passenger counting system, automated annunciation system, navigation assistance, Real-Time information system, an Interactive Voice Response for the telephone system, and web-based passenger information. The CAD/AVL system has become a critical component of our transportation operations as well as an important tool for enhancing the overall customer experience. Ensuring that this system is well maintained is key to maximizing the value of the investment in the CAD/AVL system.

### ACTION PLAN

The proposed agreement continues the provision of maintenance support for the technologies noted above for a period covering three (3) years, from October 2022 through September 2025, at an average annual cost of \$170,840. Because the service must be obtained from the system integrator, Avail Technologies, it is technically a "sole source" procurement, which makes it necessary to determine that the cost is reasonable.

To do so, comparable pricing was obtained from Akron METRO Regional Transit Authority which also utilizes Avail for CAD/AVL and has nearly the same number of vehicles in its fleet. A single-year renewal of Avail CAD/AVL maintenance and support was presented to Akron in July 2021 at a cost of \$204,843. While the comparison of The Rapid pricing to Akron does not provide an absolute answer to the comparability of pricing, it indicates that a similarly sized transit agency is in a similar price range for the comparable services.

Additionally, the proposed rate from Avail represents a 13% increase from the previous contract which matches the Consumer Price Index (CPI) over the same period, indicating the increase is in line with inflation and is reasonable.

Based on this, the average annual cost of \$170,840 during the life of the agreement is deemed both fair and reasonable. As indicated above, this agreement is for three (3) years as opposed to five (5) year agreement which affords The Rapid flexibility to examine other CAD/AVL options over the next few years.

#### FUNDING

Funding for this agreement will be derived annually from federal and state grants.





**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 062222-4**

**Fiscal Year: 2021-2022**

Moved and supported to adopt the following resolution:

Approval to execute a three-year agreement with Avail Technologies for the purpose of maintaining the Intelligent Transportation System.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a three-year agreement with Avail Technologies in the amount of \$512,518 for the purpose of maintaining the Intelligent Transportation System in accordance with information presented to the ITP Board on June 22, 2022

**CERTIFICATE**

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

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Kris Heald, Board Secretary

\_\_\_\_\_  
Date

## April 2022 Paratransit Ridership and Operating Statistics

ADA	2022	2021	Change	% Change
Clients	1,217	1,180	37	3.1%
Passenger Trips	14,943	14,757	186	1.3%

NDS				
Clients	10	7	3	42.9%
Passenger Trips	60	66	(6)	-9.1%

PASS				
Clients	15	14	1	7.1%
Passenger Trips	300	244	56	23.0%

CONTRACTED				
Clients	1	2	(1)	-50.0%
Passenger Trips	2	19	(17)	-89.5%

RIDELINK				
Clients	293	278	15	5.4%
Passenger Trips (Performed by The Rapid)	771	642	129	20.1%
Phone Calls	3,606	2,852		
Total Trips sched. thru Rapid call center	3,551	3,093		

\*ALL Partners

TOTALS				
Clients	1,536	1,481	55	3.7%
Passenger Trips	16,076	15,728	348	2.2%
Average Weekday Ridership	678	647	31	4.8%
Average Saturday Ridership	232	230	2	0.9%
Average Sunday Ridership	228	147	81	55.1%
All Ambulatory Passengers	12,917	10,236	2,681	26.2%
All Wheelchair Passengers	3,159	5,492	(2,333)	-42.5%
No - Shows	361	347	14	4.0%
Cancellations	551	3,847	(3,296)	-85.7%
MV				
Average Cost per Trip	\$30.51	\$28.77	\$1.74	6.1%
Riders per Hour	2.0	1.8	0.2	11.1%
Accidents per 100,000 Miles	1.0	0.0	1	#DIV/0!

Trip Denials	1	4	-3	-75.0%
NTD Travel Time (minutes)	28	33	-5	-14.4%

NETWORK 180				
Passenger Trips	2,585	2,593	(8)	-0.3%
Average Weekday Ridership	123	118	5	4.2%

<b>TOTAL PASSENGER TRIPS</b>	<b>18,661</b>	<b>18,321</b>	<b>340</b>	<b>1.9%</b>
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### Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2022	2021	% of Trips	% Change
MV Complaints	10	5	0.1%	100.0%

On-Time Performance				
On-Time Compliance - Pick-up	96.00%	98.01%	-2.0%	-2.1%
On-Time Compliance - Drop-off	91.00%	96.70%	-5.7%	-5.9%



## Interurban Transit Partnership

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DATE: May 12, 2022

TO: ITP Board

FROM: Jason Prescott

SUBJECT: APRIL 2022 PARATRANSIT RIDERSHIP REPORT

### Paratransit ridership information for April 2022, as compared to April 2021

	2022	2021	% Change
Total Paratransit Ridership	18,661	18,321	1.9%
ADA Ridership	14,943	14,757	1.3%
Non-Disabled Senior (NDS) Ridership	60	66	-9.1%
PASS Ridership	300	244	23.0%
Network 180	2,585	2,593	-0.3%
Cascade Township	162	149	8%

### Ridership averages, as compared to 2021

	2022	2021	% Change
Weekday Ridership	678	647	4.8%
Saturday Ridership	232	230	0.9%
Sunday Ridership	228	147	55.1%

### Other Performance Measures

	2022	2021	% Change
On-Time Performance	96.00%	98.01%	-2.1%
On-Time Drop-Off	91.00%	96.70%	-5.9%
Average Cost Per Trip	\$30.51	\$28.77	6.1%



## **Interurban Transit Partnership**

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300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514

**Date:** May 1, 2022

**To:** ITP Board

**From:** Jason Prescott, Director, Paratransit, ADA & Mobility

**Subject:** APRIL 2022 RAPID CONNECT REPORT

### **OVERVIEW**

Rapid Connect mobility on-demand program report for the month of April 2022.

### **RAPID CONNECT RIDERSHIP REPORT**

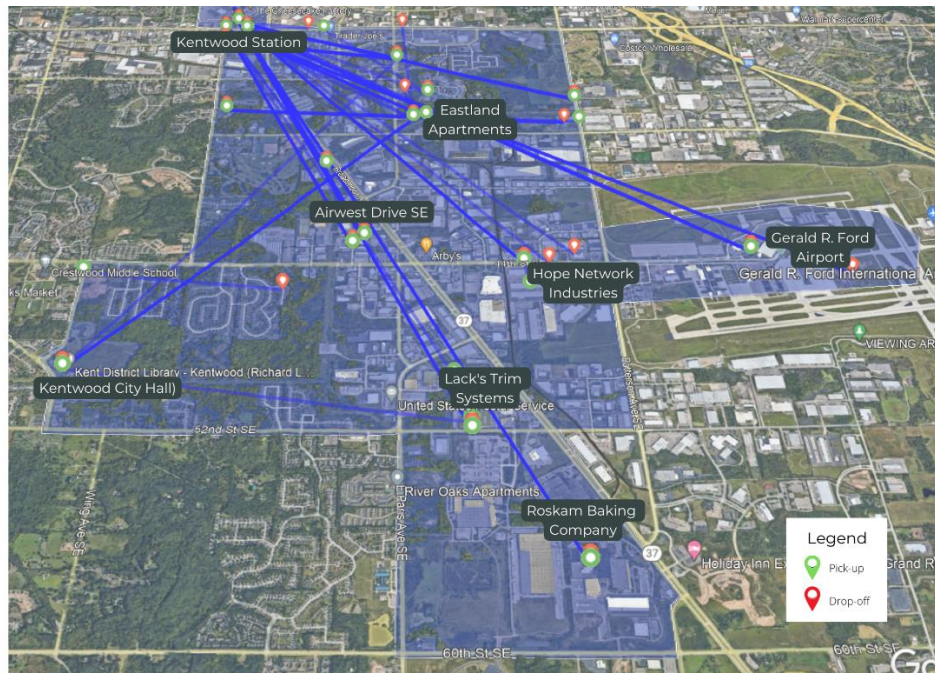
The Rapid Connect service launched on January 3<sup>rd</sup>, 2022, in Walker and Kentwood in order to improve accessibility to public transportation within those two jurisdictions. The initial pilot (Jan-Mar) had service operating on weekdays from 6 a.m. to 6 p.m. Presently service operates until 10 p.m. on weekdays.

Month	Number of trips	Unique riders
January	11	5
February	67	12
March	157	19
April	260	29

During the month of April, 162 trips were taken in Kentwood (62% of total), and 98 in Walker. The average fare distance is 3.29 miles in Kentwood, and 2.79 miles in Walker. All training and testing trips taken by operators or Rapid employees have been omitted from all calculations included in this report.

