



Interurban Transit Partnership

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, October 26, 2022 – 4:00 p.m.

Rapid Central Station Conference Room (250 Cesar E Chavez, SW)

AGENDA

| | <u>PRESENTER</u> | <u>ACTION</u> |
|---|------------------|---------------|
| 1. PUBLIC COMMENT | | |
| 2. MINUTES REVIEW – September 28, 2022 | Mayor Carey | Approval |
| 3. CEO'S REPORT | Deb Prato | Information |
| 4. ACTION ITEMS | | |
| a. Transit Master Plan (TMP) Award | Kevin Wisselink | Approval |
| b. Concrete Bus Pad Installation | Kevin Wisselink | Approval |
| 5. PERFORMANCE REPORTS | | |
| a. Paratransit Route Ridership | Jason Prescott | Information |
| 1. September 2022 | | |
| 2. On-Demand | | |
| b. Fixed Route Ridership | Max Dillivan | Information |
| 1. September 2022 | | |
| c. Finance | Linda Medina | Information |
| 1. Operating Statement – August 2022 | | |
| 2. Grant Statement | | |
| 3. Professional Development and Travel Report | | |
| a. August 2022 | | |
| 6. CHAIR'S REPORT | Mayor Carey | Information |
| 7. ADJOURNMENT | | |

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



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BOARD OF DIRECTORS MEETING

Wednesday, September 28, 2022 – 4:00 p.m.

Rapid Central Station Conference Room (250 Caser E Chavez SW)

ATTENDANCE:

Board Members Present:

Mayor Carey, Charis Austin, Steven Gilbert, Mayor Bliss, Andy Guy, Terry Schweitzer, David Bilardello, Mayor Kepley, Jack Hoffman, Paul Troost, Tracie Coffman

Board Members Absent:

Rick Baker, Mayor Maas, Mayor Favale, Rob Postema

Staff Attendees:

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

Other Attendees:

Thomas Shackelford, James White, Kerry Anes, Mara Gericke, Tony Kirkland, Terry Burrows, Mike (Zeke) Mickens, Lamont Mallett, Zachary Jones, Diane Hicks, Bob Wondergem, Vicki Wondergem, Jeff Wondergem, Robby Jewett, Jeffrey King, Wardell Frazier, Erin Evenhouse, Kevin Tracy, Peter Sillanpaa

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

1. PUBLIC COMMENT

Mayor Carey asked for those who wanted to make a public comment.
Ms. Heald introduced each speaker.

Mr. Thomas Shackelford is a frequent rider on The Rapid. He feels that there is a problem with a lack of rules that make it impossible to ride. There are only two (2) wheelchair spaces and when people refuse to move it forces him to wait for another bus.

Mr. James White is a resident of GR. He stated several complaints, including the continuing issues surrounding route delays, canceled routes, and being left stranded on a few occasions, and the app information is inaccurate. The next issues where he was frustrated were the removal of the trash can located on 28th Street, there being no links for virtual meetings, the temperature in vehicles being very cold in the winter, and Bus Operators needing more compensation.

Mr. Terry Burrows spoke in support of the ATU. He stated that operators are working very hard, 90% come in every day and feel they deserve a raise.

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Mr. Mike (Zeke) Mickens reaffirmed Mr. Burrows's comments that Bus Operators deserve a raise because everyone else around them is getting them.

Mr. Zachary Jones stated that he has been working at The Rapid for approximately nine (9) years. He feels Bus Operators need more compensation.

Mr. Bob Wondergem and Mrs. Vicki Wondergem spoke on behalf of their son Jeff regarding the problems that have occurred on Paratransit such as tardiness, and excessive time on the bus. In one instance Jeff was on the bus for three (3) hours. Jeff is one of many who are having the same issues. This has been a common issue and they feel that this will not be resolved on October 1st. They also feel that The Rapid should have communicated the problems sooner.

Mrs. Vicki Wondergem thanked the Rapid operators in the audience and relayed to them that they love and appreciate all their work.

2. MINUTES REVIEW – August 24, 2022

Mayor Carey asked if there were any discussions on the meeting minutes from August 24, 2022. There were none.

Mayor Carey entertained a motion to approve the meeting minutes. Mr. Schweitzer motioned to approve, and Mr. Guy supported it.

3. CEO'S REPORT

Ms. Prato started her report by affirming to those that made public comments that she is committed to making vast improvements for the GO!Bus customers. She stated we are changing the contracted services from MV to TransDev and we have seen great changes and differences in their approach, style, and collaboration. We are working closely with TransDev to close any gaps. Our intention is not to treat any of our customers poorly. Ms. Prato apologized to Mr. Jeff Wondergem for his experience. Ms. Prato also said she will ride with Mr. Shackelford to learn about his experiences with the line haul system. Ms. Prato added that the Rapid is still advancing the Transit Master Plan (TMP), working with our two (2) proposed vendors, and continuing to hire. To our employees and members in the ATU, we proposed compensation incentives for attendance, and we will know more after the meeting next week. Ms. Prato also stated that she is very committed to improving our employee attendance and our ability to meet our customer demands.

Mayor Kepley asked how many drivers we are down. Ms. Prato replied we need 25-35 more people, and that would help right-size the amount of overtime.

4. ACTION ITEMS

a. Federal Lobbying Services

Mr. Wisselink asked the Board to approve a three (3) year contract with Cardinal Infrastructure for Federal Lobbying Services at the rate of \$96,000 per year.

Mayor Carey entertained a motion to approve the resolution. Mayor Bliss motioned to approve, and Mr. Gilbert supported it. The motion passed unanimously.

b. Transit Asset Management Policy – FTA 4-Year Update

Mr. Wisselink requests the Board's approval to update the ITP's Transit Asset Management Policy.

Mr. Hoffman asked if this was an annual plan. Mr. Wisselink replied that this policy is renewed every four (4) years, and we provide an update at the two (2) year mark.

Mr. Hoffman inquired about the transition to zero emissions and buses, and if they are twice as expensive, it would have to build more infrastructure. He also asked when that will come and how much it will cost. Mr. Wisselink answered that the Federal Government made discretionary grants available to help bridge the gap.

Mr. Hoffman asked if we would have to repurpose our whole Rapid Operation Center to retool the bus fleet. Mr. Wisselink replied it is just fueling infrastructure. Our plan calls for using CNG.

Mr. Hoffman asked if we must do zero emissions by 2035. Mr. Wisselink said we want to start the transition in the next couple of years with 100% zero emission by 2050. Renewable CNG is an excellent option.

Mayor Carey entertained a motion to approve the resolution. Mr. Guy motioned to approve, and Mr. Hoffman supported it. The motion passed unanimously.

c. Air Purification System

Mr. Clapp requests approval from the Board to approve an agreement with United Safety and Survivability Corporation (USSC) for the purchase and installation of an air purification system for eighty-five (85) Gillig buses and seventeen (17) New Flyer buses in the amount of \$384,775.00. This item was brought to the board in February when The Rapid planned to piggyback on FDOT but did not allow us to do so and the difference in cost is the seventeen (17) Laker Line buses.

Mr. Schweitzer feels it is very important to bring this kind of safety to the fleet.

