



Board Members

Mayor Gary Carey, Chair	Mayor Stephen Kepley, Vice-Chair
Charis Austin	Mayor Katie Favale
Andy Guy	Mayor David LaGrand
Rick Baker	Paul Troost
Renee Hill	
Tim Mroz	
Tracie Coffman	
Jack Hoffman	
OPEN	

BOARD OF DIRECTORS MEETING AGENDA

Wednesday, September 24, 2025 – 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 – August 27, 2025	Mayor Carey	Approval
3. CEO'S REPORT	Deb Prato	Information
4. ACTION ITEMS		
a. Approval of Agency Safety Plan Designation	Deb Prato	Approval
5. PERFORMANCE REPORTS		
a. Paratransit Route Ridership	Jason Prescott	Information
1. August 2025		
b. Fixed Route Ridership	Tim Roseboom	Information
1. August 2025		
c. Finance	Linda Medina	Information
1. Operating Statement – July 2025		
2. Professional Development and Travel Report		
a. July 2025		
3. Grant Statement		
6. CHAIR'S REPORT	Mayor Carey	Information
7. COMMITTEE MEETING MINUTES (not approved by committee)		
a. Present Performance & Service Committee (September 16, 2025)	Charis Austin	Information
b. Finance Committee (August 13, 2025)	Mayor Kepley	Information
8. ADJOURNMENT		



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Charis Austin
Andy Guy

Rick Baker
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Tim Mroz

Board Members

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OPEN

Mayor Stephen Kepley, Vice-Chair
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Mayor David LaGrand
Paul Troost

Steven Gilbert
Mayor Steve Maas

BOARD OF DIRECTORS MEETING MINUTES

Wednesday, August 27, 2025 – 4:00 p.m.

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

ATTENDANCE:

Board Members Present:

Charis Austin, Rick Baker, Mayor Carey, Tracie Coffman, Andy Guy, Renee Hill, Jack Hoffman, Mayor LaGrand, Mayor Maas, Tim Mroz, Paul Troost

Board Members Absent:

Mayor Favale, Steven Gilbert, Mayor Kepley

Rapid Attendees:

Josh Brink, Jason Culberson, Kris Heald, Linda Medina, Nick Monoyios, James Nguyen, Deb Prato, Jason Prescott, Andy Prokopy, Steve Schipper, Lindsay Thomasini, Mike Wieringa, Kevin Wisselink

Public Attendees:

Jerry Brown (ATU), Max Dillivan (Mobile GR), Michelle Hicks (Transdev), Michael Williams (DAKC)

Mayor Carey called the meeting to order at 4:06 p.m.

1. PUBLIC COMMENT

Michael Williams (DAKC). He has requested clarification regarding the predicted 5% decrease in paratransit ridership, especially considering that the recent ridership report indicates a 5% increase over the past year.

2. MINUTES REVIEW – July 23, 2025, Board Budget Workshop

Chairman Carey entertained a motion to approve the meeting minutes from July 23, 2025. Mayor LaGrand motioned to approve, and Mayor Maas supported it. The motion passed unanimously.

3. CEO'S REPORT

Ms. Prato began her comments by thanking Mr. Williams for his public comment and she addressed his concern. She clarified that the decrease referenced pertains to Network 180. The rides reflected in the original budget proposed at the Board Budget Workshop, compared to the current figures, show a gradual decrease, which she views as a positive sign for our community.

She continued, this is an exciting meeting as we outline our operating plan, capital plan, and investments for the upcoming year. This budget season has been particularly challenging due to the state's fiscal environment. She shared insights from the recent MPTA Conference, where the MDOT Director of Public Transit announced that, based on the Governor's budget, the statewide funding reduction-originally projected at 26%-has been adjusted to approximately 24.76%. This adjustment is due to increased budgets in areas like Ann Arbor and Oakland County, which have successfully passed millages, effectively spreading the available funds more thinly across the state. Ms. Prato likened this to a jar of peanut butter; the more people spend, the thinner the spread, resulting in a deduction of about \$780,000 in state operating assistance for The Rapid.

She also noted that the House recently passed their budget bill, which includes nearly \$60M in Local Bus Operating (LBO) funds. However, this funding is tied to an efficiency requirement related to farebox recovery for urban operators-specifically, that urban agencies must achieve at least 10% farebox recovery to be eligible for the LBO funds. We are still early in the legislative process, with many competing priorities. Ms. Prato referenced the roads bill from July, where Mr. Outman allocated \$100M for LBO; that figure has now been adjusted to \$60M. Despite the uncertainties, she expressed confidence that regardless of how the state assistance unfolds, as long as some level of funding is received, the agency will continue its strategic investments, focus on enhancing customer experience, and stick to our core strengths. She emphasized that we are returning to the basics-focusing on fixed route and paratransit services, rather than new initiatives.

Lastly, she addressed a question from Ms. Hill regarding the noticeable increase in personnel costs in the budget. She explained that these increases are directly related to the board's approval to bring maintenance and dispatch in-house through the new Transdev contract. The personnel adjustments reflect the staffing required for this transition, and there are no other agency personnel increases beyond that scope.

4. ACTION ITEMS

a. Contract with Crystal Flash for Fuel, Mr. Kevin Wisselink

Mr. Wisselink is requesting board approval to enter a contract with Crystal Flash, Inc., for providing propane fuel for Busch Drive Operations Center (BDOC). The contract will run from October 1, 2025, to September 30, 2026, with options of two one-year options.

Chairman Mayor Carey entertained a motion to approve the contract with Crystal Flash for Fuel. Mr. Guy motioned to approve, and Mayor LaGrand supported it. The motion passed unanimously.

b. Contract with Avail Technologies, Mr. Andy Prokopy

Mr. Prokopy is requesting board approval to enter into a three-year ITS Maintenance and Support Agreement extension with Avail Technologies in the amount of \$822,580 for the purpose of maintaining the Intelligent Transportation System (ITS).

Mr. Guy inquired whether all on-bus hardware is covered and if the agency is exploring new technology solutions.

Mr. Prokopy confirmed that Avail provides support and warranty for all hardware. Approximately 2-3 years ago, the fleet was upgraded with new onboard computers and driver terminals. The transition to VoIP communications has significantly improved operations. He added the department aims to stay current with the latest technology and continuously implement advancements.

Mayor Carey acknowledged the slight cost increase, but highlighted efficiencies gained, including reduced administrative costs and migration to cloud-based solutions.

Chairman Mayor Carey entertained a motion to approve the contract with Avail Technologies. Mr. Mroz motioned to approve, and Mayor Maas supported it. The motion passed unanimously.

c. FY 25/26 Operating and Capital Budget Approval, Ms. Linda Medina

Ms. Medina and Mr. Wisselink presented the proposed FY 25/26 budget for board approval. The operating budget is \$64,999,808 (prior to applying federal capital preventative maintenance funds; the capital projects budget is \$35,519,803; \$22,023,798 for FY 25/26 grant funded projects). A five-year operating budget projection is included for long-term planning.

Mr. Hoffman asked about the difference between capitalized operating expenses and reserves. Ms. Medina explained reserves were accumulated from leftover COVID-19 funds, which the federal government reimbursed. The federal funds were used to reimburse expenditures, effectively creating a reserve from property tax funds. Capitalized operating expenses are used to cover certain operating costs, which are eligible for federal and state funding (80% federal, 20% state). The reserves were built from COVID-related funds, and the use of federal reimbursements helps fill operational gaps annually.

Mayor Carey commended Ms. Medina for her presentation.

Chairman Mayor Carey entertained a motion to approve the FY 25/26 Operating Budget. Mr. Hoffman motioned to approve, and Ms. Austin supported it. The motion passed unanimously.

Mayor Carey inquired about the decision criteria matrix that was under the weights, is that ours or is that federal. Mr. Wisselink said the decision criteria matrix used for prioritization is internally developed but aligns with federal priorities, shifting towards a “state of good repair”.

Chairman Mayor Carey entertained a motion to approve the FY 25/26 Capital Budget. Mr. Guy motioned to approve, and Mayor LaGrand supported it. The motion passed unanimously.

5. PERFORMANCE REPORTS

a. Paratransit Route Ridership – July 2025, Mr. Jason Prescott

No comments

b. Fixed Route Ridership – July 2025, Mr. Tim Roseboom

No comments

c. Financial Reports – Operating Statement June 2025, Ms. Linda Medina

No comments

6. CHAIR'S REPORT

Chairman Mayor Carey yielded the floor.

7. COMMITTEE REPORTS

a. Finance Committee (June 11, 2025), Mayor Kepley

Chairman Mayor Carey commented that the recent finance committee meeting was productive. He also addressed a suggestion to Ms. Prato regarding the preparation of committee materials; He would like to see a draft of the committee meeting minutes included in the board packet prior to their official approval, to ensure transparency and review before finalization.

8. ADJOURNMENT

The meeting was adjourned at 4:37 p.m.

The next meeting is scheduled for September 24, 2025

Respectfully submitted,



Kris Heald, Board Secretary

Date: 9/24/2025
To: ITP Board
From: Deb Prato – Chief Executive Officer
Subject: AGENCY SAFETY PLAN DESIGNATION BY THE ACCOUNTABLE EXECUTIVE OF THE CHIEF SAFETY OFFICER

ACTION REQUESTED

Authorization is requested by the Board to name Jason V. Culberson, Manager of Safety & Training, as the Chief Safety Officer for the ITP.

BACKGROUND

One of the many requirements of the Public Transportation Agency Safety Plan (PTASP) is that the Accountable Executive (AE) be the one to appoint the Chief Safety Officer (CSO). Since the retirement of Steve Luther in June, this designation has been pending. This resolution makes the appointment official and ensures compliance with federal regulations.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 092425

Fiscal Year: 2024-2025

Moved and supported to adopt the following resolution:

Approval of the Designation of the Chief Safety Officer

BE IT RESOLVED THAT the ITP Board has previously reviewed the Public Transportation Agency Safety Plan (PTASP), which is required by the Federal Transit Administration. This plan sets out how we manage safety across our transit system.

The PTASP requires two key roles:

- An **Accountable Executive**, who has overall responsibility for making sure the plan is carried out, and
- A **Chief Safety Officer (CSO)**, who is responsible for day-to-day safety activities and managing the Safety Management System.

The Accountable Executive for the ITP has officially designated Jason V. Culberson, Manager of Safety & Training, as the Chief Safety Officer.

By this resolution, the Board of Directors:

1. Acknowledges the designation of Jason V. Culberson, Manager of Safety & Training as Chief Safety Officer by the Accountable Executive.
2. Directs the Accountable Executive to carry out the plan, ensure compliance with federal safety regulations, and oversee its ongoing implementation.
3. Confirms that a copy of this resolution and the PTASP will be kept in the agency's official records.