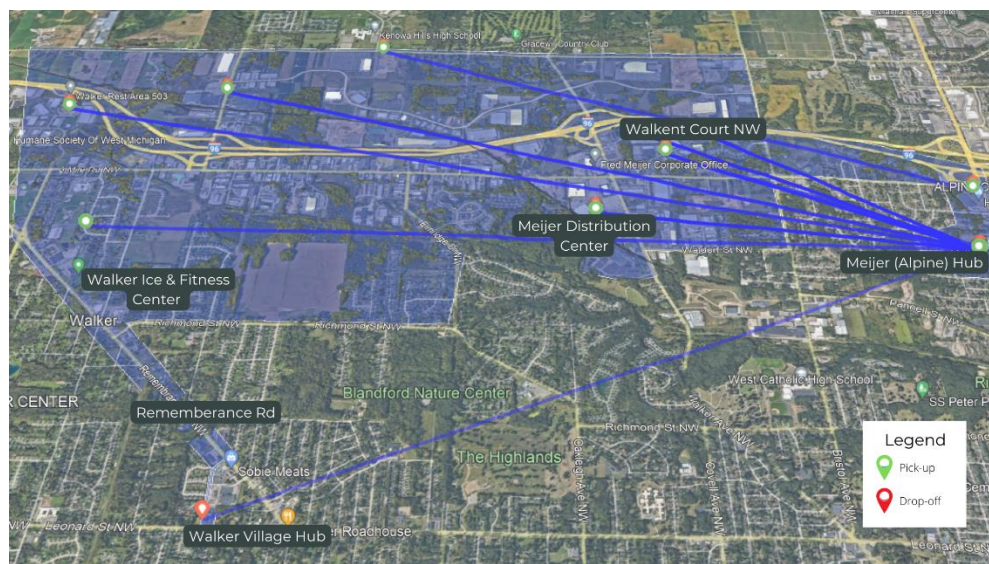
Below are service area maps for Kentwood and Walker, showing completed trips during the quarter.

300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514



Kentwood On-Demand Zone

April 2022



Walker On-Demand Zone

April 2022



## **Interurban Transit Partnership**

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300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514

The most common transfer points in Kentwood continue to be at Kentwood Station/Woodland Mall, whereas in Walker most people are transferring to Rapid Connect from Alpine Meijer.

In Walker, one trip in April was taken before 11:45 a.m. Otherwise, the highest demand time for service was closer to noon into the afternoon hours. With the extension of service in April to 10 p.m. on weekdays, four riders took trips after 6 p.m., with the latest trip at 9:45 p.m.

In Kentwood, there was a high volume of trips taken before 9 a.m., especially closer to the start time for service, with return trips around 3 p.m. The number of trips taken declined during the day, although a handful of riders were still utilizing the service after 6 p.m.

### **ECOLANE EVOLUTION REPORT**

During the month of April, there were 81 new registrations in Ecolane. The total number of registrations for Rapid Connect is 547 users as of May 1. This does not include accounts created by members of the Rapid team for training and testing purposes. Every few days, program administrators review the number of new users and do direct outreach to share information on the service, tips for scheduling, and contact information should additional questions arise.





**Date:** May 4, 2022  
**To:** ITP Board  
**From:** Maxwell Dillivan, AICP – Senior Planner  
**Subject:** FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – April 2022

## **OVERVIEW**

April 2022 ridership and productivity was consistent with previous months and overall trends remained intact. System-wide ridership recovery for April 2022 as compared to FY 2019 increased to 52.8% from 50.6% in March.

## **BACKGROUND INFORMATION**

### **Monthly Ridership**

	<b>Apr 2022</b>	<b>Apr 2021</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	316,367	261,805	↑ 20.8%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	138,401	76,904	↑ 80.0%
<b>Total Monthly Fixed Route Ridership</b>	<b>454,768</b>	<b>338,709</b>	<b>↑ 34.3%</b>

### **Daily Average Ridership**

	<b>Apr 2022</b>	<b>Apr 2021</b>	<b>% Change</b>
Weekday Total	19,277	13,616	↑ 41.6%
Weekday Evening	2,505	1,872	↑ 33.8%
Saturday	7,341	6,943	↑ 5.7%
Sunday	3,310	3,002	↑ 10.3%

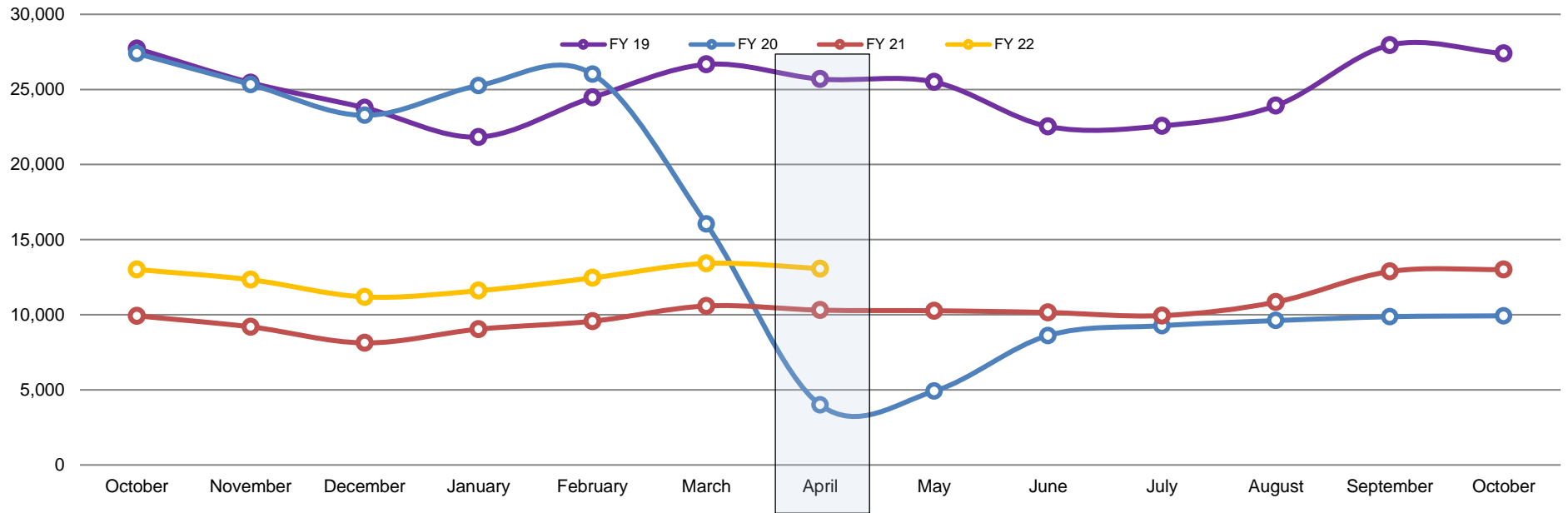
### **Productivity Summary**

	<b>Apr 2022</b>	<b>Apr 2021</b>	<b>% Change</b>
Average passengers per hour per route	11.8	9.7	↑ 21.9%
Average passengers per mile per route	0.87	0.73	↑ 18.7%
Average farebox recovery percent per route	11.8%	9.4%	↑ 25.1%

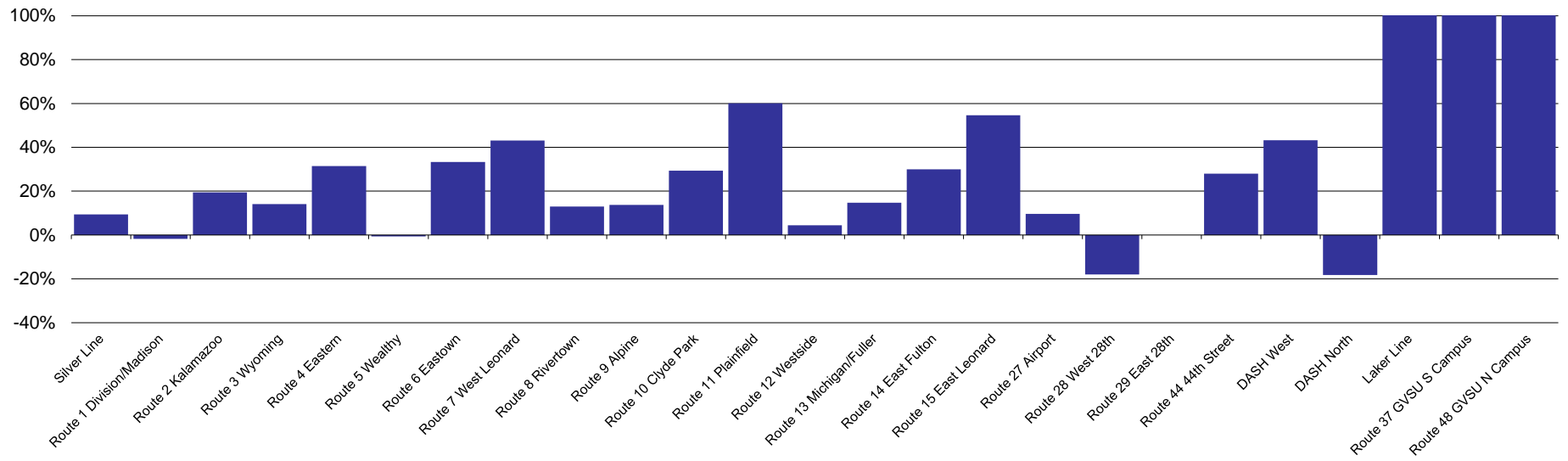
### **Fiscal Year Ridership**

	<b>FY 2022</b>	<b>FY 2021</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	2,158,700	1,662,648	↑ 29.8%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	1,003,558	566,769	↑ 77.1%
<b>Total Fixed Route Ridership YTD</b>	<b>3,162,258</b>	<b>2,229,417</b>	<b>↑ 41.8%</b>