Mayor Carey entertained a motion to approve the resolution. Mr. Schweitzer motioned to approve, and Mayor Bliss supported it. The motion passed unanimously.

d. Coordinated Public Transit – Human Services Transportation Plan 2022 Update

Mr. Dillivan asked for the board's approval of the Coordinated Public Transit – Human Services Transportation Plan. This plan is required by MDOT. The last update was in 2017.

Mr. Hoffman stated that this opens the door to other agencies; if we don't pass it, it hurts them, and both the FTA and MDOT require it. Mr. Dillivan agrees.

Mr. Schweitzer feels it will be very valuable to get members of the CAC and essential needs task force to be represented on the committee.

Mayor Carey entertained a motion to approve the resolution. Mr. Gilbert motioned to approve, and Mayor Bliss supported it. The motion passed unanimously.

e. Public Transit Agency Safety Plan (PTASP)

Mr. Schipper presented the PTASP with an annual update and with new requirements for the de-escalation training of front-line staff, and training strategies for the management of infectious diseases.

Mayor Carey entertained a motion to approve the resolution. Ms. Austin motioned to approve, and Mayor Bliss supported it. The motion passed unanimously.

f. Proposed 2023 Meeting Schedule

Ms. Prato discussed the meeting schedule, noting a change in the Present Performance and Service Committee Meetings moving a week later in the month than last year as extra time is needed to gather and prepare the data for the committee meeting.

Mayor Carey entertained a motion to approve the resolution. Mr. Bilardello motioned to approve, and Mr. Guy supported it. The motion passed unanimously.

5. PERFORMANCE REPORTS

a. Paratransit Route Ridership

b. On-Demand

Mayor Carey asked the Board if they had any questions about either report. There were none.

c. Fixed Route Ridership

Mayor Carey asked the Board if they had any questions about Fixed Route Ridership.

Mr. Hoffman inquired about the status of the two (2) on-demand zones.

Mr. Prescott reported that Kentwood has been consistent, and Walker has jumped in numbers from 122 trips to 175 in September. There are more intentional riders in Walker. He also added that more marketing and outreach are happening to promote ridership.

Ms. Coffman asked what led to the 40% increase in contracted services in July. Mr. Dillivan answered that GVSU ridership has been higher than in previous years and DASH West has also contributed as well to the increase.

d. Financial Reports

Mayor Carey asked if there were any questions on any of the financial reports. There were none.

6. CHAIR'S REPORT

Mayor Carey thanked the operators and visitors for coming in. He also reported that he was pleased to see the Rapid Service in the evening hours in Walker. Ms. Prato added a shout-out to Nicole for helping Ms. Moore and the Communications team with the promotional video.

7. COMMITTEE REPORTS

a. Planning & Technology Committee

Mr. Schweitzer thanked Ms. Heald for the details of the Planning & Technology meeting, as we had a very robust meeting. Mr. Hoffman remains hopeful.

b. Present Performance & Service Committee

Mr. Bilardello reported that we had a great meeting on September 13th. Included in the meeting was a presentation on the Perception Survey and Community Engagement outreach efforts.

Mayor Bliss thanked Ms. Coffman for all her work on the Childcare project. She also thanked the public speakers and The Rapid staff, and she appreciates our work.

Mr. Schweitzer asked about childcare at The Rapid. Ms. Coffman stated that we are still in the early stages. We have an agreement with IFF, and an analysis of the site is being conducted to make sure the site is safe for children. Ms. Coffman stated it was also presented to other foundations. There is a kickoff meeting scheduled on Friday with all the partners.

8. ADJOURNMENT

The meeting was adjourned at 5:05 pm.

The next meeting is scheduled for October 26, 2022

Respectfully submitted,



Kris Heald, Board Secretary

Date: October 12, 2022
To: ITP Board
From: Kevin Wisselink, Director of Grants and Capital Planning
Subject: **TRANSIT MASTER PLAN CONTRACT AWARD – PROJECT 2022-28**

ACTION REQUESTED

Authorization is requested from the ITP Board to contract with AECOM to conduct ITP's Transit Master Plan. The amount of this contract is \$598,000 which includes a 10% contingency.

BACKGROUND

A Transit Master Plan (TMP) is a tool that provides a strategic direction for ITP, identifies current and future transit needs, examines alternate courses of action, and targets transit improvements that should be pursued to accommodate the region's growth and enhance the quality of life for area residents. It charted the way forward, laying the groundwork for the Bus Rapid Transit lines and service improvements that occurred throughout the 2010s. However, it is now 12 years old and out of date, and regional travel patterns have changed significantly, meaning that a new plan is necessary for charting the path for the next 20 years.

ITP began discussions with the Board in late 2021 regarding the TMP. Those discussions have continued and helped shape the TMP process and solicitation for proposals.

PROCUREMENT

This project was released as a Request for Proposal (RFP) on July 19, 2022, on the ITP website and using the Michigan Intergovernmental Trade Network procurement posting site. The project was also sent to 18 firms.

Two groups submitted proposals for the TMP project. These were AECOM and Sam Schwartz, along with subcontractors in each case. An initial review and scoring were conducted by the review team, who consisted of the Chief Operating Officer, Director of Planning, Director of Communications, Finance Manager, and Senior Planner. The score was based on the work plan, qualifications, and price.

| Firm | Round 1 Score | Price |
|--------------|---------------|-----------|
| AECOM | 84.8 | \$598,000 |
| Sam Schwartz | 85.6 | \$599,962 |

Given the two proposals were deemed responsive and scored almost identically, both firms were invited to interviews to further discuss their proposals and address questions from the review team.

After conducting the round two interviews, the review team ranked proposals 1 and 2. After the review team's deliberations, AECOM was the unanimous choice. Both firms delivered solid presentations that addressed the entirety of the scope of work, but the ITP chose AECOM for a number of reasons:

AECOM showed an excellent understanding of ITP's current experience, the challenges that will be faced in the future, and how they can use their tools to determine how to face these challenges.

AECOM included more of a strategic organizational plan for ITP, looking beyond services provided and lines on a map to also include how ITP as an organization will change to meet future needs.

AECOM highlighted their experience in coordinating transit improvements with private and public partners related to joint development and housing innovations

AECOM shared examples from their work experience to the value of assessing the political viability of proposed improvements for gaining confidence in the implementation

| Firm | Rank |
|--------------|------|
| AECOM | 1.0 |
| Sam Schwartz | 2.0 |

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. 102622-1

Fiscal Year: 2021-2022

Moved and supported to adopt the following resolution:

Approval to enter a contract with AECOM for the value of \$598,000 for the creation of ITP's Transit Master Plan.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with AECOM for \$598,000 for the creation of ITP's Transit Master Plan in accordance with the information presented to the ITP Board on October 26, 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: October 12, 2022
To: ITP Board
From: Kevin Wisselink, Director of Grants and Capital Planning
Subject: **CONTRACT WITH ANLAAN CORPORATION FOR CONCRETE PAD
INSTALLATION – PROJECT 2022-32**

ACTION REQUESTED

Authorization is requested from the ITP Board to contract with Anlaan Corporation for new concrete bus shelter pads throughout the ITP service area. The amount of this contract is \$123,790 which includes a 10% contingency.