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

5A1

DATE: September 24, 2025
TO: ITP Board
FROM: Jason Prescott
SUBJECT: AUGUST 2025 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for August 2025, as compared to August 2024

	2025	2024	% Change
Total Paratransit Ridership	19,158	19,093	0.3%
ADA Ridership	16,203	15,972	1.4%
Non-Disabled Senior (NDS) Ridership	120	125	-4.0%
PASS Ridership	111	215	-48.4%
Network 180	2,118	2,348	-9.8%

Ridership averages, as compared to 2024

	2025	2024	% Change
Weekday Ridership	663	648	2.3%
Saturday Ridership	244	220	10.9%
Sunday Ridership	254	225	12.9%

Other Performance Measures

	2025	2024	% Change
On-Time Performance	87.80%	93.00%	-5.6%
On-Time Drop-Off	95.00%	98.00%	-3.1%
Average Cost Per Trip	\$45.12	\$51.93	-13.1%

August 2025 Paratransit Ridership and Operating Statistics

ADA	2025	2024	Change	% Change
Clients	1,297	1,245	52	4.2%
Passenger Trips	16,203	15,972	231	1.4%
NDS				
Clients	15	15	0	0.0%
Passenger Trips	120	125	(5)	-4.0%
PASS				
Clients	4	11	(7)	-63.6%
Passenger Trips	111	215	(104)	-48.4%
RIDELINK				
Clients	264	228	36	15.8%
Passenger Trips (Performed by The Rapid)	606	433	173	40.0%
TOTALS				
Clients	1,580	1,499	81	5.4%
Passenger Trips	17,040	16,745	295	1.8%
Average Weekday Ridership	663	648	15	2.3%
Average Saturday Ridership	244	220	24	10.9%
Average Sunday Ridership	254	225	29	12.9%
All Ambulatory Passengers	14,043	13,682	361	2.6%
All Wheelchair Passengers	2,997	3,063	(66)	-2.2%
No - Shows	369	373	(4)	-1.1%
Cancellations	403	364	39	10.7%
Transdev				
Average Cost per Trip	\$45.12	\$51.93	(\$6.81)	-13.1%
Riders per Hour	1.8	1.8	0.0	0.0%
Accidents per Month	5.0	6.0	(1)	-16.7%
Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	33	33	0	0.0%
NETWORK 180				
Passenger Trips	2,118	2,348	(230)	-9.8%
Average Weekday Ridership	101	107	(6)	-5.6%
TOTAL PASSENGER TRIPS	19,158	19,093	65	0.3%
Paratransit Service Quality Statistics: network 180 Excluded				
Complaints	2025	2024	% of Trips	% Change
Transdev Complaints	24	16	0.1%	50.0%
On-Time Performance				
On-Time Compliance - Pick-up	87.80%	93.00%	-5.2%	-5.6%
On-Time Compliance - Drop-off	95.00%	98.00%	-3.0%	-3.1%



Date: September 24, 2025
To: Board of Directors
From: Tim Roseboom – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – August 2025

OVERVIEW: In August 2025, there was a 1.0% decrease in total monthly route ridership as compared to August 2024. Contract services increased by 4.4%, but regular fixed route services decreased 2.9%. Pre-pandemic ridership recovery is 61.3% compared to August 2019 and is 62.0% year-to-date. Year-to-date ridership is on pace to increase 2.3% for FY2025.

August 2025 had one less weekday and one more Sunday than August 2024. It also had no Clean Air Action Days compared to one in August 2024.

BACKGROUND INFORMATION

Monthly Ridership

	August 2025	August 2024	% Change
Regular Fixed Route Service (Routes 1-44)	343,477	353,761	-2.9%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	130,841	125,283	4.4%
Total Monthly Fixed Route Ridership	474,318	479,044	-1.0%

Daily Average Ridership

	August 2025	August 2024	% Change
Weekday Total	19,150	18,890	1.4%
Weekday Evening	3,053	3,071	-0.6%
Saturday	9,403	8,906	5.6%
Sunday	5,032	4,735	6.3%

Productivity Summary

	August 2025	August 2024	% Change
Average passengers per hour per route	13.3	13.7	-3.3%
Average passengers per mile per route	0.96	1.02	-6.0%
Average farebox recovery percent per route	10.8%	11.4%	-5.2%

Fiscal Year Ridership

	FY 2025	FY 2024	% Change
Regular Fixed Route Service (Routes 1-44)	3,887,471	3,922,616	-0.9%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	1,776,694	1,616,275	9.9%
Total Fixed Route Ridership YTD	5,664,165	5,538,891	2.3%

COMPARISON OF AUGUST 2025 TO AUGUST 2019

Monthly Ridership

	August 2025	August 2019	% Change
Regular Fixed Route Service (Routes 1–44)	343,477	608,801	-43.6%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	130,841	165,264	-20.8%
Total Monthly Fixed Route Ridership	474,318	774,065	-38.7%

Daily Average Ridership

	August 2025	August 2019	% Change
Weekday Total	19,150	30,866	-38.0%
Weekday Evening	3,053	4,939	-38.2%
Saturday	9,403	13,740	-31.6%
Sunday	5,032	6,577	-23.5%

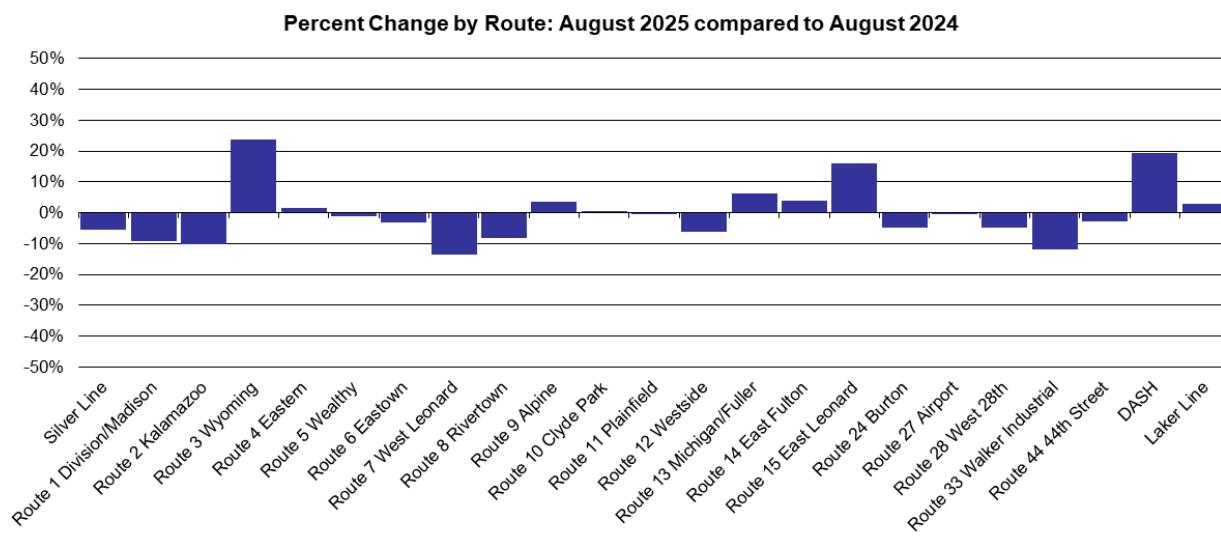
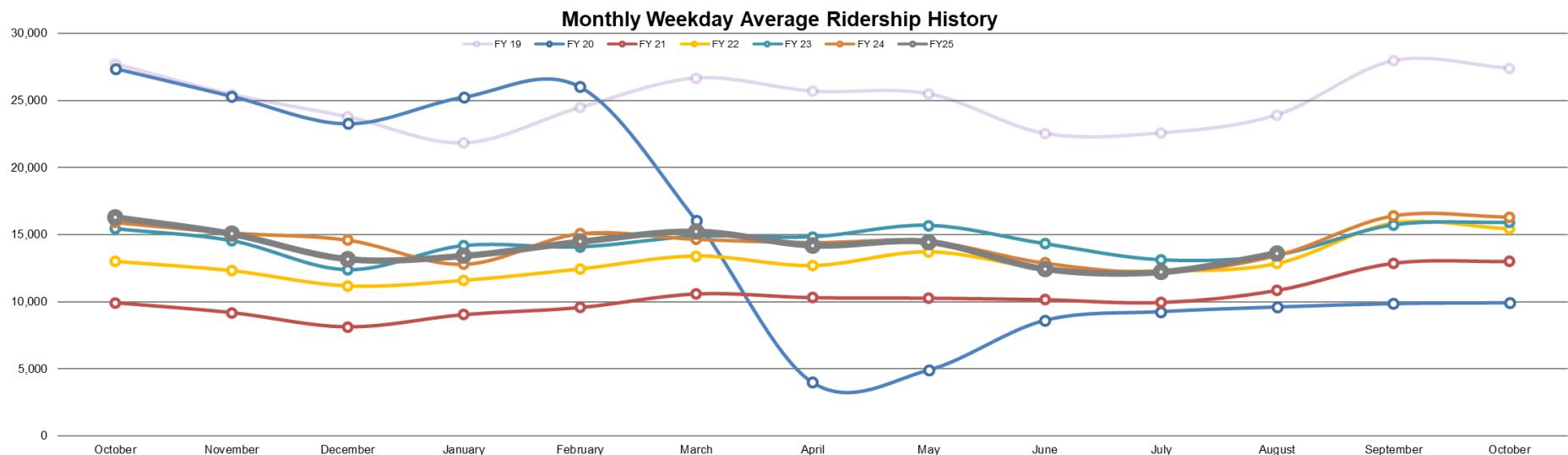
Productivity Summary

	August 2025	August 2019	% Change
Average passengers per hour per route	13.3	19.4	-31.6%
Average passengers per mile per route	0.96	1.54	-37.8%
Average farebox recovery percent per route	10.8%	26.2%	-58.7%

Fiscal Year Ridership

	FY 2025	FY 2019	% Change
Regular Fixed Route Service (Routes 1–44)	3,887,471	6,664,781	-41.7%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	1,776,694	2,470,618	-28.1%
Total Fixed Route Ridership YTD	5,664,165	9,135,399	-38.0%

	Monthly Farebox Recovery	Weekday Farebox Recovery	Saturday Farebox Recovery	Sunday Farebox Recovery
Silver Line	11.76%	11.59%	14.77%	12.65%
Route 1 Division/Madison	10.84%	10.92%	10.10%	9.61%
Route 2 Kalamazoo	10.58%	10.57%	12.14%	9.43%
Route 3 Wyoming/Rivertown	12.40%	13.71%	11.43%	7.98%
Route 4 Eastern	12.28%	12.05%	11.15%	13.42%
Route 5 Wealthy	10.91%	10.20%	10.24%	n/a
Route 6 Eastown	9.59%	10.20%	8.49%	12.48%
Route 7 West Leonard	7.50%	7.55%	8.32%	9.89%
Route 8 Prairie/Rivertown	10.20%	10.72%	10.70%	7.36%
Route 9 Alpine	14.64%	14.30%	16.74%	21.29%
Route 10 Clyde Park	12.39%	12.30%	12.96%	13.69%
Route 11 Plainfield	10.62%	10.55%	10.00%	13.56%
Route 12 Westside	8.32%	8.39%	7.64%	4.75%
Route 13 Michigan/Fuller	10.04%	9.63%	10.16%	n/a
Route 14 East Fulton	10.04%	10.25%	6.53%	n/a
Route 15 East Leonard	14.23%	15.28%	11.05%	16.04%
Route 24 Burton	8.86%	8.44%	7.62%	n/a
Route 27 Airport Industrial	8.75%	7.55%	n/a	n/a
Route 28 West 28th	11.89%	11.94%	11.82%	12.08%
Route 33 Walker Industrial	2.25%	2.22%	n/a	n/a
Route 34 Northridge	1.86%	2.42%	n/a	n/a
Route 44 44th Street	10.17%	10.52%	10.83%	6.37%





Interurban Transit Partnership

Date: September 24, 2025

To: ITP Board of Directors

From: Linda Medina, Director of Finance

Subject: July Operating Statements and Professional Development and Travel Report

Attached are the financial reports through July 31, 2025, for both general operations and grants. Also included is the Professional Development and Travel report reflecting activity for the month July 2025.

FY 24/25 YTD Operating Statement Analysis

Total revenues and expenses continue to trend below budget, with revenues 3% and expenses 15.3% below forecasted. This favorable variance includes lower-than-expected fuel costs, salaries, wages, and fringe benefits. The reduction in State Operating Assistance is consistent with the decrease in total expenses.

To date \$2,354,517 in eligible capital operating expenses has been identified.