## Monthly Weekday Average Ridership History



## Percent Change by Route: April 2022 compared to April 2021







**Date:** June 8, 2022  
**To:** ITP Board  
**From:** Maxwell Dillivan, AICP – Senior Planner  
**Subject:** FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – May 2022

## **OVERVIEW**

Ridership and productivity through May 2022 generally out-paced performance trends seen during recent months. Ridership recovery as compared to FY 2019 increased from 52.8% in April to 56.5% in May.

## **BACKGROUND INFORMATION**

### **Monthly Ridership**

	<b>May 2022</b>	<b>May 2021</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	340,791	240,152	↑ 41.9%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	47,061	30,113	↑ 56.3%
<b>Total Monthly Fixed Route Ridership</b>	<b>387,852</b>	<b>270,265</b>	<b>↑ 43.5%</b>

### **Daily Average Ridership**

	<b>May 2022</b>	<b>May 2021</b>	<b>% Change</b>
Weekday Total	16,234	11,353	↑ 43.0%
Weekday Evening	2,107	1,581	↑ 33.2%
Saturday	7,378	5,966	↑ 23.7%
Sunday	3,486	2,780	↑ 25.4%

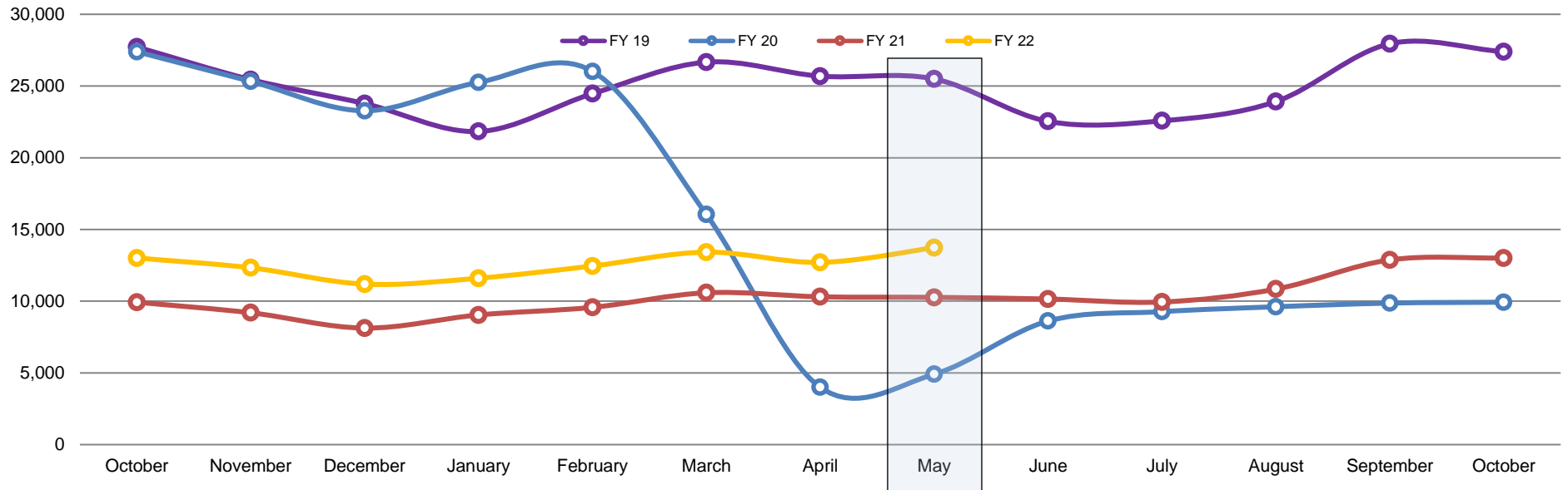
### **Productivity Summary**

	<b>May 2022</b>	<b>May 2021</b>	<b>% Change</b>
Average passengers per hour per route	12.8	9.1	↑ 41.1%
Average passengers per mile per route	0.94	0.68	↑ 38.3%
Average farebox recovery percent per route	12.5%	11.1%	↑ 12.0%

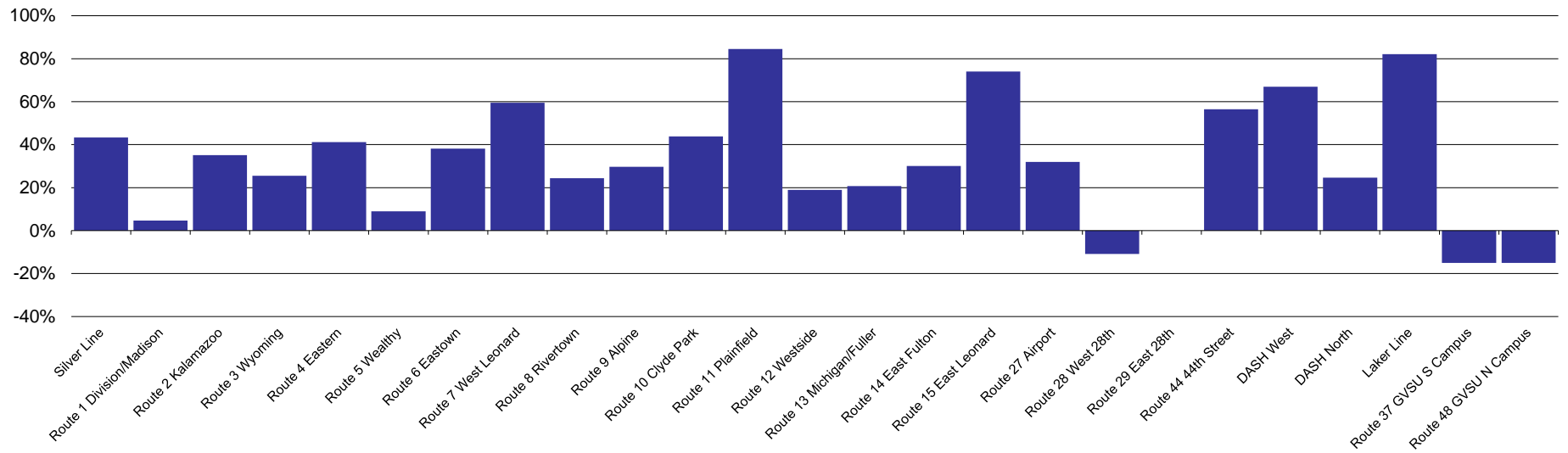
### **Fiscal Year Ridership**

	<b>FY 2022</b>	<b>FY 2021</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	2,499,491	1,903,114	↑ 31.3%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	1,050,619	596,882	↑ 76.0%
<b>Total Fixed Route Ridership YTD</b>	<b>3,550,110</b>	<b>2,499,996</b>	<b>↑ 42.0%</b>

## Monthly Weekday Average Ridership History



## Percent Change by Route: May 2022 compared to May 2021





## Interurban Transit Partnership

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**Date:** June 22, 2022  
**To:** ITP Board  
**From:** Linda Medina, Finance Manager  
**Subject:** April Operating Statement

Attached are the financial reports through April 2022 for general operating and grants. The April report includes March and April's activity

### FY 22/23 YTD Operating Statement Analysis

Total revenue is under budget by .2% before COVID funding

- \$11.5 million of COVID funding has been requested for reimbursement of eligible operating expenses.

Total expenses are under budget by 7.4%.

- Even though we are under budget in total expenses, fuel is trending to be over budget by year end based on the current trend of increasing fuel costs. It is anticipated at this time that the reduction in wages due to open positions and insurance expenses coming in lower than budgeted that the increase can be absorbed in the current budget. Staff continues to closely monitor all expenses and will bring back to the Board an budget amendment is necessary.

Included in the report is April's development and travel report.

