



## 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

#### **Mayor Stephen Kepley, Vice-Chair**

Mayor Steve Maas  
Jack Hoffman  
Paul Troost

Tracie Coffman  
Open Seat

## BOARD OF DIRECTORS MEETING AGENDA

**Wednesday, September 25, 2024 – 4:00 p.m.**

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

### AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
<b>1. PUBLIC COMMENT</b>		
<b>2. MINUTES REVIEW – August 28, 2024</b>	Mayor Carey	Approval
<b>3. CEO'S REPORT</b>	Deb Prato	Information
<b>4. ACTION ITEMS</b>		
a. Contract with Inverve Marketing to purchase a Customer Relationship Management System (CRM)	Kevin Wisselink	Approval
b. 5-Year Contract with Hope Network for Community Mental Health (CMH) Transportation Services	Kevin Wisselink	Approval
c. 5-Year Contract with Clean Energy to purchase RNG Services	Kevin Wisselink	Approval
d. 5-Year Contract with Firestone for Bus Tire Lease	Steve Clapp	Approval
e. Contract with Hoekstra Transportation to purchase thirteen (13) Paratransit Vehicles	Steve Clapp	Approval
f. E-fare Policy Exception	Deb Prato	Approval
<b>5. PERFORMANCE REPORTS</b>		
a. Paratransit Route Ridership	Jason Prescott	Information
1. August 2024		
2. On-Demand		
b. Fixed Route Ridership	Tim Roseboom	Information
1. July 2024		
2. August 2024		
c. Finance	Linda Medina	Information
1. Operating Statement – July 2024		
2. Professional Development and Travel Report		
a. July 2024 (no travel)		
b. August 2024		
3. Grant Statement		
<b>6. CHAIR'S REPORT</b>	Mayor Carey	Information

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

**7. COMMITTEE MEETING UPDATES**

a. Planning & Technology Committee September 9, 2024	Terry Schweitzer	Information
b. Present Performance & Service Committee July 23, 2024	Charis Austin	Information
c. Finance Committee June 12, 2024	Mayor Kepley	Information

**8. ADJOURNMENT**



## 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 MINUTES

**Wednesday, August 28, 2024 – 4:00 p.m.**

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

### **ATTENDANCE:**

#### Board Members Present:

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

#### Board Members Absent:

Tracie Coffman, Mayor Bliss, Mayor Maas

#### Rapid Attendees:

Steve Clapp, Cassi Cooper, Tammy Danh, Aram Francis, Kris Heald, Deron Kippen, Steve Luther, Linda Medina, Nick Monoyios, Deb Prato, Jason Prescott, Andy Prokopy, Steve Schipper, Peter Sillanpaa, Melvin Turnbo, Mike Wieringa, Kevin Wisselink

#### Public Attendees:

Chris Swank (GVSU), Brandee Ritsema (Documenters/Rapidian/City Bureau), Max Dillivan (Mobile GR), James White (Citizen), Jerry Brown (ATU),

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Chairman Mayor Carey called the meeting to order at 4:04 p.m.

### **1. PUBLIC COMMENT**

Mr. Melvin Turnbo. Rapid Bus Operator and President of the Amalgamated Transit Union (ATU) Local 836. He wished to express his sincere thanks and gratitude for the successful contract agreement between ITP/The Rapid and ATU-Local 836.

Mr. James White. He comes before the board today to express some of the issues with the Transit app. He noted the app failed to communicate with users when routes were on detour. When the bus did not arrive, he had to walk to another stop in uncomfortable hot and humid weather.

He indicated he contacted both Mr. Prescott and Mr. Schipper. When Mr. Schipper responded to Mr. White, he felt Mr. Schipper responded in an insensitive way. He also noted Route 15 had an issue approximately two (2) weeks later. The system was not updated until a day or so later. He would appreciate timely communication when routes are changed or detoured, so passengers know where to be.

He also appreciates the collective bargaining agreement has been settled with the union and he hopes morale will improve with the Bus Operators.

Mr. White is a member of the Consumer Advisory Committee for Seniors and Persons with Disabilities (CAC), he was not aware of the paratransit complaints which he read in minutes of the board meetings. He would like those complaints to also be reviewed at the CAC meetings.

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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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## **2. MINUTES REVIEW – July 24, 2024, Board Budget Workshop**

Mayor Carey entertained a motion to approve the meeting minutes from July 24, 2024, Board Budget Workshop. Mayor Favale motioned to approve, and Mr. Hoffman supported it. The motion passed unanimously.

## **3. CEO's REPORT**

Ms. Prato expressed excitement about this meeting as we are presenting our Operating and Capital Budgets for approval, and our investment in our people.

She reminded the board in FY22/23 budget plan was to spend \$8.3M from reserves, we ended up spending \$127,000. This fiscal year we budgeted \$5.4M, and she expects we will come in at \$127,000 or less using the reserves.

She expressed her gratitude to Mr. Sillanpaa and Mr. Joldersma and the entire team who helped put the budgets together.

Lastly, she thanked both Mr. White and Mr. Turnbo for their comments.

## **4. ACTION ITEMS**

### **a. FY 24/25 Operating Budget**

Ms. Medina requested Board approval for the FY 24/25 Operating Budget of \$62.2M

She thanked the leadership team and Mr. Sillanpaa for their work and input into the operating budget. She noted changes since the July Budget Workshop. After the Governor signed the Fiscal Year 2025 State Budget, Michigan Department of Transportation (MDOT) changed the state operating assistance reimbursement rate to 29.6045% instead of the original Executive's budget of 26%. The change from proposed to adopt increases our state operating assistance by slightly over \$2M. The other change she noted is for Community Mental Health (CMH). The CMH rate is impacted by The Rapid's state operating reimbursement percentage, their rate per revenue hour decreased, when the reimbursement rate increased which is a positive impact.

Revenue changed from \$50.1M to \$52.1M.

Ms. Medina noted. a reduction of \$67,000 on the expense side in the Materials and Supply line item. The reduction lowered expenses from \$62.3M to \$62.2M. As a result of the outlined changes, the budget plan for FY 24/25 adjusts to \$6M used from reserves, versus July's budget discussion of \$8.1M.

Mayor Carey entertained a motion to approve the FY 24/25 Operating Budget. Mr. Guy motioned to approve, and Mayor Favale supported it. The motion passed unanimously.

### **b. FY 24/25 Capital Budget**

Mr. Wisselink requested Board approval for the FY 24/25 Capital Budget.

He noted these funds will be received through 2025. There is no change from what was brought to the board in July.

Mr. Wisselink also thanked the entire team for their hard work.

Ms. Prato added, the capital budget program was positively impacted by receipt of an earmark for the Mobile Eye technology project, a positive \$750,000 offset to the capital plan.

Mayor Carey entertained a motion to approve the FY 24/25 Capital Budget. Mr. Hoffman motioned to approve it, and Mr. Schweitzer supported it. The motion passed unanimously.

### **c. FY 23/24 Grant Budget Amendment**

Ms. Medina requested Board approval to amend the Grant Statement budget, increasing it to \$28,290,236. This amendment is to purchase an additional ten (10) buses.

Mayor Carey entertained a motion to approve the FY 23/24 Grant Budget Amendment. Mr. Gilbert motioned to approve, and Mayor Favale supported it. The motion passed unanimously.

**d. Service Vehicle**

Mr. Clapp requested Board approval to enter into a one-time contract with Sparta Chevrolet for one (1) road service truck for the use of fleet maintenance.

The current vehicle is 19 years old, with 60,000 miles and will be redeployed to the Laker Line Facility.

Mayor Kepley noted it would be nice to see a picture of the vehicle and a listing of all the additional add-ons. *Attached to these minutes is a cost price analysis form which shows the breakdown of each add-on. A photo will be included when the vehicle is delivered.*

Mayor Carey entertained a motion to approve the purchase of a new Service Vehicle. Mayor Favale motioned to approve it, and Mr. Guy supported it. The motion passed unanimously.

**5. CLOSED SESSION**

Chairman Mayor Carey stated that is has been a great week! He asked Mr. Turnbo to stand, and a round of applause was given to him for being a great representative of the union and his people.

Mayor Carey along with Mayor Kepley is suggesting not going into closed session to ratify the Collective Bargaining Agreement. He feels it sends a very clear message that we appreciate your patience, your representation, and the leadership of Ms. Prato and Mr. Schipper. Mayor Carey opened this up to the board for comments.

**a. Collective Bargaining Agreement**

Mr. Hoffman does not feel the need to go into closed session.

Mayor Favale appreciates the great idea and agrees not to go into closed session.

Mayor Carey entertained a motion to approve the Collective Bargaining Agreement between ITP The Rapid, and Amalgamated Transit Union (ATU) Local 836. Mayor Kepley motioned to approve, and Mayor Favale supported it. The motion passed unanimously.

**6. PERFORMANCE REPORTS**

**a. Paratransit Route Ridership (July 2024), Mr. Jason Prescott**

No comments/questions

**b. On-Demand, Mr. Jason Prescott (July 2024)**

No comments/questions

**c. Fixed Route Ridership (May/June/July 2024), Mr. Monoyios**

No comments/questions

**d. Financial Reports (June 2024), Ms. Linda Medina**

Operating Statement

Professional Development and Travel Report (May/June 2024)

Grant Statement

**7. INFORMATIONAL ITEMS**

**a. Transportation Funding Reform Update – Mr. Jack Hoffman**

Mr. Hoffman reported he appeared before the State Transportation Commission in August to give public comment regarding MDOT's five (5) year plan. He stated their plan is not so happy (in comparison to our budgets discussed today) and anticipates a \$3B per year shortfall. Mr. Hoffman suggests the maintenance of the roads will hit a cliff in the next five (5) years. Mr. Hoffman suggested they take another look at financing and see where the road damage is coming from, which they know comes from commercial trucks. Mr. Hoffman opined nothing will happen until after the election.

**8 CHAIR'S REPORT**

Chairman Mayor Carey recognized our current Vice Chair, Mr. Bilardello as this is his last meeting with the ITP Board. Mr. Bilardello will be starting a new venture in St. Petersburg, Florida. Chairman Carey expressed his appreciation for his leadership and his eight (8) years of service on the ITP Board.

Mayor Carey asked if Mayor Kepley would step into the Vice Chair role. Mayor Kepley accepted the nomination.

Mayor Carey entertained a motion to approve Mayor Kepley to be the next Vice Chair of the ITP Board. Mr. Postema motioned to approve, and Mayor Favale supported it. The motion passed unanimously.

## **9. COMMITTEE REPORTS**

### **a. Present Performance & Service Committee (July 23, 2024), Mr. David Bilardello**

Mr. Bilardello reported the committee discussed the Rapid Connect recommendation to stop the service and union negotiation update which now is all settled.

Round Robin:

Many well wishes from the Board of Directors to Mr. Bilardello on his new opportunity in St. Petersburg, Florida.

## **10. ADJOURNMENT**

The meeting was adjourned at 4:52 p.m.

The next meeting is scheduled for September 25, 2024

Respectfully submitted,



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Kris Heald, Board Secretary

August 28, 2024, Meeting Minutes attachment #1 section 4d

Project number		2024-45	Project name	Road Service Truck Fleet Maintenance			Date	7/10/2024	Price Analysis		
Item#	Description	Quantity	Proposal prices						Bidder list		
			Quote#1	Quote#2	Quote#3	Quote#4	Quote#5	Quote#6	Quote#	Bidder	Quote date
Base Proposal									1	Sparta Chevrolet	5-Aug-24
1	Road Service Truck per Scope of Work Section 1.8. Includes all charges, equipment, installation, and delivery to ITP Rapid Operations Center facility	1	117,551.20	No Bid	No Bid				2	Hoekstra	No bid
									3	Truck and Trailer Specialist	No bid
									4		
									Notes	8/5/2024 - Truck and Trailer Specialist worked with Sparta Chevrolet and provided service body materials and installation. <b>Hoekstra</b> - sent email request for No Bid participation and left phone message.	
Total Base Proposal			117,551.20	-	-	-	-	-			

August 28, 2024, Meeting Minutes attachment #2, Section 4d

BID COST BREAKDOWN	PRICE	VENDOR
1. Supply and install MCB model SB 132 M5320-TF72 Enclosed Service Body including.	\$ 37,312.00	TRUCK & TRAILER
2. Install Push bar/front bumper including the following.	\$ 3,058.00	TRUCK & TRAILER
3. Thieman model TWL-125ET AL 66x26+8 liftgate installed at the end of service body including.	\$ 4,812.00	TRUCK & TRAILER
4. Custom lighting and electrical to include the following.	\$ 4,595.00	TRUCK & TRAILER
5. Install VMAC V900153 model VR70 Under-hood Air Compressor including the following.	\$ 10,643.00	TRUCK & TRAILER
6. Supply and install ReelCraft model 82075 OLP low pressure air reel including.	\$ 1,108.00	TRUCK & TRAILER
7. Install Riverside 30-gallon reservoir tank for use with antifreeze including.	\$ 1,485.00	TRUCK & TRAILER
8. Install Lincoln 85633 Aluminum diaphragm pump onto antifreeze reservoir tank including.	\$ 1,900.00	TRUCK & TRAILER
9. Supply and install ReelCraft model 83050 OMP medium pressure oil reel including.	\$ 1,410.00	TRUCK & TRAILER
10. Install Magnum Energy Compact Sine Wave Inverter model CSW2012 including.	\$ 1,658.00	TRUCK & TRAILER
11. Miscellaneous. Would any additional spring work be needed for the service body and additional equipment?	\$ -	TRUCK & TRAILER
Total Equipment Cost	\$ 67,981.00	TRUCK & TRAILER
Total Chassis cost with documents and title	\$ 49,585.20	SPARTA CHEVROLET
Total Delivered Price per Bid Form	\$ 117,551.20	SPARTA CHEVROLET
Option #5: Add one A700151 Filter Regulator/Lubricator in line to air hose reel	\$ 196.00	TRUCK & TRAILER
Total Delivered Price w/ Option#5	\$ 117,747.20	SPARTA CHEVROLET



Hi Jason, I had sent this email to you last month but I have not received a response from you about this issue. Did you receive this email? Please respond at your earliest convenience, Thank you!  
James White

Aug 28, 2024  
BoD mtg.