BACKGROUND

ITP is continuing to expand upon its passenger amenities throughout its service area, including the installation of new passenger shelters. This is essential to improving the customer experience and making it more convenient to access ITP's services and improve their waiting experience.

In the latest grant allocation from the Federal Transit Administration (FTA), there are funds to install twenty-seven (27) additional shelters throughout the system that also require the installation of a concrete pad. These locations have already been environmentally cleared by the FTA. To facilitate this effort, it is necessary for ITP to contract with a firm to install the concrete pads and prepare them for shelter installation.

PROCUREMENT

This project was first bid out earlier in 2022 with a November 2022 completion date. ITP only received one bid from Anlaan Corporation. In following up with firms that did not bid, it was determined that the tight installation schedule could have played a role in their decision not to bid. Therefore, the project was sent out again on August 26, 2022, with the allowance the firms could have until the summer of 2023 to complete their work.

This procurement was issued as an Invitation for Bid (IFB) because we were able to create a detailed specification that could be met by several potential vendors. Bid packages were sent to twenty-five (25) firms and organizations, including the Disadvantaged Business Enterprise vendor database from the Michigan Department of Transportation (MDOT). Additionally, the project was advertised locally to the West Michigan Minority Contractors and Partners in Action.

Two (2) bids were received as follows:

| Company | Bid |
|------------------------|-----------|
| Anlaan Corporation | \$112,536 |
| J Ranck Electric, Inc. | \$269,950 |

The project team recommends the contract award go to Anlaan Corporation as the low-responsive, responsible bidder.

Work is slated to begin in the Spring of 2023 and to be completed by the Summer of 2023.

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. 102622-2****Fiscal Year: 2021-2022**

Moved and supported to adopt the following resolution:

Approval to enter a contract with Anlaan Corporation for the value of \$123,790 for the installation of concrete bus shelter pads in the ITP service area.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Anlaan Corporation for \$123,790 for the installation of concrete bus shelter pads in accordance with the information presented to the ITP Board on October 26, 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



Interurban Transit Partnership

DATE: October 7, 2022
TO: ITP Board
FROM: Jason Prescott
SUBJECT: SEPTEMBER 2022 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for September 2022, as compared to September 2021

| | 2022 | 2021 | % Change |
|-------------------------------------|--------|--------|----------|
| Total Paratransit Ridership | 17,108 | 18,907 | -9.5% |
| ADA Ridership | 13,107 | 15,204 | -13.8% |
| Non-Disabled Senior (NDS) Ridership | 154 | 54 | 185.2% |
| PASS Ridership | 202 | 360 | -43.9% |
| Network 180 | 2,848 | 2,636 | 8.0% |
| Cascade Township | 124 | 474 | -74% |

Ridership averages, as compared to 2021

| | 2022 | 2021 | % Change |
|--------------------|------|------|----------|
| Weekday Ridership | 600 | 658 | -8.8% |
| Saturday Ridership | 202 | 233 | -13.3% |
| Sunday Ridership | 203 | 216 | -6.0% |

Other Performance Measures

| | 2022 | 2021 | % Change |
|-----------------------|---------|---------|----------|
| On-Time Performance | 63.00% | 95.32% | -33.9% |
| On-Time Drop-Off | 72.00% | 94.50% | -23.8% |
| Average Cost Per Trip | \$27.86 | \$28.39 | -1.9% |



Interurban Transit Partnership

Date: October 7, 2022
To: ITP Board
From: Jason Prescott – Special Services Manager
Subject: FY 2022 ANNUAL PARATRANSIT REPORT CARD

In keeping with the commitment of reporting system performance to the community, attached is the FY 2022 Annual Paratransit Report Card.

Productivity – Paratransit ridership for the year (209,193) increased by 5% compared to the same of Fiscal Year 2021.

Preventable Accidents– There were 1.575 preventable accidents per 100,000 revenue miles. This is above the maximum acceptable average of one preventable accident per 100,000 revenue miles.

Customer Service – There were 0.2 complaints per 1,000 passengers. This is .7 below the maximum acceptable average of .9 complaints per 1,000 passengers.

Travel Time – Average trip length was 27.88 minutes. This is 2.12 minutes below the maximum acceptable average trip length of 30 minutes.

Passengers per Hour – Service was provided to 2.0 passengers per hour. This is in line with the minimum acceptable average of 2.0 passengers per hour.

On-Time Performance – The paratransit vehicles were on-time for 82.30% of the trips. This is 12.7% below the minimum acceptable on-time performance of 95%.

On-Time Appointment Drop-Off – The paratransit vehicles dropped passengers off on time for appointments 89.15% of the time which is 5.85% below the minimum acceptable appointment time drop-off standard of 95%.

Cost Per Trip – *Cost per paratransit trip is \$30.90 average for the fiscal year, an increase of \$.05 compared to the same of 2021.*

Ratio to Fixed-Route bus - For everyone passenger who boarded a paratransit vehicle, 25 passengers boarded the fixed-route bus system.

A summary of the report card is attached.

PARATRANSIT FY2022 REPORT CARD STANDARDS

| FY2022 | | | | | | | FY2021 | | | | | | | |
|---|----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-------|-----------------|-------|
| | Standard | 1st | 2nd | 3rd | 4th | Annual | 1st | 2nd | 3rd | 4th | Annual | | | |
| Productivity | | | | | | | | | | | | | | |
| Total Paratransit Ridership | N/A | 51,203 | 50,954 | 55,575 | 51,461 | 209,193 | 42,475 | 45,939 | 54,726 | 56,703 | 199,843 | N/A | N/A | N/A |
| Passengers Per Hour | ≥2.0 | 1.7 | 2 | 2 | 2.2 | 2.0 | 1.5 | 1.7 | 1.8 | 1.8 | 1.7 | ≥ 2.0 | < 2.0 and > 1.7 | ≤ 1.7 |
| | | | | | | | | | | | | | | |
| Preventable Accidents | | | | | | | | | | | | | | |
| Preventable Accidents (per 100k miles) | ≤ 0.9 | 0.3 | 0 | 2 | 4 | 1.575 | 0.3 | 0.3 | 0 | 0.6 | 0.3 | ≤ 0.9 | > 0.9 and < 1.5 | ≥ 1.5 |
| Actual value - not percentage change | | | | | | | | | | | | | | |
| Customer Service | | | | | | | | | | | | | | |
| Complaints (per 1k passengers) | ≤ 0.9 | 0.9 | 0.02 | 0.03 | 0.02 | 0.2 | 0.01 | 0.013 | 0.02 | 0.02 | 0.048 | ≤ 0.9 | > 0.9 and < 1.5 | ≥1.5 |
| Travel Time (minutes) | ≤ 30 | 28.6 | 27.3 | 28.6 | 27 | 27.88 | 38.6 | 36.3 | 33.3 | 32.3 | 35.13 | ≤ 30 | > 30 and < 33 | ≥33 |
| Actual value - not percentage change | | | | | | | | | | | | | | |
| On-Time Performance | | | | | | | | | | | | | | |
| Percentage of On-Time Trip | ≥ 95% | 84.00% | 83.20% | 89.00% | 73.00% | 82.30% | 98.86% | 98.30% | 98.06% | 96.50% | 97.93% | ≥95% | < 95% and > 93% | ≤ 93% |
| Percentage of On-Time Drop-Offs | ≥ 95% | 93.00% | 93.00% | 90.30% | 80.30% | 89.15% | 97.17% | 97.04% | 95.59% | 95.52% | 96.33% | ≥95% | < 95% and > 93% | ≤ 93% |
| Actual value - not percentage change | | | | | | | | | | | | | | |
| Cost Effectiveness | | | | | | | | | | | | | | |
| Cost Per Passenger | N/A | \$31.50 | \$30.67 | \$31.85 | \$29.58 | \$30.90 | \$33.93 | \$31.47 | \$28.82 | \$29.18 | \$30.85 | N/A | N/A | N/A |
| Ratio of Paratransit to Fixed Route Ridership | 1:30 | 1:26 | 1:27 | 1:21 | 1:26 | 1:25 | 1:21 | 1:21 | 1:17 | 1:20 | 1:20 | ≥30 | < 30 and > 27 | ≤ 27 |
| Actual value - not percentage change | | | | | | | | | | | | | | |