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

The Rapid  
Operating Statement  
Year to Date as of April 30, 2022

	YTD as of April 30, 2022		Variance		Last Year FY 20/21*	Current Year FY 21/22**
	Budget	Actual	\$	%	YTD Actual	Annual Budget
Reve						
Passenger Fares	\$ 1,936,172	\$ 2,147,244	\$ 211,072	10.9%	\$ 1,350,023	\$ 3,307,467
Sale of Transportation Services						
CMH Contribution	125,945	218,035	92,090	73.1%	115,547	256,900
Dash Contract	1,064,291	1,418,569	354,278	33.3%	1,161,789	1,764,499
Grand Valley State University	2,539,619	2,323,750	(215,869)	-8.5%	1,614,190	3,542,974
Van Pool Transportation	42,000	28,292	(13,708)	-32.6%	12,360	84,000
Township Services	239,176	250,063	10,887	4.6%	298,088	344,344
Other	242,595	225,050	(17,546)	-7.2%	163,807	482,233
Subtotal Sale of Transportation Services	4,253,626	4,463,758	210,132	4.9%	3,365,781	6,474,950
State Operating	8,863,394	8,070,165	(793,229)	-8.9%	6,976,942	15,332,303
Property Taxes	10,354,819	10,643,874	289,055	2.8%	8,697,639	17,751,118
Advertising & Miscellaneous	323,708	344,388	20,680	6.4%	305,526	638,391
Subtotal Revenues and Operating Assistance	25,731,719	25,669,430	(62,289)	-0.2%	20,695,911	43,504,229
Grant Operating Revenue (Cares Act)	4,435,344	11,533,251	7,097,907	160.0%	-	7,603,447
Total Revenues and Operating Assistance	<u>\$ 30,167,063</u>	<u>\$ 37,202,681</u>	<u>\$ 7,035,618</u>	<u>23.3%</u>	<u>\$ 20,695,911</u>	<u>\$ 51,107,676</u>
Expenses						
Salaries and Wages						
Administrative	\$ 3,477,648	\$ 3,146,209	\$ (331,439)	-9.5%	\$ 2,489,272	\$ 5,706,224
Operators	9,381,440	8,198,207	(1,183,233)	-12.6%	6,131,457	14,931,367
Maintenance	1,270,282	1,236,682	(33,599)	-2.6%	954,652	2,071,508
Subtotal Salaries and Wages	14,129,369	12,581,098	(1,548,271)	-11.0%	9,575,381	22,709,099
Benefits	5,581,063	4,955,489	(625,574)	-11.2%	3,914,630	9,501,483
Contractual Services	1,675,117	1,700,766	25,649	1.5%	1,529,513	3,839,278
Materials and Supplies						
Fuel and Lubricants	1,190,219	1,377,216	186,997	15.7%	696,128	2,111,337
Other	883,029	930,197	47,168	5.3%	660,269	1,760,853
Subtotal Materials and Supplies	2,073,248	2,307,413	234,165	11.3%	1,356,397	3,872,190
Utilities, Insurance, and Miscellaneous	3,104,796	2,747,172	(357,624)	-11.5%	3,356,754	5,682,551
Purchased Transportation	2,981,053	3,054,486	73,433	2.5%	2,346,162	5,503,075
Expenses Before Capitalized Operating	29,544,646	27,346,424	(2,198,222)	-7.4%	22,078,838	51,107,676
Capitalized Operating Expenses	-	-	-	0.0%	-	-
Total Operating Expenses	<u>\$ 29,544,646</u>	<u>\$ 27,346,424</u>	<u>\$ (2,198,222)</u>	<u>-7.4%</u>	<u>\$ 22,078,838</u>	<u>\$ 51,107,676</u>
Net Surplus/(Deficit) without CARES		\$ (1,676,994)			\$ (1,382,927)	
Net Surplus/(Deficit) with CARES		\$ 9,856,257				

\* Fiscal year is 10/1/2020 - 9/30/2021

\*\* Fiscal year is 10/1/2021 - 9/30/2022

Interurban Transit Partnership  
Grant Revenues & Expenditures  
Month Ended 04/30/22

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 58%
<u>Grant Revenue</u>						
1. Federal Grant Assistance	15,581,754	15,581,754	445,624	3,010,886	12,570,868	19%
2. State Grant Assistance	3,895,438	3,895,438	111,406	752,721	3,142,717	19%
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	19,477,192	19,477,192	557,030	3,763,607	15,713,585	19%
<u>Labor</u>						
7. Administrative Salaries	42,500	42,500	3,513	16,335	26,165	38%
8. Driver Wages	0	0	0	0	0	100%
9. Temporary Wages	0	0	0	0	0	100%
10. Fringe Benefit Distribution	17,000	17,000	868	7,868	9,132	46%
11. Total Labor	59,500	59,500	4,381	24,203	35,297	41%
<u>Material &amp; Supplies</u>						
12. Tires & Tubes	312,000	312,000	22,378	154,965	157,035	50%
13. Office Supplies	0	0	0	0	0	100%
14. Printing	3,000	3,000	0	0	3,000	0%
15. Total Material & Supplies	315,000	315,000	22,378	154,965	160,035	49%
<u>Purchased Transportation</u>						
16. Purchased Transportation	740,000	740,000	58,333	408,333	331,667	55%
17. Specialized Services	0	0	0	133,549	133,549	100%
18. Total Purchased Transportation	740,000	740,000	58,333	541,882	198,118	73%
<u>Other Expenses</u>						
19. Dues & Subscriptions	30,775	30,775	5,678	26,430	4,345	86%
20. Professional Development	12,200	12,200	0	0	12,200	0%
21. Miscellaneous	0	0	0	0	0	100%
22. Total Other Expenses	42,975	42,975	5,678	26,430	16,545	62%
<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	3,505,131	3,505,131	0	213,059	3,292,072	6%
28. Facilities	5,910,931	5,910,931	236,824	1,107,446	4,803,485	19%
29. Equipment	116,000	116,000	86,197	94,715	21,285	82%
30. Other	4,535,955	4,385,955	129,074	1,256,389	3,129,566	29%
31. Total Capital	14,068,017	13,918,017	452,095	2,671,609	11,246,408	19%
32. Planning Services	4,251,700	4,251,700	14,165	48,409	4,203,291	1%
33. Capitalized Operating	0	150,000	0	296,109	146,109	197%
34. Total Expenditures	19,477,192	19,477,192	557,030	3,763,607	15,713,585	19%

PROFESSIONAL DEVELOPMENT & TRAVEL REPORT  
ALL EMPLOYEES  
APRIL 2022

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$528	Think Transit 2022 Conference	Deb Prato	Dallas, TX
\$ 1,175 00	APTA Legislaive Conference	Deb Prato	Washington, DC
\$ 4,471 33	Hydrogen Bus Workshop	Various	Palm Spring, CA
\$ 1,165 07	ISC West Secunty Conference	Mike Wieringa	Las Vegas, NV
\$ 449 23	Labor Law and Arbitration	Nancy Groendal	Tampa, FL
<hr/>			
\$ 7,788 84			

\*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, May 9, 2022 – 8:30 a.m.**

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

### **ATTENDANCE:**

#### Committee Members Present:

Jack Hoffman, Dave Bulkowski, Terry Schweitzer, Paul Troost, Mayor Bliss

#### Committee Members Absent:

Ryan Anderson, Robert Postema

#### Staff Attendees:

Kris Heald, Andy Prokopy, Linda Medina, Nick Monoyios, Jason Prescott, Steve Schipper, Steve Luther, Max Dillivan, Kevin Wisselink, Steve Clapp, Steve Nguyen, Adam Erber, Lindsay Farrell, Nancy Groendal

#### Other Attendees:

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Mr. Schweitzer called the meeting to order at 8:32 a.m.

### **1. PUBLIC COMMENT**

Chair Schweitzer asked for public comments, but none were offered.

### **2. MINUTES – March 17, 2022**

Chair Schweitzer asked for any changes or comments to the March 17 meeting minutes. No comments or changes were suggested. Meeting Minutes were unanimously approved as written.

### **3. Information**

#### **a. Transit Master Plan (TMP) Scope of Work Outline Review**

Mr. Monoyios presented the board with a recommended task list (attached to these minutes) and gave a summary of the scope of work for the Transit Master Plan (TMP) process. Mr. Monoyios indicated that a blank letter was added to each task to get your input and an exhaustive list when we build the full scope of work. Mr. Hoffman wanted to clarify on the TMP Chart that the informed draft scope of work under the Leadership Team is what we are doing now. Mr. Monoyios confirmed yes, we will further refine at the Board Planning Workshop meeting.

Mr. Hoffman had a couple of observations regarding the base service bus line. As a matter of governance makes sense that we need to keep an eye on the phasing to make sure everything is going in the direction we anticipated. Mr. Monoyios added that we would make small refinements.

Mr. Troost had a question regarding West Michigan Express, he noticed that on a summary from the infrastructure bill, there was a lot of money, approximately \$100B that was dedicated to light rail. Does anybody know about any specific funding source that is dedicated to buses?