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

The Rapid
General Operating Statement
Year to Date as of July 31, 2025

	YTD as of July 31, 2025				Last Year FY 23/24 YTD Actual	% Variance to FY 23/24 YTD Actual	Current Year FY 24/25 Annual Budget			
	Variance		\$	%						
	Budget	Actual								
Revenues and Operating Assistance										
Passenger Fares	\$ 4,022,804	\$ 3,856,809	\$ (165,995)	-4.1%	\$ 3,938,430	-2%	\$ 4,857,788			
Sale of Transportation Services										
CMH Contribution	371,640	313,325	(58,315)	-15.7%	305,252	3%	452,010			
Dash Contract	2,055,135	2,173,855	118,720	5.8%	1,725,673	26%	2,522,264			
Grand Valley State University	3,080,764	3,209,392	128,628	4.2%	2,859,881	12%	3,743,876			
Van Pool Transportation	-	-	-	0.0%	-	-	-			
Township Services	187,438	186,986	(452)	-0.2%	170,434	10%	204,912			
Other	238,116	310,116	72,000	30.2%	172,397	80%	282,557			
Subtotal Sale of Transportation Services	5,933,093	6,193,675	260,582	4.4%	5,233,637	18%	7,205,619			
State Operating	14,236,998	11,485,266	(2,751,732)	-19.3%	13,028,490	-12%	16,946,705			
Property Taxes	17,709,030	17,993,703	284,673	1.6%	17,188,053	5%	21,250,831			
Advertising & Miscellaneous	1,389,319	2,460,254	1,070,935	77.1%	2,674,299	-8%	1,921,685			
Subtotal Revenues and Operating Assistance	43,291,244	41,989,707	(1,301,537)	-3.0%	42,062,909	0%	52,182,628			
Grant Operating Revenue	-	-	-	0.0%	-	-	-			
Unrestricted Net Reserves	-	-	-	0.0%	-	-	6,061,050			
Total Revenues and Operating Assistance	<u>\$ 43,291,244</u>	<u>\$ 41,989,707</u>	<u>\$ (1,301,537)</u>	<u>-3.0%</u>	<u>\$ 42,062,909</u>	<u>0%</u>	<u>\$ 58,243,678</u>			
Expenses										
Salaries and Wages										
Administrative	\$ 6,323,108	\$ 4,983,764	\$ (1,339,344)	-21.2%	\$ 4,789,278	4%	\$ 7,826,769			
Operators	13,871,056	11,442,860	(2,428,196)	-17.5%	9,957,846	15%	17,173,678			
Maintenance	2,382,677	2,191,656	(191,021)	-8.0%	1,997,109	10%	2,949,964			
Subtotal Salaries and Wages	22,576,841	18,618,280	(3,958,561)	-17.5%	16,744,233	11%	27,950,411			
Benefits	8,796,634	6,785,105	(2,011,529)	-22.9%	6,758,340	0%	10,629,553			
Contractual Services	3,043,219	2,599,268	(443,951)	-14.6%	2,489,388	4%	4,129,900			
Materials and Supplies				0.0%		-	-			
Fuel and Lubricants	2,369,180	1,524,900	(844,280)	-35.6%	1,849,143	-18%	3,029,048			
Other	1,666,099	1,560,786	(105,313)	-6.3%	1,539,612	1%	2,145,030			
Subtotal Materials and Supplies	4,035,279	3,085,686	(949,593)	-23.5%	3,388,755	-9%	5,174,078			
Utilities, Insurance, and Miscellaneous	4,581,566	4,089,873	(491,693)	-10.7%	3,505,726	17%	5,609,698			
Purchased Transportation	7,260,734	7,408,078	147,344	2.0%	7,476,487	-1%	8,750,038			
Expenses Before Capitalized Operating	50,294,273	42,586,289	(7,707,984)	-15.3%	40,362,928	6%	62,243,678			
Capitalized Operating Expenses	(2,203,618)	(2,354,517)	(150,899)	6.8%	(1,880,059)	25%	(4,000,000)			
Total Operating Expenses	<u>\$ 48,090,655</u>	<u>\$ 40,231,772</u>	<u>\$ (7,858,883)</u>	<u>-16.3%</u>	<u>\$ 38,482,869</u>	<u>5%</u>	<u>\$ 58,243,678</u>			
Net Surplus/(Deficit) before Net Reserves		<u>\$ 1,757,935</u>			<u>\$ 3,580,040</u>					

Interurban Transit Partnership
Grant Revenues & Expenditures
Month Ended 07/31/25

GL0376

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	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target
Grant Revenue						
1. Federal Grant Assistance	19,310,779	19,310,779	749,369	6,851,041	12,459,738	35%
2. State Grant Assistance	4,827,695	4,827,695	187,342	1,712,760	3,114,935	35%
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	24,138,474	24,138,474	936,711	8,563,801	15,574,673	35%
Labor						
7. Administrative Salaries	40,000	38,900	2,361	11,968	26,932	31%
8. Driver Wages	0	0	0	0	0	100%
9. Temporary Wages	0	0	0	0	0	100%
10. Fringe Benefit Distribution	20,000	20,000	206	3,385	16,615	17%
11. Total Labor	60,000	58,900	2,567	15,353	43,547	26%
Material & Supplies						
12. Tires & Tubes	900,000	900,000	31,578	229,448	670,552	25%
13. Office Supplies	1,000	1,000	0	0	1,000	0%
14. Printing	1,000	4,100	0	4,065	35	99%
15. Total Material & Supplies	902,000	905,100	31,578	233,513	671,587	26%
Purchased Transportation						
16. Purchased Transportation	1,200,000	1,200,000	122,697	957,810	242,190	80%
17. Specialized Services	795,474	795,474	0	397,736	397,738	50%
18. Total Purchased Transportation	1,995,474	1,995,474	122,697	1,355,546	639,928	68%
Other Expenses						
19. Dues & Subscriptions	30,000	30,000	0	0	30,000	0%
20. Professional Development	30,000	28,000	757	757	27,243	3%
21. Miscellaneous	0	0	0	0	0	100%
22. Total Other Expenses	60,000	58,000	757	757	57,243	1%
Leases						
23. Office Lease	0	0	0	0	0	100%
24. Transit Center Lease	0	0	0	0	0	100%
25. Storage Space Lease	0	0	0	0	0	100%
26. Total Leases	0	0	0	0	0	100%
Capital						
27. Rolling Stock	10,463,411	10,463,411	0	2,210,108	8,253,303	21%
28. Facilities	1,208,000	1,208,000	148,047	1,002,623	205,377	83%
29. Equipment	938,843	938,843	0	206,683	732,160	22%
30. Other	4,053,116	4,053,116	110,419	1,112,875	2,940,241	27%
31. Total Capital	16,663,370	16,663,370	258,466	4,532,289	12,131,081	27%
32. Planning Services	457,630	457,630	36,413	71,826	385,804	16%
33. Capitalized Operating	4,000,000	4,000,000	484,233	2,354,517	1,645,483	59%
34. Total Expenditures	24,138,474	24,138,474	936,711	8,563,801	15,574,673	35%

PROFESSIONAL DEVELOPMENT & TRAVEL REPORT
ALL EMPLOYEES
JULY 2025

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$ 3,219.73	Global Security Exchange Crime Prevention	M. Wieringa & N. Melton	New Orleans, LA
\$ 953.15	Association of Travel Conference	C. Dennany	Boston, MA
\$ 939.20	MPTA Conference	D. Prato & S. Schipper	Crystal Mountain, MI
\$ 952.37	MPACT Transit & Community	T. Roseboom	Portland, OR
\$ 2,439.73	Avail Technologies Engage	J. Nguyen, A. Prokopy, J. Kludy, A. Lockwood	Salt Lake City, UT
<u>\$ 8,504.18</u>			

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



Interurban Transit Partnership

Present Performance & Service Committee Members

Tracie Coffman

Renee Hill

Charis Austin (Chair)
Mayor David LaGrand

Tim Mroz

PRESENT PERFORMANCE AND SERVICE COMMITTEE MEETING MINUTES

Tuesday, September 16, 2025 – 4:00 p.m.

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

ATTENDANCE:

Committee Members Present:

Charis Austin, Renee Hill, Mayor LaGrand, Tim Mroz

Committee Members Absent:

Tracie Coffman

Rapid Attendees:

Josh Brink, Kris Heald, Jeffrey King, Deron Kippen, Nick Monoyios, James Nguyen, Deb Prato, Jason Prescott, Andy Prokopy, Tim Roseboom, Mike Wieringa

Public Attendees:

Max Dillivan (GR Mobile)

Ms. Austin called the meeting to order at 4:03 p.m.

1. PUBLIC COMMENT

No public comment

2. MINUTES – May 20, 2025 (July 22, 2025-canceled)

Ms. Austin asked for any changes or corrections to the meeting minutes from May 20, 2025, there were none. The meeting minutes from May 20, 2025, were approved as submitted.

3. DISCUSSION

a. Ridership and Metrics

1) Paratransit – August 2025, Mr. Jason Prescott

Mr. Prescott began with a few highlights from the report. He noted overall ridership increased slightly compared to the previous year. Decreases observed in nondisabled senior passes and Network 180 trips, however there is an increase seen primarily in ADA group ridership.

The decline in nondisabled senior ridership is partly due to users switching between Ride Link and nondisabled senior programs, as services run differently (Sunday-Saturday for nondisabled seniors,

Monday-Friday for Ride Link). Mr. Prescott noted some riders are leaving the area, purchasing vehicles, or seeking alternative transportation options, contributing to PASS ridership decline.

Ms. Prato asked Mr. Prescott to explain the PASS Program for our newer board members. Mr. Prescott explained the program was designed to assist with first mile/last mile connectivity. It serves individuals 1/3 mile or farther from bus stops. Users schedule trips with the call center; GO!Bus picks them up and takes them to the nearest bus stop for fixed route transit.

Mr. Prescott noted Network 180 Trips have decreased due to reliance on Hope Network for day program transportation. The Rapid acts as a pass-through service; some trips are outside service area and are assisted with State Operating Assistance. Some users are shifting to Medicare/Medicaid options due to cost considerations, favoring GO!Bus.

Lastly, Mr. Prescott discussed the new Contract with Transdev. Effective October 1st, paratransit operations continue. Drivers, training, and safety remain under Transdev. The Rapid will oversee dispatch and maintenance. He sees opportunities to improve productivity, on-time performance, and reduce costs. Weekly meetings are now underway to facilitate oversight and improvements.

b. 2) Fixed Route Ridership – August 2025, Mr. Tim Roseboom

Mr. Roseboom reported on the August 2025 Fixed Route Ridership. He noted just over 474,000 trips, representing a slight decrease of nearly 5,000 trips compared to previous August.

Route Performance:

Fixed Route (Routes 1-44) experienced a decline. Contract Services, Grand Valley, DASH, GRCC, and Ferris showed healthy increases, a pattern observed throughout the year.

Operational Changes and Factors:

August was the first month where all contract services and Grand Rapids Public School trippers operate simultaneously. One fewer weekday in August 2025 compared to August 2024, and one additional Sunday in August 2024, influenced ridership numbers. No Clean Air Action days occurred in August 2025; typically, these days see about 200 additional rides due to no fare charges.

Weekend Ridership Trends:

Both Saturday and Sunday ridership increased in 2024 and 2025, as well as over the five-year average. Mr. Mroz noted that demand appears higher on weekends, and longer head times may reflect this trend. Mr. Roseboom confirmed that the increase is in average daily ridership, and healthy weekend growth is observed. He noted Sunday service was added on Route 12 (Westside/Standale Meijer) two Sundays prior.

Factors Affecting Ridership:

Ms. Hill inquired if increased parking fees downtown on weekends contribute to higher bus usage. Mr. Roseboom agreed that recent parking rate hikes and extended evening hours may impact ridership. The Rapid offers a cost-effective option at \$60/month for unlimited rides, especially increased downtown activity due to festivals and events like ArtPrize.