On Wed, Jul 31, 2024 at 10:37 PM JAMES

<jwhite7652@gmail.com> wrote:

Hi Jason, this is James, there was an issue with Route 13 on Tuesday July 30, 2024 at approx. 4:44 pm I was waiting for the SB bus at Matilda and Diamond, which I believe is to be bus number 2101, it did not follow the detour posted on the website, the official app, and the other various apps that are connected to The Rapid as I checked them all to be sure that the detour was still in effect. I waited for the next SB bus to arrive, which was to arrive at approx 5:17 pm, that bus did not follow the detour as posted on all of your platforms as I checked it again to be sure it was still on a detour. I walked to Diamond and Michigan to use the Lime bike to get to my destination. I took various screenshots of these incidents. I spoke to the Bus Operator later on my way home, he said that the route was still on a detour both NB and SB. I saw that at approx 6:55 pm, the route was back to the regular route, even though bus number 2010 SB followed the posted detour at the same time that it was being changed back to the regular route as seen on one of my screenshots as I had been following this issue. But the posted detour on all of the platforms did not change until the next day Wednesday July 30, 2024 at approx 8:43 am.

Why are the Bus Operators being told to go back to the normal route at 6:55 pm Tuesday July 29, 2024 but all the platforms was not updated until the next day, Wednesday July 30, 2024? We depend on The Rapid to provide us with updated information as soon as changes have been made to the routes so that we as passengers are informed so that we can go to the required stops at the same time that the Bus Operators are informed. It only makes sense. How can someone follow the platforms of the

posted detours when it is not updated immediately when the changes are made.

Could you please provide me with the procedures in how it is determined when the routes are back to their normal route after the detour is no longer in effect?

If you have any questions please feel free to contact me at 616-329-1806. Thank you in advance for your time and cooperation in this matter.

—

**HAVE A GREAT DAY!**

**JAMES**

7/30/24 4:59pm

<Screenshot\_20240730\_165916\_Chrome.jpg>

7/30/24 5:01 pm

<Screenshot\_20240730\_170156\_Chrome.jpg>

7/30/24 5:20 pm

<Screenshot\_20240730\_172032\_Chrome.jpg>

7/30/24 5:55 pm

<Screenshot\_20240730\_175554\_Transit.jpg>

7/30/24 6:55 pm

<Screenshot\_20240730\_185520\_Chrome.jpg>

7/30/24 6:55 pm

<Screenshot\_20240730\_185529\_Chrome.jpg>

Thank you! At least he could of either responded back to me or forwarded it to the proper person. Geez! Thank you!

----- Original message -----

From: Steve Schipper <SSchipper@ridetherapid.org>

Date: 8/8/24 4:17 PM (GMT-05:00)

To: jwhite7652@gmail.com

Subject: Re: Detours

Jason is our Director of Paratransit, not fixed route buses. I'll look into this next week.

Thank you

Steve Schipper

On Aug 8, 2024, at 4:09 PM, JAMES <jwhite7652@gmail.com> wrote:

Hi Steve, I had sent this information to Jason Prescott last month as well as today, but I have not received a response from him, because of time constraint so that you all have time to review this matter, I thought it would be best to send it to you so that this issue can be looked into and what can be done to rectify this issue in the future. Thank you! James White

----- Forwarded message -----

From: **JAMES** <jwhite7652@gmail.com>

Date: Thu, Aug 8, 2024 at 10:55 AM

Subject: Re: Detours

To: jprescott@ridetherapid.org <info@ridetherapid.org>



James,

This detour ended the night before however, the dispatcher that did so had only been on the job a few weeks and not completely trained in the process. Our website had not been updated so there was a time buses went back to regular route when the website showed the detour still in place.

Sorry for the confusion.

**Steve Schipper**

Chief Operating Officer

**The Rapid**

Follow us on [Twitter](#) & [Facebook](#)

**P:** 616.774.1216

**From:** JAMES <jwhite7652@gmail.com>

**Sent:** Thursday, August 8, 2024 4:08 PM

**To:** Steve Schipper <SSchipper@ridetherapid.org>

**Subject:** Fwd: Detours

Hi Steve, I had sent this information to Jason Prescott last month as well as today, but I have not received a response from him, because of time constraint so that you all have time to review this matter, I thought it would be best to send it to you so that this issue can be looked into and what can be done to rectify this issue in the future. Thank you! James White

7/30/24 4:59pm

Bus Info

Bus #: 2101

Michigan/Fuller

Last Stop: Michigan/Coit (WB)

Destination: Downtown/RCS

Direction: Southbound SB

Last Updated: 07/30/2024 04:58 PM

View Stops

7-30-24 5:01pm

5 Wealthy

6 Eastown

9 Alpine

10 Clyde Park

13 Michigan/Fuller

+

+

+

+

+

Route 13 Detour due to Fuller/196 closure:

Route 13 SB: Fuller (R) Malta (L)

Diamond (R) Michigan to regular route.

Route 13 Detour due to Fuller/196 closure:

Route 13 NB: Michigan (L) Diamond (R)

Malta (L) Fuller to regular route.

Route 13 Detour due to Fuller/196 closure:

Stop ID: 5038, 5041, 5281, 5273, 5042, 5271, 5043, 5056 WILL NOT BE SERVICED due to road closures.

14 Fulton

15 East Leonard

+

+

7-30-24 5:20pm

Search Route Name

Map Satellite Traffic

Map

Satellite

Traffic

Ronald McDonald Charities West Michigan

Carters Creek Blvd NE

Cedar St NE

Carlson's Pizzeria

Kent County Trans Services

Bradford St N

Kent County Animal Shelter

St. Isidore Catholic Church

Capen St NE

Starbucks

Blue Pearl Pet

Hillcrest Dog Park

Fulton St NE

Grand Lakes Ace

Street Cemetery

Fulton Street Market

Fulton St E

Stanton Coffee Roasters

7-30-24 5:55pm

13

Veteran's Home

At all times

Tap to change notification settings

Detour

Route 13 Detour due to Fuller/196 closure: Route 13 SB: Fuller (R) Malta (L) Diamond (R) Michigan to regular route.

Posted on Jul 23, 2024, 12:27 AM

Source: The Rapid

Detour

Route 13 Detour due to Fuller/196 closure: Route 13 NB: Michigan (L) Diamond (R) Malta (L) Fuller to regular route.

7-30-24 6:55pm

Search Route Name

Map Satellite Traffic

Map

Satellite

Traffic

Kent Country Club

Glass Effects Window Film & Graphics

Graydon's Crossing

Leonard St NE

Wells Co

Elknap Park

Highland Park

Elknap Lookout

Grand Rapids Community College

Old East End

Fulton Street Market

Rapids

Heritage Hill

Trinity Health Grand Rapids

East Hills

Meyer May House

South Hills

7-30-24 6:55pm

Search Route Name

Map Satellite Traffic

Map

Satellite

Traffic

LINE CENTER

Riverside Park

Chesire

Creston

Huff

Lucy's

Creston Heights

Auburn Hill

Belknap Park

Belknap Lookout

Grand Rapids Public Museum

Fulton St W

Grand Rapids

Downtown

Eastown

East Hills

Jack Hills

Roosevelt Park

Madison Area

Fulton

Terra Firma



7/30/24 6:55 pm

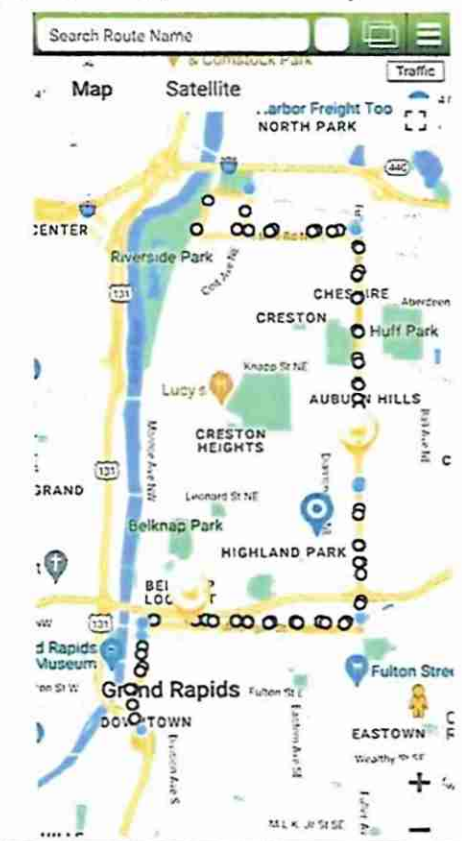
**Bus Info**

**Bus #: 2010**  
**Michigan/Fuller**

Last Stop: Fuller/Malta (SB)  
Destination: Downtown/RCS  
Direction: Southbound SB  
Last Updated: 07/30/2024 06:55 PM

[View Stops](#)

7-30-24 7:24 pm



7-30-24 7:24 pm

**Search Route Name**

**Michigan/Fuller**

Bus #: 2010

- Route 13 Detour due to Fuller/196 closure: Route 13 SB: Fuller (R) Malta (L) Diamond (R) Michigan to regular route.
- Route 13 Detour due to Fuller/196 closure: Route 13 NB: Michigan (L) Diamond (R) Malta (L) Fuller to regular route.
- Route 13 Detour due to Fuller/196 closure: Stop ID: 5038, 5041, 5281, 5273, 5042, 5271, 5043, 5056 WILL NOT BE SERVICED due to road closures.

[View Map](#) [View Stops](#)

7-30-24 7:24 pm

**13**

**Veteran's Home**

At all times  
Tap to change notification settings

**Detour**

Route 13 Detour due to Fuller/196 closure: Route 13 SB: Fuller (R) Malta (L) Diamond (R) Michigan to regular route.  
Posted on Jul 23, 2024, 12:27 AM  
Source: The Rapid

**Detour**

Route 13 Detour due to Fuller/196 closure: Route 13 NB: Michigan (L) Diamond (R) Malta (L) Fuller to regular route.  
Posted on Jul 23, 2024, 12:27 AM

7-30-24 7:24 pm

**13**

**Veteran's Home**

Detour in effect  
Posted on Jul 23

**Veteran's Home**  
Fuller / Mason (NB)

7-30-24 7:26 pm

- 5 Wealthy +
- 6 Easttown +
- 9 Alpine +
- 10 Clyde Park +
- 13 Michigan/Fuller +

Route 13 Detour due to Fuller/196 closure:  
Route 13 SB: Fuller (R) Malta (L) Diamond (R) Michigan to regular route.

Route 13 Detour due to Fuller/196 closure:  
Route 13 NB: Michigan (L) Diamond (R) Malta (L) Fuller to regular route.

Route 13 Detour due to Fuller/196 closure:  
Stop ID: 5038, 5041, 5281, 5273, 5042, 5271, 5043, 5056 WILL NOT BE SERVICED due to road closures.

- 14 Fulton +
- 15 East Leonard +
- Airport Industrial +

(2)

7-30-24 10:39 pm

Search Route Name

5 Wealthy

6 Eastown

7 West Leonard

8 Prairie

9 Alpine

10 Clyde Park

11 Plainfield

12 Westside

13 Michigan/Fuller

Bus #: 2710

View Map

View Stops

- 14 Fulton
- 15 East Leonard
- 24 Burton
- 27 Airport Industrial
- 28 28th Street
- 44 44th Street
- 33 Walker Industrial
- 51 DASH CW

7-30-24 10:40 pm

13

Veteran's Home

At all times

Tap to change notification settings

Route 13 Detour due to Fuller/196 closure: Route 13 SB: Full (R) Malta (L) Diamond (R) Michigan to regular route.

Posted on Jul 23, 2024, 12:27 AM  
Source: The Rapid

Detour

Route 13 Detour due to Fuller/196 closure: Route 13 NB: Michigan (L) Diamond (R) Malta (L) Fuller to regular route.

Posted on Jul 23, 2024, 12:27 AM  
Source: The Rapid

7-30-24 10:42 pm

Search Route Name

13 Michigan/Fuller

Bus #: 2710

Route 13 Detour due to Fuller/196 closure: Route 13 SB: Full (R) Malta (L) Diamond (R) Michigan to regular route.

Route 13 Detour due to Fuller/196 closure: Route 13 NB: Michigan (L) Diamond (R) Malta (L) Fuller to regular route.

Route 13 Detour due to Fuller/196 closure: Stop ID: 5038, 5041, 5281, 5273, 5042, 5271, 5043, 5056 WILL NOT BE SERVICED due to road closures.

View Map

View Stops

7-31-24 8:43 am

< jprescott@ride... :  
LOUIS rg  
1:48 PM  
Wednesday, July 31

Message from 'The Rapid'  
Route 13 is back to regular route at Fuller/Michigan area.  
8:43 AM

Please call me later Than

7-31-24 8:45 am

6 Eastown

7 West Leonard

8 Prairie

9 Alpine

10 Clyde Park

11 Plainfield

12 Westside

13 Michigan/Fuller

Bus #: 2710

Route 13 is back to regular route at Fuller/Michigan area.

View Map

View Stops

- 14 Fulton
- 15 East Leonard
- 24 Burton
- 27 Airport Industrial
- 28 28th Street
- 44 44th Street
- 33 Walker Industrial
- 51 DASH CW

7-31-24 8:46 am

THE RAPID

Rider Alerts

- 1 Madison
- 3 Wyoming/Rivertown
- 5 Wealthy
- 6 Eastown
- 9 Alpine
- 10 Clyde Park
- 13 Michigan/Fuller

Route 13 is back to regular route at Fuller/Michigan area.