Ms. Prato agrees that there is money for that, we would have to put that in our grant. Proper planning will be key. We want to remain nimble and support the community. Mr. Troost agrees the study is dated.

Mr. Hoffman stated that we will likely have to go back to the voters and have business leaders be on board as a part of the plan. Mr. Monoyios wants to keep the plan pragmatic and then let the politics substantiate this campaign. Ms. Prato stated that it will be well recognized and what the plan will bring. That will come organically and have a grassroots feel.

Mr. Bulkowski stated that ten years ago, electric buses were a pipe dream. Now we are looking at Hydrogen. The plan is to be nimble and have as many small vehicles on the road as possible. Byron township does not want 40" buses.

Mr. Monoyios added that the correlation of land use is paramount.

Ms. Prato asked what if we propose to use an executive steering committee that can vet out the roadblocks along the way. Consultants may not know West Michigan. Mr. Hoffman agrees with Ms. Prato on having a local executive steering committee.

Mayor Bliss appreciates the conversation about this plan and is looking forward to the process.

Mr. Bulkowski stated that the new administrator for the county announced the creation of a countywide mobility task force this year. He envisions this like West Michigan express.

**b. Finalize Agenda for May 18 Board Planning Workshop**

Mr. Monoyios reported that we need to redefine what our story is. He is asking for more content as we want to make this planning workshop as beneficial as possible when we bring this to the board.

Mr. Schweitzer inquired about other destinations or activity centers that we want to keep in mind. Perhaps medical centers may be beneficial. Mr. Schweitzer also added that in terms of our fleet and facility needs; how we provide service as we go forward and weave that into the conversation as well. He feels the focus is on seniors and those that have special needs. We need to get input from the people who use the service and get them involved in the process. Ms. Prato clarified Mr. Schweitzer's comments that we need a more robust public info process.

Mr. Hoffman asked when we want this package rolled out. When do we start the first phase of the transition? Mr. Monoyios confirmed that we will kick off in late fall.

Mr. Bulkowski wants to see this wrapped up by the 2024 election. He feels this process should 'lead with the need'. Mr. Hoffman stated that the real political gain is the county millage plan. Ms. Prato clarified that we should be integrated. We could be multi-county. That task force needs to be integrated with us.

**c. Updates: Laker Line, TDM Study, Division United**

Mr. Monoyios stated with the new park and ride lot at Lake Michigan and Cummings. We went to the DDA last week and they are very happy about the plan.

TDM Study. We supplied them with a lot of data. They know the TMP is coming this fall.

Division Unity. Monthly meetings. 95% is implementable. Keeping an eye on the radar.

**d. Technology Initiative Update**

Mr. Prokopy gave a high-level update on technology. Focus to continue to build trust within the customers and the community. How we can leverage technology to optimize the customer experience and define opportunities to improve efficiency, flexibility, and cost-effectiveness. One of the big initiatives is the open payment solution. This allows chip-enabled credit cards to act as a Wave card. The Rapid has a plan to start that implementation in August with go-live in September.



The Rapid has applied for a Planning Grant in 2023 to study all customer-facing technology. Focus efforts on Customer signage on bus platforms.

**e. APTA debrief, Mobility Conference**

Mr. Dillivan reported on the APTA Mobility Conference that he, Mr. Clapp, and Mr. Prescott attend last week. The overall takeaway was it was great to be with our peers and hear what industry leaders are saying. Our Agency is doing the same things and it is great to see that we are not an outlier. Four of the main themes were:

- 1) Ridership Impact
- 2) Transit Agency is less about transportation and more holistic
- 3) Taking deep dives in zero-emission
- 4) Equity Planning affairs.

We know ridership dropped significantly. It May take 2-5 years to get back to the ridership levels we experienced pre-pandemic. There was a lot of focus on the customer experience.

Mr. Clapp attended sessions on zero emissions. The consensus was unclear on which technology will be the front runner.

Ms. Prato introduced and welcomed Adam Erber to The Rapid family as our new Community Outreach member.

**4. ADJOURNMENT**

This meeting was adjourned at 9:34 a.m.

The next meeting is scheduled for July 11, 2022

Respectfully submitted,



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Kris Heald, Board Secretary



## Interurban Transit Partnership

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### Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Steven Gilbert

Andy Guy

## PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING MINUTES

Thursday, May 12, 2022 – 3 p.m.

Rapid Central Station Conference Room | 250 Grandville, SW

### **ATTENDANCE:**

#### Committee Members Present:

David Bilardello, Charis Austin, Tracie Coffman, Steven Gilbert

#### Committee Members Absent:

Andy Guy

#### Staff Attendees:

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

#### Other Attendees:

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Mr. Bilardello called the meeting to order at 3:01 p.m.

### **1. PUBLIC COMMENT**

No comment offered

### **2. MINUTES – March 18, 2022, Present Performance & Service Committee Meeting**

Vice-Chair Bilardello asked to approve the minutes. Minutes were unanimously approved as written.

### **3. DISCUSSION**

#### **1. Ridership and Metrics**

##### **Fixed Route**

Mr. Dillivan reported that the system-wide recovery percentage is approximately 53% for April, and it is trending in the same holding pattern as last year at this time. Ridership has been very consistent.

#### **2. Paratransit**

Mr. Prescott reported that the trends have not been significant from month to month, and ridership has been nearly the same as fixed-route ridership. Mr. Prescott added that he recently attended an APTA Conference and something that rang true with other transit agencies is that they are also

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

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reporting it will likely take 2-3 years to get back to pre-pandemic numbers. Paratransit ridership numbers are up 15%, but compared to pre-pandemic numbers, they are still down 26%. One main point of interest at the APTA event was something Ms. Prato echoes which is quality over quantity and getting back to the basics and providing top tier service. Currently, in the state of Paratransit with our Contractor, we are down 22 operators, and we are averaging 2-3 call-offs/day. Even with these deficiencies, we are giving great service.

**3. On-Time Performance**

Mr. Dillivan stated that our standard for on-time performance on fixed-route is hovering at 90%. That number has dipped a bit as improved weather and increased activity in the downtown area. Construction and traffic are also factors that are affecting this number as well. Mr. Bilardello asked if gas prices are affecting any changes. Mr. Dillivan answered that the correlation between gas prices and ridership has a specific latency attached to it. If the gas prices continue to sustain as they are, we would expect to see changes over a three (3)- six (6) month span.

**4. EPIC/MRA Survey**

Ms. Prato reported that EPIC/MRA will be wrapping up shortly. One thing that changed is that we added an NPS (Net Performance Score). Looking forward to hearing what the survey reveals. Ms. Coffman inquired about when the survey will wrap up. Ms. Prato answered that EPIC/MRA started on May 2<sup>nd</sup>, and they will be wrapping up this week or next, and we expect the report in three (3) to four (4) weeks.

**5. On-Demand – Advertising Campaign**

Ms. Prato reported that we started the Rapid Connect pilot on January 3<sup>rd</sup>. We are seeing steady increases in the number of individuals that are downloading the app and registering and there is also a steady increase in the community taking advantage of the service. Operators are trained. Currently, we are in the middle of a month-long campaign with I Heart Radio and Wood TV8.

***A Rapid Connect commercial was shown to the board.***

This is a great channel for us to get the information out to the community who have not seen or heard about the service yet.

**3b. Operational Financial Environment**

Ms. Prato started her report with what is Present Performance? What do you want to know? that we are performance metrics, people. This is not the finance committee. The operating support team that is here today, spends money. We have a budget, and we report to plan. The decisions Mr. Schipper, Mr. Clapp, and Mr. Kippen make deal with the budget. We are seeing higher shipping costs, supply chain restrictions, and gas prices.

**c. Employees**

**1. Recruiting/Sourcing/Vacancies**

Ms. Groendal reported the peer-to-peer training. Implementing hiring several administrative employees. Financial Analyst. Looking to shore up our communications department. Bus Operators and Mechanics are a struggle. One of our new bus operators was a Rapid customer. Ms. Coffman appreciates the rational breakdown of the bus operators; however, she would like to see the same kind of reporting for administration, management, and other groups. Ms. Prato stated that The Rapid has a utilization report, and Ms. Groendal will be updating that report by end of June 2022.

**2. Conference Attendance – 2022 APTA Mobility**

Mr. Dillivan reported that he, Mr. Clapp, and Mr. Prescott attended the APTA Mobility Conference. Other agencies across the country are experiencing the same kind of issues. Four Primary Themes:

1. Ridership Impacts
2. Transit Agency becoming more proactive Holistic Mobility Manager
3. Vehicle Propulsion Technology
4. Equity in Planning Fares

Ms. Coffman inquired about the feedback? Is it an app for the user? Mr. Dillivan answered that the feedback is mostly through an app-based system.