Mr. Roseboom will further investigate the impact of parking fee changes and downtown activity on ridership patterns.

c. 3) On-Time Performance – July/August 2025, Mr. Nick Monoyios

Mr. Monoyios reported on July and August On-Time Performance.

Performance Overview:

July 2025: 84.59% on time (over 5% increase from June 2025; plus 1.55% from July 2024)

August 2025: 82.31% on time (slight decrease from July)

Mr. Monoyios defined On-Time Performance. A threshold set at up to 5 minutes (0-5 minutes on time, early if before scheduled)

Factors Influencing Performance:

Every year the planning team coordinates with municipalities regarding roadwork and construction. The use of new scheduling software, Optibus, provides predictive modeling for travel time impacts, especially on routes affected by detours. He noted detours and adjacent roadwork (e.g., Amphitheatre construction near Central Station) impact systemwide operations, even on routes not directly detoured such as Routes 1, 12, and DASH.

Ms. Prato asked Mr. Monoyios to explain the knock back initiative.

Mr. Monoyios explained last year we instituted the 'knock back'. At 5:00 p.m., all routes pause for 5 minutes to improve system connectivity. This pulse helps maintain connections despite minor delays, though it adds a few minutes to each trip. Schedules are adjusted to reflect this change, improving connection times, especially at Central Station where 34% of riders transfer.

Mr. Mroz inquired about Route 72 and what is going on there. Mr. Monoyios clarified the routes numbered in the 70's are the school trippers. Those are one trip in the morning and one trip in the afternoon. Mr. Monoyios noted those trips are added here as a comprehensive look at all the routes. (see *attached meeting packet*)

4) Community Value Survey 2025 Highlights, Mr. Jeffrey King

Mr. King provided a top-line overview of the 2025 Community Value Survey results. He presented the *attached slides*. Below is the conversation discussed during his presentation.

Mayor LaGrand expressed skepticism about the high reported people who walk to work in Walker, noting potential discrepancies due to margins of error. (see *page 5 of the Community Value Survey Presentation*)

The survey's Importance-Satisfaction (I-S) Matrix identified strengths to maintain (areas G, J, L, M) and opportunities for focus.

There's concern that transportation, especially bus ridership, is perceived as last resort rather than a primary choice, influenced by messaging and community perceptions.

The survey results suggest middle-class individuals may not see transit as a useful or affordable option, highlighting a possible messaging gap.

Mayor LaGrand emphasized that housing affordability is intertwined with transportation costs and suggested that messaging around Transit Oriented Housing could influence ridership and community perception.

Community and Planning Context:

Ms. Prato highlighted the survey's role in supporting upcoming millage discussions and the Transit Master Plan (TMP), particularly around transit-oriented development. She emphasized the importance of transportation in addressing broader issues like employment, childcare, and housing, forming a 'triangle' critical to community planning. There was discussion about whether transit improvements could positively impact property values- Mayor LaGrand was skeptical, but Ms. Prato noted that in places like New York, proximity to transit often correlates with higher rents.

Survey Content and Future Directions:

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

Mr. King mentioned that the current survey hasn't directly addressed housing experiences, but there's interest in adding such questions in future iterations.

Mayor LaGrand suggested including a specific question about the connection between housing affordability and transit access.

Ms. Austin inquired about a millage coming up in a couple of years, how far back we look to say we are a valuable service.

The conversation touched on the importance of reducing traffic congestion and urban density, with Ms. Prato pointing out that zoning and land use are significant challenges in service the region's sprawling development.

B. Operational Financial/Impacts

1) State Budget Update, Ms. Deb Prato

Ms. Prato noted the recent House budget package removed the \$20M in one-time funds previously allocated. An additional \$60M was added, linked to an efficiency quotient tied to farebox recovery rates, making it highly relevant to our fare structure. The outcome of these budget proposals remains uncertain, as Ms. Prato plans to advocate in Lansing on Thursday. The agency budgeted for 26% of the Governor's proposed budget, but the actual allocation is expected to be around 24%, indicating a potential shortfall. Ms. Prato anticipates some movement between the budget requested and what will be approved.

C. Fleet and Facilities

1) Central Station ECE Update, Mr. Deron Kippen

Mr. Kippen gave an update on the Early Childcare project. The ECE project is progressing and is expected to be completed by spring. Mr. Kippen provided visual updates through pictures of the site. Once completed, the facility will offer 100 childcare spots, supporting community needs for childcare.

4. ADJOURNMENT

This meeting was adjourned at 5:00 p.m.

The next meeting is scheduled for November 11, 2025

Respectfully submitted,



Kris Heald, Board Secretary



Interurban Transit Partnership

Present Performance & Service Committee Members

Charis Austin (Chair)

Tracie Coffman

Renee Hill

Mayor David LaGrand

Tim Mroz

PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING AGENDA

Tuesday, September 16, 2025 – 4 p.m.

Rapid Central Station Conference Room | 250 Cesar E Chavez, SW

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT	Charis Austin	
2. MINUTES REVIEW – May 20, 2025, (July 22, 2025-canceled)	Charis Austin	Approval
3. INFORMATION		
A. Ridership and Metrics		
1) Paratransit – August 2025	Jason Prescott	Information
2) Fixed Route Ridership – August 2025	Tim Roseboom	Information
3) On-Time Performance – July/August 2025	Nick Monoyios	Information
4) Community Value Survey 2025 Highlights	Jeffrey King	Information
B. Operational Financial/Impacts		
1) State Budget Update	Deb Prato	Information
C. Fleet and Facilities		
1) Central Station ECE Update	Deron Kippen	Information
4. ADJOURNMENT		

Next meeting: November 11, 2025



Present Performance & Service Committee Members

Tracie Coffman

Renee Hill

Charis Austin (Chair)

Mayor David LaGrand

Tim Mroz

PRESENT PERFORMANCE AND SERVICE COMMITTEE MEETING MINUTES

Tuesday, May 20, 2025 – 4:00 p.m.

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

ATTENDANCE:

Committee Members Present:

Charis Austin, Tracie Coffman, Renee Hill, Mayor LaGrand, Tim Mroz

Committee Members Absent:

Rapid Attendees

Linda Medina, Nick Monoyios, Deb Prato, Jason Prescott, Andy Prokopy, Tim Roseboom, Steve Schipper, Kevin Wisselink

Public Attendees:

Ms. Austin called the meeting to order at 4:00 p.m.

Ms. Austin started her comments by informing the Committee of her attendance at the Consumer Advisory Committee for Seniors and Persons with Disabilities (CAC) prior to coming to this meeting. She will present a few questions from that meeting to the committee at the end of this meeting.

1. PUBLIC COMMENT

No public comment

2. MINUTES – March 18, 2025

Ms. Austin asked for any changes or corrections from the March 18, 2025, meeting minutes. There was none. The minutes were approved as submitted.

3. DISCUSSION

A. Ridership and Metrics

- 1) Paratransit, March/April 2025, Mr. Steve Schipper (for Mr. Jason Prescott)

Mr. Schipper referenced the report in the packet noting Transdev currently has 83 full-time drivers, 17 part-time drivers; need about 9 more. Currently, there are 5 drivers in training and 4 behind-the-wheel training.

On-Time Performance (OTP) is approximately 89%, just below the 95% goal. Productivity is at 1.8 customers per hour, slightly below target. Slack time exists but does not improve OTP.

Mr. Prescott holds weekly meetings with the local Transdev team and monthly with regional leadership.

Total ridership increased; Network 180 trips, past trips, and non-disabled senior trips decreased-some decreases due to funding.

The RFP for the Paratransit contract was reposted last week; an interested bidder met with the team today.

Mayor LaGrand asked what the average length of the trip is, to which Mr. Schipper answered 31 minutes.

2) Fixed Route Ridership, March/April 2025, Mr. Tim Roseboom

Mr. Roseboom noted in the packet the March and April Fixed Route Ridership and productivity report.

March: 586,000 riders, a 7.3% increase year-over-year. The increase is partly due to GRPS being in session 2 more days.

April: 561,000 riders, a 2.3% decrease, attributed to GVSU being in session 1 less day and GRCC in session 2 fewer days.

Overall: Despite fluctuations, there was an annual increase of 3.9% and currently at 62% of pre-COVID ridership levels.

Mr. Roseboom noted a new report on farebox recovery by route is now available in the packet.

Mayor LaGrand asked what percentage of trips involve transfers at Rapid Central Station (RCS)? Mr. Roseboom estimated approximately 40% of total trips.

Mayor LaGrand proposed enhancing last-mile options (e.g., scooters, eBikes) at the hub could increase ridership, especially if integrated with charging stations and supported by pilot programs like Mobile GR.

Ms. Prato introduced the next topic Farebox Recovery. She noted effective April 1, 2025, fare caps were adjusted based on fare policy thresholds:

- Below 25% farebox recovery triggers review.
- At 20%, further action is considered.

The goal is transparency and ongoing assessment of farebox recovery data.

Mr. Monoyios explained a key productivity measure indicating revenue generated relative to operating cost.

Calculated as:

Farebox Recovery = Fares Collected divided by Operating Revenue Hours x Hourly Operating costs.

Pre-pandemic policy targeted at 25% recovery threshold. Operating costs have nearly doubled over the past decade, while ridership declined during the pandemic, reducing recovery rates.

Transfers (with a 105-minute transfer policy) influence revenue collection, as routes with high transfer activity generate less direct fare revenue. Approximately 35% of total boardings are fareless transfers. An adjusted farebox recovery measure considers transfer ratios, providing a more accurate reflection of revenue effectiveness relative to actual ridership and transfer behavior.

3) On-Time Performance, March/April 2025, Mr. Nick Monoyios

Mr. Monoyios presented the On-Time Performance reports for both March and April 2025.

March: On-Time Performance was 89.5%, slightly below February but significantly higher than March 2024. The impact of Leonard Street construction on Route 7 was minimal, indicating effective mitigation strategies.

April: As expected during construction season, OTP declined by nearly 3% from March. Despite this decline, performance remains higher than in April 2024, reflecting ongoing improvements. Major construction projects continue to influence route punctuality but are actively monitored. The Rapid's OTP is notably higher than the average among peer transit systems.

Mr. Mroz asked if the issues with DASH routes related to construction? Mr. Monoyios answered that downtown circulators (DASH routes) are inherently challenging to keep on time due to high frequency, variable traffic, and street detours.

Mayor LaGrand's observation and suggestion. He mentioned concerns about perception that buses leave early, possibly due to communication issues. The city is exploring investments in physical bus shelters with power sources, potentially enabling features like push-button bus stop signals to improve communication and reduce missed pickups.

Ms. Prato noted bus stop and shelter design is included in the Transportation Master Plan (TMP).

B. Operational Financial/Impacts

1) Capital Plan 2025, Draft Capital Plan 2026, Ms. Deb Prato, Mr. Kevin Wisselink

Ms. Prato noted The Rapid just received approval for the 2025 Formula Funds, totaling approximately \$300,000, which is less than anticipated. The reduction correlates directly with a decrease in miles traveled in the previous year. These funds are part of a five-year rolling capital plan focused on infrastructure improvements and upgrades.

Mr. Wisselink presented the FY 2025 Capital Plan Highlights:

The Dispatch Remodel is nearly complete, enhancing operational efficiency.

Bus Collision Avoidance System budget moved to FY 2026.

Demand Response Facility Replacement. Planning to rebuild the Busch Drive Demand Response Operations Facility. The current building is aging and in poor condition, and a new facility will better serve operational needs.

Mr. Wisselink noted funds are expected shortly, with project launches starting in Fall 2025. A final draft of the FY2026 capital funding plan will be presented at the Board Budget Workshop in July.

2026 Funding Outlook:

Anticipated funds for FY 2026 will be detailed in the upcoming draft plan. The agency expects to receive significant capital funds to support both infrastructure and operational needs.