September 2022 Paratransit Ridership and Operating Statistics

| ADA | 2022 | 2021 | Change | % Change |
|-----------------|--------|--------|---------|----------|
| Clients | 1,193 | 1,205 | (12) | -1.0% |
| Passenger Trips | 13,107 | 15,204 | (2,097) | -13.8% |

| NDS | | | | |
|-----------------|-----|----|-----|--------|
| Clients | 24 | 11 | 13 | 118.2% |
| Passenger Trips | 154 | 54 | 100 | 185.2% |

| PASS | | | | |
|-----------------|-----|-----|-------|--------|
| Clients | 11 | 20 | (9) | -45.0% |
| Passenger Trips | 202 | 360 | (158) | -43.9% |

| CONTRACTED | | | | |
|-----------------|----|---|----|--------|
| Clients | 2 | 2 | 0 | 0.0% |
| Passenger Trips | 21 | 4 | 17 | 425.0% |

| RIDELINK | | | | |
|---|-------|-------|---------------|-------|
| Clients | 290 | 286 | 4 | 1.4% |
| Passenger Trips (Performed by The Rapid) | 776 | 649 | 127 | 19.6% |
| Phone Calls | 3,756 | 3,090 | | |
| Total Trips sched. thru Rapid call center | 3,964 | 3,030 | *ALL Partners | |

| TOTALS | | | | |
|-----------------------------|---------|---------|----------|--------|
| Clients | 1,520 | 1,524 | (4) | -0.3% |
| Passenger Trips | 14,260 | 16,271 | (2,011) | -12.4% |
| Average Weekday Ridership | 600 | 658 | (58) | -8.8% |
| Average Saturday Ridership | 202 | 233 | (31) | -13.3% |
| Average Sunday Ridership | 203 | 216 | (13) | -6.0% |
| All Ambulatory Passengers | 11,737 | 11,015 | 722 | 6.6% |
| All Wheelchair Passengers | 2,523 | 5,256 | (2,733) | -52.0% |
| No - Shows | 197 | 338 | (141) | -41.7% |
| Cancellations | 633 | 3,181 | (2,548) | -80.1% |
| MV | | | | |
| Average Cost per Trip | \$27.86 | \$28.39 | (\$0.53) | -1.9% |
| Riders per Hour | 2.3 | 1.9 | 0.4 | 21.1% |
| Accidents per 100,000 Miles | 1.0 | 1.0 | 0 | 0.0% |

| | | | | |
|---------------------------|----|----|----|---------|
| Trip Denials | 0 | 2 | -2 | -100.0% |
| NTD Travel Time (minutes) | 26 | 31 | -5 | -16.1% |

| NETWORK 180 | | | | |
|---------------------------|-------|-------|-----|------|
| Passenger Trips | 2,848 | 2,636 | 212 | 8.0% |
| Average Weekday Ridership | 129 | 120 | 9 | 7.5% |

| | | | | |
|------------------------------|---------------|---------------|----------------|--------------|
| TOTAL PASSENGER TRIPS | 17,108 | 18,907 | (1,799) | -9.5% |
|------------------------------|---------------|---------------|----------------|--------------|

Paratransit Service Quality Statistics: network 180 Excluded

| Complaints | 2022 | 2021 | % of Trips | % Change |
|---------------|------|------|------------|----------|
| MV Complaints | 6 | 7 | 0.0% | -14.3% |

| On-Time Performance | | | | |
|-------------------------------|--------|--------|--------|--------|
| On-Time Compliance - Pick-up | 63.00% | 95.32% | -32.3% | -33.9% |
| On-Time Compliance - Drop-off | 72.00% | 94.50% | -22.5% | -23.8% |



Interurban Transit Partnership

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

Date: October 6, 2022

To: Board of Directors

From: Jason Prescott, Director, Paratransit, ADA and Mobility

Subject: Rapid Connect

OVERVIEW

Rapid Connect mobility on-demand program report from Thursday, September 29 through Wednesday, October 5. The intent of these reports is to be distributed weekly on Friday mornings. The reports will always cover a five-day service period.

HISTORICAL CONTEXT

The Rapid Connect service launched on January 3rd, 2022, in Walker and Kentwood 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.

Sign-ups remain consistent from week to week. To date, 1,030 people have signed up to use this new service (2% increase from previous week).

All training and testing trips taken by operators or Rapid employees have been omitted from all calculations included in this report.

CURRENT RIDERSHIP

Between Thursday, September 29 and Wednesday, October 5 (five-day service period), there were a total of completed 148 trips. All 148 trips were scheduled on-demand through the app.



Interurban Transit Partnership

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

There were completed 95 trips in Kentwood (64%), and 53 trips completed in Walker (36%). There were 25 riders in Kentwood and 10 in Walker that made up these trip counts for this week.

The average fare trip distance in Kentwood is 2.50 miles, and 2.84 miles in Walker. The fare trip distance is the distance between the pickup and drop off points and does not consider other stops on the route.

The earliest trip in Kentwood for this five-day service period had a reported arrival time of 5:47 a.m. The latest trip was completed at 9:40 p.m.