- 14 Fulton
- 15 East Leonard
- 27 Airport Industrial
- 33 Walker Industrial

(3)



7-31-24

8:47 am



## Service Alerts

School Routes 72 & 75 due to Cesar Chavez Closure: Bus stops on Cesar Chavez from Clyde Park to MLK Jr Street WILL NOT BE SERVICED.

Priority: Medium

6/7/2024-8/5/2024

Route 13 is back to regular route at Fuller/ Michigan area.

13

Priority: Medium

6/2/2024-8/19/2024

Long Route 9 Detour due to Greenridge Mall Construction: Long Route 9 NB: Alpine (L) Old Orchard Dr to regular route.

9

Priority: Medium

6/2/2024-8/19/2024

Long Route 9 Detour due to Greenridge Mall Construction: Long Route 9 SB: Old

7-31-24

8:46 am

13

Downtown / RCS

At all times



Tap to change notification settings

## Alerts on this line



Route 13 is back to regular route at Fuller/ Michigan area.

Posted on Jul 31, 2024, 8:43 AM  
Source: The Rapid



## Detour

Routes 72 detour due to Cesar Chavez Closure:  
To school: SB on Cesar Chavez (L) M.L.K Jr (L) Sheridan (R) Century (R) Crofton (L) Clyde Park to regular route.

4



7-31-24

8:47 am



## Service Alerts

School Routes 72 & 75 due to Cesar Chavez Closure: Bus stops on Cesar Chavez from Clyde Park to MLK Jr Street WILL NOT BE SERVICED.

Priority: Medium

6/7/2024-8/5/2024

Route 13 is back to regular route at Fuller/ Michigan area.

9

Priority: Medium

6/2/2024-8/19/2024

Long Route 9 Detour due to Greenridge Mall Construction: Long Route 9 NB: Alpine (L) Old Orchard Dr to regular route.

9

Priority: Medium

6/2/2024-8/19/2024

Long Route 9 Detour due to Greenridge Mall Construction: Long Route 9 SB: Old

7-31-24

8:46 am

13 10

Downtown / RCS

At all times



Tap to change notification settings

## Alerts on this line



Route 13 is back to regular route at Fuller/ Michigan area.

Posted on Jul 31, 2024, 8:43 AM  
Source: The Rapid



## Detour

Routes 72 detour due to Cesar Chavez Closure:  
To school: SB on Cesar Chavez (L) M.L.K Jr (L) Sheridan (R) Century (R) Crofton (L) Clyde Park to regular route.

4

## DETOUR OF ROUTE 15

2 messages

**JAMES** <jwhite7652@gmail.com>

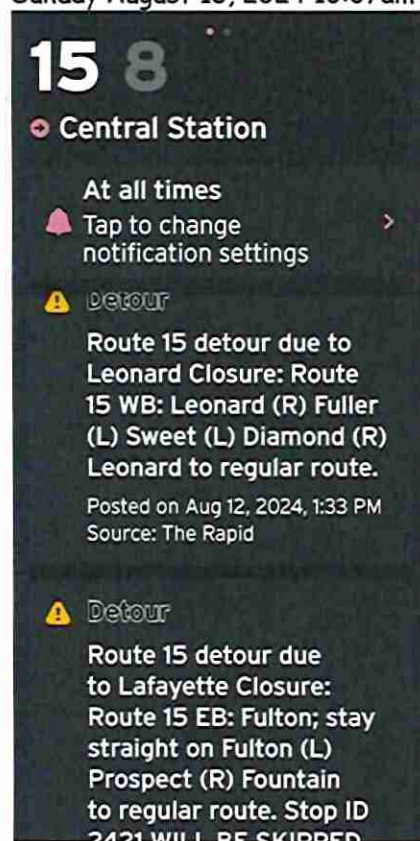
Sun, Aug 18, 2024 at 10:58 PM

To: sschipper@ridetherapid.org

Hi Steve, this is James, there was another issue with a route not being updated for us passengers once again. This occurred on Saturday August 17, 2024, WB at approx 6:52 pm, the bus continue WB Leonard passing Fuller, I'm not understanding why this seems to be a patterned, but it needs to be addressed because we as passengers need to be aware of any changes to the routes as we depend on you to provide us with transportation and with updated information as quickly as possible. Before the bus operator is informed of the changes, it also needs to be updated on ALL of your platforms especially when "The Rapid" has informed us passengers to look for this information of any changes to any routes on your platforms as "The Rapid" says that it is updated. Well, as you can see, it is not happening. It is very discouraging!

These are screenshots that I took a day later of your platforms that had NOT been updated, but route 15 has back on regular route since Saturday August 17, 2024 at approx 6:52 pm. Plus the covers of the stops were removed on WB Leonard & Fuller, WB Leonard & Diamond, EB Leonard & Diamond, EB Leonard & Fuller.

Sunday August 18, 2024 10:07am



Sunday August 18, 2024 10:09am

## 15 East Leonard



Detour due to Fulton/Division Closure:  
Route 15 EB: Ottawa (R) Oakes (L)  
Sheldon (R) Fulton to regular route.

Detour due to Fulton/Division Closure:  
Route 15 WB: Fulton (L) Jefferson (R)  
Cherry (L) RCS.

Detour due to Fulton/Division Closure:  
Bus Stop ID: 471, 1012 (Van Andel  
Arena), 461, 458, 1332 WILL NOT BE  
SERVICED due to road closures.

Route 15 detour due to Lafayette  
Closure:  
Route 15 EB: Fulton: stay straight on  
Fulton (L) Prospect (R) Fountain to  
regular route. Stop ID 2421 WILL BE  
SKIPPED.

Route 15 detour due to Leonard  
Closure:  
Route 15 WB: Leonard (R) Fuller (L)  
Sweet (L) Diamond (R) Leonard to  
regular route.

## 33 Walker Industrial



Sunday August 18, 2024 10:09am



Sunday August 18, 2024 10:11am

## Service Alerts

Route 5 detour due to Plymouth/Hall Closure: Route 5 NB: Plymouth (L) Adams (R) Sylvan (L) Hall to regular route.

5

Priority: Medium

8/13/2024-8/19/2024

Route 15 detour due to Leonard Closure: Route 15 WB: Leonard (R) Fuller (L) Sweet (L) Diamond (R) Leonard to regular route.

15

Priority: Medium

8/8/2024-9/8/2024

Route 11 SB: Lafayette (R) Hastings (L) Coit (R) Michigan to regular route.

11

Priority: Medium

8/8/2024-9/8/2024

Detour due to road construction equipment

# HAVE A GREAT DAY!

## JAMES

Steve Schipper <SSchipper@ridetherapid.org>  
To: "jwhite7652@gmail.com" <jwhite7652@gmail.com>

Mon, Aug 19, 2024 at 9:22 AM

Once again, I apologize. We missed a step removing the detour. There is a "Public Messaging" and our "Real Time Arrival" messaging. The detour on the Real Time Arrival did not work yesterday. In fact, we just confirmed it in the last 10 minutes. At 6:15 last night it was posted on the Public Messaging portal.

**Steve Schipper**

Chief Operating Officer

[The Rapid](#)

Follow us on [Twitter](#) & [Facebook](#)

P: 616.774.1216

**Date:** September 25, 2024  
**To:** ITP Board  
**From:** Kevin Wisselink, Director of Procurement and Capital Planning  
**Subject:** PROJECT 2024-36: Customer Relationship Management System

### **ACTION REQUESTED**

Authorization is requested from the ITP Board to enter a contract with Inverve Marketing to purchase a Customer Relationship Management (CRM) system, including five years of technical support and software updates. The implementation cost will be up to \$32,450 and monthly maintenance costs will be up to \$1,500 per month.

### **BACKGROUND**

Currently, ITP does not have an integrated or comprehensive system to collect, organize, track and manage customer related information.

At present, all intake of customer interactions is managed through two processes. The Customer Information Booth, located in Rapid Central Station receives customer input through customer telephone calls or in person at the booth. This information is transcribed into an Excel form. The Customer Experience Specialist determines the responsible department such as Facilities, for a damaged shelter or Transportation for a customer complaint related to Bus Operator conduct.

The second process is handled by the Communications Department. They also receive customer input either through The Rapid's website @info email address, or our social media platforms. They sort the input the same way the Information Booth does and send it to the appropriate department for action. They use a basic spreadsheet for tracking responses. There is no ability to assign priority or escalation and no clear accountability for investigation or follow-up.

This system has served as a temporary solution for far too long, it has become increasingly clear that its limitations are hindering our operational efficiency. The manual nature of data entry and management not only consumes valuable time and resources, is difficult to prepare and analyze or correlate data but also complicates the tracking of timely customer responses and follow-up.

To address these challenges, we propose that ITP invests in a robust customer relationship management (CRM) system designed specifically for tracking complaints and interactions. Such a system would streamline our processes, reduce labor intensity, and enhance the overall customer service experience. Implementing a dedicated platform would enable us to capture, categorize, and resolve customer complaints more efficiently, leading to quicker turnaround times and elevated customer satisfaction levels.

In addition, as a piece of our initiative to enhance our customer engagement practices, ITP has collaborated with Left Turn, Right Turn, contract awarded April 1, 2023, to conduct a comprehensive customer-facing information technology study. Following thorough analysis and feedback, one of the primary recommendations presented by Left Turn, Right Turn was the necessity for a robust CRM system.

ITP has faced significant challenges in tracking and managing customer interactions effectively. Addressing this inadequacy is crucial for streamlining our processes and improving our responsiveness to customer complaints. A CRM system not only enables us to consolidate customer data in a single platform but also empowers our teams to analyze interactions, identify trends, and resolve issues in a timely manner. This enhancement will foster better communication internally and with our clientele, ensuring we are responsive to their needs and concerns.

We are confident that this investment will not only enhance our operational capabilities but also solidify our commitment to providing outstanding customer service.

## **PROCUREMENT**

ITP wanted to evaluate the qualities of the various bids received, so the bid was issued as a Request for Proposal (RFP). The bid was sent out to the Michigan Inter-governmental Trade Network. The bid was downloaded by 97 firms, and 14 bids were received.

Of these initial bids, 8 bids were determined non-responsive for costs that substantially exceeded the potential budget of the project. All proposals that were responsive and with a five-year cost below \$500,000 were chosen to be evaluated.

Firm	Total Price
4iapps	\$853,500
Allerin Tech	\$603,250
Journey Blazers	1,533,329
<b>Karya Tech</b>	<b>\$253,500</b>
OnActuate	\$617,790
Venturesoft Global	\$1,652,238
<b>Contenda</b>	<b>\$91,000</b>
CapTech	Non-Responsive
<b>DPT</b>	<b>\$140,200</b>
<b>Ejail</b>	<b>\$198,000</b>
<b>InVerve</b>	<b>\$122,450</b>
MERP Systems	\$838,680
Profit Optics	\$825,000
<b>Smart IT Pros</b>	<b>\$474,648</b>



The remaining firms, including Contenda, DPTx, Ejail, Inverve Marketing, Kayra Technology and Smart IT Pros. These proposals were evaluated in the first round based on their proposal, firm qualifications and financial proposal.

	Installation Cost	Annual Cost	5-Year Cost	Score
<b>Contenda</b>	<b>\$7,000</b>	<b>\$16,800</b>	<b>\$91,000</b>	<b>67.9</b>
<b>DPT</b>	<b>\$65,200</b>	<b>\$15,000</b>	<b>\$140,200</b>	<b>69.4</b>
Ejail	\$48,000	\$30,000	\$198,000	65.9
<b>Inverve</b>	<b>\$32,450</b>	<b>\$18,000</b>	<b>\$122,450</b>	<b>88.8</b>
<b>Karya</b>	<b>\$150,500</b>	<b>\$20,600</b>	<b>\$253,500</b>	<b>68.1</b>
SmartIT	\$27,228	\$89,484	\$474,648	66.3

The top four firms were moved on to second round evaluations. The fifth and sixth ranked firms were close to many of the others, but SmartIT proposed a price that did not fit well with the project budget and Ejail was the last ranked firm.

As a result, Contenda, DPTx, Inverve and Karya were moved on to Round 2 evaluations. Rapid staff conducted project demonstrations and interviews with all four firms. Through the Round 2 evaluation process, Inverve was the unanimous winning proposal, being every reviewer's top choice in both the first and second evaluation rounds.

	Average Score
Contenda	2.75
DPT	2.25
<b>Inverve</b>	<b>1</b>
Karya	4

Inverve was very user friendly and demonstrated all the features that ITP required, and they performed an excellent demonstration to ITP's review team. They utilize a HubsSpot product that they customize to meet ITP's needs, with a tracking and ticket assignment process that will greatly streamline ITP's customer response processes. Inverve also experience working with regional transportation providers, including CATA the public transportation provider in Lansing and Indian Trails bus service.

## **FUNDING**

Funding for this project will be provided by Federal, State and Local sources.



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 092524-1**

**Fiscal Year: 2023-2024**

Moved and supported to adopt the following resolution:

Approval to enter a contract with Inverve Marketing to purchase a Customer Relationship Manage (CRM) system, including five years of support and updates.

BE IT RESOLVED that the ITP CEO is hereby authorized to enter a five-year contract with Inverve Marketing to purchase a Customer Relationship Manage (CRM) system, including five years of support and updates in accordance with the information presented to the ITP Board on September 25, 2024.

**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:** September 25, 2024  
**To:** ITP Board  
**From:** Kevin Wisselink, Director of Procurement and Capital Planning  
Jason Prescott, Director of Paratransit, ADA & Mobility Services  
**Subject:** PROJECT 2024-47: CMH Transportation Services

**ACTION REQUESTED**

Authorization is requested from the ITP Board to enter into a five-year contract with Hope Network for Community Mental Health trips.