The Federal Transit Administration (FTA) sometimes allows capital funds to subsidize operation expenses, such as preventative maintenance and contracted paratransit services, under specific circumstances.

C. Safety

1) Steve Luther Retirement, Ms. Deb Prato

Ms. Prato took a moment to recognize Mr. Steve Luther, who recently celebrated his 25th Anniversary with The Rapid. Mr. Luther is scheduled to retire on May 30th. Although he was unable to attend the current meeting, Ms. Prato will highlight his accomplishments and contributions at the upcoming Board meeting on May 28th.

D. Fleet and Facilities

1) Rapid Operations Center Dispatch Renovation Update, Mr. Steve Schipper for Mr. Deron Kippen

Mr. Schipper emphasized the recent remodel of the dispatch area at the Rapid Operations Center. The dispatch area is in use approximately 22 hours per day. Originally built with 7 workstations when the Wealthy Operations Center was constructed, it now supports 13 staff members due to increased operational needs. The remodel was critically important to accommodate high-volume use, ensuring efficient operations.

The remodel was completed last Wednesday. The punch list was addressed on Friday. IT teams have been finalizing setup over the past few days. Furniture deliveries are scheduled for next Tuesday and Wednesday.

Next Phase:

Ms. Prato noted that the next project involves remodeling the maintenance department breakroom. Employees have been engaged in the planning process to ensure the new space is inviting and functional, meeting their needs and improving workspace morale.

Consumer Advisory Committee (CAC) Questions

Ms. Austin reported that a group of visually and hearing-impaired bus riders raised these two questions:

- 1) Announcement Volume: Riders asked if the announcement volume could be adjusted based on road noise. Mr. Clapp responded that the volume is controlled by an electronics technician, not the bus driver. Mayor LaGrand suggested exploring the use of Bluetooth technology to allow riders to adjust the volume themselves.
- 2) QR Code for a System Map: Ms. Austin presented a question about a QR code system map on the bus ceiling. Ms. Prato responded that there are decals, which are QR codes, for the transit app. These decals are designed to appear as if figures are looking down from the ceiling or pointing to seats on the bus, and they are intended to guide riders to downloading the app for real-time route information.

Mr. Mroz asked the staff to consider the detailed 25-page route/stop metrics reports. He suggested that before delving into the extensive data, the reports should start with high-level core metrics like performance and service, specifically showing total ridership compared to the yearly goal, and asking "What is the Paratransit's goal for the year?" before getting into the 25 pages of tables. He wanted to know if this was being tracked.

Ms. Prato responded that the Planning Team previously used a report card, but it wasn't useful for decision-making, so they simplified it to focus on On-Time Performance and Ridership. She also stated that determining a meaningful ridership increase goal post-pandemic is challenging.

4. ADJOURNMENT

This meeting was adjourned at 4:45 p.m.

The next meeting is scheduled for July 22, 2025, **Canceled**

Respectfully submitted,



Kris Heald, Board Secretary



DATE: September 16, 2025
TO: ITP Board
FROM: Jason Prescott
SUBJECT: AUGUST 2025 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for August 2025, as compared to August 2024

	2025	2024	% Change
Total Paratransit Ridership	19,158	19,093	0.3%
ADA Ridership	16,203	15,972	1.4%
Non-Disabled Senior (NDS) Ridership	120	125	-4.0%
PASS Ridership	111	215	-48.4%
Network 180	2,118	2,348	-9.8%

Ridership averages, as compared to 2024

	2025	2024	% Change
Weekday Ridership	663	648	2.3%
Saturday Ridership	244	220	10.9%
Sunday Ridership	254	225	12.9%

Other Performance Measures

	2025	2024	% Change
On-Time Performance	87.80%	93.00%	-5.6%
On-Time Drop-Off	95.00%	98.00%	-3.1%
Average Cost Per Trip	\$45.12	\$51.93	-13.1%

August 2025 Paratransit Ridership and Operating Statistics

ADA	2025	2024	Change	% Change
Clients	1,297	1,245	52	4.2%
Passenger Trips	16,203	15,972	231	1.4%
NDS				
Clients	15	15	0	0.0%
Passenger Trips	120	125	(5)	-4.0%
PASS				
Clients	4	11	(7)	-63.6%
Passenger Trips	111	215	(104)	-48.4%
RIDELINK				
Clients	264	228	36	15.8%
Passenger Trips (Performed by The Rapid)	606	433	173	40.0%
TOTALS				
Clients	1,580	1,499	81	5.4%
Passenger Trips	17,040	16,745	295	1.8%
Average Weekday Ridership	663	648	15	2.3%
Average Saturday Ridership	244	220	24	10.9%
Average Sunday Ridership	254	225	29	12.9%
All Ambulatory Passengers	14,043	13,682	361	2.6%
All Wheelchair Passengers	2,997	3,063	(66)	-2.2%
No - Shows	369	373	(4)	-1.1%
Cancellations	403	364	39	10.7%
Transdev				
Average Cost per Trip	\$45.12	\$51.93	(\$6.81)	-13.1%
Riders per Hour	1.8	1.8	0.0	0.0%
Accidents per Month	5.0	6.0	(1)	-16.7%
Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	33	33	0	0.0%
NETWORK 180				
Passenger Trips	2,118	2,348	(230)	-9.8%
Average Weekday Ridership	101	107	(6)	-5.6%
TOTAL PASSENGER TRIPS	19,158	19,093	65	0.3%
Paratransit Service Quality Statistics: network 180 Excluded				
Complaints	2025	2024	% of Trips	% Change
Transdev Complaints	24	16	0.1%	50.0%
On-Time Performance				
On-Time Compliance - Pick-up	87.80%	93.00%	-5.2%	-5.6%
On-Time Compliance - Drop-off	95.00%	98.00%	-3.0%	-3.1%



Date: September 16, 2025
To: Present Performance & Service Committee
From: Tim Roseboom – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – August 2025

OVERVIEW: In August 2025, there was a 1.0% decrease in total monthly route ridership as compared to August 2024. Contract services increased by 4.4%, but regular fixed route services decreased 2.9%. Pre-pandemic ridership recovery is 61.3% compared to August 2019 and is 62.0% year-to-date. Year-to-date ridership is on pace to increase 2.3% for FY2025.

August 2025 had one less weekday and one more Sunday than August 2024. It also had no Clean Air Action Days compared to one in August 2024.

BACKGROUND INFORMATION

Monthly Ridership

	August 2025	August 2024	% Change
Regular Fixed Route Service (Routes 1-44)	343,477	353,761	-2.9%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	130,841	125,283	4.4%
Total Monthly Fixed Route Ridership	474,318	479,044	-1.0%

Daily Average Ridership

	August 2025	August 2024	% Change
Weekday Total	19,150	18,890	1.4%
Weekday Evening	3,053	3,071	-0.6%
Saturday	9,403	8,906	5.6%
Sunday	5,032	4,735	6.3%

Productivity Summary

	August 2025	August 2024	% Change
Average passengers per hour per route	13.3	13.7	-3.3%
Average passengers per mile per route	0.96	1.02	-6.0%
Average farebox recovery percent per route	10.8%	11.4%	-5.2%

Fiscal Year Ridership

	FY 2025	FY 2024	% Change
Regular Fixed Route Service (Routes 1-44)	3,887,471	3,922,616	-0.9%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	1,776,694	1,616,275	9.9%
Total Fixed Route Ridership YTD	5,664,165	5,538,891	2.3%

COMPARISON OF AUGUST 2025 TO AUGUST 2019

Monthly Ridership

	August 2025	August 2019	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	343,477	608,801	-43.6%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	130,841	165,264	-20.8%
Total Monthly Fixed Route Ridership	474,318	774,065	-38.7%

Daily Average Ridership

	August 2025	August 2019	% Change
Weekday Total	19,150	30,866	-38.0%
Weekday Evening	3,053	4,939	-38.2%
Saturday	9,403	13,740	-31.6%
Sunday	5,032	6,577	-23.5%

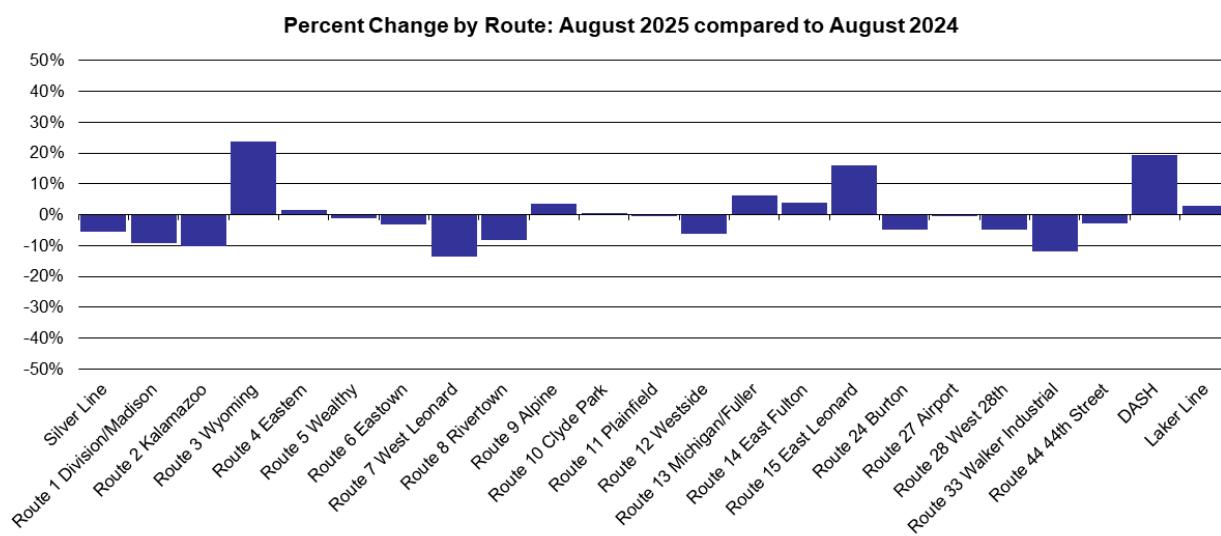
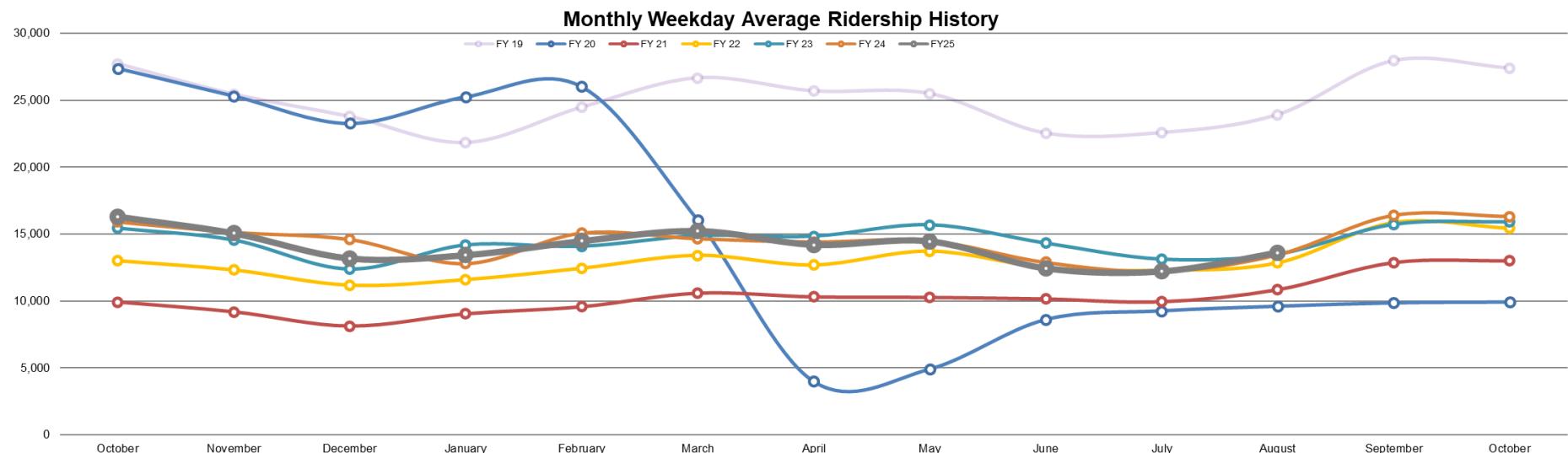
Productivity Summary