Ms. Austin would like to not forget the people who do not have cell phones.

**3. Capability Strengthening – TSSP Certification**

Mr. Luther stated that we can get very high-quality training at a reasonable cost. Transit Safety Security Programs (TSSP) Certification Program. Students need to complete 4-5 courses within a year. This is highly regarded in the industry. Mr. Olejniczak has completed 2 of the courses to date. We will be hosting a course this year. We will also be bringing in several supervisors for the training.

**d1 Safety**

Safety Update – Covid

Ms. Prato opened her comments with the mask mandate repeal. We are mask optional. Other systems in the country are implementing their own mask mandates. The Rapid is very comfortable with what we are doing with mask optional.

Mr. Bilardello asked are we seeing anxiety with our riders. Ms. Prato answered that our observation is that many customers and operators are wearing their masks.

**e1 Fleet and Facilities**

Butterworth Construction Update

Mr. Kippen reported that we are running approx. 2 weeks late. We are looking good on the budget. Completion August 10<sup>th</sup>.

**e2 Standale Park and Ride Lot**

Mr. Monoyios stated that The Rapid is purchasing the Northwest corner on Lake Michigan Drive.

There will be 122 parking spaces and six (6) barrier-free spaces. The final design will be wrapping up in the next few weeks. Should be complete by the end of this calendar year. Parking is free and open to the public.

Ms. Coffman asked; will this be its own piece of land? Mr. Monoyios confirmed yes, we will own and maintain the property.

**4. ADJOURNMENT**

This meeting was adjourned at 3:56 p.m.

The next meeting is scheduled for July 12, 2022

Respectfully submitted,



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Kris Heald, Board Secretary



## Interurban Transit Partnership

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### Finance Committee Members

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

## FINANCE COMMITTEE MEETING MINUTES

**Wednesday, April 13, 2022 – 4:00 p.m.**

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

### **ATTENDANCE:**

#### Committee Members Present:

Mayor Gary Carey, Mayor Stephen Kepley, Mayor Favale, Mayor Maas

#### Committee Members Absent:

Rick Baker

#### Staff Attendees:

Deb Prato, Andy Prokopy, Linda Medina, Steve Schipper, Nancy Groendal, Steve Luther, Nick Monoyios, Mike Wieringa, Kevin Wisselink, Jason Prescott, James Nguyen, Steve Clapp

#### Other Attendees:

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Mayor Kepley called the meeting to order at 4:03 p.m.

### **1. PUBLIC COMMENT**

Mayor Kepley asked for public comment. No public comment was offered.

### **2. MINUTES – January 25, 2022**

Mayor Kepley asked for changes or corrections for January 25, 2022, minutes. The meeting minutes were unanimously approved as submitted.

### **3. DISCUSSION**

#### **a. February 2022 Operating Statement**

Ms. Medina gave a high-level report on the February Operating Statement. Please see the presentation attached to these minutes.

Mayor Kepley inquired about the state operating shortfall. Ms. Medina replied, The Rapid estimated 30%, and the state actual rate is 29.5%.

**b. FY 22/23 Budget Guidelines**

Ms. Medina reported on The Rapid's 22/23 budget guidelines. The budget requests will be sent to Directors in April, to be returned to Finance in mid-May. The Budget will be reviewed by both Finance and the Executive leadership team. The Board Budget Workshop will be held on Jul 27, 2022. Board approval is scheduled for the August 24, 2022, board agenda.

Mayor Carey asked Ms. Medina regarding items two (2) and three (3) on the guidelines. When will we be able to determine how much more we can contribute to those items? Ms. Medina replied The Rapid will look at the numbers in the actuarial reports for FY 21 and will proceed with the high range until September/October when Watkins Ross will make their recommendation. Mayor Carey also inquired whether 5307 is a funding source that must be depleted annually or can be carried over? Ms. Medina answered it is a capital fund that does not need to be depleted each year. Mayor Carey asked where the Labor Market Data comes from. Ms. Medina confirmed the Gallagher Reports.

**c. FY 22/23 Budget Timelines**

Ms. Medina reviewed a slide on FY 22/23 Budget Timeline. No questions or comments were offered.

**d. Fuel/Fleet Composition**

Ms. Medina presented a month-to-month, year-to-year slide showing ridership is trending higher and we are recovering and moving forward. Ms. Medina reported on the gas prices and if The Rapid has experienced an increase in ridership. Ridership has not increased with increasing fuel costs at this time.

**e. PL/PD, Reserve, and Health Insurance Trends**

Ms. Medina gave an overview of how The Rapid is performing on our medical insurance claims to premiums paid. The Rapid's premiums have always been higher than the claims paid.

Ms. Medina also reported PL/PD Insurance continues to be favorable,

Mr. Schipper reported that The Rapid has received \$120,000 on our unemployment insurance and The Rapid has also made an inquiry regarding the Michigan Catastrophic Claims Association (MCCA) \$400 rebate. The Rapid will receive nearly \$80,000 by May 9<sup>th</sup>.

**Fuel and Fleet Composition**

Ms. Medina shared a slide on the five (5) year fleet transition plan as it affects The Rapid's fuel expenses. The Rapid has been transitioning from diesel to CNG and electric/hybrid buses and will continue to move towards purchasing Hydrogen Fuel Cell vehicles.

Mr. Clapp spoke briefly concerning The Rapid's research of zero-emissions fleet composition which includes electric buses. The Rapid will be applying for a Low/No Grant and we hope to purchase six (6) Hydrogen Buses and fueling infrastructure. The grant will fund also include workforce training.

Ms. Prato added that she recently had calls with Senator Stabenow, and Representative Meijer's offices asked for community investments for the Hydrogen fleet. The Rapid has also applied for competitive grants from the FTA.

Ms. Medina briefly spoke about the cost per gallon difference between CNG and Diesel Fuel. From a cost perspective, CNG is the most efficient. Ms. Prato added that Mr. Clapp's team has a position performing work on the enterprise-wide asset management, which will allow The Rapid to deploy the most fuel-efficient buses, so we can work toward predictive fuel management consumption. We will also be monitoring if there are additional costs with renewable energy from the Bio Digester. Mayor Kepley inquired about the Bio Digester and is collecting yet? Mr. Schipper replied that nothing has been going in there yet. The Rapid is not expecting to receive RNG until late July.

**4. ADJOURNMENT**

This meeting was adjourned at 4:30 p.m.

The next meeting is scheduled for June 15, 2022

Respectfully submitted,

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

---

Kris Heald, Board Secretary



Financial Planning & Analysis  
The Rapid  
**Finance Committee**  
April 13, 2022





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- FY 22/23 Budget Timeline
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- CNG Vs. Diesel Fuel

# February YTD Operating Statement

	YTD as of February 28, 2022		Variance		Last Year FY 20/21 YTD Actual	Current Year FY 21/22 Annual Budget
	Budget	Actual	\$	%		
Revenues and Operating Assistance						
Passenger Fares	\$ 1,277,551	\$ 1,477,661	\$ 200,109	15.7%	\$ 1,070,505	\$ 3,307,467
Sale of Transportation Services						
CMH Contribution	79,378	149,461	70,083	88.3%	96,522	256,900
Dash Contract	770,208	996,880	226,673	29.4%	955,654	1,764,499
Grand Valley State University	1,716,134	1,623,123	(93,011)	-5.4%	1,265,411	3,542,974
Van Pool Transportation	28,000	18,000	(10,000)	-35.7%	9,910	84,000
Township Services	170,840	177,404	6,564	3.8%	248,893	344,344
Other	139,407	176,893	37,486	26.9%	89,904	482,233
Subtotal Sale of Transportation Services	2,903,967	3,141,761	237,794	8.2%	2,666,294	6,474,950
State Operating	6,400,726	5,828,470	(572,256)	-8.9%	6,006,095	15,332,303
Property Taxes	7,396,299	7,661,658	265,359	3.6%	7,248,000	17,751,118
Advertising & Miscellaneous	224,062	227,946	3,884	1.7%	225,611	638,391
Subtotal Revenues and Operating Assistance	18,202,605	18,337,496	134,891	0.7%	17,216,505	43,504,229
Grant Operating Revenue (Cares Act)	3,168,103	8,277,588	5,109,485	161.3%	8,796,584	7,603,447
Total Revenues and Operating Assistance	<u>\$ 21,370,708</u>	<u>\$ 26,615,084</u>	<u>\$ 5,244,376</u>	<u>24.5%</u>	<u>\$ 26,013,089</u>	<u>\$ 51,107,676</u>