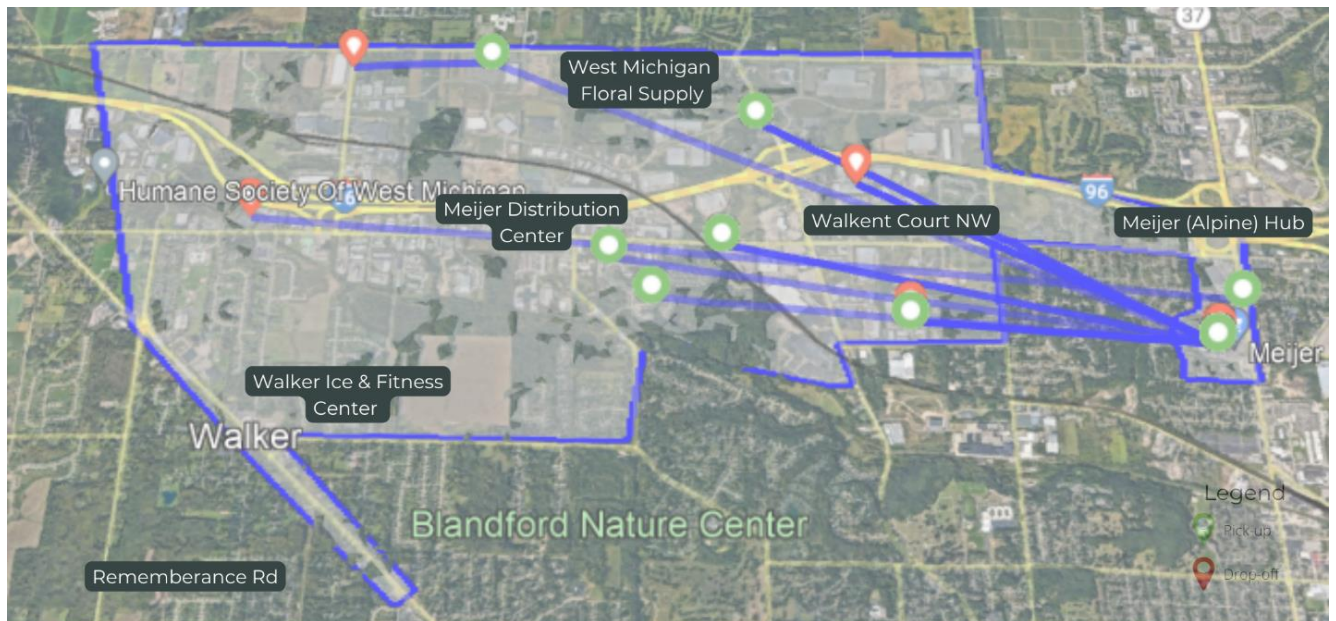
Kentwood On-Demand Zone
September 29 - October 5, 2022



Interurban Transit Partnership

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The earliest trip in Walker for this five-day service period had a reported arrival time of 6:58 a.m. The latest trip was completed at 9:12 p.m.