	August 2025	August 2019	% Change
Average passengers per hour per route	13.3	19.4	-31.6%
Average passengers per mile per route	0.96	1.54	-37.8%
Average farebox recovery percent per route	10.8%	26.2%	-58.7%

Fiscal Year Ridership

	FY 2025	FY 2019	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	3,887,471	6,664,781	-41.7%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	1,776,694	2,470,618	-28.1%
Total Fixed Route Ridership YTD	5,664,165	9,135,399	-38.0%

	Monthly Farebox Recovery	Weekday Farebox Recovery	Saturday Farebox Recovery	Sunday Farebox Recovery
Silver Line	11.76%	11.59%	14.77%	12.65%
Route 1 Division/Madison	10.84%	10.92%	10.10%	9.61%
Route 2 Kalamazoo	10.58%	10.57%	12.14%	9.43%
Route 3 Wyoming/Rivertown	12.40%	13.71%	11.43%	7.98%
Route 4 Eastern	12.28%	12.05%	11.15%	13.42%
Route 5 Wealthy	10.91%	10.20%	10.24%	n/a
Route 6 Eastown	9.59%	10.20%	8.49%	12.48%
Route 7 West Leonard	7.50%	7.55%	8.32%	9.89%
Route 8 Prairie/Rivertown	10.20%	10.72%	10.70%	7.36%
Route 9 Alpine	14.64%	14.30%	16.74%	21.29%
Route 10 Clyde Park	12.39%	12.30%	12.96%	13.69%
Route 11 Plainfield	10.62%	10.55%	10.00%	13.56%
Route 12 Westside	8.32%	8.39%	7.64%	4.75%
Route 13 Michigan/Fuller	10.04%	9.63%	10.16%	n/a
Route 14 East Fulton	10.04%	10.25%	6.53%	n/a
Route 15 East Leonard	14.23%	15.28%	11.05%	16.04%
Route 24 Burton	8.86%	8.44%	7.62%	n/a
Route 27 Airport Industrial	8.75%	7.55%	n/a	n/a
Route 28 West 28th	11.89%	11.94%	11.82%	12.08%
Route 33 Walker Industrial	2.25%	2.22%	n/a	n/a
Route 34 Northridge	1.86%	2.42%	n/a	n/a
Route 44 44th Street	10.17%	10.52%	10.83%	6.37%

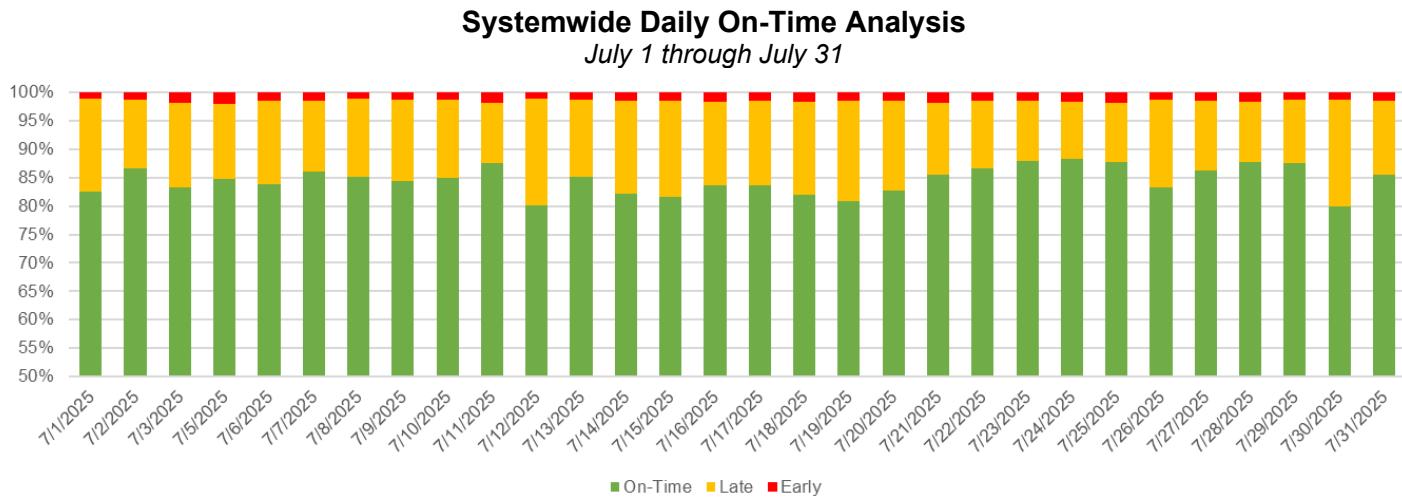


Date: September 16, 2025
To: ITP Board
From: Nicholas Monoyios – Director of Planning
Subject: FIXED ROUTE ON-TIME PERFORMANCE REPORT – July 2025

SYSTEMWIDE ANALYSIS

The Rapid considers a route to be on time if it is anywhere from 0 to 5 minutes late. A bus that arrives before the scheduled time or 5 minutes after the scheduled time is considered not to be on time.

The figure below demonstrates systemwide daily on-time performance (OTP) for July 2025.



The table below summarizes systemwide on-time performance for the month and compares to the same month in the previous year, and the previous month in 2025.

In July 2025, 79.18% of service was on time, with incidents of lateness occurring 19.45% and incidents of earliness at 1.30%. This month had a 1.55% increase in OTP from July 2024 and an increase of 5.41% from June 2025. Road construction projects and detours continue to impact OTP throughout the month.

Year	July On-Time	June On-Time	Δ
2025	84.59%	79.18%	+5.41%
2024	83.04%		
Δ	+1.55%		

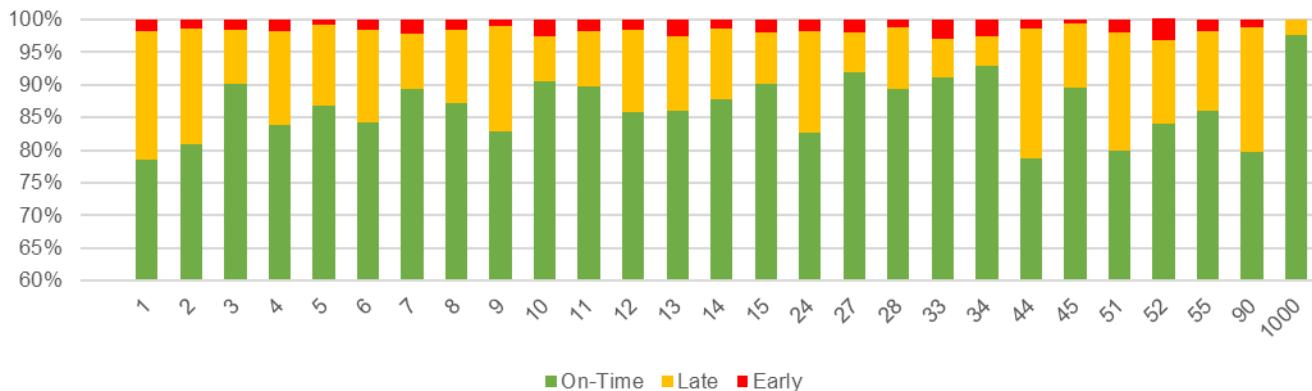
ROUTE BY ROUTE ANALYSIS

During Spring Street closures and detours stemming from road projects become the primary cause of decreased on-time performance. Aside from minor short-term occurrences, the major projects to impact on-time performance were:

- Cherry St. between Sheldon & LaGrave (impacts Routes 2 & 4)
- Division Ave. between 36th & 44th (impacts Route 1 & Silver Line)
- Market Ave. closure (impacts Route 8, 12, DASH)
- Kalamazoo and Fuller between Burton and Hall (impacts Route 2)
- Fulton St./Valley Ave. construction (impacts Laker Line)
- Ransom between Lyon and Fulton (impacts Silver Line)
- Burton St. construction (impacts Route 24)
- Leonard St. between Alpine Ave. & Powers Ave. (impacts Route 7)
- Bridge Street between Scribner and Seward (impacts Routes 7, 9, & 55)
- Division Ave. between Fulton and Bridge (impacts Route 6)
- Cherry St. closure (impacts Routes 2 & 4)

OTP by route is illustrated in the graph below.

Route by Route On-Time Analysis
July 1 through July 31



Systemwide Bus Routes

Route 1 - Division/Madison	Route 11 - Plainfield	Route 34 - Northridge	Route 72 - Central 10A
Route 2 - Kalamazoo	Route 12 - Westside	Route 37 - GVSU North Campus	Route 73 - Union 3A
Route 3 - Wyoming/Rivertown	Route 13 - Michigan/Fuller	Route 44 - 44th Street	Route 74 - Union 7A
Route 4 - Eastern	Route 14 - Fulton	Route 45 - Laker Line	Route 75 - Union 10B
Route 5 - Wealthy	Route 15 - East Leonard	Route 48 - GVSU South Campus	Route 76 - Union 12A
Route 6 - Eastown	Route 24 - Burton	Route 51 - DASH CW	Route 77 - Union 12B
Route 7 - West Leonard	Route 27 - Airport Industrial	Route 52 - DASH CCW	Route 85 - GVSU Apartment Connector
Route 8 - Prairie/Rivertown	Route 28 - West 28th	Route 55 - DASH Work	Route 90 - Silver Line
Route 9 - Alpine	Route 29 - East 28th	Route 60 - GRCC Shuttle	Route 100 - FSU Express
Route 10 - Clyde Park	Route 33 - 3 Mile	Route 71 - Central 4A	Route 1000 - Millennium Park

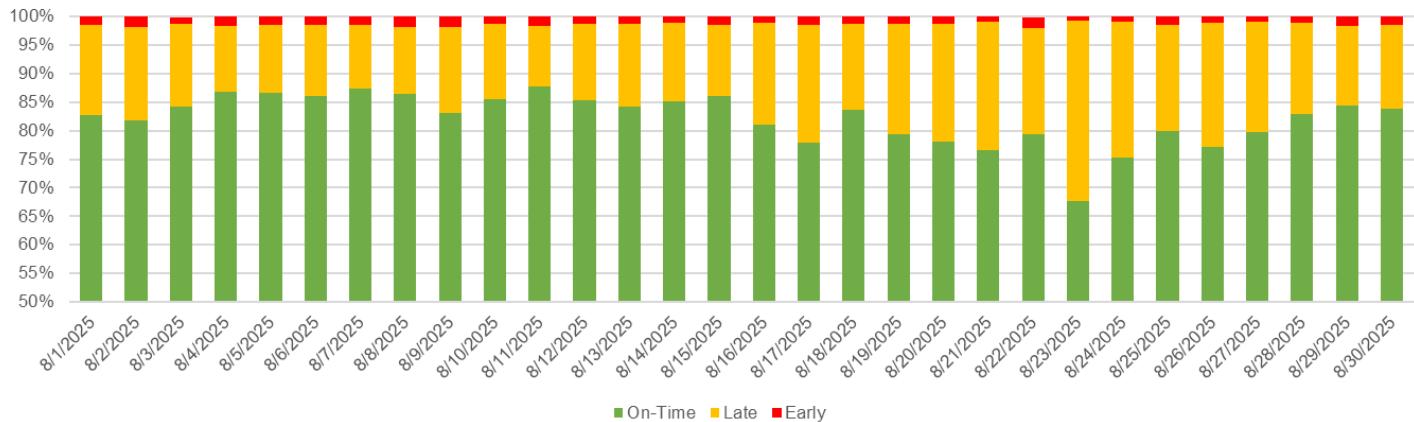
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The Rapid considers a route to be on time if it is anywhere from 0 to 5 minutes late. A bus that arrives before the scheduled time or 5 minutes after the scheduled time is considered not to be on time.