**BACKGROUND**

Network 180 (NW180), formerly Community Mental Health (CMH), administers Kent County's public mental health system. Their services are available to residents of Kent County who have Medicaid or are uninsured, and who are eligible for services as defined by the Michigan Mental Health Code and Medicaid medical necessity criteria. One of the services they provide is transportation for their clients.

Beginning in October 2000, The Rapid became the administrator and coordinator of the NW180 (then Community Mental Health) specialized transportation program. Since its inception, The Rapid has contracted with Hope Network to provide these trips. In the last contract, The Rapid began contracting directly with Hope Network to provide these Community Mental Health trips.

It is anticipated that approximately 30,000 trips will be provided this fiscal year. The current five-year contract was solicited as a sole source contract in 2019 because of lack of competition for this contract in previous procurements. Hope Network provides satisfactory transportation services for this unique group of clients.

**PROCUREMENT**

The pricing submitted by Hope Network was in line with previous costs, with a year over the current year with a 3% increase proposed for each remaining year of the contract. Proposed cost per trip rates are as follows:

<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
\$21.27/hour	\$21.91/hour	\$22.57/hour	\$23.24/hour	\$23.94/hour

The Rapid applies Michigan State Operating Assistance to these rates and provides this reimbursement to Hope Network to defray their CMG transportation costs.

**FUNDING**

Funding for projects under this contract will come through State Operating Assistance. No local funding is required.



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 092524-2**

**Fiscal Year: 2023-2024**

Moved and supported to adopt the following resolution:

Approval to enter a five-year contract with Hope Network for Community Mental Health transportation services.

BE IT RESOLVED that the ITP CEO is hereby authorized to enter a five-year contract with Hope Network for Community Mental Health transportation services in accordance with the information presented to the ITP Board on September 25, 2025.

**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:** September 25, 2024  
**To:** ITP Board  
**From:** Kevin Wisselink, Director of Procurement and Capital Planning  
**Subject:** PROJECT 2024-06: RNG Services

### **ACTION REQUESTED**

Authorization is requested from the ITP Board to enter a five-year contract with Clean Energy to purchase Renewable Natural Gas (RNG), perform Compressed Natural Gas (CNG) fueling station maintenance and process Renewable Identification Numbers (RINs) credits. RINs are the identification numbers used for compliance and are the “currency” of the federal Renewable Fuel Standard (RFS) program. The maintenance contract is estimated to cost an average of \$381,510 annually over the course of the contract and provide an annual \$696,128.60 in estimated RINs credits for a net gain of \$314,618.60.

### **BACKGROUND**

The Rapid has been purchasing RNG from the City of Grand Rapids for the past year and a half. This is facilitated by an agreement with DTE Energy, who distributes the RNG to The Rapid and processes the RIN credits that The Rapid receives from the dispensing of RNG. The arrangement has been very successful and provides The Rapid with 69% of its total fuel quantity 1,050,000/Diesel Gallon Equivalent (DGE) of RNG.

However, The Rapid learned from DTE that the Environmental Protection Agency (EPA) instituted new rules regarding RNG and RIN generation, RIN Separation and reporting that will go into effect January 1, 2025. With these new regulations, after January 1, 2025, DTE will no longer be part of the arrangement with The City of Grand Rapids or The Rapid. DTE acts as the responsible party for EPA reporting for the generator (Grand Rapids) the pipeline (DTE), and the dispenser (The Rapid). New EPA regulations require each of the parties to take individual responsibility for reporting. Therefore, DTE cannot report for either the City of Grand Rapids or The Rapid. This means The Rapid now has entity responsibility for our part in the RNG dispensing, RINs and all related reporting procedures.

On February 23, 2024, Rapid team members met virtually with officials from DTE and the City of Grand Rapids. The Rapid invited Grant Pecor, Barnes and Thornburg, as our outside counsel to participate in the call. Attorney’s Cindy Klots, DTE General Counsel, and Michael Hoeker, Grand Rapids Assistant City Attorney were also on the call.

### **DTE’s Agenda was as follows:**

1. Set Context: Quick review of key dates & deadlines for impending EPA Biogas Regulatory Reforms (Ian or Bob):
  - September 1, 2024 (target date to complete contract changes)

- October 1, 2024 (EPA registration deadline)
- December 31, 2024 (tentative revised end date for current contracts)
- January 1, 2025 (EPA Biogas Regulatory Reforms go-live)

2. Discuss status of key Action Items from 02/07/24 call held with GR team (see names assigned to action items below):

02/07/24 Meeting Action Items (as written by Robert German, DTE):

- Review the RAPID's org structure and "enabling legislation" to determine if they are authorized to own and / or sell RINs (Michael Hoeker)
- Connect with law firms experienced in RFS / RINs to assist with project structuring and contracting (Michael Hoeker)
- Check progress of GR's treated biogas meter in EPA queue. OEMs can submit meter specs to EPA for review & approval. (Jared)
- Check schedules for GR and the RAPID to timely approve the new contracts and terminate early the contract with DTE (Michael Hoeker, RAPID lawyer)

At that time, The Rapid was advised of the timeline for DTE to end their relationship in the RNG process.

At the conclusion of the February 23, 2024, meeting, it was clear The Rapid had two options. To take on the role DTE had played in selling the dispensing RINs credits and the EPA reporting ourselves, or contract with a firm to perform this work on behalf of The Rapid.

It should be noted that the parties (The Rapid, The City of Grand Rapids, and DTE) have continued to have meetings nearly every two weeks and will continue to meet until the exit of DTE from the process.

Selling RIN credits on the market would mean significant staff time put towards navigating the EPA Moderated Transaction System (EMTS), the database of record for all transactions involving RINs. The Rapid would need to enter into trade agreements outside of EMTS, and then enter those trades in EMTS, which verifies each parties' record (buy/sell) and transfer of RIN credits and reporting. Finding the best prices on the market to sell the credits would require staff capacity and knowledge not currently available within The Rapid's internal resources. Therefore, The Rapid turned to the option of contracting with a third party, with expertise in processing our dispensing RIN credits.

Concurrent to this discussion, The Rapid took a wholistic look at all processes connected with R/CNG dispensing. The Rapid currently maintains the R/CNG station located near our Laker Line Facility, using a combination of Rapid staff and contracted industrial maintenance services. As a part of research into RNG distribution, it became apparent that a number of firms could in addition to supplying, selling and reporting RNG, could also be contracted to maintain the R/CNG fueling station, for both preventive maintenance and emergency repair services.

Including this maintenance option in our request for proposals would provide a dedicated contractor to manage maintenance, freeing up Rapid staff for other work. Therefore, it was decided to include an option in the procurement process to provide both RNG/RINs credit services and R/CNG fueling system maintenance services.

## **PROCUREMENT**

The Rapid desired to evaluate the qualities of the various bids received, particularly the maintenance plans, so the bid was issued as a Request for Proposal (RFP). The bid was split into two parts, R/CNG maintenance in one section, and the purchase of RNG and RINs credit processing in the other. Firms could bid on either element or both parts of the RFP. The bid was sent out to the Michigan Inter-governmental Trade Network as well as directly to 12 firms. The bid was downloaded by 21 firms, and 5 bids were received.

Of the bids received, Clean Energy, Opal Fuels and Trillium Fuels provided proposals for both elements of the RFP. The City of Grand Rapids and Kinder Morgan bid only on RNG distribution and RINs credits.

Kinder Morgan's proposal offered 8% of the RIN credits to The Rapid. This was significantly below Clean Energy's 10%, Opal Fuels' 10% and Trillium Fuels' 9.5% proposals and was therefore not considered. The City of Grand Rapids proposed selling the RNG fuel and RINs credits directly to The Rapid at a price of \$4.42/DGE. The current cost under the DTE process for YTD FY 23/24 averaged \$0.52/DGE.

When evaluating the City of Grand Rapids' RFP, it is important to note the inherent risk involved with accepting a flat rate per DGE when the RIN market can fluctuate greatly, particularly with the new ruleset taking effect in January of 2025. There is the potential to incur negative income if the RIN market were to drop below \$2.85. Although for the current FY the market average has been steady around \$3.23, during the past few years it has been known to drop below \$2.00.

The City of Grand Rapids proposal would require The Rapid to trade RINs credits or hire a contractor to do so. The RFP clearly stated that bidders must process and sell the RINs credits as part of their services and not leave this to The Rapid, providing a specific percentage of the RINs credits they would share with The Rapid was a requirement to be identified in their proposals. Based on this, the City of Grand Rapids' proposal was deemed non-responsive, and not considered. All four remaining proposals did meet these RFP requirements for RINs credits. Three potential bidders, including the City of Grand Rapids participated in the site walk-through on June 27, 2024. Each had an opportunity to ask and have questions answered. On August 12, 2024, Deb Prato, CEO The Rapid notified Mark Washington, Grand Rapids City Manager they would not be moving on to the interview process based on their proposal.

Clean Energy, Opal Fuels and Trillium Fuels were evaluated in the first round based on their proposal, firm qualifications and costs/credits.

	Score	Estimated Yearly Maintenance Costs	Estimated Yearly RINs Credits	% of RINs credits given to The Rapid
<b>Clean Energy</b>	<b>94.8</b>	<b>\$381,510.00</b>	<b>\$580,107.00</b>	<b>9.5%</b>
<b>Opal Fuels</b>	<b>97.9</b>	<b>\$353,591.00</b>	<b>\$551,102.00</b>	<b>10%</b>
Trillium Fuels	53.7	\$635,850.00	\$580,107.00	10%

All three firms were qualified and provided plans that would address The Rapid's maintenance and RNG needs, but Trillium Fuels' maintenance costs were nearly twice as high as the other two firms and therefore scored much lower.

As a result, Clean Energy and Opal Fuels moved on to Round 2 evaluations. Rapid staff conducted interviews on August 27, 2024, with both firms, in person with Opal and remotely with Clean Energy. Each organization gave good presentations and clearly demonstrated their ability to carry out all the required elements of the RFP. The Rapid then issued a Best and Final Offer (BAFO) to see if either firm would improve their financial proposal. Both firms increased the percentage of the RINs credits given to The Rapid to 12%, resulting in an annual estimated increase of \$100,000 in additional RINs credit revenues to The Rapid.

	Average Rank	Estimated Yearly Maintenance Costs	Estimated Yearly RINs Credits	% of RINs credits given to The Rapid
<b>Clean Energy</b>	<b>1.25</b>	<b>\$381,510.00</b>	<b>\$696,128.60</b>	<b>12%</b>
<b>Opal Fuels</b>	<b>1.75</b>	<b>\$353,591.00</b>	<b>\$696,128.60</b>	<b>12%</b>

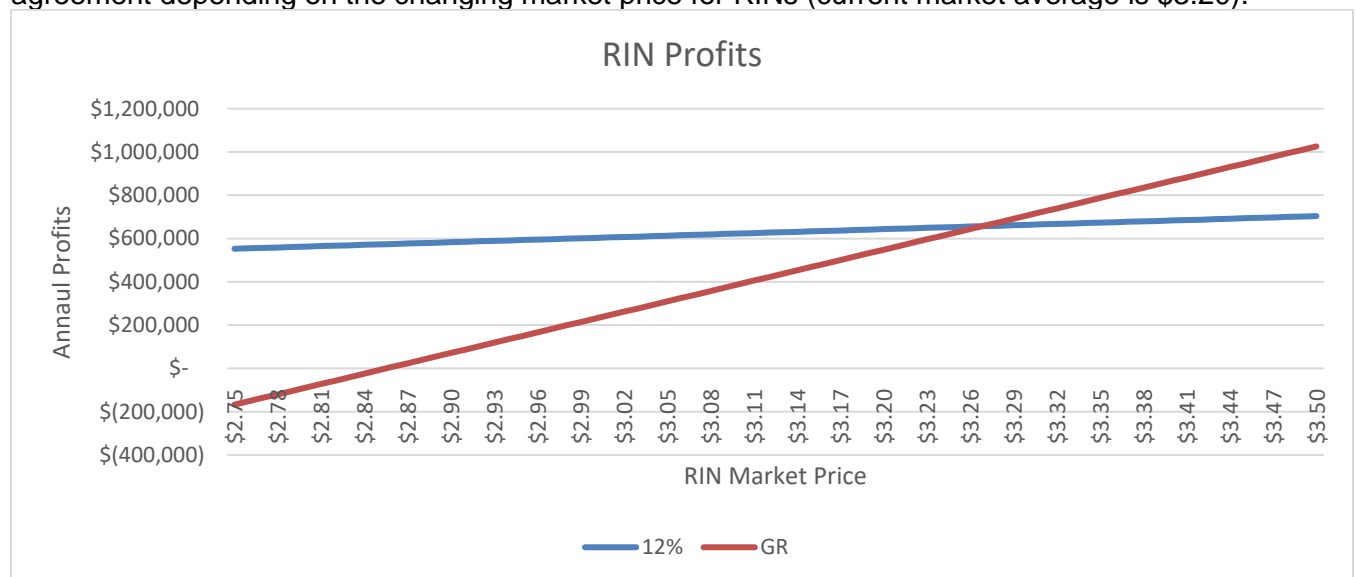
In the end, the review team selected Clean Energy over Opal Fuels. While the proposals were very close in quality, Clean Energy was selected due their extensive experience in maintaining 110 CNG facilities for 80 different transit agencies nationally, the resources they can bring to bear in maintaining and repairing The Rapid's CNG fueling station, and they are the major supplier of RNG providing 40% of the United States market.

#### RIN profit comparison:

For the past 11 months of FY23/24 ITP has been earning a 4% share of all RINs sold resulting in a total of \$123,038.42, with a conservative estimate of \$135,000 for the year. This has been an equivalent earning of \$0.18/DGE.