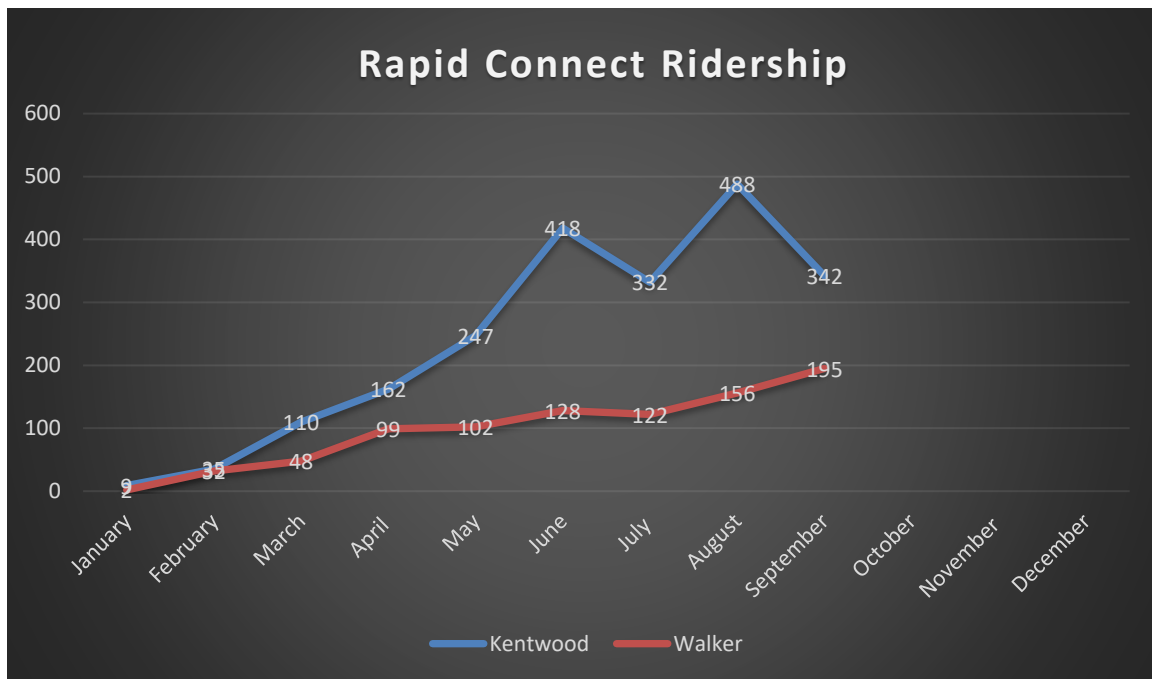


Walker On-Demand Zone September 29 - October 5, 2022



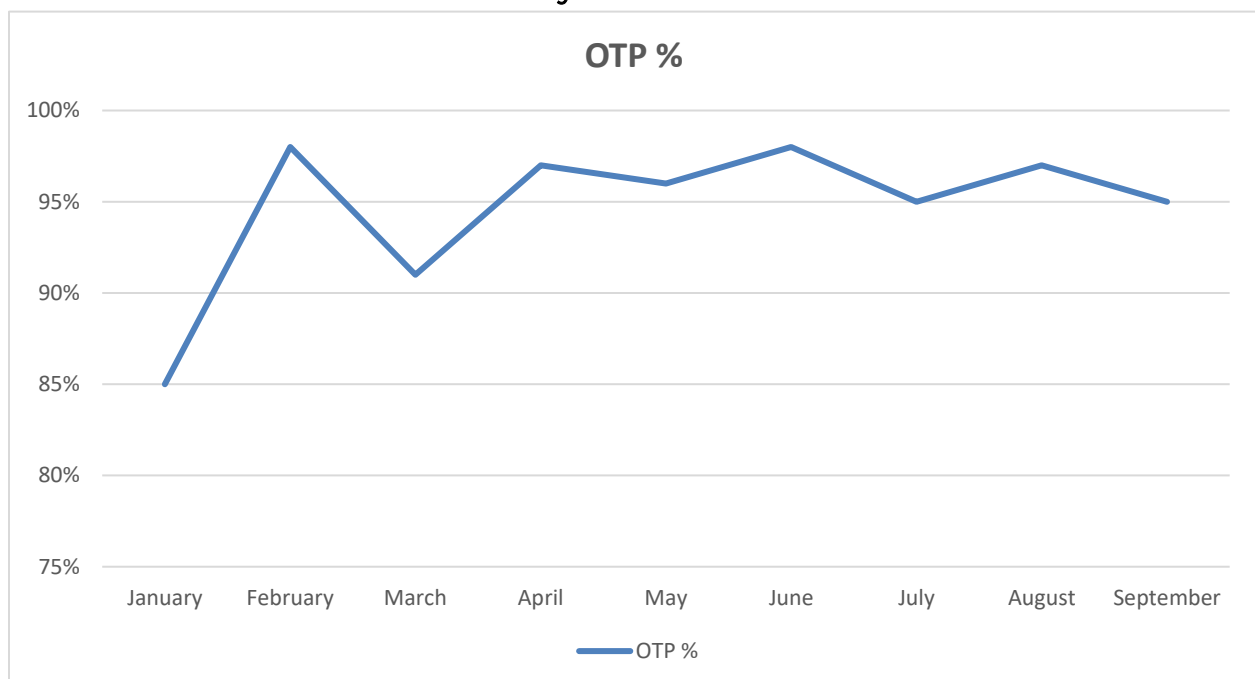
Interurban Transit Partnership

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Rapid Connect Ridership

January 2022 – Present

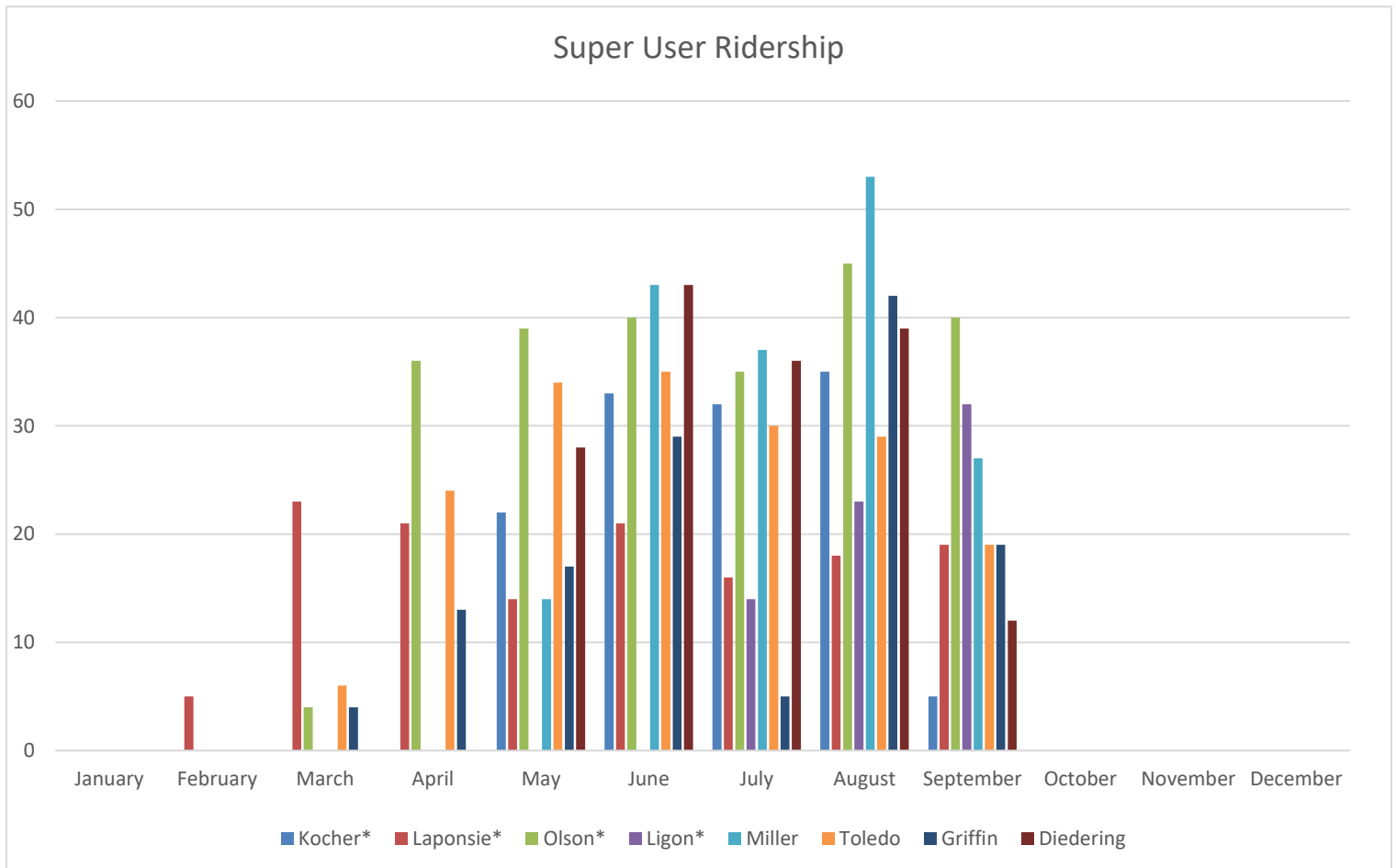




Interurban Transit Partnership

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January 2022 – Present



*Indicates Walker Resident



Date: October 11, 2022
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – September 2022

OVERVIEW

Ridership and productivity in September 2022 significantly outpaced systemwide performance of the same month in the year prior, largely due to an influx of student riders on the system compared to 2021. Ridership recovery for the month increased to 57%.

Fiscal Year 2022 concluded on a strong note in September. Over 1.3 million additional rides were taken on the fixed route system in FY 22 compared to FY 21, a 34% increase. All productivity measures surpassed FY 21 figures by a considerable margin.

BACKGROUND INFORMATION

Monthly Ridership

| | Sept 2022 | Sept 2021 | % Change |
|--|----------------|----------------|----------------|
| Regular Fixed Route Service (<i>Routes 1–44</i>) | 384,962 | 313,081 | ↑ 23.0% |
| Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>) | 202,040 | 200,097 | ↑ 1.0% |
| Total Monthly Fixed Route Ridership | 587,002 | 513,178 | ↑ 14.4% |

Daily Average Ridership

| | Sept 2022 | Sept 2021 | % Change |
|-----------------|-----------|-----------|----------|
| Weekday Total | 25,377 | 22,484 | ↑ 12.9% |
| Weekday Evening | 3,477 | 2,720 | ↑ 27.8% |
| Saturday | 9,281 | 7,133 | ↑ 30.1% |
| Sunday | 4,241 | 3,290 | ↑ 28.9% |