The figure below demonstrates systemwide daily on-time performance (OTP) for August 2025.

Systemwide Daily On-Time Analysis
August 1 through August 31



The table below summarizes systemwide on-time performance for the month and compares to the same month in the previous year, and the previous month in 2025.

In August 2025, 82.31% of service was on time, with incidents of lateness occurring 16.35% and incidents of earliness at 1.33%. This month had a 1.55% decrease in OTP from August 2024 and a decrease of 2.28% from July 2025. Road construction projects and detours continue to impact OTP throughout the month.

Year	July On-Time	June On-Time	Δ
			Δ
2025	82.31%	84.59%	-2.28%
2024	84.20%		
Δ	-1.89%		

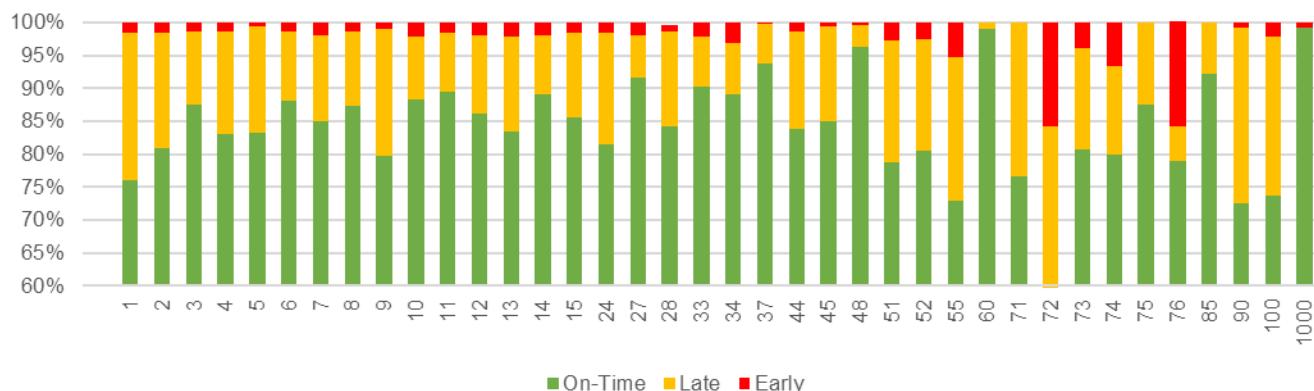
ROUTE BY ROUTE ANALYSIS

During Spring Street closures and detours stemming from road projects become the primary cause of decreased on-time performance. Aside from minor short-term occurrences, the major projects to impact on-time performance were:

- Division Ave. between 36th & 44th (impacts Route 1 & Silver Line)
- Market Ave. closure (impacts Route 8, 12, DASH)
- Wealthy St. closure (impacts Route 5)
- Metro Cruise – Aug 23 (impacted Route 28)
- Burton St. construction (impacts Route 24)
- Leonard St. between Alpine Ave. & Powers Ave. (impacts Route 7)
- Division Ave. between Fulton and Bridge (impacts Route 6)

OTP by route is illustrated in the graph below.

Route by Route On-Time Analysis
August 1 through August 31



Systemwide Bus Routes

Route 1 - Division/Madison	Route 11 - Plainfield	Route 34 - Northridge	Route 72 - Central 10A
Route 2 - Kalamazoo	Route 12 - Westside	Route 37 - GVSU North Campus	Route 73 - Union 3A
Route 3 - Wyoming/Rivertown	Route 13 - Michigan/Fuller	Route 44 - 44th Street	Route 74 - Union 7A
Route 4 - Eastern	Route 14 - Fulton	Route 45 - Laker Line	Route 75 - Union 10B
Route 5 - Wealthy	Route 15 - East Leonard	Route 48 - GVSU South Campus	Route 76 - Union 12A
Route 6 - Eastown	Route 24 - Burton	Route 51 - DASH CW	Route 77 - Union 12B
Route 7 - West Leonard	Route 27 - Airport Industrial	Route 52 - DASH CCW	Route 85 - GVSU Apartment Connector
Route 8 - Prairie/Rivertown	Route 28 - West 28th	Route 55 - DASH Work	Route 90 - Silver Line
Route 9 - Alpine	Route 29 - East 28th	Route 60 - GRCC Shuttle	Route 100 - FSU Express
Route 10 - Clyde Park	Route 33 - 3 Mile	Route 71 - Central 4A	Route 1000 - Millennium Park

2025 Community Value Survey Presentation

Present Performance & Service Committee

September 16, 2025

Agenda

- Survey intent and methodology
- Topline demographics and transportation habits
- Top 5 value metrics
- Importance/Satisfaction Matrix
- 3-year trends exercise
- National benchmarks

Survey Intent and Methodology

Conducted in the Spring by our **3rd party survey vendor**, ETC Institute.

The survey design satisfied multiple objectives, including measuring the **perceived value** provided by The Rapid and understanding the **community's transportation habits**.

Surveys were mailed to a randomized sample of households, accompanied by a cover letter explaining the study's purpose and a return envelope for mailing the survey back to ETC. Respondents also had the option of completing the survey online. **Results were monitored to ensure that survey distribution was closely proportionate to the region's population demographics.**

The response rate of 858 completed surveys exceeded our target, and by doing so, the results achieved a precision of at least **+/-3.4% at the 95% level of confidence**. Additionally, subgoals were set for the six cities to achieve statistically significant results in each area. All subgoals were achieved.

Topline Demographics

- 68% White/Caucasian
- 15% Black/African American
- 15% Hispanic/Latino

- 59% between 35 and 64 years old
- 19% between 20 and 34

- 19% household income within the \$50,000-\$74,999 range
- 14% between \$75,000-\$99,999
- 13% less than \$25,000

This is a sample of respondent demographics, not fully representative of all respondents. Percentages will not equal 100%.

Survey Respondent Transportation Habits

What mode of transportation do you primarily use to reach your destination?

	Public Transit	Drive Alone	Bicycle	Walk	Scooter	Uber or Lyft	Carpool/Vanpool	Other
Total	5.5%	79.3%	4.0%	4.2%	0.1%	2.6%	4.1%	0.2%
East Grand Rapids/ Grand Rapids	5.4%	74.1%	6.3%	5.6%	0%	3.3%	4.8%	0.4%
Grandville	2.7%	92%	1.3%	1.3%	0%	0%	2.7%	0%
Kentwood	3.8%	85.7%	1.9%	1.0%	0%	2.9%	4.8%	0%
Walker	6.7%	84%	0%	5.3%	1.3%	0%	2.7%	0%
Wyoming	8.1%	83.1%	0.8%	2.4%	0%	2.4%	3.2%	0%

Top 5 Value Perceptions

Respondents were asked to rate on a scale of one to five how valuable The Rapid was regarding 16 items, with one meaning “Not at all Valuable” and five meaning “Extremely Valuable.” The **five items that received a rating of 85% or higher** (“Extremely Valuable” and “Somewhat Valuable” answers) include;

- “Providing mobility to low-income families and individuals” (92%)
- “Overall value to the community” (91%)
- “Providing transportation options to people with special mobility needs” (90%)
- “Providing affordable transportation options” (86%)
- “Providing access to medical facilities/healthcare” (85%)

Importance-Satisfaction (I-S) **matrix** Analysis

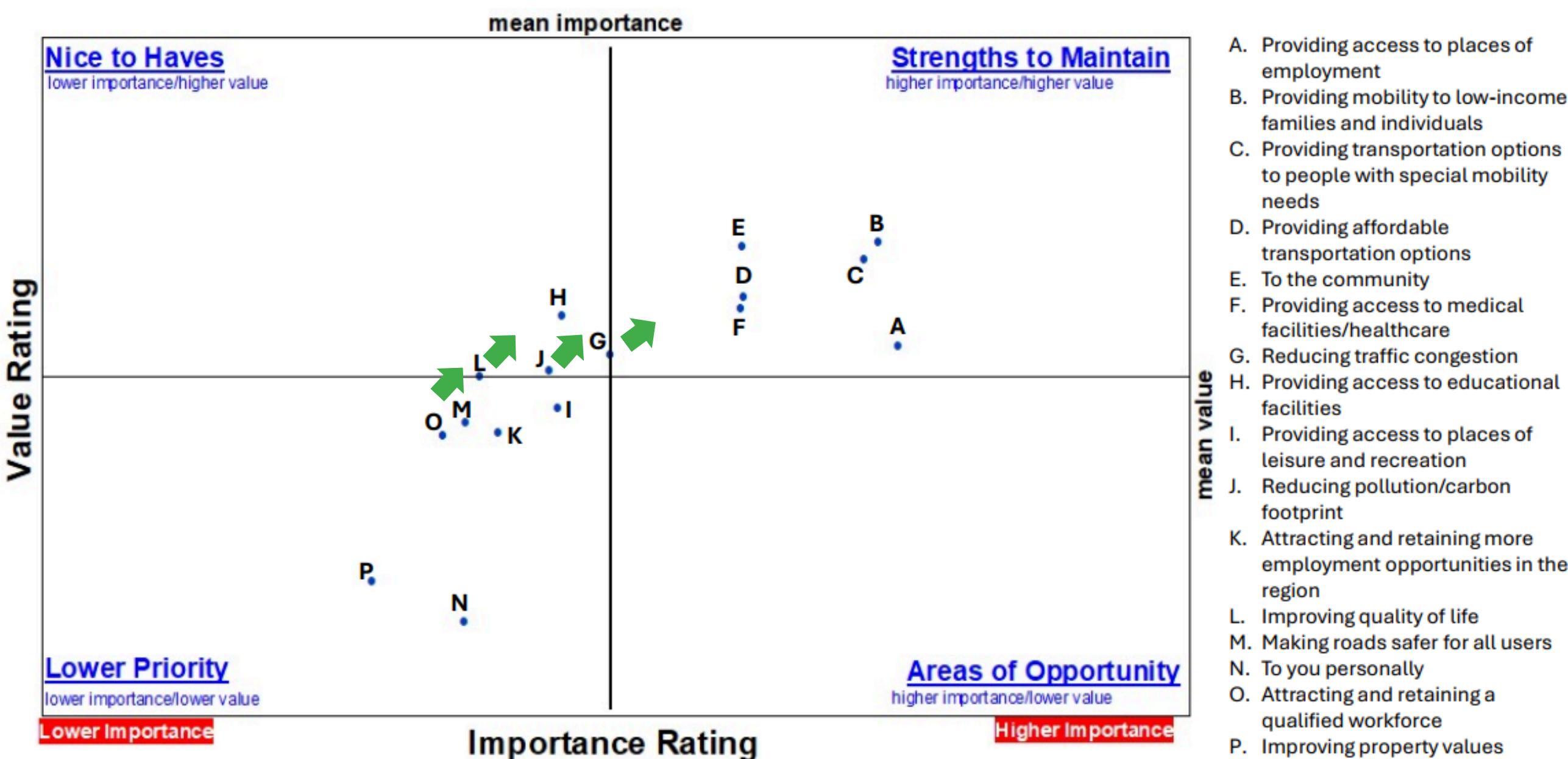
Importance-Satisfaction Analysis compares respondents' rankings of the importance of each item to how satisfied they are with The Rapid's performance in that area. In this instance, satisfaction is measured by perceived value. Statements are then categorized into four groups to form the Importance-Satisfaction Matrix based on the findings.