With both Clean Energy and Opal, ITP's approximate earnings would be about \$0.63/DGE. If the RIN markets remain steady, the estimated earnings through a City of GR agreement would net ITP approximately \$0.53/DGE.

The below chart compares potential earnings for a Grand Rapids agreement and a Clean Energy agreement depending on the changing market price for RINs (current market average is \$3.20).



Key dates & deadlines for EPA Biogas Regulatory Reforms and Project Transition provided by DTE in Joint Rapid, City of Grand Rapids and DTE Meetings:

- Sept 1, 2024: Target date for City of GR, RAPID to complete re-contracting
- Oct 1, 2024: EPA registration deadline
- Nov 2024: Last month for biogas deliveries from City of GR to DTET
- Nov 30, 2024: End date for Gas Confirms, Agency agreements (City GR, DTET).  
Last day DTE Energy Trading will receive biogas from City of GR.
- Dec 2024: Last month for biogas deliveries from DTET to the RAPID, DTE Gas
- Dec 31, 2024: End date for Gas Confirms, Agency agreements (the RAPID, DTET)  
  
Last day DTE Energy Trading will supply D3-biogas to the RAPID and non-D3 biogas to DTE Gas Services.
- Jan 1, 2025: EPA Biogas Regulatory Reforms go-live
- Jan 2025: Last month for RIN Generation under the current program (subject to written confirmation from EPA, Weaver) so Nov '24 RNG production, Dec '24 RNG dispensed, Jan '25 final RIN Generation

## **FUNDING**

Funding for projects under this contract will come primarily through Federal and State sources to fund the Preventive Maintenance of the R/CNG station. RIN credits revenues will be credited to the General Fund and used to operate Rapid services.



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 092524-3**

**Fiscal Year: 2023-2024**

Moved and supported to adopt the following resolution:

Approval to enter into a five-year contract with Clean Energy to purchase Renewable Natural Gas (RNG), perform Compressed Natural Gas (CNG) fueling station maintenance and process Renewable Identification Numbers (RINs) credits.

BE IT RESOLVED that the ITP CEO is hereby authorized to enter a five-year contract with Clean Energy to purchase Renewable Natural Gas (RNG), perform Compressed Natural Gas (CNG) fueling station maintenance and process Renewable Identification Numbers (RINs) credits in accordance with the information presented to the ITP Board on September 25, 2024.

**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:** September 25, 2024  
**To:** ITP Board  
**From:** Steve Clapp, Director of Fleet Maintenance  
**Subject:** PROJECT 2024-18: CONTRACT AWARD FOR BUS TIRE LEASE

### **ACTION REQUESTED**

Authorization is requested from the Interurban Transit Partnership (ITP) Board to execute a five-year bus tire lease for revenue buses with Bridgestone Americas Tire Operations, LLC (Firestone). The total cost is estimated to be \$1,565,359 over the five year contract.

### **BACKGROUND**

Prior to the expiration of existing lease contracts, the ITP solicits bids for the acquisition of bus tires and considers options for both tire leasing and tire purchase. Public transit systems are one of few industries that lease tires; ITP currently contracts with Firestone under the tire lease option.

Under a tire lease program, the Contractor provides the required number of tires as may be sufficient to keep ITP's vehicles fully equipped and provides an adequate reserve supply. The ITP supplies the Contractor with a monthly record of the total vehicle miles which each revenue bus has traveled during the preceding month. The ITP is then invoiced an amount computed by using the contracted billing rate per tire mile reported.

There are three well known Contractors in the transit tire lease business; Bridgestone Americas Tire Operations, LLC (Firestone), The Goodyear Tire & Rubber Company (Goodyear) and Michelin North America, Inc. (Michelin).

The existing contract for lease tires with Firestone expires on October 31, 2024. The new contract shall become effective on November 1, 2024, and shall remain in effect through October 31, 2029.

### **PROCUREMENT**

The Procurement was an Invitation for Bids (IFB) since the specification was well defined and the selection of the successful bidder could be made principally on the basis of price to the low responsive and responsible bidder. As required by the Federal Transit Administration (FTA) for procurements with a total value exceeding \$100,000, the IFB was publicly advertised on the Michigan Ingovernmental Trade Network (MITN) and sent directly to the three contractors listed above. The ITP requested bid prices for leasing tires and for outright purchase of tires. Firms were permitted to submit firm fixed pricing for each year of the five-year contract.

Bids were submitted by one firm, Firestone, as Goodyear and Michelin chose not to bid. Pricing was evaluated using current contract pricing, noting the increase from current pricing is 3.44% for Linehaul bus tires and 2.77% for Laker Line bus tires which is in line with current inflation

rates. The Federal Transit Administration (FTA) requires a buy/lease cost comparison to demonstrate the cost savings of leasing tires. The summary of the five-year cost comparison between purchasing and leasing tires is shown in the table below. The analysis shows that ITP would save \$1,150,170 over the course of the contract by choosing the lease option.

## **FUNDING**

Funding will be derived from approved Federal and State capital assistance grants. No local match is required.

FIRESTONE - 315/80R22.5 - LINEHAUL - PURCHASE VS LEASE								
	PURCHASE COST PER TIRE EACH	ANNUAL # OF TIRES	PURCHASE TOTAL	LEASE COST PER MILE, PER TIRE	LEASE COST PER YEAR BASED ON 27,995,940 TOTAL MILES	SAVINGS TO LEASE	Current Year Lease Cost	Year 1 Increase from Current Agreement
YEAR 1	\$ 561.75	696	\$ 390,978.00	\$ 0.007093	\$ 198,575.20	\$ 192,402.80	\$0.006857	3.44%
YEAR 2	\$ 578.60	696	\$ 402,705.60	\$ 0.007337	\$ 205,406.21	\$ 197,299.39		
YEAR 3	\$ 595.96	696	\$ 414,788.16	\$ 0.007672	\$ 214,784.85	\$ 200,003.31		
YEAR 4	\$ 595.96	696	\$ 414,788.16	\$ 0.007979	\$ 223,379.61	\$ 191,408.55		
YEAR 5	\$ 595.96	696	\$ 414,788.16	\$ 0.008298	\$ 232,310.31	\$ 182,477.85		
<b>5 YEAR TOTAL</b>			<b>\$ 2,038,048.08</b>		<b>\$ 1,074,456.18</b>	<b>\$ 963,591.90</b>		

FIRESTONE - 305/70R22.5 - LAKER LINE - PURCHASE VS LEASE								
	PURCHASE COST PER TIRE EACH	ANNUAL # OF TIRES TO PURCHASE	PURCHASE TOTAL	LEASE COST PER MILE, PER TIRE	LEASE COST PER YEAR BASED ON 7,200,860 TOTAL MILES	SAVINGS TO LEASE	Current Year Lease Cost	Year 1 Increase from Current Agreement
YEAR 1	\$ 514.75	170	\$ 87,507.50	\$ 0.007047	\$ 50,744.46	\$ 36,763.04	\$0.006857	2.77%
YEAR 2	\$ 529.78	170	\$ 90,062.60	\$ 0.007329	\$ 52,775.10	\$ 37,287.50		
YEAR 3	\$ 545.67	170	\$ 92,763.90	\$ 0.007622	\$ 54,884.95	\$ 37,878.95		
YEAR 4	\$ 562.04	170	\$ 95,546.80	\$ 0.007927	\$ 57,081.22	\$ 38,465.58		
YEAR 5	\$ 562.04	170	\$ 95,546.80	\$ 0.008244	\$ 59,363.89	\$ 36,182.91		
<b>5 YEAR TOTAL</b>			<b>\$ 461,427.60</b>		<b>\$ 274,849.63</b>	<b>\$ 186,577.97</b>		

COST PER UNUSED 32ND OF TREAD FOR DAMAGED TIRES-FIRESTONE							Current Year	Year 1 Increase from Current Agreement
	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	5 Year Total		
315/80R22.5 (LH)	\$ 28.01	\$ 29.13	\$ 30.30	\$ 31.51	\$ 32.65		\$24.64	13.67%
	\$ 32,071.45	\$ 33,353.85	\$34,693.50	\$36,078.95	\$37,384.25	\$ 173,582.00	\$28,212.80	
305/70R22.5 (LL)	\$ 26.67	\$ 27.74	\$ 28.85	\$ 30.00	\$ 31.20		\$23.41	13.92%
	\$ 7,840.98	\$ 8,155.56	\$ 8,481.90	\$ 8,820.00	\$ 9,172.80	\$ 42,471.24	\$6,882.54	
1,439/32nds average loss per damage tire per year. Linehaul-1145/32nds Laker Line-294 32nds					<b>TOTAL</b>	<b>\$ 216,053.24</b>		

	Lease Total for 5 Years	Damage Total for 5 Years	Lease and Damage Total for 5 Years
FIRESTONE	\$ 1,349,306	\$ 216,053	<b>\$1,565,359</b>



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 092524-4**

**Fiscal Year: 2023-2024**

Moved and supported to adopt the following resolution:

Approval to enter into a five-year contract with Bridgestone Americas Tire Operations, LLC (Firestone) to lease revenue bus tires.

BE IT RESOLVED that the ITP CEO is hereby authorized to enter a five-year contract with Bridgestone Americas Tire Operations, LLC (Firestone) to lease revenue vehicle tires in accordance with the information presented to the Board on September 25, 2024.

**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:** September 25, 2024  
**To:** ITP Board  
**From:** Steve Clapp, Director of Fleet Maintenance  
**Subject:** PROJECT 2024-49: PROCUREMENT OF THIRTEEN REPLACEMENT PARATRANSIT VEHICLES

### **ACTION REQUESTED**

Authorization is requested from the Interurban Transit Partnership (ITP) Board to enter into an agreement with Hoekstra Transportation for the purchase of thirteen Ford E-450 paratransit vehicles at a total price of \$2,289,758 for the purpose of replacing existing paratransit vehicles that have met their useful life benchmark (ULB) of 7 yrs/200,000 miles. Staff is further requesting a \$65,000 contingency due to an expected price increase to the Ford chassis for the 2025 model year.

### **BACKGROUND**

The replacement of vehicles is necessary as they meet or exceed their ULB in order to maintain a state of good repair, and to provide safe and reliable vehicles for our customers. The ITP was awarded a grant through the Carbon Reduction Program (CRP) providing CRU funds in the amount of \$1,517,808 to procure eight of the Ford E-450 paratransit vehicles whereas the remaining five will be procured with 5307 funding. The Ford E-series chassis is modified for paratransit service through Forest River Inc. and can accommodate 12 ambulatory clients and 2 ADA placements, or 6 ambulatory clients and 4 ADA placements. The vehicles will have a side mounted ADA lift and bi-fold entry doors which will provide consistency with the rest of our fleet for our customers. The vehicles will be powered by low emission propane engines.

### **PROCUREMENT**

The vehicles were competitively bid on by the State of Michigan in compliance with FTA procurement requirements. Three paratransit vehicle dealers (Hoekstra Transportation, Coach & Equipment, and Tesco) were awarded contracts under the State Vehicle Purchasing Program. The table below shows the price comparison between the three paratransit vehicle dealers. This procurement is included as part of the MiDeal program of which the ITP is an eligible participant. Hoekstra Transportation was selected as they are the lowest responsible bidder under the State of Michigan contract #210000000606 and have historically provided good customer service to ITP.

Paratransit Bus Dealer	Price Per Bus	Total Price
Hoekstra Transportation	\$175,135.16	\$2,276,757.08
Coach & Equipment	\$178,189.25	\$2,316,460.25
Tesco	\$182,613.00	\$2,373,969.00

### **FUNDING**

Funding will be derived from approved Federal and State discretionary and capital assistance grants. No local match is required.

**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 092524-5**

**Fiscal Year: 2023-2024**

Moved and supported to adopt the following resolution:

Approval to enter into an agreement with Hoekstra Transportation for the purchase of thirteen Ford E-450 paratransit vehicles.

BE IT RESOLVED that the ITP CEO is hereby authorized to enter into an agreement with Hoekstra Transportation for the purchase of thirteen Ford E-450 paratransit vehicles in the amount of \$2,289,758 with an additional contingency of \$65,000 in accordance with the information presented to the Board on September 25, 2024.

**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:** September 25, 2024  
**To:** ITP Board  
**From:** Deb Prato, Chief Executive Officer  
**Subject:** E-FARE POLICY EXCEPTION

**ACTION REQUESTED**

Approve a one-time project-based exception to the January 2021 Board approved E-fare policy related to Marketing Fares.

**BACKGROUND**

The Rapid is participating in a Surface Transportation System Funding Alternatives (STSFA) grant funded project, ***Perceptions and Implications of Road Use Charges***. The grant project partners with The Rapid are the Michigan Department of Transportation (MDOT), Via Mobility Services, and SMART, Southeast Michigan's regional public transportation provider.

The Federal Highway Administration FAST Act established the STSFA program to provide grants to States or groups of States to demonstrate user-based alternative revenue mechanisms that use a user-fee structure to maintain the long-term solvency of the Highway Trust Fund. The objectives of the program are the following:

- Test the design, acceptance, and implementation of two or more future user-based alternative mechanisms.
- Improve the functionality of the user-based alternative revenue mechanisms.
- Conduct outreach to increase public awareness regarding the need for alternative funding sources for surface transportation programs and to provide information on possible approaches.
- Provide recommendations regarding adoption and implementation of user-based alternative revenue mechanisms.
- Minimize the administrative cost of any potential user-based alternative revenue mechanisms.

As a project partner The Rapid has been asked to donate 1-month of e-fare; 2-trips daily, to approximately 100 project participants. The participants have indicated they live in The Rapid's service area and are willing to consider using public transportation. The participants in this program are not currently customers of The Rapid.