# February YTD Operating Statement

	YTD as of February 28, 2022		Variance		Last Year FY 20/21 YTD Actual	Current Year FY 21/22 Annual Budget
	Budget	Actual	\$	%		
Expenses						
Salaries and Wages						
Administrative	\$ 2,414,171	\$ 2,196,692	\$ (217,480)	-9.0%	\$ 2,100,494	\$ 5,706,224
Operators	6,457,566	5,645,610	(811,955)	-12.6%	5,197,613	14,931,367
Maintenance	871,644	853,706	(17,938)	-2.1%	809,628	2,071,508
Subtotal Salaries and Wages	9,743,381	8,696,008	(1,047,373)	-10.7%	8,107,735	22,709,099
Benefits	4,098,388	3,883,527	(214,861)	-5.2%	3,619,892	9,501,483
Contractual Services	1,221,574	1,269,185	47,611	3.9%	1,303,354	3,839,278
Materials and Supplies						
Fuel and Lubricants	822,990	846,367	23,377	2.8%	521,808	2,111,337
Other	590,828	646,013	55,185	9.3%	504,856	1,760,853
Subtotal Materials and Supplies	1,413,818	1,492,381	78,562	5.6%	1,026,664	3,872,190
Utilities, Insurance, and Miscellaneous	2,565,610	2,081,623	(483,987)	-18.9%	2,983,585	5,682,551
Purchased Transportation	2,292,982	2,345,357	52,375	2.3%	1,965,341	5,503,075
Expenses Before Capitalized Operating	21,335,753	19,768,081	(1,567,672)	-7.3%	19,006,572	51,107,676
Capitalized Operating Expenses	-	-	-	0.0%	-	-
Total Operating Expenses	<u>\$ 21,335,753</u>	<u>\$ 19,768,081</u>	<u>\$ (1,567,672)</u>	<u>-7.3%</u>	<u>\$ 19,006,572</u>	<u>\$ 51,107,676</u>
Net Surplus/(Deficit) without CARES		\$ (1,430,585)			\$ (1,790,067)	
Net Surplus/(Deficit) with CARES		\$ 6,847,003			\$ 7,006,517	

# FY 22/23 Budget Timeline

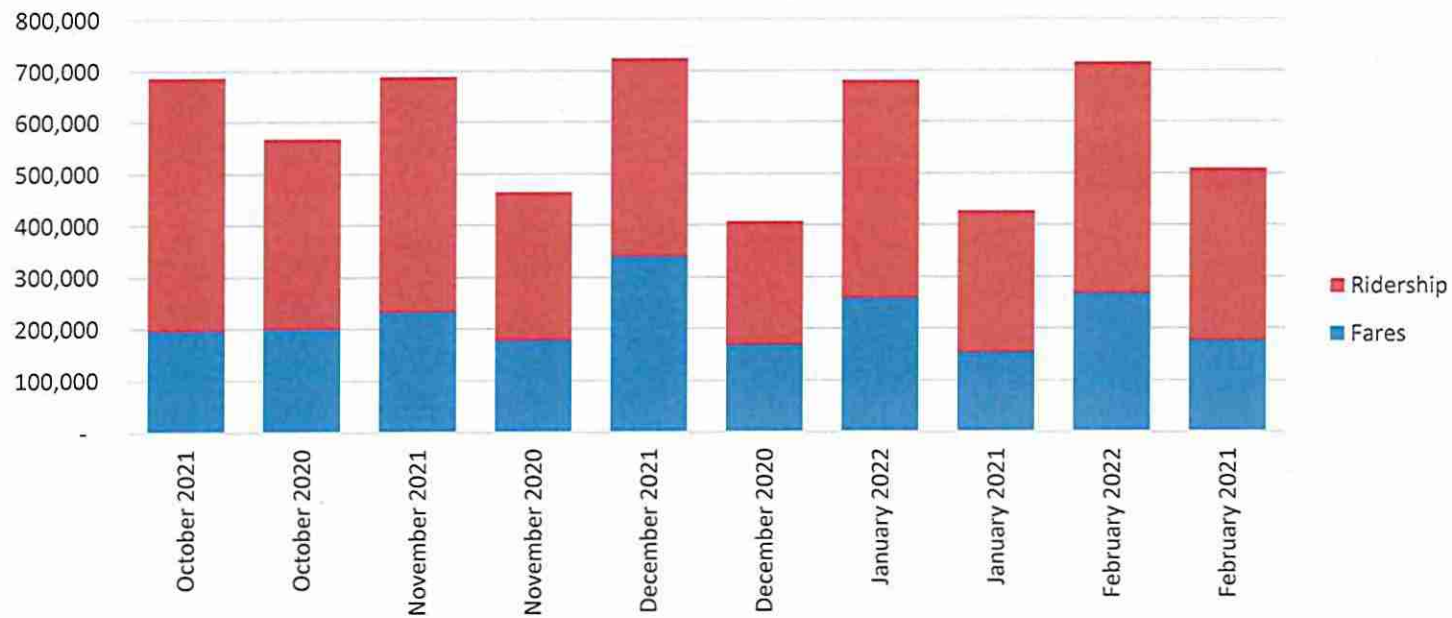
Phase	Responsibility	FEB	MAR	APR	MAY	JUN	JUL	AUG
<b>Preparation</b>								
Establish budget timeline	Finance Staff	→						
Establish budget guidelines	Finance Staff		→	→				
Review budget timeline (4/13)	Finance Committee			→				
Review budget guidelines (4/13)	Finance Committee			→				
Budget guidelines approved (4/20)	Full Board			→				
<b>Budget Development</b>								
Budget Kickoff in April	Staff			→				
Departmental budgets submitted	Staff		→	→				
Departmental budgets reviewed	Finance Staff				→			
First Recommendation in June	Finance Staff					→		
<b>Review</b>								
Executive budget review	Staff					→		
Preliminary budget book	Staff						→	
Budget book sent to Board (July 20)	Staff						→	
Budget Workshop (July 27)	Full Board						→	
<b>Adoption</b>								
Budget approval (August 24)	Full Board							→



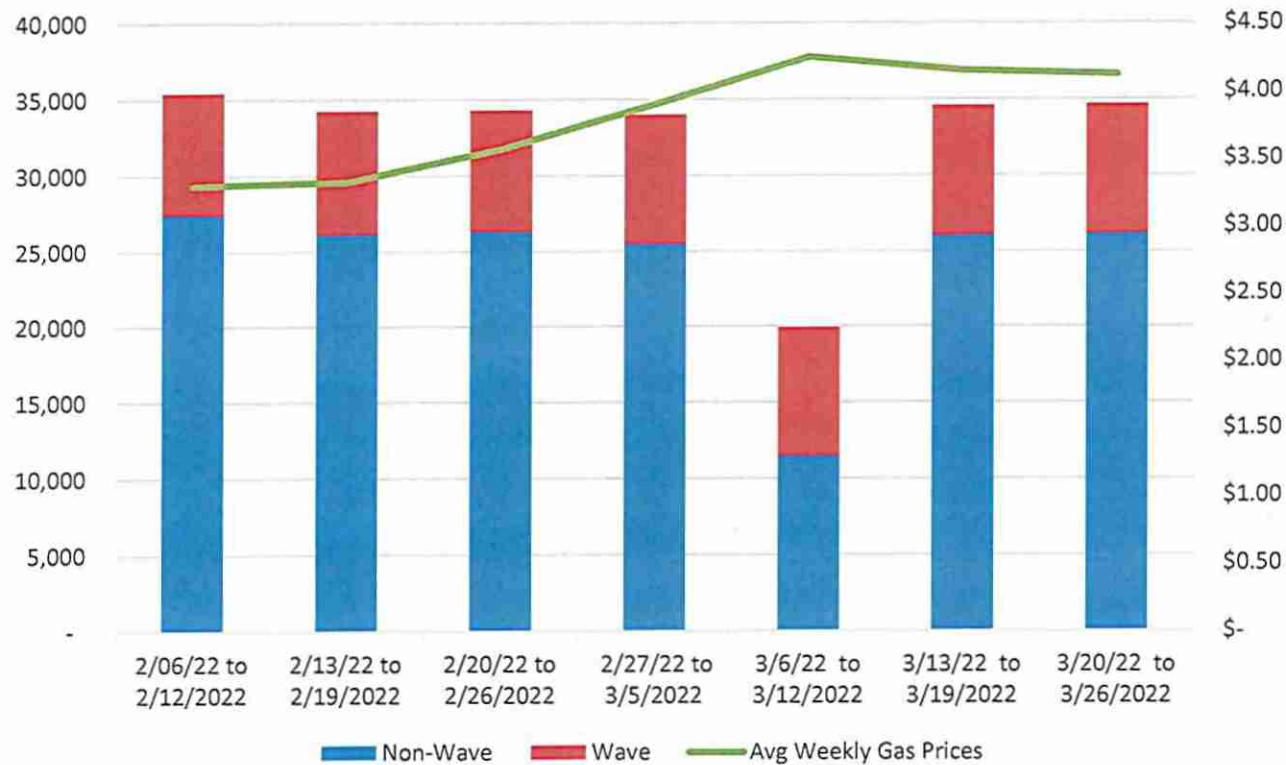
# FY 22/23 Budget Guidelines

1. Explore expanding service to close gaps in weekday and weekend service
2. Both the union and administrative defined benefit pension contributions shall remain a priority.
3. Minimize the use of preventative maintenance funds.
4. Service contracts with ITP will be optimize excess capacity within the system.
5. State operating assistance is assumed to be flat this year.
6. No fare increase is planned.
7. Unrestricted net reserves will be used to balance the budget.
8. The budgeted millage rate will include a Headlee reduction.
9. Salaries will remain competitive and will be adjusted based on labor market to retain and attract top talent.