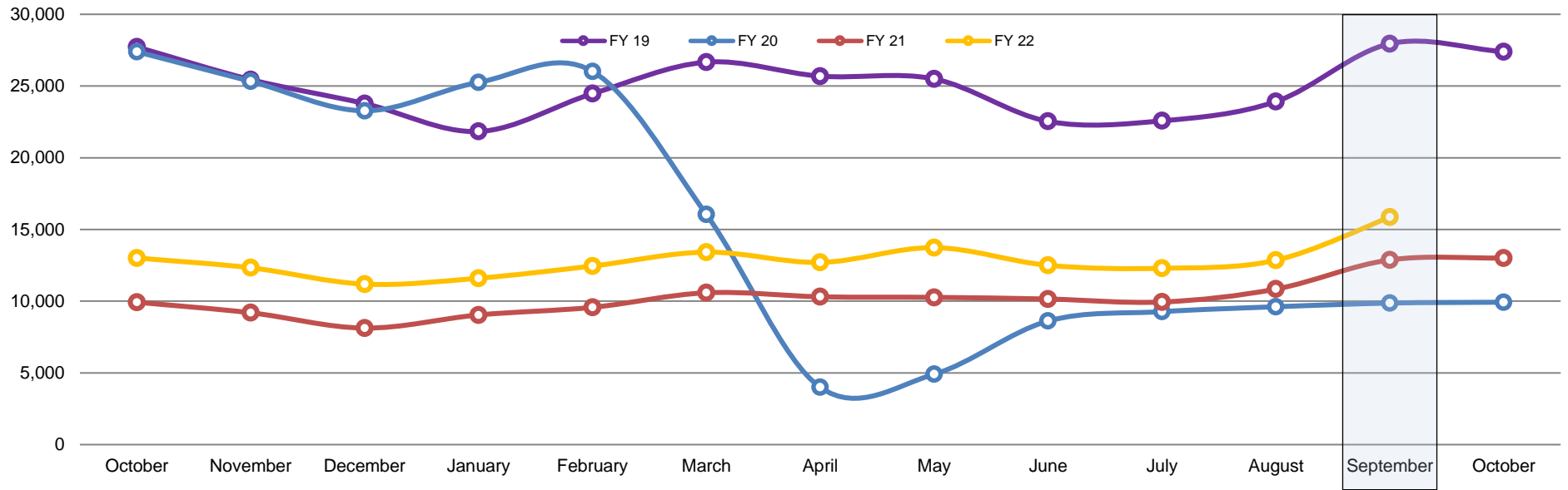
Productivity Summary

| | Sept 2022 | Sept 2021 | % Change |
|--|-----------|-----------|----------|
| Average passengers per hour per route | 14.6 | 12.0 | ↑ 21.3% |
| Average passengers per mile per route | 1.07 | 0.86 | ↑ 24.4% |
| Average farebox recovery percent per route | 13.6% | 11.6% | ↑ 18.0% |

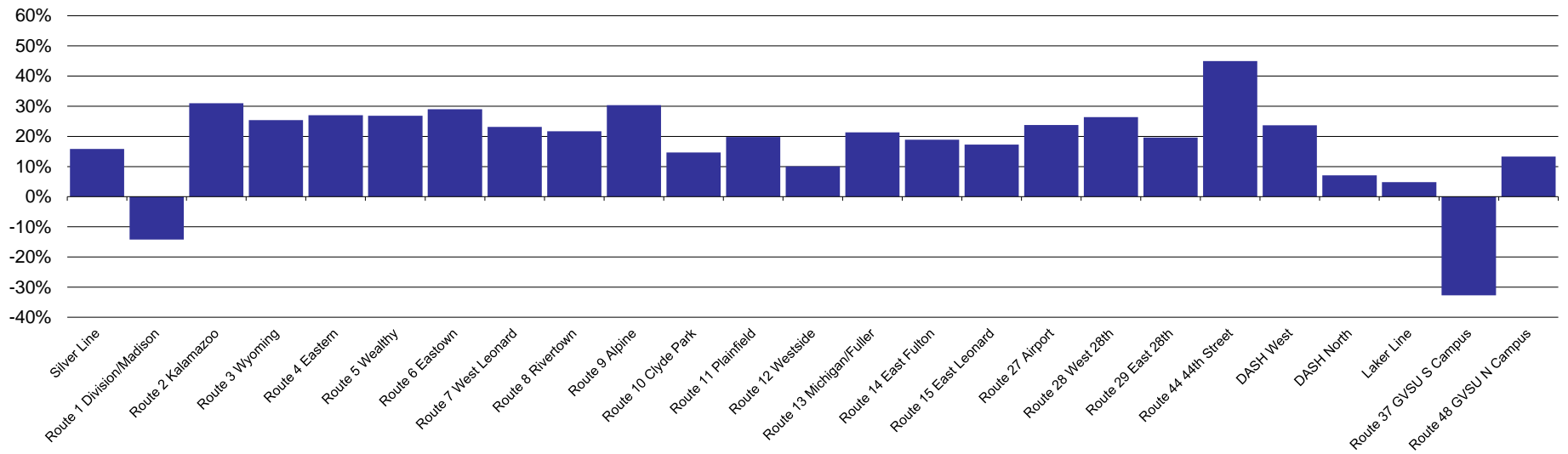
Fiscal Year Ridership

| | FY 2022 | FY 2021 | % Change |
|--|------------------|------------------|----------------|
| Regular Fixed Route Service (<i>Routes 1–44</i>) | 3,832,688 | 3,007,543 | ↑ 27.4% |
| Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>) | 1,431,078 | 917,710 | ↑ 55.9% |
| Total Fixed Route Ridership YTD | 5,263,766 | 3,925,253 | ↑ 34.1% |

Monthly Weekday Average Ridership History



Percent Change by Route: September 2022 compared to September 2021





Interurban Transit Partnership

Date: October 26, 2022
To: ITP Board
From: Linda Medina, Finance Manager
Subject: August Operating Statement

Attached are the financial reports through August 30, 2022, for general operating and grants.

FY 21/22 YTD Operating Statement Analysis

Total revenues are over budget by .4% before COVID funding, the same as last month

- There are no significant changes in revenue trending compared to last month.
- \$19.3 million of COVID funding has been requested for reimbursement of eligible operating expenses.

Total expenses are 8.6% under budget.

- Wages and salaries overall are under budget by 10.5%.
- Materials and supplies are 15% over budget. The main driver is fuel as costs continue to fluctuate. The cost per gallon has been declining, but still higher than the budgeted.