The project goal is to determine the effectiveness of incentives to encourage mode shift to public transit. During the project, participants will have the opportunity to earn an incentive for moving their most common trip to transit. Per-trip incentives can be earned twice daily during the five-month project study period. The value of per-trip incentives will vary between participants as a means of testing the efficacy of different incentive levels. Each participant can earn up to \$600 during the project study period. The Rapid is not responsible for providing this incentive.

**REQUEST:** The Rapid's current fare policy limits marketing fares/promotional fares for various activities to increase awareness of Rapid service, increasing ridership and attracting new riders to an annual limit of \$1,000 (includes \$3 card fee and fare). **Approve a one-time exception to allow The Rapid to provide marketing promotional fares valued at \$5,000 for the *Perceptions and Implications of Road Use Charges* study.**

**FUNDING:** The value of one month of unlimited rides, with our monthly fare cap of \$47.00 and \$3 card fee represents a value of \$5,000 for one-hundred project study participants. With the current ridership/excess capacity, the hard costs of the study are \$300, the cost of project wave cards and our card programming effort.

**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS****RESOLUTION No. 092524-6****Fiscal Year: 2023-2024**

Moved and supported to adopt the following resolution:

Approval for a one-time project-based exception to the January 2021 Board approved E-fare policy related to Marketing Fares.

BE IT RESOLVED that the ITP CEO is hereby authorized a one-time exception to allow The Rapid to provide marketing promotional fares valued at \$5,000 for the Perceptions and Implications of Road Use Charges study in accordance with the information presented to the Board on September 25, 2024.

CERTIFICATE

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

\_\_\_\_\_  
Kris Heald, Board Secretary

\_\_\_\_\_  
Date





## Interurban Transit Partnership

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DATE: September 25, 2024  
TO: ITP Board  
FROM: Jason Prescott  
SUBJECT: AUGUST 2024 PARATRANSIT RIDERSHIP REPORT

### Paratransit ridership information for August 2024, as compared to August 2023

	2024	2023	% Change
Total Paratransit Ridership	19,093	18,958	.7%
ADA Ridership	15,972	15,023	6.3%
Non-Disabled Senior (NDS) Ridership	125	87	43.7%
PASS Ridership	215	173	24.3%
Network 180	2,348	2,961	-20.7%

### Ridership averages, as compared to 2023

	2024	2023	% Change
Weekday Ridership	648	625	3.7%
Saturday Ridership	220	230	-4.3%
Sunday Ridership	225	219	2.7%

### Other Performance Measures

	2024	2023	% Change
On-Time Performance	93.00%	78.00%	19.2%
On-Time Drop-Off	98.00%	87.00%	12.6%
Average Cost Per Trip	\$51.93	\$40.51	28.2%

August 2024 Paratransit Ridership and Operating Statistics				
ADA	2024	2023	Change	% Change
Clients	1,245	1,220	25	2.0%
Passenger Trips	15,972	15,023	949	6.3%
<b>NDS</b>				
Clients	15	14	1	7.1%
Passenger Trips	125	87	38	43.7%
<b>PASS</b>				
Clients	11	9	2	22.2%
Passenger Trips	215	173	42	24.3%
<b>CONTRACTED</b>				
Clients	0	0	0	#DIV/0!
Passenger Trips	0	0	0	#DIV/0!
<b>RIDELINK</b>				
Clients	228	273	(45)	-16.5%
Passenger Trips (Performed by The Rapid)	433	714	(281)	-39.4%
<b>TOTALS</b>				
Clients	1,499	1,516	(17)	-1.1%
Passenger Trips	16,745	15,997	748	4.7%
Average Weekday Ridership	648	625	23	3.7%
Average Saturday Ridership	220	230	(10)	-4.3%
Average Sunday Ridership	225	219	6	2.7%
All Ambulatory Passengers	13,682	12,950	732	5.7%
All Wheelchair Passengers	3,063	3,047	16	0.5%
No - Shows	373	403	(30)	-7.4%
Cancellations	364	646	(282)	-43.7%
<b>Transdev</b>				
Average Cost per Trip	\$51.93	\$40.51	\$11.42	28.2%
Riders per Hour	1.8	1.7	0.1	5.9%
Accidents per Month	6.0	5.0	1	20.0%
<b>Trip Denials</b>	0	0	0	#DIV/0!
<b>NTD Travel Time (minutes)</b>	33	27	6	22.2%
<b>NETWORK 180</b>				
Passenger Trips	2,348	2,961	(613)	-20.7%
Average Weekday Ridership	107	128	(21)	-16.4%
<b>TOTAL PASSENGER TRIPS</b>	<b>19,093</b>	<b>18,958</b>	<b>135</b>	<b>0.7%</b>
Paratransit Service Quality Statistics: network 180 Excluded				
<b>Complaints</b>	<b>2024</b>	<b>2023</b>	<b>% of Trips</b>	<b>% Change</b>
Transdev Complaints	16	4	0.1%	300.0%
<b>On-Time Performance</b>				
On-Time Compliance - Pick-up	93.00%	78.00%	15.0%	19.2%
On-Time Compliance - Drop-off	98.00%	87.00%	11.0%	12.6%



## **Interurban Transit Partnership**

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

**Date:** September 25, 2024

**To:** Board of Directors

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

**Subject:** Rapid Connect August 2024 Monthly Report

### **OVERVIEW**

Rapid Connect mobility on-demand program report from Thursday, August 1 through Saturday, August 31.

### **HISTORICAL CONTEXT**

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

Sign-ups remain consistent from week to week. To date, 2,410 people have signed up to use this new service.

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, August 1 and Saturday, August 31, 2024 (1 month service period), there were a total of 1,054 completed trips.

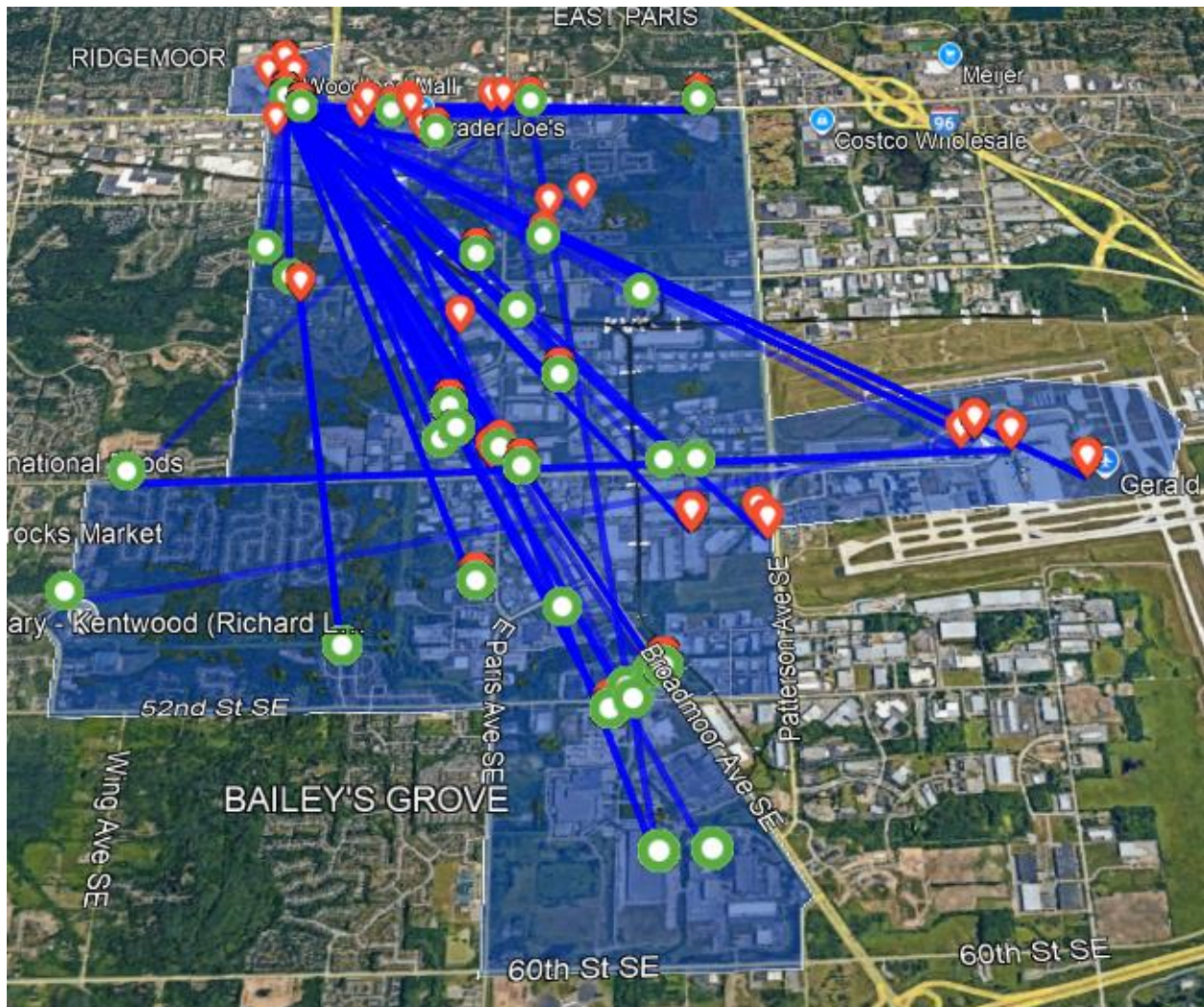
### Interurban Transit Partnership

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

There were 692 completed trips in Kentwood (66%), and 362 trips completed in Walker (34%). There were 52 individual riders in Kentwood and 21 in Walker that made up these trip counts for the month of August.

The average fare trip distance in Kentwood is 2.99 miles, and 3.08 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 August had a reported arrival time of 6:00 a.m. The latest trip was completed at 9:42 p.m.

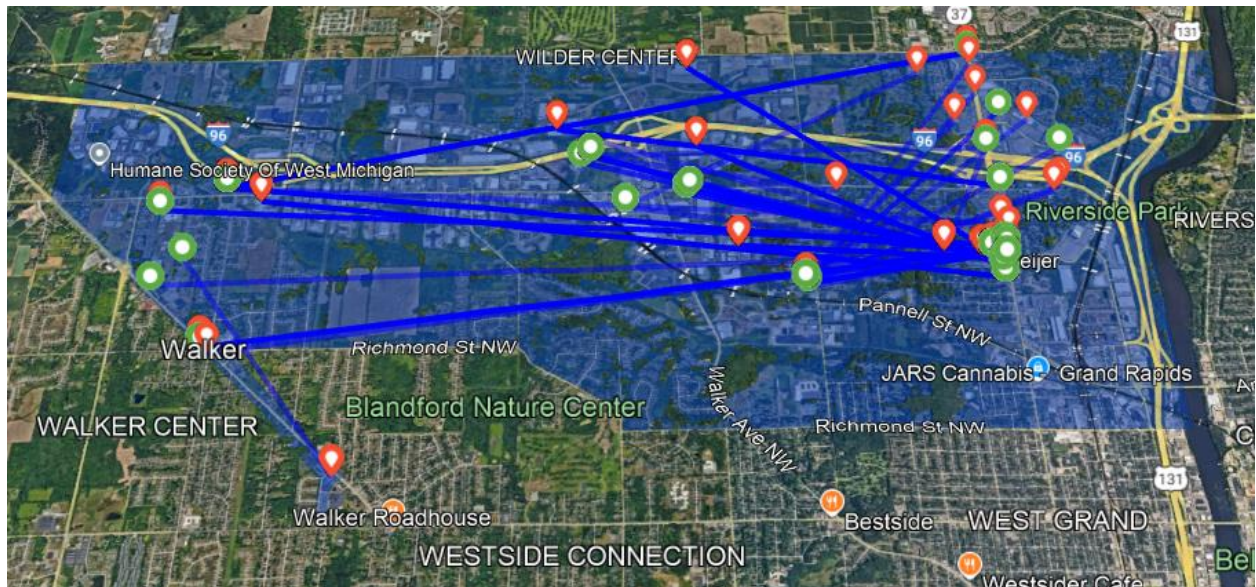




### Interurban Transit Partnership

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

The earliest trip in Walker for August had a reported arrival time of 6:02 a.m. The latest trip was completed at 9:54 p.m.