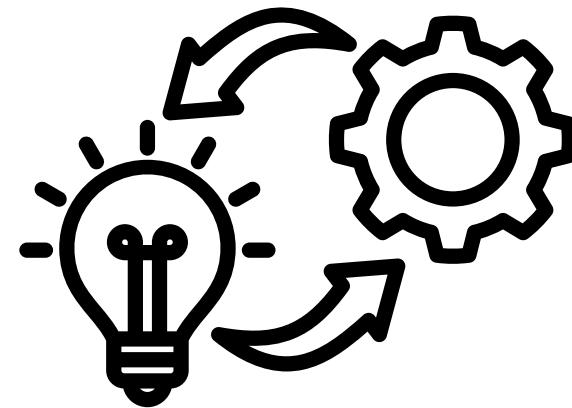
Lower Priority - This quadrant contains areas of service that have lower importance rankings and lower satisfaction levels; they are less important to the community and will have a smaller impact on overall satisfaction.

Nice to Haves - This quadrant contains areas of service that have lower importance rankings and higher satisfaction levels. Although the community is highly satisfied in these areas, these areas are less important and will have a small impact on overall satisfaction.

Areas of Opportunity - This quadrant contains areas of service that have higher importance rankings and lower satisfaction levels. These areas are ranked as highly important to the community and will have a larger impact on overall satisfaction as the service is improved, and satisfaction is raised.

Strengths to Maintain - This quadrant contains areas of service that have higher importance rankings and higher satisfaction levels. The community finds these areas of high importance and is highly satisfied with the level of service. These satisfaction levels should be maintained in order to continue positive overall satisfaction.





Working Insights

3-Year Trends in Performance and Value

The Rapid (Grand Rapids, MI)
Community Value Survey
Trend Data Page

Non-Rider

Select a survey topic from the drop down menu below to begin:

Survey Topic Selection Route Selection

All All

Trend Data Page

Ranking Level
● (L) Low ● (R) High

2023 40.0% 60.0%

2024 36.0% 64.0%

2025 27.3% 72.7%

0% 50% 100%

Year: (1) Not at all Valuable (2) Not Valuable (3) Neutral (4) Somewhat Valuable (5) Extremely Valuable

	1	2	3	4	5
2023	9.6%	6.2%	24.3%	23.5%	36.5%
2024	5.4%	6.1%	24.5%	21.3%	42.6%
2025	4.8%	4.8%	17.7%	23.3%	49.4%
Total	6.4%	5.5%	21.3%	22.9%	43.9%

Home Page Filter Page Clear Filter # of Records
541 451 858
2023 2024 2025

8.69
% Difference from Last Survey
▲ Changed in Value
...or select a survey question

Survey Questions Selection

Search

- The Rapid Performance
- I have a positive perception of the The Rapid brand
- I view The Rapid employees favorably
- It is safe to use The Rapid services
- The Rapid adequately serves employment centers
- The Rapid is committed to innovation and technological advancement
- The Rapid is transparent in its financial reporting
- The Rapid makes infrastructure investments that have a positive economic impact
- The Rapid provides service that supports quality of life and social needs
- The Rapid provides taxpayer value
- The Rapid service is easily accessible
- Transit investment occurs where needed

- The Rapid Value to Rider
- Attracting and retaining a qualified workforce
- Attracting and retaining more employment opportunities in the region
- Improving property values
- Improving quality of life
- Making roads safer for all users
- Providing access to educational facilities
- Providing access to medical facilities/healthcare
- Providing access to places of employment
- Providing access to places of leisure and recreation
- Providing affordable transportation options
- Providing mobility to low-income families and individuals who cannot afford a car

WHO RESPONDED KEY DEMOGRAPHICS BY TRIP PURPOSE SATISFACTION RESULTS BY KEY DEMOGRAPHICS SATISFACTION RESULTS/IMPORTANCE INVESTMENT PRIORITIES BENCHMARKS

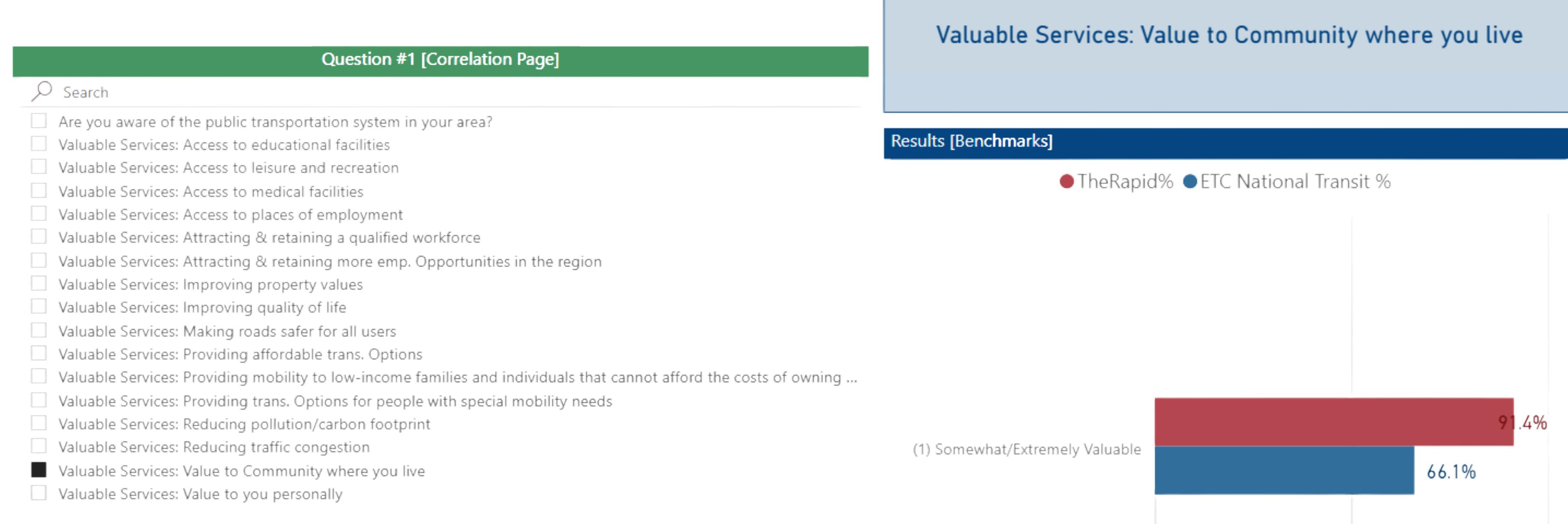
Between 2023 and 2025, The Rapid has conducted a comprehensive assessment of 26 performance and value-based characteristics of its services.

Overall, the results indicate that these characteristics have either improved or remained stable within the margin of error. The community generally expresses strong support for the value and performance provided by The Rapid.

Notable areas of improvement include the perception of safety in utilizing The Rapid's services, the positive economic impact of our infrastructure investments, and brand perception. Additionally, the community recognizes the significant value of The Rapid's efforts to enhance roadway safety for all users.

National Benchmarking

ETC Institute's benchmark survey data is sourced from a national panel of individuals residing within the service area of various transit systems. This data encompasses participants from all 50 states, representing over 80 transit systems. The results have been rigorously monitored to ensure that the distribution of respondents corresponds to the population size of each transit system's region, with a significant proportion of respondents originating from transit systems located in California.





Finance Committee Members

Mayor Gary Carey

Mayor Stephen Kepley (Chair)
Mayor Katie Favale

Steven Gilbert

Mayor Steve Maas

FINANCE COMMITTEE MEETING MINUTES

Wednesday, August 13, 2025 – 4:00 p.m.

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

ATTENDANCE:

Committee Members Present:

Mayor Carey, Mayor Favale, Steven Gilbert, Mayor Kepley, Mayor Maas

Committee Members Absent:

Rapid Attendees:

Josh Brink, Steve Clapp, Kris Heald, Deron Kippen, Linda Medina, Nick Monoyios, James Nguyen, Deb Prato, Jason Prescott, Andy Prokopy, Tim Roseboom, Steve Schipper, Lindsay Thomasini, Mike Wieringa, Kevin Wisselink

Public Attendees:

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

1. PUBLIC COMMENT

No public comment

2. MINUTES – June 11, 2025

Chairman Mayor Kepley entertained a motion to approve the meeting minutes from June 11, 2025. Mayor Maas motioned to approve, and Mayor Favale supported it. The motion passed unanimously.

3. DISCUSSION

a. Financial Planning & Analysis – Ms. Linda Medina

Ms. Medina reported on the financials.
She started her comments by noting the new format of the report.

June 2025 Operating Statement:

Trending consistent; 2.8% under budget (~\$1M), primarily due to State Operating Assistance aligning with expenses.

Expenses:

14-15% under budget, mainly because of salaries, wages, benefits due to open positions. Other factors include fuel costs (budgeted at \$4.00/gallon; actual \$2.20). CNG/RNG costs (budgeted \$0.89-\$0.91; actual \$0.60)

Preventative Maintenance (PM) identified at \$1.9M; goal is \$4M.

Passenger Fares & Ridership:

Under budget by 3.6%; Fixed Route Ridership down by 10.7%.

Insurance Claims below forecast.

Mayor Carey praised the clarity of the report, especially the executive summary. He inquired if benefits are projected to increase by 15-16%; Ms. Medina confirms medical benefits increased by 6%.

Operating Statement Highlights

Revenue:

Expected to be 3.7% under budget, consistent with recent trends. We anticipate an increase in revenue from RIN credits, and reserves are projected to rise from \$7.2M to 48M.

Expenses:

Estimated to be 14% under budget, mainly in wages, fuel, and lubricants. There is potential to allocate \$4M for PM, possibly returning \$1M to reserves.

Budget Changes for FY 25/26

Paratransit Contract:

Moving Maintenance & Dispatch in-house (operators stay with current contractor)

Ms. Medina noted a slight decrease in Special Olympics Contract by \$13,000, and the CMH Contract reduced by 5% (\$48,000).

Revenue Adjustments:

There is a reduction of \$765,993 due to expiration of Alternative Fuel Credit.

Reserves & Wages:

Reserves increased from \$7.3M to \$8.1M, an increase of \$827,000.

Addition of 19 new full-time employees (total staff increase).

Increased wages & fringes by \$1.2M.

Additional Personnel & Staffing Updates

New Positions:

We will be adding:

1 Maintenance Supervisor

1 Maintenance Foreman

6 Paratransit Dispatchers

Administration Staff: from 109 to 117

For Maintenance we are adding:

6 Fleet Technicians

5 Utility Technicians

For an addition of eleven (11) in Maintenance going from 46 to 57.

Five-Year Projection (FY 29/30)

Revised Reserve Forecast: \$6.8M (down from \$9.1M in initial estimates)

Depletion: Expected in Fy 30/31

Current Reserves: Approximately \$50M

Contract & Revenue Rate Review

Based on budgeted hours (404,000 revenue hours), the proposed contract rate increase is approximately 25%, addition about \$18.00 per revenue hour. This calculation considers full staffing and prior revenue hour estimates.

For The Good of the Order:

Mayor Kepley highlighted that the pension meeting held just before this session yielded very positive numbers. He emphasized the importance of these figures, as they form the basis for the audit. He noted the growth in pension assets: from \$13.4M as of July 1, 2024, to \$14.2M currently.

He concluded by expressing gratitude for leadership, the market conditions, and the support from consultants, affirming confidence in their financial position.

Overall, the pension and financial outlook are very positive, reflecting effective management and market conditions.

4. ADJOURNMENT

This meeting was adjourned at 4:25 p.m.

The next meeting is scheduled for November 5, 2025

Respectfully submitted,



Kris Heald, Board Secretary