# Linehaul Ridership Is Recovering

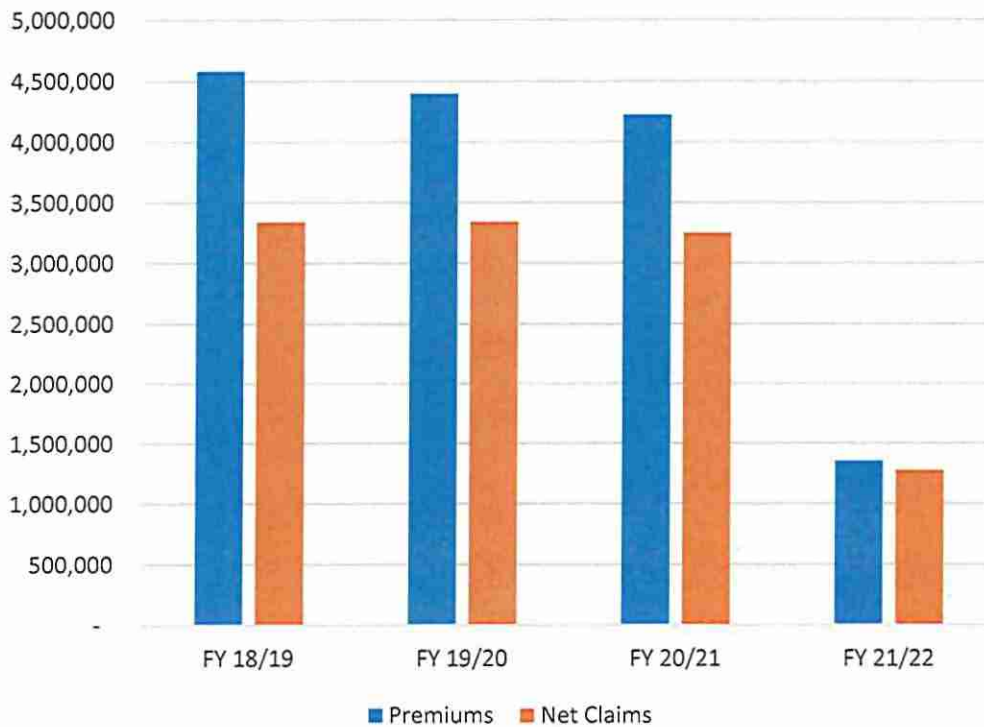


# Gas Prices Affect on Riders



- Rider is defined as single unique fare.
- Increase in prices has not increased riders
- Gas prices are starting to reduce

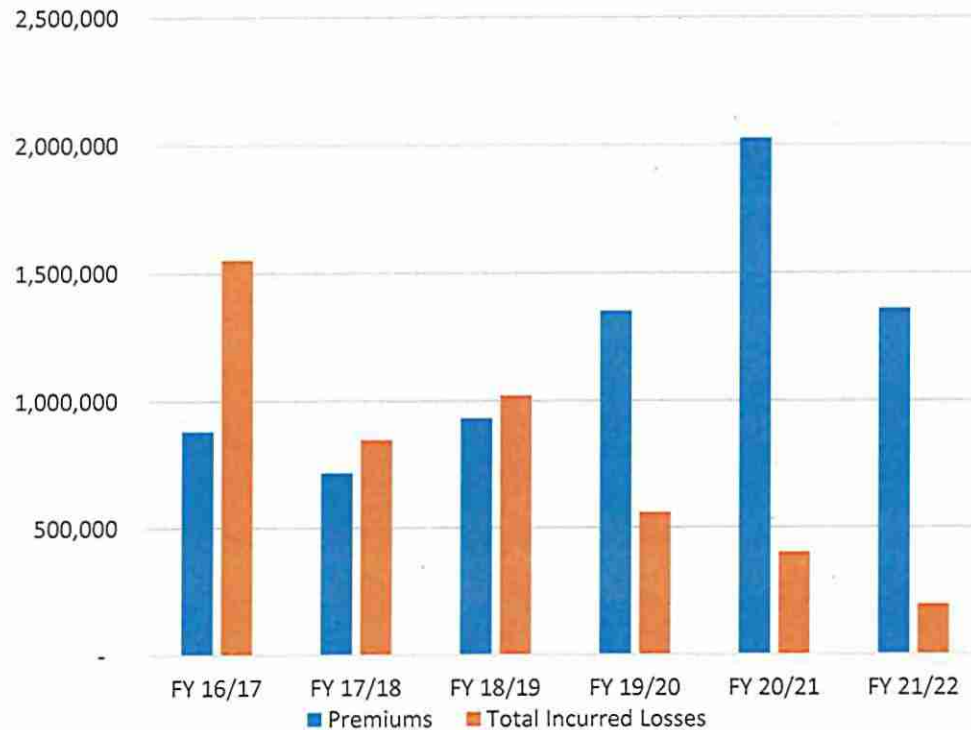
# Medical Insurance



- FY 21/22 includes data from October 2021 to January 2022
- Per Employee Per Year cost for FY 21/22 is \$13,136
- Net Loss Ratio is 94.1%

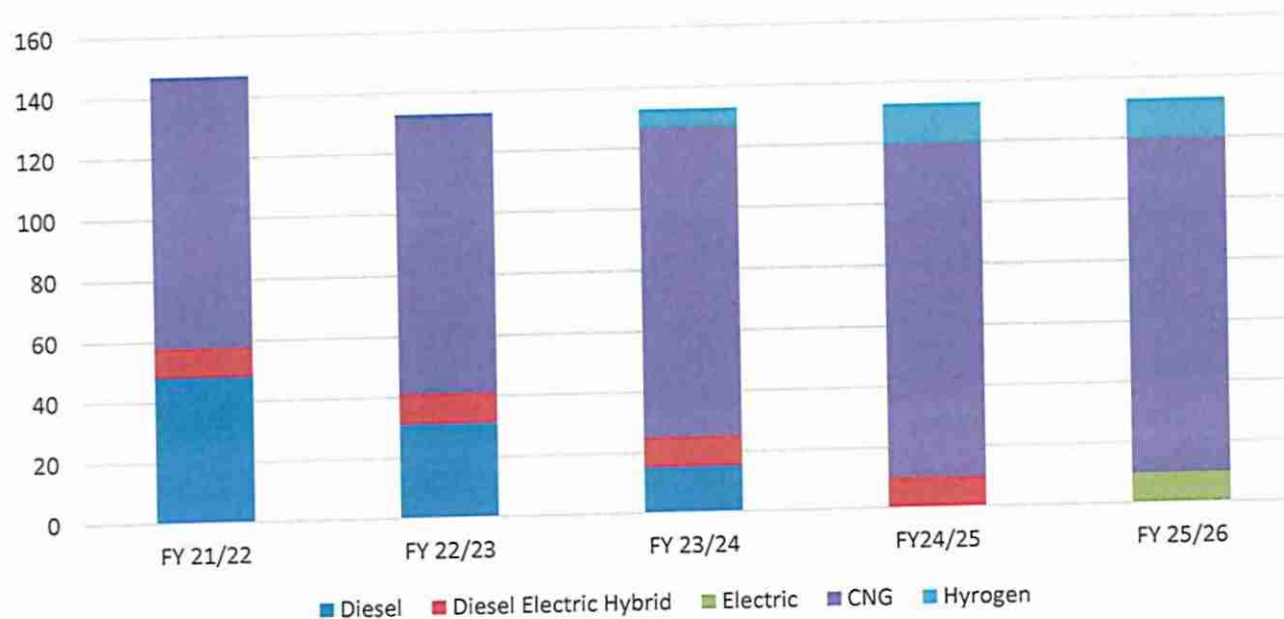


## PL & PD Insurance



- FY 21/22 includes data for October 2021 to February 2022
- Total Incurred Losses are \$4,381,790
- Total Premiums are \$5,906,188
- Total Loss Ratio is 74.19%

## 5 Year Fleet Transition Plan



- Replace diesel with CNG and electric buses
- Start movement towards purchasing Hydrogen

# CNG and Diesel Fuel