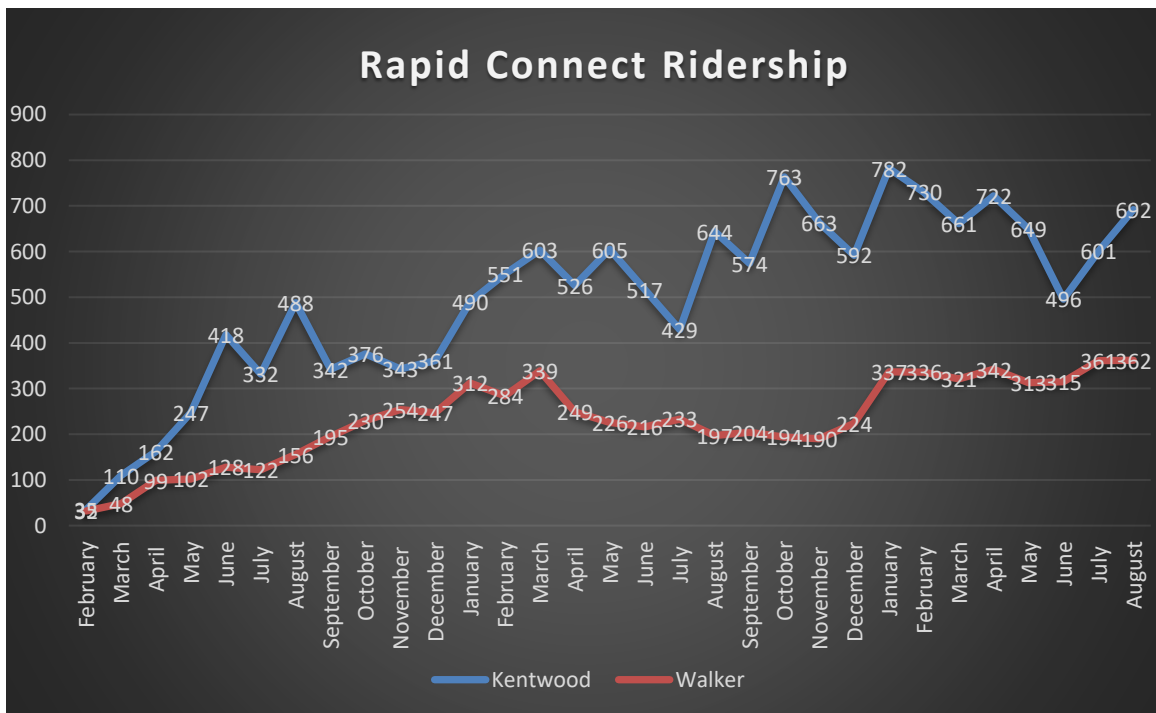
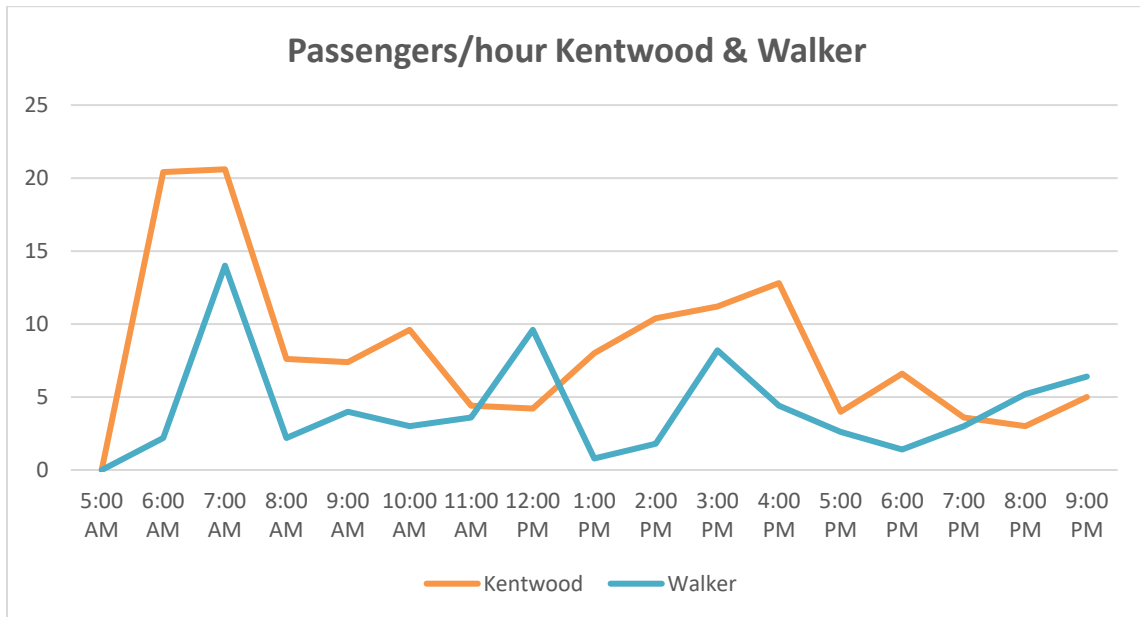
10 Destinations were visited in the expanded zone for August 2024.

2263 E Oak St. NW  
555 3 Mile rd. NW  
555 Center Dr NW  
745 Center Dr NW  
3105 Alpine Ave NW  
3248 Alpine Ave NW  
3343 Alpine Ave NW  
3515 Alpine Ave NW  
3596 Alpine Ave NW  
1050 4 Mile rd. NW



## Interurban Transit Partnership

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





**Date:** September 25, 2024

**To:** ITP Board of Directors

**From:** Tim Roseboom – Senior Planner

**Subject:** FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – July 2024

**OVERVIEW:** In July 2024, there was 2.0% increase in total monthly route ridership as compared to July 2023. Contract services increased 65.0%, however regular fixed routes services decreased 6.0%. July 2023 had a total of nine Clean Air Action Days compared to one in July 2024. Additionally, July 2024 had two more weekdays and one less Saturday and Sunday than July 2023.

### **BACKGROUND INFORMATION**

#### **Monthly Ridership**

	<b>July 2024</b>	<b>July 2023</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	298,343	317,224	-6.0%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	65,874	39,933	65.0%
<b>Total Monthly Fixed Route Ridership</b>	<b>364,217</b>	<b>357,157</b>	<b>2.0%</b>

#### **Daily Average Ridership**

	<b>July 2024</b>	<b>July 2023</b>	<b>% Change</b>
Weekday Total	14,256	14,711	-3.1%
Weekday Evening	2,909	2,364	23.0%
Saturday	8,084	8,179	-1.2%
Sunday	4,562	4,410	3.4%

#### **Productivity Summary**

	<b>July 2024</b>	<b>July 2023</b>	<b>% Change</b>
Average passengers per hour per route	12.5	12.1	3.6%
Average passengers per mile per route	0.93	0.89	4.1%
Average farebox recovery percent per route	10.1%	12.0%	-15.5%

#### **Fiscal Year Ridership**

	<b>FY 2024</b>	<b>FY 2023</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	3,568,251	3,565,897	0.1%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	1,511,825	1,243,568	21.6%
<b>Total Fixed Route Ridership YTD</b>	<b>5,080,076</b>	<b>4,809,465</b>	<b>5.6%</b>

## COMPARISON OF JULY 2024 TO JULY 2019

### Monthly Ridership

	July 2024	July 2019	% Change
Regular Fixed Route Service ( <i>Routes 1–44</i> )	298,343	560,988	-46.8%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	65,874	71,979	-8.5%
<b>Total Monthly Fixed Route Ridership</b>	<b>364,217</b>	<b>632,967</b>	<b>-42.5%</b>

### Daily Average Ridership

	July 2024	July 2019	% Change
Weekday Total	14,256	25,388	-43.8%
Weekday Evening	2,909	4,452	-34.7%
Saturday	8,084	12,631	-36.0%
Sunday	4,562	5,979	-23.7%

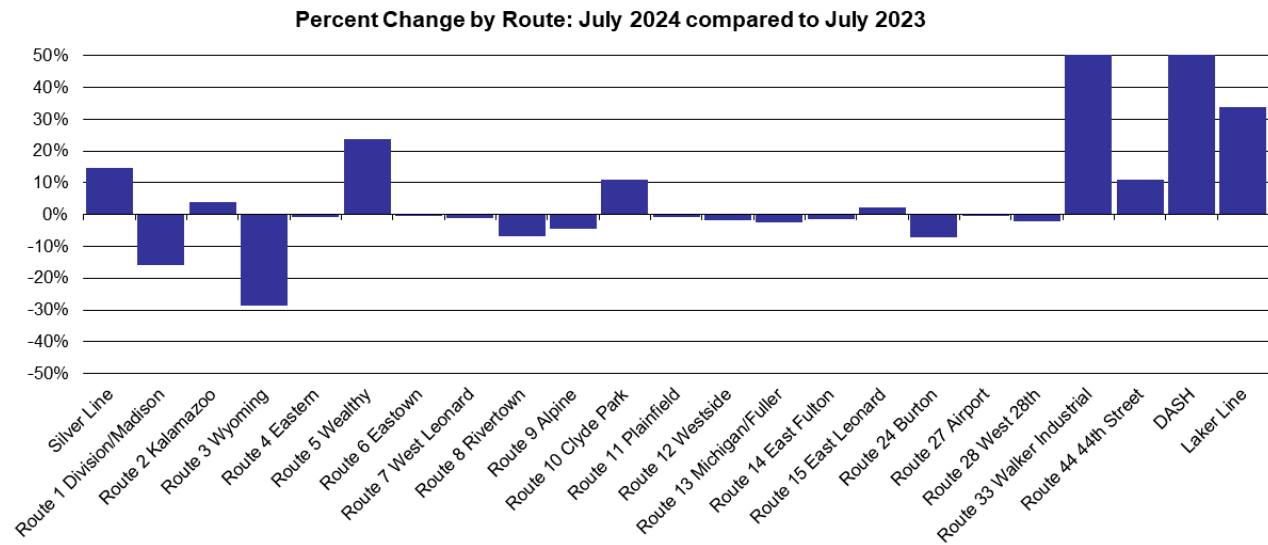
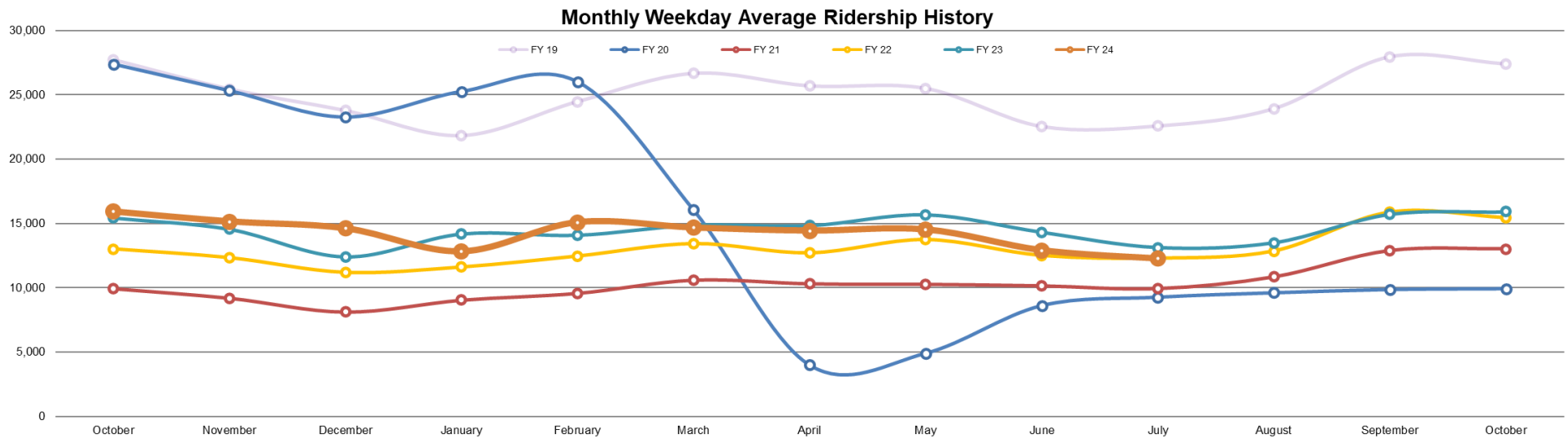
### Productivity Summary

	July 2024	July 2019	% Change
Average passengers per hour per route	12.5	17.9	-30.3%
Average passengers per mile per route	0.93	1.46	-36.3%
Average farebox recovery percent per route	10.1%	25.3%	-59.9%

### Fiscal Year Ridership

	FY 2024	FY 2019	% Change
Regular Fixed Route Service ( <i>Routes 1–44</i> )	3,568,251	6,055,980	-41.1%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	1,511,825	2,305,354	-34.4%
<b>Total Fixed Route Ridership YTD</b>	<b>5,080,076</b>	<b>8,361,334</b>	<b>-39.2%</b>







**Date:** September 25, 2024

**To:** ITP Board of Directors

**From:** Tim Roseboom – Senior Planner

**Subject:** FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – August 2024

**OVERVIEW:** In August 2024, there was an 8.4% increase in total monthly route ridership as compared to August 2023. Contract services increased 45.9%, however regular fixed routes services decreased 0.6%. August 2023 had two Clean Air Action Days compared to one in August 2024. Additionally, August 2024 had one less weekday and one more Saturday than August 2023.