Included in the report is August's professional development and travel report

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

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

| | YTD as of August 31, 2022 | | Variance | | Last Year FY 20/21* | Current Year FY 21/22** |
|--|---------------------------|----------------------|-----------------------|--------------|------------------------|----------------------------|
| | Budget | Actual | \$ | % | YTD Actual | Annual Budget |
| Revenues and Operating Assistance | | | | | | |
| Passenger Fares | \$ 3,141,197 | \$ 3,552,345 | \$ 411,147 | 13 1% | \$ 2,658,180 | \$ 3,307,467 |
| Sale of Transportation Services | | | | | | |
| CMH Contribution | 236,648 | 357,033 | 120,384 | 50 9% | 294,166 | 256,900 |
| Dash Contract | 1,652,457 | 2,158,694 | 506,236 | 30 6% | 2,007,816 | 1,764,499 |
| Grand Valley State University | 2,962,867 | 2,954,382 | (8,484) | -0 3% | 2,484,912 | 3,542,974 |
| Van Pool Transportation | 70,000 | 51,873 | (18,127) | -25 9% | 24,464 | 84,000 |
| Township Services | 326,597 | 392,048 | 65,451 | 20 0% | 505,146 | 344,344 |
| Other | 292,769 | 325,749 | 32,979 | 11 3% | 256,937 | 482,233 |
| Subtotal Sale of Transportation Services | 5,541,339 | 6,239,778 | 698,439 | 12 6% | 5,573,441 | 6,474,950 |
| State Operating | 13,471,271 | 12,118,176 | (1,353,096) | -10 0% | 13,042,037 | 15,332,303 |
| Property Taxes | 16,271,858 | 16,608,078 | 336,220 | 2 1% | 15,943,771 | 17,751,118 |
| Advertising & Miscellaneous | 574,482 | 621,603 | 47,122 | 8 2% | 540,742 | 638,391 |
| Subtotal Revenues and Operating Assistance | 39,000,148 | 39,139,981 | 139,833 | 0 4% | 37,758,171 | 43,504,229 |
| Grant Operating Revenue (Cares Act) | 6,969,826 | 19,319,030 | 12,349,204 | 177 2% | 17,971,180 | 7,603,447 |
| Total Revenues and Operating Assistance | <u>\$ 45,969,974</u> | <u>\$ 58,459,011</u> | <u>\$ 12,489,036</u> | <u>27.2%</u> | <u>\$ 55,729,351</u> | <u>\$ 51,107,676</u> |
| Expenses | | | | | | |
| Salaries and Wages | | | | | | |
| Administrative | \$ 5,223,361 | \$ 4,763,728 | \$ (459,633) | -8 8% | \$ 4,721,306 | \$ 5,706,224 |
| Operators | 13,718,968 | 12,107,853 | (1,611,115) | -11 7% | 11,499,476 | 14,931,367 |
| Maintenance | 1,907,669 | 1,797,477 | (110,192) | -5 8% | 1,821,208 | 2,071,508 |
| Subtotal Salaries and Wages | 20,849,998 | 18,669,058 | (2,180,940) | -10 5% | 18,041,990 | 22,709,099 |
| Benefits | 8,567,323 | 7,092,038 | (1,475,285) | -17.2% | 8,319,220 | 9,501,483 |
| Contractual Services | 2,698,883 | 2,706,550 | 7,667 | 0 3% | 2,931,663 | 3,839,278 |
| Materials and Supplies | | | | | | |
| Fuel and Lubricants | 1,908,177 | 2,430,037 | 521,859 | 27 3% | 1,505,351 | 2,111,337 |
| Other | 1,406,855 | 1,383,666 | (23,190) | -1 6% | 1,258,633 | 1,760,853 |
| Subtotal Materials and Supplies | 3,315,033 | 3,813,702 | 498,669 | 15 0% | 2,763,984 | 3,872,190 |
| Utilities, Insurance, and Miscellaneous | 4,245,113 | 3,586,524 | (658,589) | -15 5% | 4,530,512 | 5,682,551 |
| Purchased Transportation | 5,227,889 | 5,190,794 | (37,095) | -0 7% | 4,682,762 | 5,718,075 |
| Expenses Before Capitalized Operating | 44,904,238 | 41,058,665 | (3,845,573) | -8 6% | 41,270,130 | 51,322,676 |
| Capitalized Operating Expenses | - | - | - | #DIV/0! | - | - |
| Total Operating Expenses | <u>\$ 44,904,238</u> | <u>\$ 41,058,665</u> | <u>\$ (3,845,573)</u> | <u>-8.6%</u> | <u>\$ 41,270,130</u> | <u>\$ 51,322,676</u> |
| Net Surplus/(Deficit) before CARES/CRRSAA | | \$ (1,918,685) | | | \$ (3,511,959) | |
| Net Surplus/(Deficit) after CARES/CRRSAA | | \$ 17,400,345 | | | \$ 14,459,221 | |

* 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 08/31/22**

| | Adopted Budget | Amended Budget | Month To Date | Year To Date | Balance | Percent Target 92% |
|------------------------------------|-------------------|-------------------|------------------|-----------------|-----------|-----------------------|
| <u>Grant Revenue</u> | | | | | | |
| 1. Federal Grant Assistance | 15,581,754 | 15,581,754 | 563,474 | 8,226,820 | 7,354,934 | 53% |
| 2. State Grant Assistance | 3,895,438 | 3,895,438 | 140,869 | 2,056,705 | 1,838,733 | 53% |
| 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 | 704,343 | 10,283,525 | 9,193,667 | 53% |
| <u>Labor</u> | | | | | | |
| 7. Administrative Salaries | 42,500 | 42,500 | 0 | 20,981 | 21,519 | 49% |
| 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 | 0 | 10,123 | 6,877 | 60% |
| 11. Total Labor | 59,500 | 59,500 | 0 | 31,104 | 28,396 | 52% |
| <u>Material & Supplies</u> | | | | | | |
| 12. Tires & Tubes | 312,000 | 312,000 | 20,063 | 251,075 | 60,925 | 80% |
| 13. Office Supplies | 0 | 0 | 0 | 0 | 0 | 100% |
| 14. Printing | 3,000 | 3,000 | 0 | 530 | 2,470 | 18% |
| 15. Total Material & Supplies | 315,000 | 315,000 | 20,063 | 251,605 | 63,395 | 80% |
| <u>Purchased Transportation</u> | | | | | | |
| 16. Purchased Transportation | 740,000 | 740,000 | 58,333 | 696,160 | 43,840 | 94% |
| 17. Specialized Services | 0 | 0 | 132,308 | 398,515 | 398,515- | 100% |
| 18. Total Purchased Transportation | 740,000 | 740,000 | 190,641 | 1,094,675 | 354,675- | 148% |
| <u>Other Expenses</u> | | | | | | |
| 19. Dues & Subscriptions | 30,775 | 30,775 | 0 | 26,430 | 4,345 | 86% |
| 20. Professional Development | 12,200 | 12,200 | 966 | 1,591 | 10,609 | 13% |
| 21. Miscellaneous | 0 | 0 | 0 | 0 | 0 | 100% |
| 22. Total Other Expenses | 42,975 | 42,975 | 966 | 28,021 | 14,954 | 65% |
| <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 | 256,108 | 3,249,023 | 7% |
| 28. Facilities | 5,910,931 | 5,910,931 | 286,376 | 5,039,762 | 871,169 | 85% |
| 29. Equipment | 116,000 | 216,000 | 35,486 | 237,791 | 21,791- | 110% |
| 30. Other | 4,535,955 | 4,285,955 | 151,467 | 2,875,208 | 1,410,747 | 67% |
| 31. Total Capital | 14,068,017 | 13,918,017 | 473,329 | 8,408,869 | 5,509,148 | 60% |
| 32. Planning Services | 4,251,700 | 4,251,700 | 984 | 74,542 | 4,177,158 | 2% |
| 33. Capitalized Operating | 0 | 150,000 | 18,360 | 394,709 | 244,709- | 263% |
| 34. Total Expenditures | 19,477,192 | 19,477,192 | 704,343 | 10,283,525 | 9,193,667 | 53% |

PROFESSIONAL DEVELOPMENT & TRAVEL REPORT
 ALL EMPLOYEES
 AUGUST 2022

| AMOUNT | PURPOSE | EMPLOYEE (s) | LOCATION |
|--------------------|---|-------------------------|----------------------|
| \$ 568.60 | APTA Mobility Conference | Various | Columbus, OH |
| \$ 966.41 | Association for Commuter Transportation (ACT) International | A Erber and A Moore | Chicago, IL |
| \$ 2,543.49 | APTA TRANSform Conference | D. Prato and S Schipper | Seattle, WA |
| \$ 851.80 | MPTA Annual Meeting | D Prato and S Schipper | Crystal Mountain, MI |
| \$ 1,265.00 | Bus Safety Course | Various | Grand Rapids, MI |
| \$ 1,161.49 | Transit Vehicle Maintenance | Various | Columbus, OH |
| \$ 983.97 | Association of Travel Instruction (ATI) Conference | S. Green and C Dennany | Cleveland, OH |
| <u>\$ 8,340.76</u> | | | |

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