### **BACKGROUND INFORMATION**

#### **Monthly Ridership**

	<b>August 2024</b>	<b>August 2023</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	353,761	355,975	-0.6%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	125,283	85,844	45.9%
<b>Total Monthly Fixed Route Ridership</b>	<b>479,044</b>	<b>441,819</b>	<b>8.4%</b>

#### **Daily Average Ridership**

	<b>August 2024</b>	<b>August 2023</b>	<b>% Change</b>
Weekday Total	18,890	16,943	11.5%
Weekday Evening	3,071	2,558	20.1%
Saturday	8,906	8,416	5.8%
Sunday	4,735	4,618	2.5%

#### **Productivity Summary**

	<b>August 2024</b>	<b>August 2023</b>	<b>% Change</b>
Average passengers per hour per route	13.7	12.3	11.5%
Average passengers per mile per route	1.02	0.91	11.8%
Average farebox recovery percent per route	11.4%	11.2%	2.0%

#### **Fiscal Year Ridership**

	<b>FY 2024</b>	<b>FY 2023</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	3,922,012	3,921,872	0.0%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	1,637,107	1,329,413	23.1%
<b>Total Fixed Route Ridership YTD</b>	<b>5,559,119</b>	<b>5,251,285</b>	<b>5.9%</b>

## COMPARISON OF AUGUST 2024 TO AUGUST 2019

### Monthly Ridership

	August 2024	August 2019	% Change
Regular Fixed Route Service <i>(Routes 1–44)</i>	353,761	608,801	-41.9%
Contracted Service <i>(GVSU, DASH, GRCC, and Ferris)</i>	125,283	165,264	-24.2%
<b>Total Monthly Fixed Route Ridership</b>	<b>479,044</b>	<b>774,065</b>	<b>-38.1%</b>

### Daily Average Ridership

	August 2024	August 2019	% Change
Weekday Total	18,890	30,866	-38.8%
Weekday Evening	3,071	4,939	-37.8%
Saturday	8,906	13,740	-35.2%
Sunday	4,735	6,577	-28.0%

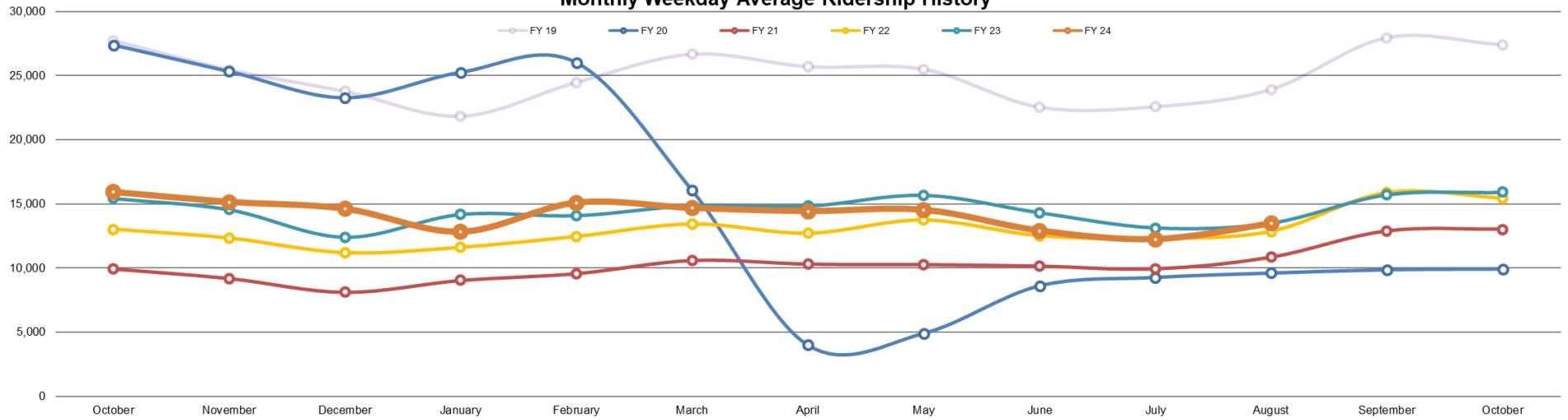
### Productivity Summary

	August 2024	August 2019	% Change
Average passengers per hour per route	13.7	19.1	-28.1%
Average passengers per mile per route	1.02	1.55	-34.4%
Average farebox recovery percent per route	11.4%	24.8%	-53.9%

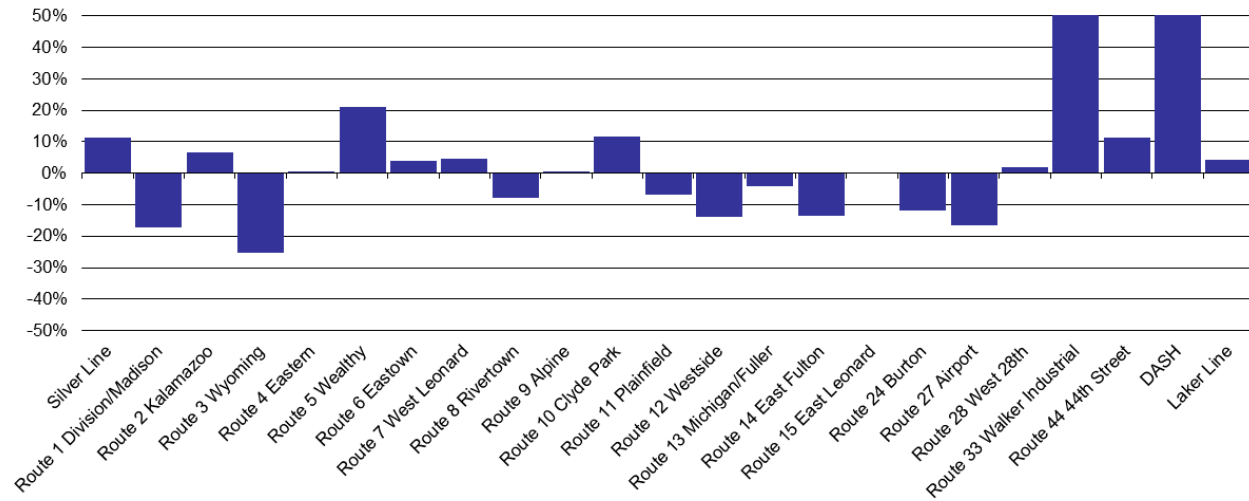
### Fiscal Year Ridership

	FY 2024	FY 2019	% Change
Regular Fixed Route Service <i>(Routes 1–44)</i>	3,922,012	6,664,781	-41.2%
Contracted Service <i>(GVSU, DASH, GRCC, and Ferris)</i>	1,637,107	2,470,618	-33.7%
<b>Total Fixed Route Ridership YTD</b>	<b>5,559,119</b>	<b>9,135,399</b>	<b>-39.1%</b>

Monthly Weekday Average Ridership History



Percent Change by Route: August 2024 compared to August 2023





## Interurban Transit Partnership

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**Date:** September 25, 2024  
**To:** ITP Board of Directors  
**From:** Linda Medina, Director of Finance  
**Subject:** July Operating Statements

Attached are the financial reports for general operating and grants through July 2024 along with the Professional Development report for August 2024. There was no July activity for Professional Development.

### FY 23/24 YTD Operating Statement Analysis

Revenues are overall .5% under budget, consistent with the last month's performance.

- Fares are slightly below budget expectations due to lower than anticipated paratransit ridership.
- Sales of Transportation Services are 3% below the expected budget, primarily due to lower ridership from Community Mental Health compared to initial projections.
- State Operating Assistance is trending under forecast as operating expenses lower than anticipated.

Expenses are 15.7% under budget (before capitalizing operating expenses)

- Salaries, Wages, and Fringes; Contractual Services, and Materials and Supplies continue to remain under budget.
- Purchase Transportation Services are 5.4% above budget, as the average passenger per revenue hour decreased from the budgeted 2 to the current average of 1.5.

For any further inquiries regarding the attached financial reports, please don't hesitate to contact me directly at (616) 774-1149 or [Imedina@ridetherapid.org](mailto:Imedina@ridetherapid.org).

The Rapid  
Operating Statement  
Year to Date as of July 30, 2024

	YTD as of July 31, 2024		Variance		Last Year FY 22/23 YTD Actual	% Variance to FY 22/23 YTD Actual	Current Year FY 23/24 Annual Budget
	Budget	Actual	\$	%			
Revenues and Operating Assistance							
Passenger Fares	\$ 4,027,845	\$ 3,938,430	\$ (89,415)	-2.2%	\$ 3,750,827	5%	\$ 4,895,883
Sale of Transportation Services							
CMH Contribution	373,816	305,252	(68,564)	-18.3%	341,834	-11%	447,839
Dash Contract	1,548,078	1,725,673	177,595	11.5%	1,352,354	28%	1,856,468
Grand Valley State University	3,135,335	2,859,881	(275,454)	-8.8%	2,623,654	9%	3,682,642
Van Pool Transportation	-	-	-	0.0%	(1,242)	-100%	-
Township Services	158,054	170,434	12,380	7.8%	339,513	-50%	185,836
Other	182,928	172,397	(10,531)	-5.8%	171,259	1%	218,635
Subtotal Sale of Transportation Services	5,398,211	5,233,637	(164,574)	-3.0%	4,827,372	8%	6,391,421
State Operating	15,847,565	13,028,490	(2,819,075)	-17.8%	11,462,411	14%	18,870,616
Property Taxes	16,384,168	17,188,053	803,885	4.9%	15,523,020	11%	19,661,002
Advertising & Miscellaneous	630,438	2,674,299	2,043,861	324.2%	1,292,210	107%	714,020
Subtotal Revenues and Operating Assistance	42,288,228	42,062,909	(225,318)	-0.5%	36,855,839	14%	50,532,941
Grant Operating Revenue	-	-	-	0.0%	8,321,689	-100%	70,907,963
Unrestricted Net Reserves	-	-	-	0.0%	-		5,474,451
Total Revenues and Operating Assistance	<u>\$ 42,288,228</u>	<u>\$ 42,062,909</u>	<u>\$ (225,318)</u>	<u>-0.5%</u>	<u>\$ 45,177,528</u>	<u>-7%</u>	<u>\$ 56,007,392</u>
Expenses							
Salaries and Wages							
Administrative	\$ 5,684,291	\$ 4,789,278	\$ (895,013)	-15.7%	\$ 4,598,874	4%	\$ 7,226,977
Operators	12,949,867	9,957,846	(2,992,021)	-23.1%	10,524,280	-5%	16,033,168
Maintenance	2,247,693	1,997,109	(250,584)	-11.1%	1,819,391	10%	2,782,858
Subtotal Salaries and Wages	20,881,851	16,744,233	(4,137,618)	-19.8%	16,942,545	-1%	26,043,003
Benefits	9,195,746	6,758,340	(2,437,406)	-26.5%	7,208,711	-6%	10,842,785
Contractual Services	2,717,176	2,489,388	(227,788)	-8.4%	2,373,001	5%	3,912,166
Materials and Supplies				0.0%			
Fuel and Lubricants	2,527,283	1,849,143	(678,140)	-26.8%	2,221,931	-17%	3,026,466
Other	1,583,755	1,539,612	(44,143)	-2.8%	1,346,608	14%	1,969,374
Subtotal Materials and Supplies	4,111,038	3,388,755	(722,283)	-17.6%	3,568,539	-5%	4,995,840
Utilities, Insurance, and Miscellaneous	3,906,903	3,505,726	(401,177)	-10.3%	3,860,234	-9%	5,699,115
Purchased Transportation	7,095,407	7,476,487	381,080	5.4%	6,224,159	20%	8,514,483
Expenses Before Capitalized Operating	47,908,120	40,362,928	(7,545,192)	-15.7%	40,177,189	0%	60,007,392
Capitalized Operating Expenses	(1,712,849)	(1,880,059)	(167,210)	9.8%	(924,368)	103%	(4,000,000)
Total Operating Expenses	<u>\$ 46,195,272</u>	<u>\$ 38,482,869</u>	<u>\$ (7,712,402)</u>	<u>-16.7%</u>	<u>\$ 39,252,821</u>	<u>-2%</u>	<u>\$ 56,007,392</u>
Net Surplus/(Deficit) before Net Reserves		\$ 3,580,040			\$ (2,396,982)		
Net Surplus/(Deficit) after Net Reserves		\$ 3,580,040			\$ 5,924,707		

Interurban Transit Partnership  
Grant Revenues & Expenditures  
Month Ended 07/31/24

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 83%
1. Federal Grant Assistance	16,232,189	16,232,189	891,392	12,322,319	3,909,870	76%
2. State Grant Assistance	4,058,047	4,058,047	222,848	3,080,580	977,467	76%
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	20,290,236	20,290,236	1,114,240	15,402,899	4,887,337	76%
7. Administrative Salaries	0	1,000	108	108	892	11%
8. Driver Wages	0	0	0	0	0	100%
9. Temporary Wages	0	0	0	0	0	100%
10. Fringe Benefit Distribution	0	1,000	44	44	956	4%
11. Total Labor	0	2,000	152	152	1,848	8%
12. Tires & Tubes	322,000	322,000	16,729	209,923	112,077	65%
13. Office Supplies	0	0	0	0	0	100%
14. Printing	0	0	0	0	0	100%
15. Total Material & Supplies	322,000	322,000	16,729	209,923	112,077	65%
16. Purchased Transportation	1,200,000	1,200,000	100,000	1,025,757	174,243	85%
17. Specialized Services	0	542,369	198,868	389,989	152,380	72%
18. Total Purchased Transportation	1,200,000	1,742,369	298,868	1,415,746	326,623	81%
19. Dues & Subscriptions	26,000	27,432	0	27,432	0	100%
20. Professional Development	0	0	0	0	0	100%
21. Miscellaneous	0	1,859	0	0	1,859	0%
22. Total Other Expenses	26,000	29,291	0	27,432	1,859	94%
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%
27. Rolling Stock	4,320,079	4,920,079	0	4,730,055	190,024	96%
28. Facilities	3,617,625	3,912,642	65,192	2,754,949	1,157,693	70%
29. Equipment	675,298	1,362,609	79,746	672,700	689,909	49%
30. Other	1,742,950	3,562,091	296,263	3,231,606	330,485	91%
31. Total Capital	10,355,952	13,757,421	441,201	11,389,310	2,368,111	83%
32. Planning Services	4,932,231	983,102	1,749	480,277	502,825	49%
33. Capitalized Operating	3,454,053	3,454,053	355,541	1,880,059	1,573,994	54%
34. Total Expenditures	20,290,236	20,290,236	1,114,240	15,402,899	4,887,337	76%

PROFESSIONAL DEVELOPMENT & TRAVEL REPORT  
ALL EMPLOYEES  
AUGUST 2024

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$ 4,500.63	Avail Technology Conference	J. Nguyen, S. Clapp, A. Prokopy, J. Hagel,	Louisville, KY
858.12	Michigan Public Transit Association (MPTA) Annual Meeting	A. Lockwood, J. Hagel	Crystal Mountain, MI
1,364.64	Transit Vehicle Maintenance Seminar hosted by MPTA	S. Schipper, D. Prato	
		S. Clapp, K. Dark, N. Perez, R. Palacios	Lansing, MI
3,241.66	APTA Transform Conference	S. Schipper, S. Clapp	Anaheim, CA
1,389.96	APTA Tech Conference	A. Prokopy	Philadelphia, PA
2,080.70	ASIS Global Security Exchange Conference	M. Wieringa	Orlando, FL
407.68	Financial Management Oversight Conference	L. Medina	Columbus, OH
	APTA Sustainability Operations Planning & Scheduling		
1,543.43	Workshop	N. Monoyios	Washington DC
<u>\$ 15,386.82</u>			

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